

# “Making It Real” Campaign: Human Face of Budget Cuts

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## *Queens*

### **Impact of Department for the Aging cut to Case Management for Homebound Elderly Residents of Queens**

**Council of Senior Centers and Services of New York City, Inc., November 2010**  
**Document Coordinator: Kerry Sullivan & Ana Betsabe Soto**



For more information, please contact Bobbie Sackman, Director of Public Policy,  
212-398-6565 x226, [bsackman@cscs-ny.org](mailto:bsackman@cscs-ny.org)

# CSCS

COUNCIL OF SENIOR CENTERS AND SERVICES OF NEW YORK CITY, INC.

49 West 45th Street, 7th Floor  
New York, New York 10036  
Tel: (212) 398-6565  
Fax: (212) 398-8398  
[www.cscs-ny.org](http://www.cscs-ny.org)



## Case Management Anecdotes

November, 2010

### Queens

CM=	Case Manager
HC=	Home Care
HMDL=	Home Delivered Meals
MOW=	Meals on Wheels
APS=	Adult Protective Services

### Anecdotes Concerning Case Mgt.

Agency	Council Members	Anecdote
<ul style="list-style-type: none"> <li>• Tova Klein:718-633-1300 Managing Director Selfhelp Community Services</li> <li>• Hanan Simhon :718-321-8194 Selfhelp Queens North, Case Management Program</li> </ul>	Peter Koo	<p style="text-align: center;"><b>Anecdote</b></p> <p><b>Council Member Koo</b>  <b>1).</b> We have an 84 year old female client who has various mental health diagnoses, including Schizophrenia. She has rarely been able to live alone due to her limited income (Social Security only). When we received this case, the client was renting a mattress on the floor of a person's living room. She was living in very unhygienic and unsafe circumstances. She was being charged \$400 a month and had a volatile relationship with the "landlord". When we received this case, it was initially inherited to us from the Urban League. This client was only receiving meals on wheels which she needed as her main source of food.</p> <p>Over the course of two years, our Selfhelp social worker was able to establish a trusting relationship that allowed the worker and client to meet regularly and speak on the phone regularly. We referred her to a psychiatrist and mental health agency (Cape). We then began applying for various entitlements and benefits that made the client feel more secure (food stamps, Medicaid, MSP, NYC-210, free cell phone and more). However , all along we were trying to find her a more suitable living arrangement.</p> <p>This was not easy as client was scared to leave this situation despite the abuse and unsafe nature of her circumstances. She always wanted to leave, but never found the courage or support to do so. It was the relationship and hard work of her case worker that allowed her to finally tour an assisted living facility that accepted Medicaid. After several tours and unlimited support, this month, the client moved into assisted living. It is the first time in years she has had her own apartment. That is not where the story stops however, the client did</p>

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<ul style="list-style-type: none"> <li>• Tova Klein:718-633-1300 Managing Director Selfhelp Community Services</li> <li>• Hanan Simhon : 718- 321-8194 Selfhelp Queens North, Case Management Program</li> </ul>	Peter Koo

not allow anyone to move her belongings. So the case worker moved them with the client together. We were able to purchase her a new mattress and sheets via our Emergency Cash Assistance Program and client is trying to get comfortable with her new surroundings. Due to her mental illness, she still calls her case worker every other day, but we hope she will become comfortable overtime. This case worker has spent dozens of hours, home visits, visits to the community and work with community partners to get the client in a safe environment that still allows her to be independent and in the community.

#### **Council Member Koo**

**2.** Intake once got a call from an 80 plus year old woman whose husband died a week ago. She talked about committing suicide. The intake worker stayed on the phone long enough to ascertain that the client did not have a plan but was deeply depressed. She immediately brought this to the Director's attention and while the call was given to the director to speak with the client, the intake worker ran over to the client's home. She stayed with the client for over an hour talking about her husband and they agreed that it would be OK to call 911 and go to the hospital to deal with her feeling of dread. EMS refused to take the client to the hospital of her choice (LIJ north shore hospital where her son worked as a nurse). Yet the intake worker kept advocating till the EMS finally relented and took the client to LIJ. We strongly believe that our intake saved this client's life.

Selfhelp- It is really an honor to nominate two dedicated and caring individuals for the STAR award this year. Both **Welby Lee (Senior Case Worker) and Fen Yuan (Social Work Supervisor 718-321-8194)** have been working with Selfhelp's Queens North case management program for over two years and both are a testament to true social work. They are tenacious advocates for their clients and truly believe in Selfhelp and DFTA long standing mission of keeping the client safe in the community.

A poignant example of this came over the July 4<sup>th</sup> weekend. One of

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Hanan Simhon : 718-321-8194  Selfhelp Queens North, Case Management Program	Peter Koo

our most isolated cases, Mr. K, was not home for his meal when our office opened on July 6<sup>th</sup>. Welby and Fen began to call around but quickly discovered that the client's few emergency clients did not know where he was. Welby was immediately dispatched to the client's home and called 911 as it was not like Mr. K to miss a meal without letting us know about it. As is the case on occasion, when the police opened the door, Mr. K was lying on the floor and had unfortunately passed away.

