

Coming Home Connection

“Taking Care of Neighbors” (TCN)

- In-home care and support services are provided to low-income older adults living alone in Santa Fe
- Funding provided for 6 clients:
 - 3 hours once a month for 10 months, 30 hours of service for each client
 - 180 total funded hours
 - Services provided included:
 - Groceries and meal prep
 - Transportation for medical appointments and prescriptions
 - Light housekeeping, trash containers to the curb, etc.
- TCN client with Parkinson’s and heart disease schedules his TCN hours for treatments at CSV and ABQ heart center
 - Needs his dog to accompany him in the event he freezes due to Parkinson’s. TCN caregiver transports him and his dog, stays during treatments, returns him home with any meds needed

Successes

- Program is a good fit for some former clients who can benefit from continued care at a lesser dosage
 - Clients can plan on a monthly time for errands and appointments
- Several clients who had received CHC care in the past but could not get on the city program, qualify for a Medicaid waver, or if they had secured a Medicaid waver, were able to get a caregiver received caregiving through the small grant program
- TCN caregivers are consistent and reliable, adding structure to client's life
 - Small grant program provides a reasonable rate of pay that supports caregiver retention

Challenges

- Communicating with clients
 - Many TCN clients do not answer their phones, do not have voice mail set up or available, lack technology or fluency in technology, etc., making it difficult to schedule or reschedule services
- Client retention/consistency
 - Two clients passed, one client declined services, one client moved to Chicago, one client moved to rehab facility
 - Two potential clients asked for services but refused to meet for an intake assessment
 - CHC was unable to serve two potential clients (dementia and/or condition of home)
 - In all cases, CHC replaced those clients with waitlisted clients to provide total funded hours of service