



NATIONAL ASSOCIATION OF
Community Health Centers®

BRAIN HEALTH INTEGRATION INTO HEALTH CENTER SERVICES



Webinar 3: Health Center Partnerships
& Community Linkages to Care for
Patients with/at-risk for Dementia

Wednesday, May 31st 1-2pm ET

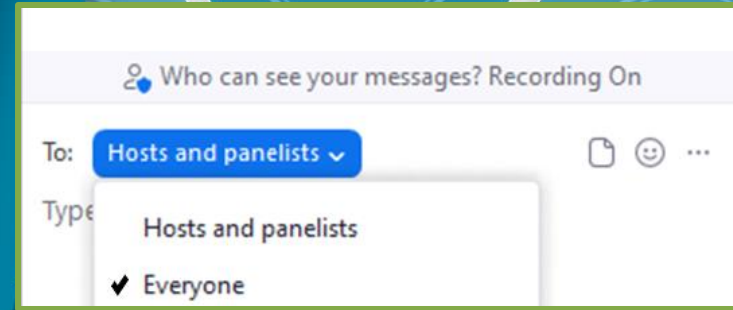


BRAIN HEALTH INTEGRATION INTO HEALTH CENTER SERVICES



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During today's session:

- **Questions:** Throughout the webinar, type your questions in the chat feature. Be sure to select "Everyone"! There will be Q&A and discussion at the end.
- **Resources:** If you have a tool or resource to share, let us know in the chat!

THE NACHC MISSION

America's Voice for Community Health Care

The National Association of Community Health Centers (NACHC) was founded in 1971 to promote efficient, high quality, comprehensive health care that is accessible, culturally and linguistically competent, community directed, and patient centered for all.



NACHC Quality Center



Cheryl Modica

Director,
Quality Center



Cassie Lindholm

Deputy Director,
Quality Center



Holly Nicholson

Manager, Instructional
Design & Learning



LeeAnn White

Manager,
Transformation

Brain Health Webinar Series



This 3-part webinar series is focused on the important role health centers play in dementia – early detection, reducing risk factors, care management, and effective partnerships.

Each webinar will offer health center-oriented action steps, and will feature subject matter experts in brain health, reimbursement, care management, and more!

Wednesday, May 3rd 1-2pm ET

Early Detection of Dementia & Reducing Risk Factors

Wednesday, May 17th 1-2pm ET

Care Management for Patients with/at-risk for Dementia & Leveraging Reimbursement Opportunities

Wednesday, May 31st 1-2pm ET

Health Center Partnerships & Community Linkages to Care for Patients with/at-risk for Dementia

Brain Health Webinar Series



Missed webinars 1 and 2? No problem!

Webinar 1

Access the [slides](#) and [recording](#) to hear a panel of experts from the Alzheimer's Association, the BOLD Center for Early Detection, and the University of Washington discuss:

- Why it is critical for health center care teams and providers to focus on dementia
- What can be done to identify and reduce risk factors
- How health centers and primary care providers can provide early detection

Webinar 2

Access the [slides](#) and [recording](#) to hear a panel of experts from NACHC provide information on prioritizing the aging population, leveraging health center workflows – including **Annual Wellness Visits, Advance Care Planning, and Chronic Care Management** – to support Dementia early detection and reducing risk factors, and the connection between Hypertension and brain health.

Agenda: Partnerships & Community Linkages

Health Center Journey: Dementia Early Detection & Risk Reduction

Cheryl Modica, PhD, MPH, BSN | NACHC

Partnerships & Community Linkages

Jeffrey Sumpter | Piedmont Health

Dr. Sharon Reilly, MD | Piedmont Health

Mary Ann O'Meara, MPH | International Association for Indigenous Aging

Jessica Lloyd, MSW | Alzheimer's Association

Discussion/Q&A



Health Center Journey: *Dementia Early Detection & Risk Reduction*

WHAT?

- ✓ Grow Care Team Members' clinical understanding of Dementia, including connection with other chronic conditions.
- ✓ Build awareness of Dementia prevalence and Dementia risk factors that may affect your patient population.

WHY?

- ✓ Increasing segment of aging population.
- ✓ Early detection and reducing risk factors leads to improved patient health outcomes and health equity.
- ✓ Responsibility for care often falls to the PCP and care team.
- ✓ Opportunity for additional Medicare reimbursement.
- ✓ Support improved performance in Medicare Shared Savings Programs.

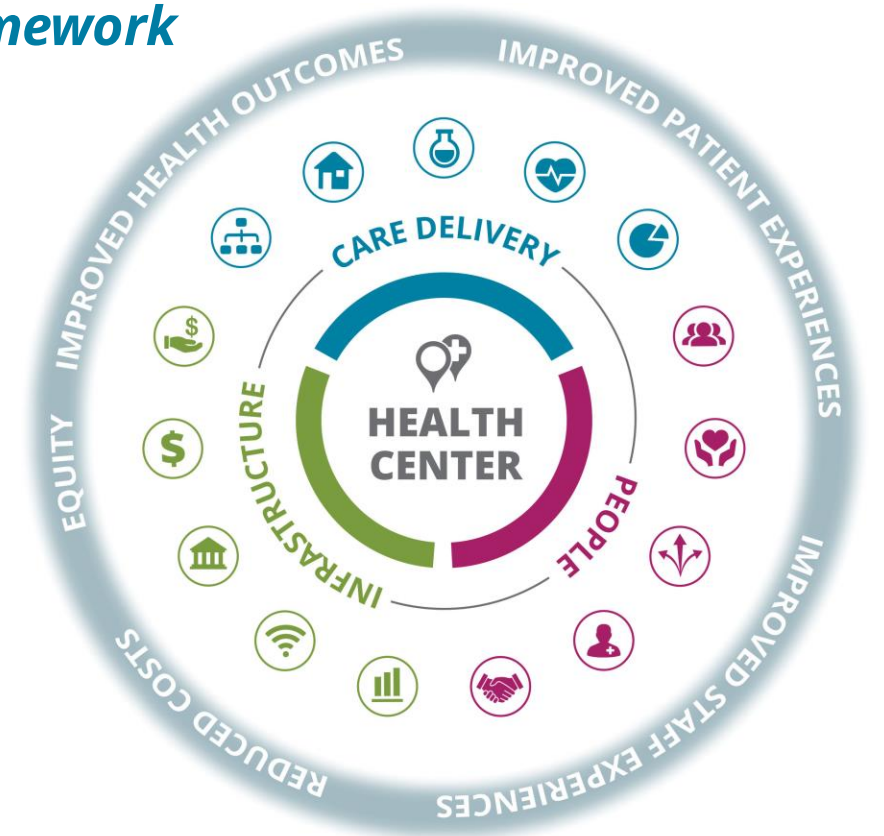
HOW?