Finding Mr. K alone is what our emergency protocol tells us to do, but it was the sensitivity and caring that followed that truly distinguish Welby and Fen. Knowing that Mr. K was Jewish, Welby and Fen made sure they knew where Mr. K's body was taken and advocated that he have a Jewish Burial by contacting the Hebrew Free Burial Society. However, Mr. K never told us of any relatives. Welby and Fen began to look through the vast archives of case notes that Mr. K had through previous case management agencies and discovered a brother that Mr. K did not talk to for years and years. When we called Mr. K's brother, he was nearly in tears of gratitude for finding him and letting him know about his brother's death. He took over the funeral arrangements and "thanked us again for re-uniting him and his brother one last time".

I am proud to nominate Welby Lee and Fen Yuan for their dedication and sensitivity in this matter. Their tireless efforts allowed for our cherished client to be buried in dignity, spiritual sensitivity and surrounded by family. I hope you consider them for this year's STAR awards.

Agency	Council Member	<b>Anecdote</b>
<p>Marie Ellen Galasso: (718) 454-2100 ext:  34megsnap@aol.com</p> <p>Jacqueline Huneidi: 718-454-2385</p> <p>Director of Case Management Services Now for Adult Persons</p>	<p>James Sanders , James Gennaro</p>	

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been diagnosed with dementia and was referred by APS to SNAP Case Management for MOW's. The driver reported that he went to the home to deliver the meal and saw a National Grid shut off notice on the door. When the client came to the door to receive her meal the driver reported that the client looked disoriented, unsteady and banged her head against the door. SNAP's Case Management Intake Worker called APS and left a detailed message with both the APS case worker and supervisor regarding the problem. APS later spoke with SNAP stating that the case had been closed back in July but the Case Management agency had never been notified. APS said they closed the case as the adult daughter and niece were paying the mortgage on the home so they did not need to be there. SNAP intake worker followed up with the niece who informed SNAP of serious concerns in the home. She stated that the client was unclean and not eating. She said neighbors witnessed abusive behavior by the adult daughter on the client. The next day the MOW's driver reported that the client answered the door with a bloody nose. The client had a history of strokes. SNAP called 911 and later followed up with Ambulance Locator to see if the client was admitted into the hospital. The worker was told that the adult daughter and client refused to go to the hospital. Client's niece said that she and her family were afraid to go into the home because the adult daughter had a gun and a machete in the house which the client with dementia often swung around. SNAP Intake worker contacted the APS supervisor who then sent the APS worker back out to the home to follow up. SNAP intake worker left a message with the APS supervisor to follow up and ensure that the client was visited by APS.

#### **Councilman James Sanders**

##### **Case #1**

Theodore S. is 87 year old WWII Veteran who resides alone. He has no family that resides in New York to assist him with tasks that he can no longer do independently. When his Case Manager met with client in his home for the first time, it was obvious that he was self-neglecting.

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His home was cluttered and dirty. He also appeared gaunt, weak, lonely, and depressed. He was open to any assistance that case management could provide.

The Case Manager immediately ensured client's physical safety by contacting client's PCP for a full medical evaluation. Meals on Wheels began immediately to provide client with a hot nutritious meal daily. Emergency food packages were also brought to the home to supplement the Meals on Wheels. The client's immediate living relative was his nephew who resided in Washington D.C. We contacted the nephew who stated that he wanted to help his uncle but "didn't know where to begin". We worked intensively in conjunction with the nephew to have a greatly needed heavy duty cleaning at client's house. Other family members, residing outside of New York, rallied together and became involved in client's life.

Over the past two months, the Case Manager has worked intensively with client and his nephew. The client now has a Friendly Visitor once per week. With the Case Manager's assistance, family has secured a personal care aide for client. Family is now calling him on a regular basis and visiting more often. Client's niece is ordering groceries on line for him. Client is now drinking nutritional supplements to help him gain weight. All of these positive changes have taken place in the past 3 months. The client is now in a much safer environment. Most of all, he knows that there are people out there who care about him.

#### **Councilman James Gennaro**

##### **Case #2**

Robert B. is a 74 year old, gay senior that resides alone. While conducting a home visit the client confided in his Case Manager that he was going to commit suicide. He said that he didn't want to live anymore because he was "isolated and had too many financial problems". What would he have done if the Case Manager wasn't there? He planned on taking all of his medication and committing



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Agency	Council Member
Rebecca Mushkin: 718 784-6173 (ext. 410)  DSW-Assistant Executive Director for Senior Services  Sunnyside Community Services	Jimmy Van Brammer

D. They were eligible for Medicaid only with a high surplus. Although the couple was informed about the Medicaid Pooled Trust, they could not afford the fees and did not understand the program.

