

VENTURA COUNTY AREA AGENCY ON AGING ELDERHELP PROGRAM (EHP) GUIDELINES: 2013-2014

Information Current as of 08/2013

WHAT IS THE ELDERHELP PROGRAM (EHP)?

The ElderHelp Program (EHP) provides free, short-term assistance to frail seniors to maintain their independence at home. EHP operates under limited funds provided by the Older American's Act (OAA), various grants and private donations. Due to budgetary and admission criteria constraints EHP clients may be placed on a waiting list or may receive limited assistance. In all cases EHP referrals must be made by a social service agency or by contacting the VCAA Information and Assistance (I&A) staff.

WHO IS ELIGIBLE TO RECEIVE EHP SERVICES?

- ☆ Ventura County residents age 60+ living at home in the community (e.g. mobile homes, apartments, houses, etc.). Seniors residing in assisted living facilities, nursing homes, retirement communities, etc. are ineligible.
- ☆ Frail seniors that require help with activities of daily living such as bathing, shopping, housework, managing medications etc. Employed seniors are ineligible.
- ☆ EHP services are targeted to low income seniors without support from family or friends and who are not receiving similar services from other agencies.
- ☆ Priority will be given to seniors age 85+, living alone or with another frail senior, recently discharged from the hospital, and/or referred by Adult Protective Services (APS).

WHAT EHP SERVICES ARE AVAILABLE?

Personal Care: *This service provides assistance with tasks such as bathing, dressing, grooming; also includes stand-by help and/or supervision.*



Homemaker: *This service provides assistance with light housework tasks such as dusting, vacuuming, laundry, preparing meals.*



Chore: *This service provides assistance with heavy housework tasks that require more energy and deep cleaning such as de-cluttering, mopping, scrubbing bath tubs.*

- Seniors with paid In-Home Supportive Services (IHSS) providers are ineligible.
- One instance of Homemaker and/or Chore service per household and time limited.



Minor Residential Home Repair/Modification and/or Personal Security Devices:

This service may include minor home improvement installations; including grab bars, replacement of door handles, and/or security devices such as shower benches, hand held showers, chair lifts.



- Due to the cost of this service, major home renovations, such as ramps, are not covered.
- Clients that rent or lease their residence must first request that the owner of the property pay for these types of repairs.

Emergency Food Box: *Provides a food box consisting of shelf stable nutritious food items.*

- Food box requests are intended for seniors being discharged from the hospital or due to an unexpected expense needing one-time-only assistance.
- The referring social service agency is responsible to arrange for pick-up & delivery.



Senior Life Boat - Emergency Aid Vouchers: *This service provides one-time-only assistance to address an urgent food, shelter or warmth related need.*



- Past vouchers included: utilities payment, rental deposit, heater repair, moving assistance, etc.
- If approved, the referring social service agency agrees to be the responsible party coordinating voucher assistance.



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HOW DOES THE EHP WORK?

1. The social service agency will make the referral and e-mail it to: Elder.Help@ventura.org. If the social service agency doesn't have email access, the referral can be called in on the VCAAA Information & Assistance line: 805-477-7300.
2. The EHP Committee will determine if the senior qualifies and forward the referral on to the appropriate vendor providing the EHP service.
3. VCAAA Staff will notify the referring agency that the referral has been *approved*, which vendor will provide the service and what has been approved. Approved service units have expiration dates. Additional service units may be authorized on a case-by-case basis depending on the circumstance and available funding. If the referral has been *denied*, staff will notify the referring agency that the request has been denied and why.
4. It is the responsibility of the referring social service agency to notify the senior that the request has been accepted or denied. VCAAA is a pass-through agency for the EHP; clients should not be contacting VCAAA directly for status updates.
5. **DUE TO THE VOLUME OF REFERRALS CLIENTS MAY BE PLACED ON A WAITING LIST.** EHP is unable to provide services long term due to limited resources; the intent of the EHP is to help as many frail seniors as possible by offering short term assistance while the client and the referring agency look for long term solutions.