- ✓ Include early detection and risk reduction steps in current workflows for AWVs, ACP, CCM.
- ✓ Develop a systems approach to the management of chronic conditions.
- ✓ Enhance and expand partnerships and community linkages to support early detection and risk reduction.

The Value Transformation Framework

The Value Transformation Framework (VTF) is ***an organizing framework*** to guide health center systems change:

- ***Supports change*** in many parts of the health center simultaneously
- ***Organizes and distills evidence-based interventions*** for discrete parts of the systems called 'Change Areas'
- ***Incorporates evidence, knowledge, tools and resources*** relevant for action within different parts of the system, or Change Areas
- ***Links health center performance to the Quintuple Aim***



Resources available at <https://www.nachc.org/clinical-matters/value-transformation-framework/>

Driving Health Center Value Transformation

Initiatives and learning opportunities are...



Grounded in the
**Value Transformation
Framework**

Operationalized through the
Elevate National Learning Forum

700 Health Centers
77 PCAs/HCCNs/NTTAPs
6000+ Health Center Peers
15,000,000 Patients

Offered as:

Core Sessions focused on the 15 Change Areas

Supplemental Sessions for a deep-dive on a specific topic

Learning Tracks targeted for staff soles

Pilot Projects testing innovative solutions

Achieving
Quintuple Aim
Goals

Featured Speakers



Jeffrey Sumpter

SeniorCare Executive Director
Piedmont Health



Dr. Sharon Reilly, MD

PACE Medical Director
Piedmont Health

Piedmont Health SeniorCare

Program All-Inclusive Care
for the Elderly (PACE)

Dr. Sharon Reilly, Medical Director
Jeff Sumpter, Executive Director



Program of All-Inclusive Care for the Elderly (PACE)



Piedmont Health Services, Inc

- We are a private, non-profit health center serving our community since 1970.
- Prospect Hill CHC, Piedmont's first community health center, was also the first Federally qualified community health center in North Carolina.
- We have 10 Community Health Centers, serving patients who reside in 15 counties.
- Piedmont Health Services opened a PACE program, Piedmont Health SeniorCare, in December 2008 with a center in Burlington, NC, and added another PACE center in January 2014 in Pittsboro, NC. Our PACE program serves participants in 5 NC counties.

1. Burlington
2. Carrboro
3. Chapel Hill
4. Charles Drew
5. IFC (homeless site)
6. Moncure
7. Prospect Hill
8. Scott
9. Siler City
10. Sylvan (school)
11. PHSC - Burlington
12. PHSC - Pittsboro

Program of All-Inclusive Care for the Elderly (PACE)



The goal of PACE is to help our participants live as independently as possible for as long as possible.

An innovative model of comprehensive and fully integrated care and financing. “PACE programs are an innovative alternative to nursing homes. The common sense approach that the PACE team uses to provide medical care and coordinate support services helps keep people in their homes so they can be near friends and family. It is the hands on approach based on individualized patient attention that makes PACE unique from every other long term care option.” National PACE Association

Criteria for Enrollment

- 55 years of age or older
- Reside in service area
- Certified as needing nursing home level of care (by provider and Medicaid)
- Able to live safely in the community with PACE services at the time of enrollment.

Program of All-Inclusive Care for the Elderly (PACE)



Existing care models could not serve the older Asian and Pacific Islander American community well in their Chinatown North Beach neighborhood homes

In 1971, the first PACE program opened - On Lok in San Francisco

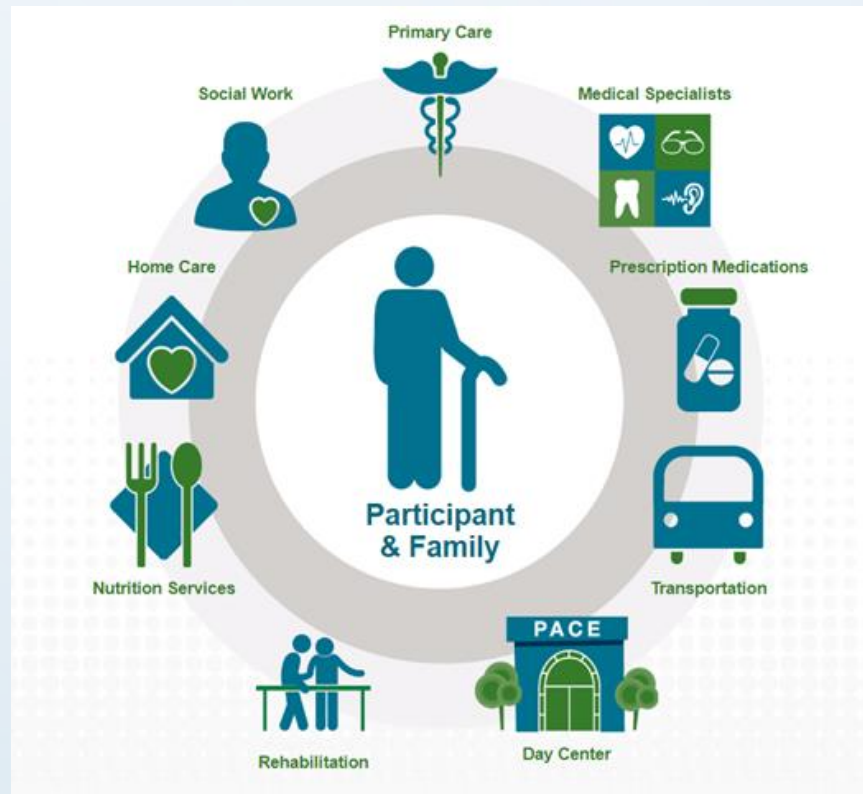
Today, there are 150 PACE organizations located in rural areas, inner cities, and the Cherokee Nation Reservation

These programs empower a diverse range of older adults and those living with disabilities to remain independent for as long as possible while living in their homes and communities

Program of All-Inclusive Care for the Elderly (PACE)



PACE: A fully integrated, comprehensive model of care.