The Case Manager reached out to several different Medicaid Managed Care programs for evaluation, and obtained medication assistance through a “charity” plan, Mr. R. was supplied with insulin and other medications.

The Case Manager activated available EISEP home care hours, assisted Mr. R. through the process of obtaining a Medicare/Medicaid Managed Care Health Care Program, and is helping Mrs. R. through the Lombardi program, as she is not age eligible for the Medicare. Prior to the Case Manager’s involvement, both Mr. and Mrs. R. were frequent ER visitors, emotionally overwhelmed and desperately in need of advocacy and a coordinated plan of care. Following Case Management involvement, the couple is receiving continuous support, have the medications they need, have stable home care services and an RN coordinator to address their multiple health concerns and needs.

Wendy Zinman-Szachar, LMSW  
 Program Director of Case Management  
 Sunnyside Community Services

Case Management Hours: 61.6 hours of CM time  
 10 Hours of supervisory time.  
 Total of 71.6 hours of time

Cost of Case Management: We are reimbursed at approximately \$60.00/hour for case management time



Agency	Council Member	Anecdote
<p>Blanca Goris: (718) 268-1412 ext. 211</p> <p>Naomi Altman:718-592-5757</p> <p>MSW Director of In-Home and Transportation Services</p> <p>Queens Community House</p> <p>Bgoris@queenscommunityhouse.org</p> <p>Naltman@queenscommunityhouse.org</p>	<p>Karen Koslowitz,</p> <p>Julissa Ferreras</p>	<p><b>Councilwoman Julissa Ferreras</b></p> <p><b>1.</b> Ms. L.D. is a 75 year-old female Hispanic immigrant who came to the USA over 30 years ago who lives alone in the Elmhurst in Queens. Ms. L.D. had previously received meals as part of a self-assessed client until QCH took responsibility for CD4. The QCH assessment revealed that she needed assistance with short-term memory loss, depression, social isolation, and loneliness. Furthermore, Ms. L.D. apartment was filthy and cluttered and items were left on the stove top, which although unused was still connected, which could have lead to a major fire and/or safety hazard.</p> <p>The case manager was able to link the client with the services needed to ensure her safety, independence, and comfort in her home so as to remain safe in the community. Ms. L.D. was referred to Adult Protective Services (APS) for a psychiatric evaluation and heavy duty cleaning service. Both services were performed soon after the APS assessment was completed. The psychiatric evaluation revealed that Ms. L.D. had been suffering from Alzheimer’s disease and an application for guardianship was immediately completed. Meanwhile, the QCH case manager worked with Verizon to connect a discounted Life-Line telephone line in the client’s apartment. Ms. L.D. was recently appointed a Spanish speaking legal guardian who is in the process of applying for Medicaid home care and replacing her furniture.</p> <p>QCH CSGM has been able to establish an amazing working relationship with Ms. L.D. and successfully assist her in many different ways. The interventions by case management helped Mrs. L.D to <i>reestablish</i> communication with her family, relatives and old friends. She has been much safer at home. QCH will continue to meet Ms. L.D’s needs and work with her towards achieving the equilibrium that every person deserves.</p>

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Blanca Goris: (718) 268-1412 ext. 211  Naomi Altman:718-592-5757  MSW Director of In-Home and Transportation Services  Queens Community House  Bgoris@queenscommunityhouse.org  Naltman@queenscommunityhouse.org	Karen Koslowitz,  Julissa Ferreras

**Councilwoman Julissa Ferreras**

2. Ms. S is an 82 year-old female Columbian immigrant who came to the USA in 1969. She resides in Elmhurst, NY. Ms. S has been a case management client for 2 years. Shortly after the initial intake was completed several underlying issues were uncovered – Ms. S’s son was incarcerated and she was left alone in their two-bedroom, and rent for the apartment that was leased under her son’s name, was unpaid for more than six months.

Once she was assessed the case manager made referrals to start Home Delivered Meals and NICE Teens (intergenerational) services immediately. In addition, extended benefits/ entitlements counseling was performed and as a result Ms. S has received the following benefits: NYC 210 (NYC School Tax Credit), Food Stamps, and Medicare Savings Program. Moreover, the problem with Ms. S’s unpaid rent was undertaken – using APS and QCH Housing Department Ms. S’s eviction was stopped and her rent was paid in full (One Shot Deal). The case manager spent successfully worked to add Ms. S’s name to various utility providers – ConEd, Time Warner, etc... Also, as a result of QCH MSW intern support, Ms. S was received weekly counseling sessions, much needed to help Ms. S in alleviating issues of her anxiety and restlessness. Presently the case manager and QCH Housing Department are working towards adding her name to the lease; thus, Ms. S will be eligible to apply for SCRIE.

QCH case management has been able to assist Ms. S in many ways; however, there are more issues to be resolved. Had there been no availability of case management Ms. S. independence would certainly have been in jeopardy.



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**49 West 45<sup>th</sup> Street 7<sup>th</sup> Floor**  
**New York, New York 10036**  
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