



**NEW YORK**  
STATE OF  
OPPORTUNITY™

**NY Connects**  
Your Link to Long Term  
Services and Supports

1-800-342-9871

# How We Collaborate

- No Wrong Door Tri-county Meetings
  - Full NWD Implementation Team Quarterly
  - AAA & ILC Monthly— All team members (including LDSS, SPOA-Mental Health, OPWDD) welcome,
- Why we do “Tri-county”?
  - ILC serves the Genesee, Orleans, and Wyoming County area. This allows the ILC to sit at one table monthly and enhances collaboration.
- Cross-agency Referrals
  - AAA focus 60+ and their caregivers
  - ILC focus under 60 disabled and over 60 with significant needs related to the disability

- Annual Tri-County Long Term Care Task Force joint meeting
  - Best practice sharing
  - Barrier identification
  - Brainstorming
  - Long term strategies identified
  - Scenarios (samples follow)

# Front Line Worker Training

## Sample Case Scenarios for Breakout Session

Describe how your office would handle the following situations. What referrals/linkages would you make? Other ideas?

# Scenario A

Clients come into office for help transferring/obtaining benefits. They moved from Georgia. Clients want to obtain SNAP, housing assistance, FMC, eventually HEAP, etc. They do not have their Soc. Security award letter to prove income, or Soc. Security cards; unsure of where they are. The wife does not have any NYS ID. She has never worked or had a driver's license. Husband did have ID. They also said that they are staying at their daughter's home, but did not have a letter from her. They would like to move into a senior housing unit, but were told they needed a picture ID for wife, 2 personal references that are not family as well as other documents. According to clients they do not know anyone who is not family. They did try to get a non-driver ID from the DMV but were told that the wife did not have enough "points" to get an ID. They appeared to be frustrated and confused. Their combined income is under \$16, 000 year.

# Scenario B

45 year old woman with Multiple Sclerosis. Disease has progressed to the point where she cannot walk or support herself in a standing position for long and needs a walker for assistance. She does have an electric scooter. She lives alone in a senior section 8 housing complex and has Medicare. Has applied for Medicaid but has not received it yet. She earns approximately \$1100 per month on disability.

Most recently it has become apparent that she is struggling to live on her own. Her parents are still her main caregivers but their age is beginning to affect their ability to care for her (bathing, cleaning, etc.) She has not researched private hiring because she is barely getting by on the income she does receive. She also participates in a daily lunch sponsored by the local Office for the Aging at the senior complex she lives in and is required to pay for the meals.

# Scenario C

Client with dementia calls office multiple times per day, multiple days per week, asking the same questions each time; not remembering that he already called and was assisted. Client continues to receive “junk mail” specifically surveys in the mail. Client calls because he is unsure of what to do with the mail. Client does not think that there is anything wrong with “forgetting” things (i.e. that it’s “normal.”)

# Scenario D

Client reported that she is currently homeless with four children and admitted that she is currently fleeing an abusive situation from her significant other. Client is 35, disabled and unemployed.

Additionally, the client needs assistance with obtaining a copy of her GED Transcript in order to pursue a nursing degree.