Care and Services

Primary care
Nursing care
Care Management
Physical Therapy
Occupational Therapy
Adult Day Health
Education
Medication compliance
Specialty care
Transplant
Home health
Personal care
Prescription drugs
Audiology
Dentistry
Optometry
Podiatry
Speech therapy
Respite care

Anesthesiology
Audiology
Behavioral Health
Services/Mental Health
and Substance Abuse
Services including
Community Psychiatric
Rehabilitation Services
Cardiology
Dermatology
Gastroenterology
Gynecology
Internal Medicine
Nephrology
Neurosurgery
Durable medical
equipment
Dialysis
Hospitalization
Transportation
Nutritional

Program of All-Inclusive Care for the Elderly (PACE)

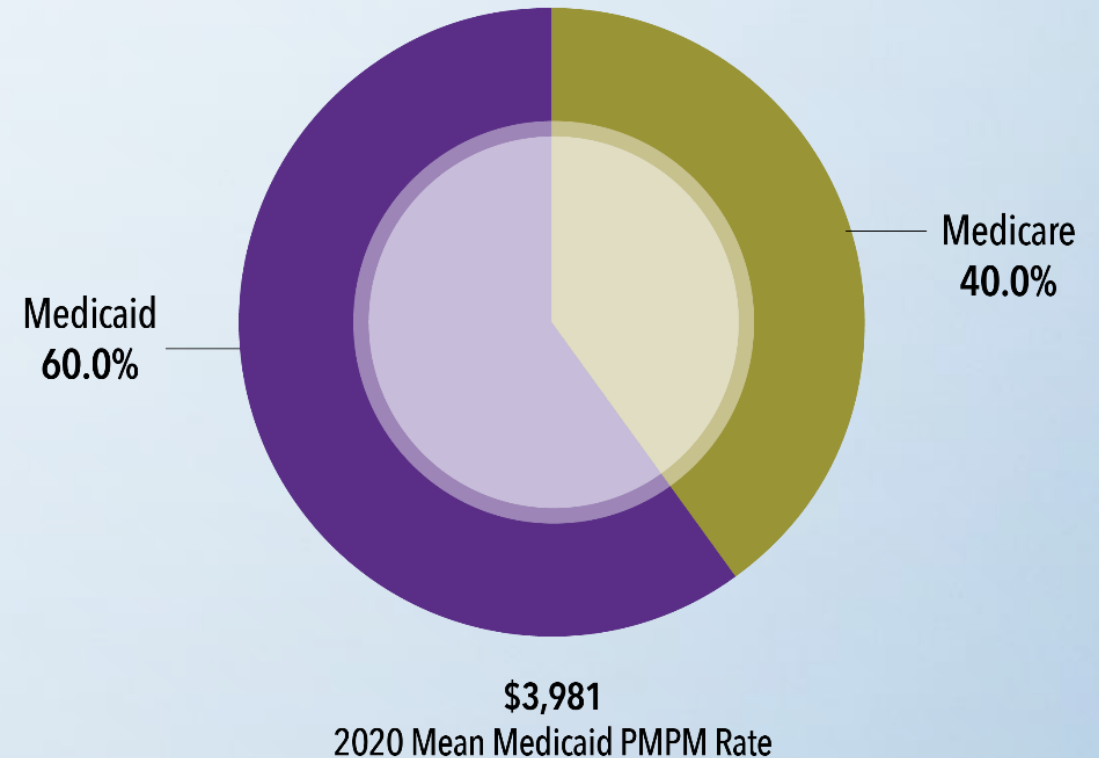


PACE Financing: Capitated

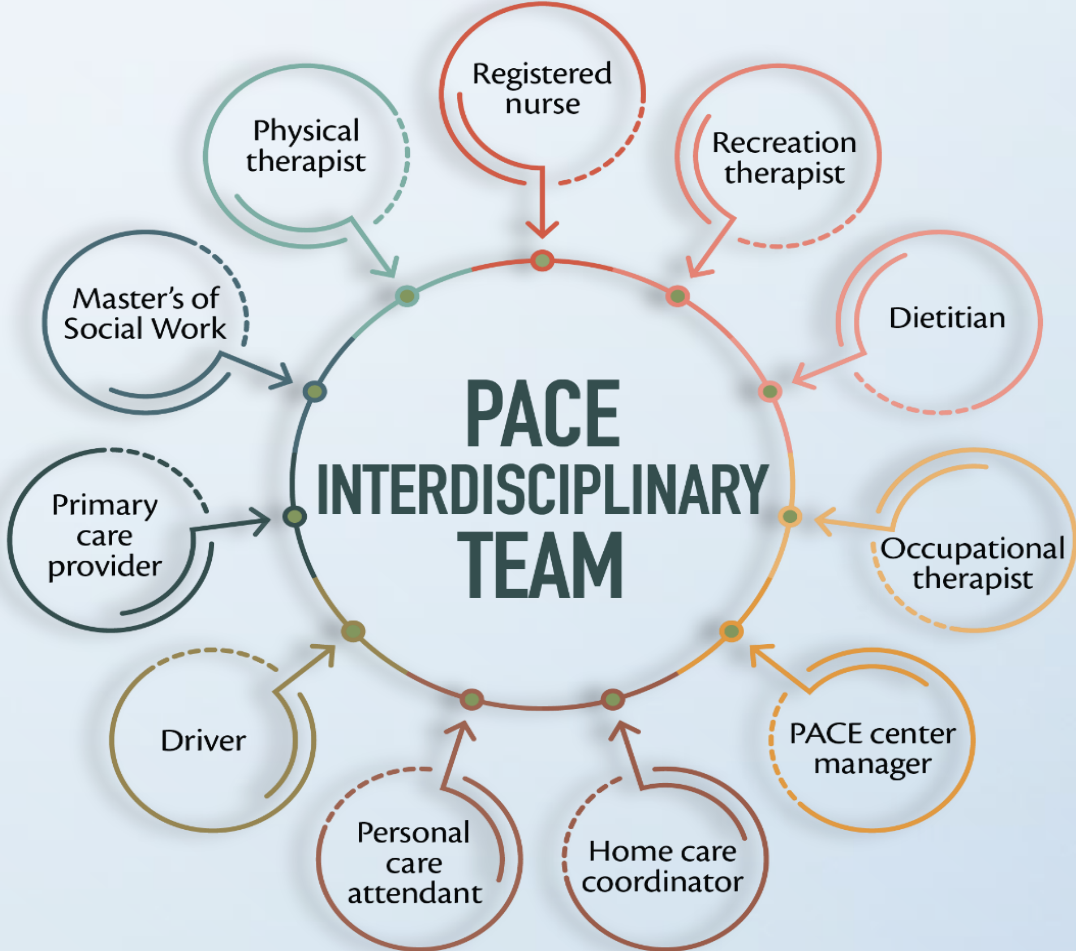
- PACE combines capitated financing from Medicare and Medicaid to flexibly meet each participant's unique care needs.
- Medicare capitation rates are adjusted for the diagnostic and demographic characteristic of each participant
- Medicaid capitated payments are calculated to be less than what the state would otherwise pay for PACE participants outside

