

1. [Dallas Area Agency on Aging/Community Wellness \(Senior services\)](#)

Dallas Area Agency on Aging is acting proactively in creating safety protocols to protect the health of our community. The Department of Health and Human Service Commission, Dallas County Public Health Department and the Center for Disease Control (CDC) continue to update the agency on latest developments and recommendations. At this point, the Dallas Area Agency on Aging is making administrative decisions day by day based on the information provided by these agencies. Also, we will keep the general community informed about the next procedures and protocols established by the State.

a. *Care Coordination and Caregiver Programs*

Care Managers are continuing to provide the following services:

- Community Partnership meetings are being done virtually and by phone.
- Client Home Visits- Home visits have been suspended effective immediately. Care Managers conduct or complete the client assessment by virtual interviews or by phone.
- Authorization for services- Service Authorizations will be discussed and approved case by case depending upon what type of service the client is applying for. All those services that require personal contact with the client: Residential Repairs, In-home Respite and Personal Assistance have been suspended so as not to jeopardize the health of the clients.
- All Care Managers are available by phone to connect clients to community resources and services for our older adults in Dallas County.

b. *Benefits Counseling*

- All face-to-face counseling has been suspended until further notice to protect the health of our clients.
- The benefits counselors will be providing services remotely but will come to the office if needed.
- We continue to answer and return phone calls
- We will continue mailing Medicare Savings Program and other benefits applications to callers when requested.
- We will continue to compare Medicare Prescription Drug Plans and Medicare Advantage Plans on the phone to those beneficiaries whose Medicare starts in April
- Benefit Counseling is continuing to work helping clients to get connected with Texas Health and Human Services Department to assist those consumers who are needing Medicaid, Snap benefits, Medicare Savings Program, or Long-Term Care services. These consumers can apply online to alleviate traffic in their offices due to the COVID-19 pandemic. Go to www.yourtexasbenefits.com to apply. The Dallas Area Agency on Aging Benefits Counselors are available by phone if anyone needs any explanation on filling out the form. They can be reached at 214-871-5065.

c. *Evidence Based Intervention and Wellness Programs*

Self-Management Interventions

- In person classes are currently on hold, we are calling participants periodically to ask them about a weekly action plan, medication issues and give them fall prevention tips to keep them engaged
- We continue communicate with funders via phone to determine the next steps in order continue providing the services to the older adults in Dallas county.

PEARLS Interventions for Depression

- We are continuing intervention through telehealth options for all current cases
- New Referrals – We have a waitlist for those not comfortable beginning program over the phone or virtual conferences, otherwise services provided by phone.

d. *Home Delivery Meals – Meals on Wheels*

- Home Delivered Meals

Visiting Nurses Association (VNA) continues to deliver the meals to their participants as usual, taking all required precautions.

Jewish Family Services is delivering more than the usual number of frozen meals at a time, instead of 3 or 5, they are delivering 10 meals, they want to be certain seniors are covered for more days if needed.

- Congregate Meals

The Congregate Meals program is adapting to VNA's new method of delivering the meals. VNA is delivering the meals to the sites in pre-packed containers. Congregate Meal sites have a drive-thru process for the seniors to pick-up their meal and return home to consume the meal.

Congregate Meal sites are delivering meals to the seniors who are not able to pick-up their meals. Congregate Meal sites that don't receive their meals from VNA, but from other vendors or who prepare them on site, are following the same method.

f. *Participant Assessment and Referrals*

- VNA will continue completing their intake process through phone assessments. New clients still can have the opportunity to participate in the home delivery program.

g. *Transportation Services for Seniors in Dallas County*

- For the time being, bus service is not being provided in order to prevent further contamination. Instead, the buses are being used to deliver the meals to the seniors who are not able to pick-up their meals.
- Lyft services are being coordinated for those clients who have medical appointments and/or are in need of groceries.