



Elder Care

Meet the People We Help...

Problem

Joan was a 67-year-old woman from suburban Pittsburgh who had suffered from schizophrenia since she was a teenager. She began making regular calls to 911 complaining about intruders in her house, but the police would find nothing there when they went to investigate. They finally referred Joan to JF&CS, where the compassionate staff of the agency's Care Coordination program began to help her navigate the complex health care system to obtain the support she needed.

Solution

After an in-home evaluation, JF&CS care coordinators made a referral for Joan to visit a licensed mental health professional and neurologist and set up a schedule for her to take her medication. They also arranged for a caregiver to help her with shopping, housekeeping, bill paying and other daily living tasks. During times when Joan's condition would worsen, her care coordinators would help her obtain the inpatient psychiatric care she required. Eventually, her fragile emotional health mandated that she move from her home into a nearby assisted living facility, which she did through the support of JF&CS.

Outcome

Joan continues to live in her apartment at the assisted living facility, where JF&CS care coordinators visit her regularly and make frequent phone calls to check on her status. They still help keep track of her mood and medications and make changes to her plan of care as necessary. When a crisis occurs, JF&CS case workers respond immediately. "At least Joan is still living fairly independently and receiving the care she needs—and we can help spot problems before they become severe," her case coordinator says.