Source: NPA FY 2020 PMPM Benchmarking Report

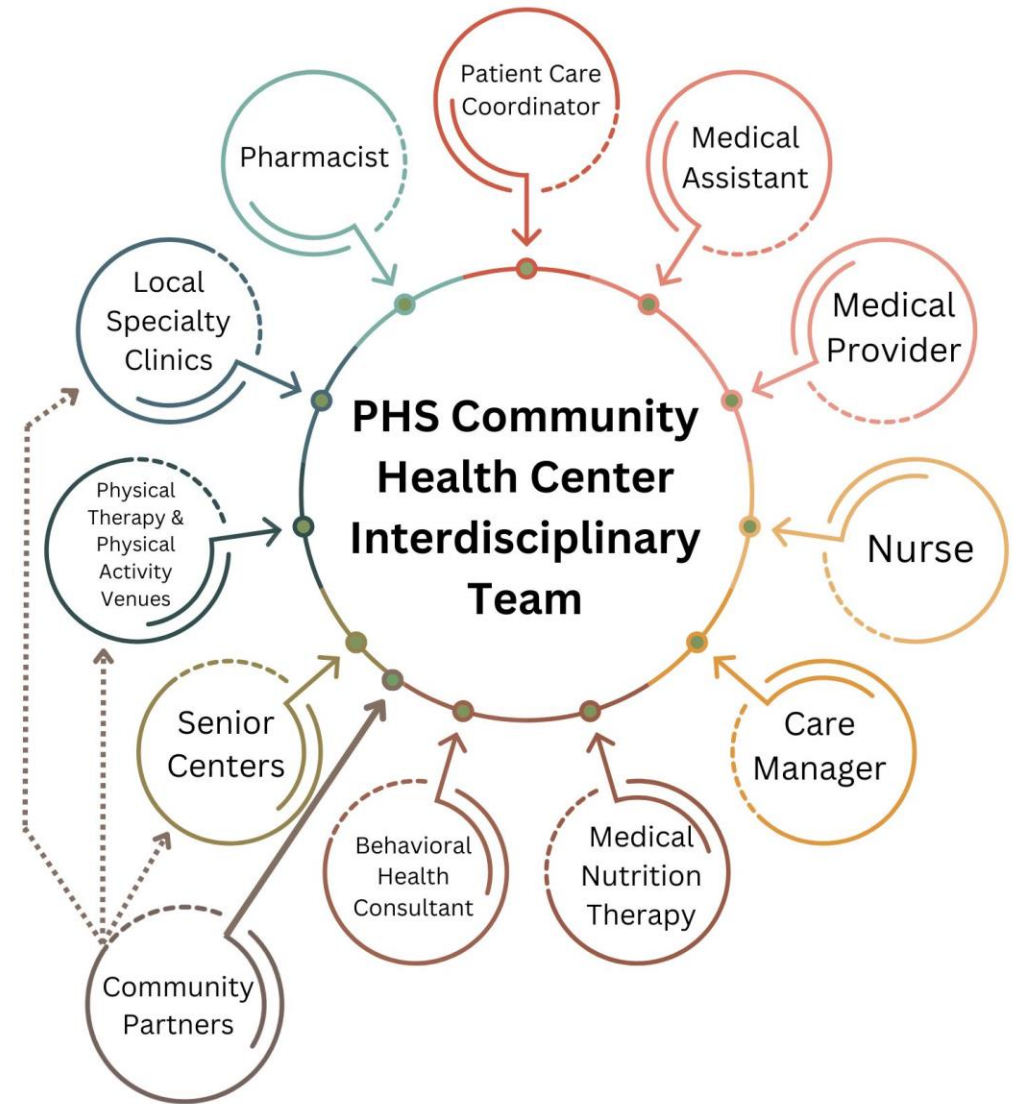
Source of Service Revenue



Program of All-Inclusive Care for the Elderly (PACE)



Piedmont Health Services Community Health Center Interdisciplinary Team Model



Featured Speakers



Molita Yazzie, M.Sc., M.H.S. (Dine')

**Director of Tribal Dementia and Alzheimer's Disease Projects
International Association for Indigenous Aging**

Molita Yazzie is Dine' from the Western Agency on the Navajo Reservation. She currently serves as the Director of Tribal Dementia and Alzheimer's Disease Projects at International Association for Indigenous Aging (IA²). In this capacity, she is responsible for managing the Alzheimer's disease and related dementias (ADRD) projects; and serves as the Principal Investigator (PI) for the American Indian and Alaska Native Resource Center for Brain Health funded by the Centers for Disease Control and Prevention (CDC).



Mary Ann O'Meara, MPH

**Public Health Programs and Communications Associate
International Association for Indigenous Aging**

Mary Ann, Public Health Programs and Communications Associate, has received a Bachelor of Science in Community Health Education from Central Michigan University. After completing a Bachelor's degree, Mary Ann completed a Master's in Public Health at the University of Michigan. In her current role, she works closely with the CDC Healthy Brain Project in particular the IA² website, brain health e-news, and the various information products.



Breana Dorame (Gabrielino - Tongva)

**Tribal Public Health and Aging Associate
International Association for Indigenous Aging**

Breana, Tribal Public Health and Aging Associate, is a Southern California Native of the Gabrielino-Tongva Tribe who now resides in Central Oregon. She attended the University of California, Santa Barbara, majoring in EEMB Zoological Sciences, B.S. and minoring in both American Indian and Indigenous Studies and the Gevirtz Science and Mathematics Education minor. In her current role, Breana works closely with the CDC Healthy Brain Project, Dementia Friends for American Indian and Alaska Native communities, and the Department of Justice Dementia Wandering Project.



INTERNATIONAL ASSOCIATION FOR
INDIGENOUS AGING

Initiatives & Resources

Molita Yazzie M.Sc., M.H.S. (Dine')

Director of Tribal Dementia and
Alzheimer's Disease Projects

Breana Dorame (Gabrielino – Tongva)

Tribal Public Health and Aging
Associate

Mary Ann OMeara MPH

Public Health Programs and
Communications Associate

Who We Are



Bill Benson

President,
IA²



Dave Baldrige
(Cherokee)

Executive Director,
IA²



Molita Yazzie, MSc.
(Dine')

Project Director,
IA²



National Healthy Brain Initiative (NHBI)

Identify and feature locally-tailored, culturally relevant activities to address Native disparities in the burden of ADRD.

- Address two strategies and eight action items from the [Road Map for Indian Country](#)
 - Multidisciplinary public health approach
- Deliverables include the development of resources



 **HEALTHYBRAIN
INITIATIVE**
Road Map for Indian Country

alzheimer's
association

CENTERS FOR DISEASE
CONTROL AND PREVENTION



**AMERICAN INDIAN
and ALASKA NATIVE**
RESOURCE CENTER FOR BRAIN HEALTH

IA²'s Content Creation Process



- Our products are **DESIGNED BY** and **DESIGNED FOR** American Indian and Alaska Native nations
- Development Process
 - Listening Sessions
 - Talking Circles
 - Community Surveys
- Targeted Community Input From
 - National Advisory Board
 - Elders
 - Title VI

Healthy Heart, Healthy Brain

The River of Life Flows Through Your Heart to Protect Your Mind and Body

Your heart health plays a big part in the health of your brain. Your heart is like the start of a flowing river. Blood vessels that take blood to and from your heart are like connected streams that flow through your body. They feed your brain with oxygen and energy.

