SENIORLINK

Structured Family Caregiving (SFC)

Georgia

At Seniorlink, we care for the caregivers by providing a Structured Family Caregiving (SFC) coaching program that is designed for families who care for a loved one at home and are covered under the Elderly and Disabled Waiver. This program connects family caregivers of individuals with disabilities and elders with experienced care coaches to help keep care in the community.

What We Do

At Seniorlink, we care for the caregiver by providing:

- On-going support guided by a family focused coaching plan
- Access to a secure mobile app, Vela, where caregivers readily connect with coaches
- Financial assistance in the form of a tax-free stipend

Who We Serve

At Seniorlink, we support families caring for loved ones with a broad range of chronic health conditions and complex medical diagnoses including: dementia, chronic obstructive pulmonary disease (COPD), arthritis, hypertension, renal disease, behavioral health conditions, as well as intellectual, developmental, cognitive, and physical disabilities.

Who May Be Eligible

Elders or people with disabilities who:

- Are at least 18 years of age and who are eligible for the Elderly and Disabled Waiver
- Are related by blood, adoption or marriage (but not a spouse) to the caregiver
- Live in the same home with the caregiver
- Have a caregiver at least 18 years of age who could benefit from financial assistance and professional support
- Require help with some Activities of Daily Living (ADLs), including:
  - Transferring (helping get in/out of bed)
  - Bathing
  - Dressing
  - Walking
  - Eating
  - Toileting

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To learn more, please visit
www.sfc-ga.com or call **833-217-8120**

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How our program works

SFC partners family caregivers, who live with and provide personal care to their loved ones, with experienced care coaches.

Coaches assess caregiver needs and strengths, develop a family centered plan, and provide ongoing coaching and support.

Coaches are available through our secure mobile app, Vela, and by phone. Caregivers can reach out whenever they want to connect.

Coaching is guided by our care protocols. Our coaches help family caregivers build their knowledge and confidence, and address care needs specific to their loved one.

Coaches also ensure family caregivers' attention to self-care and recommend strategies to reduce stress.

Benefits of the SFC Program to Case Managers

- We communicate with case managers throughout the assessment/start-of-service process.
- We track trends in member's health status and caregiver engagement and provide updates to case managers.
- We communicate regularly with case managers to report changes in the member's needs or other circumstances that may impact community tenure.
- We share access to Vela with case managers to see real-time communications, including matters that may require case management intervention.
- We collaborate on the development of an emergency back-up plan for times when the caregiver is unable to provide care.

Caregivers Report Satisfaction*

89%	feel Seniorlink was very helpful in assisting them manage medical incidents of their care recipients
91%	feel very confident in managing medical incidents of their care recipients
84%	feel very confident in managing difficult behaviors of their care recipients
81%	said Seniorlink has allowed their family member to remain in the community
83%	said Seniorlink has made their lives a lot better
91%	are very likely to recommend Seniorlink to another caregiver

* Results are based on customer experience in existing SFC care models as delivered by Seniorlink across fee for service, managed Medicaid/Medicare clients.

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