You can do things to keep the brain stay strong and healthy.

Working with Your Doctor

- ◆ **Make an appointment for a checkup.**
 - You will get tests and screenings.
 - They are usually free or low cost.
 - If you have concerns about your health, talk to your doctor.
- ◆ **Have your blood pressure checked.**
 - Your blood pressure should be 120/80 mmHg or lower.
 - If you do not know how to get your blood pressure checked, ask your doctor about it.
- ◆ **Have your weight checked.**
 - The right number of calories is important for your health.
 - Ideas for healthier food choices and support for losing weight.
- ◆ **If you smoke cigarettes or use tobacco, quit.**
- ◆ **If you do not have diabetes, get your blood sugar checked.** Your blood sugar should be 100 mg/dL or lower.
- ◆ **If you do have diabetes, get your blood sugar levels checked.** Your doctor will tell you what to do.
- ◆ **Talk with your doctor about your health.** Make sure they do not cause any confusion.

Other Steps You Can Take

- ◆ **Aim for 20 minutes of physical activity** every day or 2 1/2 hours a week.
- ◆ **Read food labels** to see how much sodium or fat is in your food.
- ◆ **Limit alcohol.** No more than 1 drink a day for women and 2 for men.
- ◆ **Get at least seven hours of sleep** every night. Talk to your doctor about trouble sleeping.

Healthy Heart, Healthy Brain...

Keep Your Heart and Body Healthy to Protect Your Brain

Everyone slows down as they get older, both in body and mind. Big changes in memory or thinking that make it hard to get through the day are not a normal part of aging. These changes could be signs of early dementia or Alzheimer's disease.

1 in 9
People in the U.S. ages 65+ has Alzheimer's dementia

1 in 3
American Indian people ages 65+ develops dementia

You are more at risk of developing dementia if you have:

- high blood pressure,
- diabetes, or
- you smoke cigarettes

You can protect your body, heart, and mind


- ◆ Schedule a "wellness" visit and health screenings every year with your doctor, even if you feel ok.
- ◆ Keep a healthy blood pressure.
- ◆ Be active or walk every day.
- ◆ Maintain a healthy weight for your body size.
- ◆ Eat a healthier diet with more fresh vegetables, fruits, whole grains, and fish.
- ◆ Stop smoking cigarettes or chewing tobacco.
- ◆ Get help managing your high blood pressure, diabetes, or to lose extra weight.
- ◆ Talk to your doctor about how you feel because your mental health can affect your brain and physical health.
- ◆ If it is hard for you to get through the day because of forgetfulness or memory problems, see your doctor right away.

You can do these things today to protect your mind and reduce the risk of or slow down dementia.

IA²

Turn over for your checklist to keep your river of life flowing freely

AMERICAN INDIAN AND ALASKA NATIVE RESOURCE CENTER FOR BRAIN HEALTH



- These fliers are a quick reference for AI/AN community members to learn about the interconnectivity of heart and brain health
- What's new:
 - Inclusion of recent statistics
 - Plain language edits
 - Updated designs, with several to choose from
- Useful information for multimedia use
- Printing stipend available

10 Signs of Thinking or Memory Changes that Might Be Dementia

IA²
INTERNATIONAL ASSOCIATION FOR
INDIGENOUS AGING

10 SIGNS OF THINKING OR MEMORY CHANGES THAT MIGHT BE DEMENTIA

As we get older, we may slow down a bit. This is a normal part of aging. Changes in memory or thinking that make it harder to get through the day, are not a normal part of aging. **These may be early signs of dementia.** Because American Indian and Alaska Native people have a high risk of dementia, it is important to know the warning signs.

Do you have any of these 10 signs? If so, talk to your doctor.

- 01 Memory loss that affects your daily life.** You may:
 - Forget events or important dates
 - Repeat yourself
 - Rely more often on lists or sticky notes to remember
- 02 Trouble planning or solving problems.** You may have a harder time:
 - Paying bills
 - Cooking recipes you have used for years
- 03 Get confused about the time, date, or where you are.**
- 04 Daily tasks are getting harder, including:**
 - Driving
 - Making a grocery list or going shopping
- 05 Trouble with how your eyesight and thinking work together that gets worse.** This includes:
 - Tripping, falls, or problems with your balance
 - Spilling or dropping things more
- 06 New trouble talking or writing.** You may have a harder time finding the words you want to say. For example, you may say "that thing on your wrist that tells time" instead of "watch."
- 07 Lose and cannot find things.** For example, you:
 - Can't find the coffee pot that you use every day
 - Might put your car keys in the freezer
- 08 Notice changes in mood or personality,** such as being:
 - Easily mad or sad in everyday situations
 - More fearful (scared) or suspicious (not trusting)
- 09 Act different and make poor choices.** You may:
 - Spend money you do not have or be a scam victim
 - Stop washing up regularly or pay less attention to how you look
 - Forget to take care of your pet
- 10 Pull away from friends and family because it is harder to keep up.** You may not want to do things you used to enjoy, like sporting events, church, music, or sex.

American Indian and Alaska Native people have a high risk of dementia.

Big changes in memory or thinking that make it hard to get through the day are not a normal part of aging.

People with one or more of these 10 signs should talk to their doctor to find the cause. It is not always dementia.

Early dementia diagnosis gives you a chance to get care and plan your future.

AMERICAN INDIAN and ALASKA NATIVE RESOURCE CENTER FOR BRAIN HEALTH

To learn more, visit:
www.AIANBrainHealth.org
www.cdc.gov/aging

This flier is supported by the Centers for Disease Control and Prevention (CDC) at the U.S. Department of Health and Human Services (HHS) as part of a financial assistance award totaling \$348,711 with 100 percent funded by CDC/HHS. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement by CDC/HHS, or the U.S. Government.

- These fliers are a quick reference for AI/AN community members to learn early warning signs of dementia
- Convenient handout for
 - Health fairs
 - Doctor's office
 - Urban Indian center
- Target's audience through multiple design options
- Printing stipend available

Healthy Food, Healthy Brain

HEALTHY FOOD HEALTHY BRAIN

Everyone slows down as they age. Eating healthy can help you stay healthy and reduce your risk for memory problems thinking.

Healthier steps to protect your brain health

- ✓ Eat more vegetables, fruits, and lower-fat milk
- ✓ Use less salt and added sugar
- ✓ Eat more fish, chicken, turkey, and nuts
- ✓ Cut down on bad saturated fats, cholesterol, and red meat
- ✓ Buy fresh, not packaged when you can
- ✓ Limit how much alcohol you drink
- ✓ Learn your daily calorie needs based on your body size
- ✓ Take care of your mental health to support your physical brain health

Small changes can make a big difference for better brain health.

TALK TO YOUR DOCTOR ABOUT HEALTHIER FOOD CHOICES

“Without the elk, salmon, huckleberries, shellfish, and cedar trees we are nobody.”
Valerie Segrest (Muckleshoot)

www.iasquared.org

HEALTHY FOOD HEALTHY BRAIN MY NATIVE PLATE

A balanced diet full of nutritious foods help to keep your brain and body healthy. My Native Plate can help you achieve those goals.

- ✓ Fill half your plate with vegetables like wild greens, tomatoes, or summer squash
- ✓ Fresh, frozen, and canned all make great choices.
- ✓ Fill the other half with a grain/starch & protein
- ✓ Foods like whole wheat breads, rice, corn tortillas, root vegetables, corn, and winter squash are all a grain/starch. Proteins include wild game, bison, eggs, beans, nuts, and cheese.
- ✓ Add fruit (like berries, cherries, or pears) as a snack, side, or a dessert.

Vegetables | Fruit | Protein | Grain/Starch

Pictured here: Peaches, salad, beef and vegetable stew, cornbread, water

STAY ACTIVE | DRINK WATER | USE A 9-IN. PLATE
Get creative! Try out a new recipe or food you have not tried before

“Food is the one thing that centers all of us. It’s the one thing that we all have in common, no matter who we are.”
Sean Sherman (Ogiala Lakota)

www.iasquared.org

HEALTHY FOOD HEALTHY BRAIN FOOD SWAPS

About 200 food choices each day. This means there are a lot of chances to make healthier choices. Simple “food swaps” are healthier choices to help you cut down sugar, salt, and unhealthy fats. Healthy food swaps can improve your brain health. What more can you think of?

These healthy food swaps

Swap That	For This
Butter and Lard	Vegetable Oil
Chips	Nuts
Crunchy Candy	Fruit
Chicken	Baked Chicken
Ground Beef	Ground Bison or Turkey
8 oz Glass of 100% Fruit Juice	4 oz Glass of 100% Fruit Juice
Sweetened Coffee or Tea	Unsweetened Coffee or Tea

TALK TO YOUR DOCTOR ABOUT MORE HEALTHIER FOOD CHOICE SWAPS

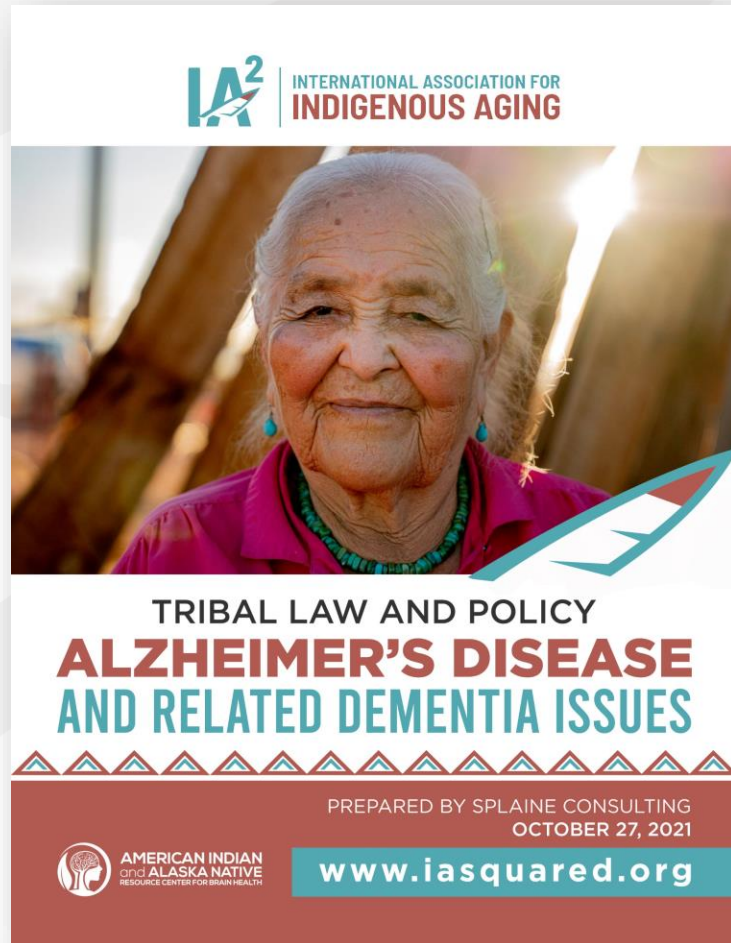
Indigenous food means hope, it means connection to our ancestors and roots.
—Elena Terry (Ho Chunk Nation)

Healthy food swaps each day can make a difference in your overall health.

www.iasquared.org

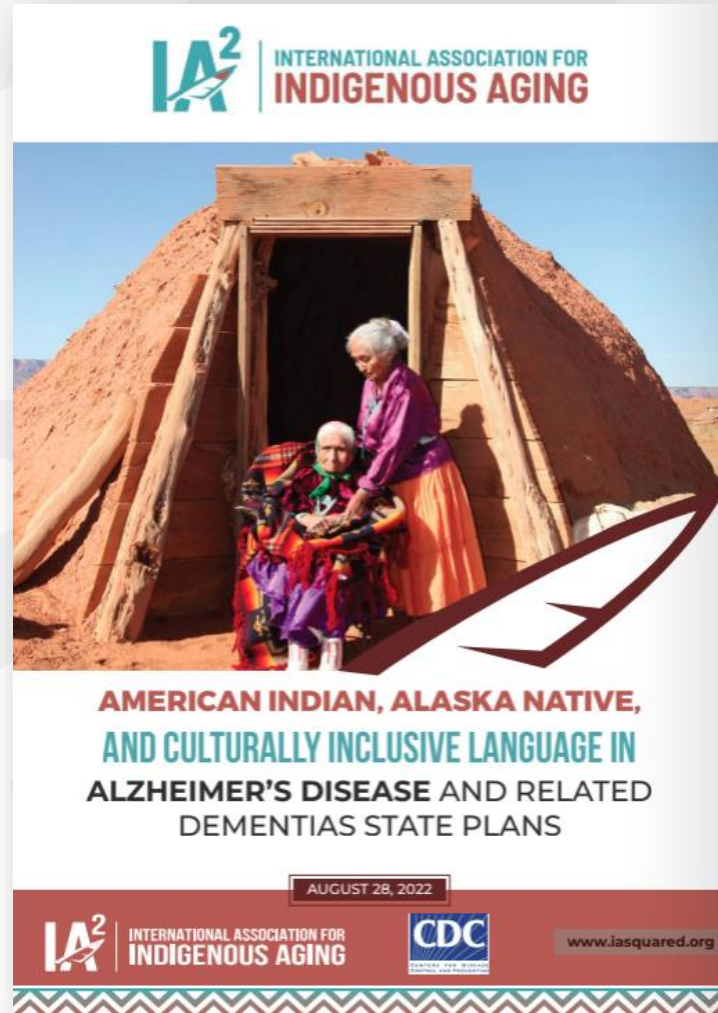
- These rack cards are a quick reference for AI/AN community members to learn about the interconnectivity of eating healthy and brain health
- Practical nutritional advice
- Culturally relevant recipes
- Printing stipend available

Policy Report: ADRD for Native Communities



- This brief examines how federal and tribal law and state policy actions currently address these issues.
- May be a helpful resource for public health professionals or policymakers.
- This resource could be used to inform the update of
 - U.S. states' Alzheimer plans
 - National ADRD plans

American Indian, Alaska Native, & Culturally Inclusive Language in ADRD State Plans



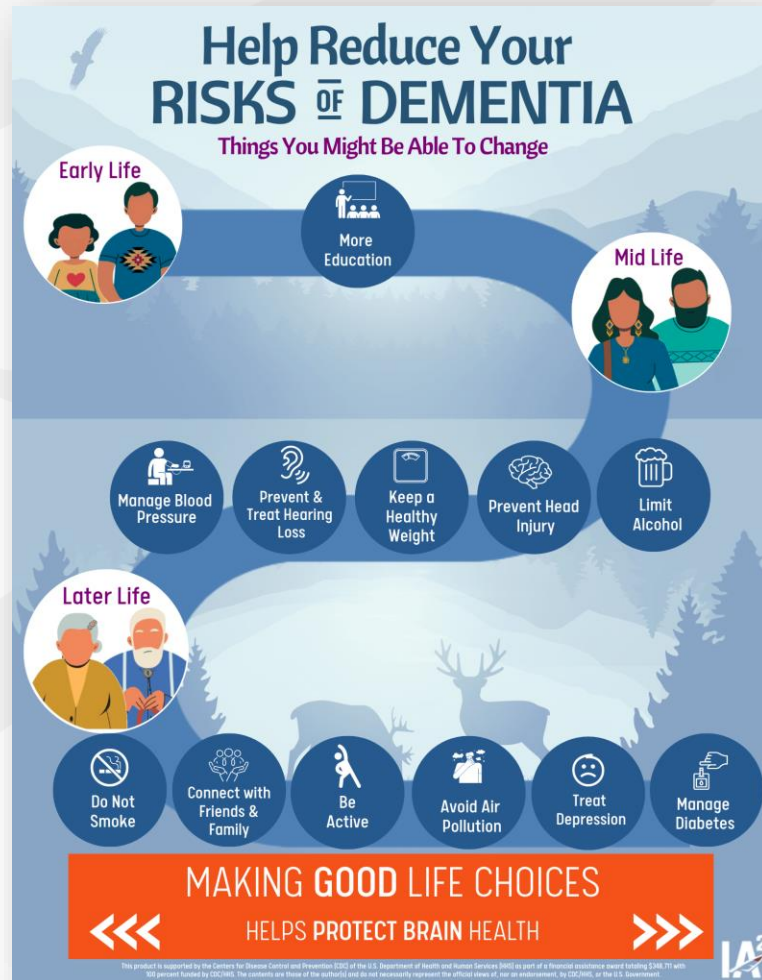
- This guide is a resource to aid in Alzheimer's disease and related dementias (ADRD) policy and planning for American Indian and Alaska Native (AI/AN) tribal communities and their leaders, and state and local public health entities.

Sample Tribal Resolution Addressing ADRD



- Created to address Alzheimer's disease and related dementias (ADRD) in tribal communities.
- 4 Documents Included within the package
- The language of the resolution can and should reflect tribal governments' preferred words and identification of their people.
- We encourage the tribal governing body to modify the sample resolution to tailor it for their community.

Dementia Risk Reduction Graphic



- This Infographic can be downloaded as a standalone document on our website or can be used as part of the Dementia Friends for American Indian and Alaska Native Communities workbook
- Adapted from The Lancet's Risk Factors for dementia
- Creation process included talking circles
- Printing stipend available

Dementia Friends for American Indian & Alaska Native Communities

- Revised, adapted, and piloted Dementia Friends USA for use with AI/AN communities.
- IA² is the National Dementia Friends Sub-licensee for American Indian and Alaska Native Tribal Communities
 - Hosts training sessions for certification in Dementia Friends Champions



Coming Soon! Social Media Toolkit

**PROTECT YOUR BRAIN HEALTH.
STAY RESILIENT!**

1 in 3 American Indian people aged 65
and over develops dementia.

Learn more about Brain Health

IA² INTERNATIONAL ASSOCIATION FOR
INDIGENOUS AGING **IASQUARED.ORG**

**AMERICAN INDIAN
and ALASKA NATIVE**
RESOURCE CENTER FOR BRAIN HEALTH

The graphic features a teal background with white text and a central image of two women in traditional Indigenous clothing standing in a field of pink flowers. The text is framed by decorative arrows and a patterned border.

- Social Media Toolkit Culturally Tailored to American Indian and Alaska Native Communities

Thank You for Attending!



Embracing the cultural and spiritual values of the communities in which we work



Download practical resources to support aging initiatives



Learn about cutting-edge efforts to improve aging care for American Indian & Native American communities



Subscribe to IA² e-mail, blog and social media updates to learn about new programs and resources



Featured Speaker



Jessica Lloyd, MSW
Training Specialist
Alzheimer's Association

Jessica Lloyd is a Training Specialist for the 24/7 Helpline at the Alzheimer's Association. Jessica has worked at the Association for over 5 years and worked as a Care Consultant prior to her training role. She has a Master's in Social Work with a background of working with older adults.

24/7 Helpline

ALZHEIMER'S  ASSOCIATION®



**More than
6 million Americans
are living with
Alzheimer's.**

How We Can Help



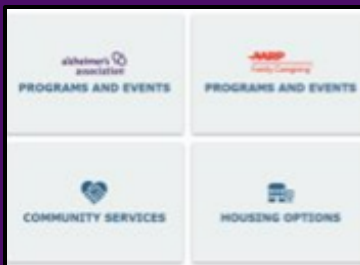
24/7 Helpline

Our 24/7 Helpline (**800.272.3900**) is available around the clock. This is a free service available 365 days a year.



Free Education

Find dementia and aging-related resources that connect individuals facing dementia with local programs and services at alz.org.



Alzheimer's Association & AARP Community Resource Finder

Get easy access to resources, community programs and services in your local community at communityresourcefinder.org.

24/7 Helpline

Specialists and master's-level clinicians offer confidential support and information to people living with dementia, caregivers, families and the public.



What can the 24/7 Helpline do?

- Educate on the symptoms of Alzheimer's and other dementias.
- Refer to local programs and services.
- Provide general information about legal, financial and care decisions, as well as treatment options.
- Master's-level care consultants provide decision-making support, crisis assistance and education on issues families face every day.
- Offer help in different languages through our bilingual staff or interpreter service, which accommodates 200+ languages.

Topics for the Helpline

Our professional staff has the knowledge to address a variety of topics:

- Memory loss, dementia and Alzheimer's disease.
- Medication and treatment options that may delay clinical decline or help temporarily address symptoms for some people.
- Safety issues.
- Tips for providing quality care.
- Strategies to deal with caregiving challenges and reduce caregiver stress.
- Recommendations for finding quality care providers.
- Legal and financial documents for future care.
- Aging and brain health.
- Referrals to local community programs and services.

How to connect with the Helpline

1. **Call us.** We are available around the clock, 365 days a year at 800.272.3900. Dial 711 to connect with a TRS operator.
2. **Chat with us.** Click the “Live Chat” green button from the [Help and Support pages at alz.org](#) to connect with a member of our Helpline staff. Live chat is available from 7 a.m. to 7 p.m. CT, daily.
3. **Online.** [Use this form](#) to let us know how we can help you.



The Alzheimer's Association offers free **online** and **in-person** education programs for people living with the disease and their caregivers.

[alz.org/education](https://www.alz.org/education)





ALZConnected[®], powered by the Alzheimer's Association,
is a free online community for everyone
affected by Alzheimer's or other dementias.

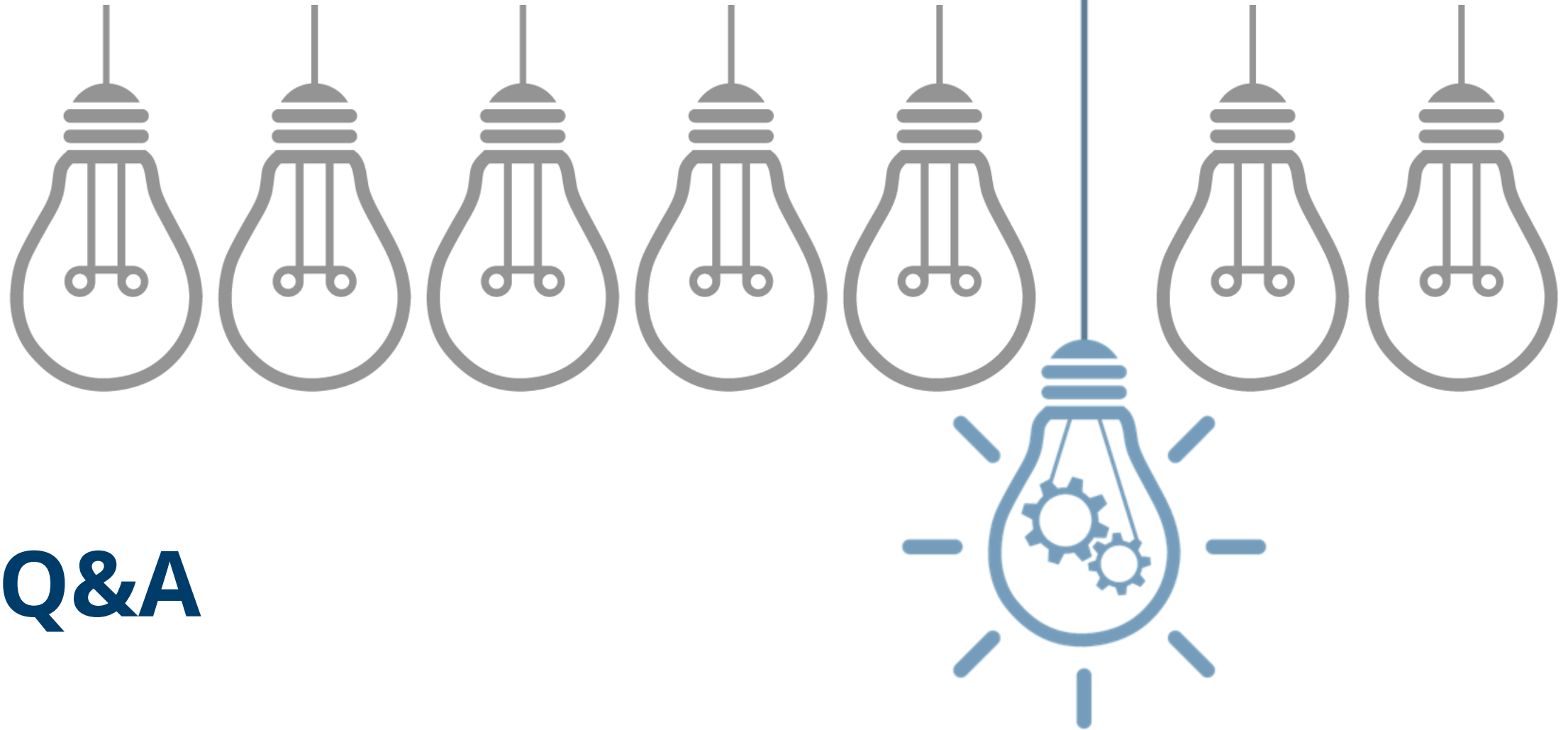
alzconnected.org

Referral to Area Agency on Aging

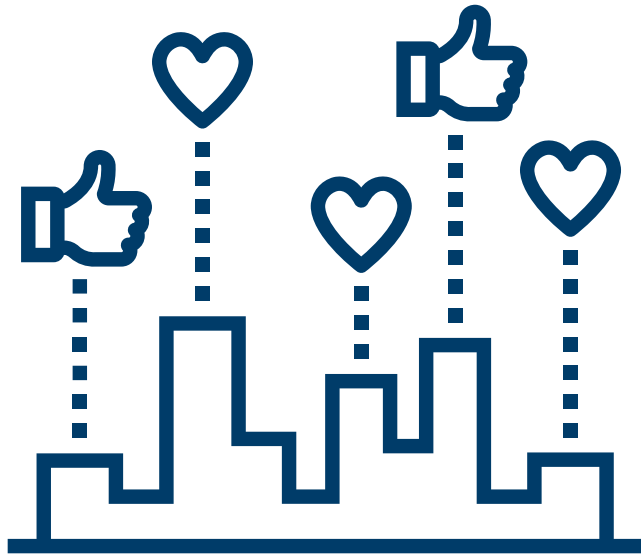
- In-home services
- Respite services
- Transportation
- Meals on Wheels
- Medicare/Medicaid

Locate an Area Agency on Aging

- Call the Administration on Aging 's Eldercare Locator at (800.677.1116) or visit eldercare.acl.gov
- Visit the Community Resource Finder at communityresourcefinder.org



Q&A



Provide Us Feedback

**FOR MORE INFORMATION OR TO
REGISTER FOR ELEVATE FOR FREE:**

qualitycenter@nachc.org

Cheryl Modica
Director, Quality Center
National Association of Community
Health Centers
cmodica@nachc.org
301.310.2250

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FEEDBACK**

Don't forget! Let
us know what
you thought
about today's
session.

Thank you!