

SHIP Caregiver Integration Project

Coordinating Resources Across the Lifespan

Community Organization Information

1. **2-1-1 CareLine** – The 2-1-1 Idaho CareLine, a program of the Department of Health and Welfare, is a free, statewide comprehensive referral service that provides contact information for community resources to health and human services. 2-1-1 Idaho CareLine has contact information for over 3,400 different programs and organizations throughout Idaho. The CareLine’s website includes links to programs serving children and families, people with disabilities, seniors, military resources, public assistance, health, education and employment. They also have a searchable database.

Contact(s): Courtney Keith, Courtney.Keith@dhw.idaho.gov, 208-334-5771

Heidi Smith, Heidi.Smith@dhw.idaho.gov, 208-287-1038

Website: <http://211.idaho.gov/>

2. **AARP** – AARP is a national nonprofit, nonpartisan, social welfare organization with a membership of nearly 38 million that helps people 50 and older improve the quality of their lives by advocating on such issues as health care, employment and income security, and protection from financial abuse. Regarding caregiving, AARP has links on its national website (aarp.org) on such topics as preparing to care, caregiving basics, care at home, health, legal and financial, caregiver life balance, community, local resources and solutions, and caregiver stories.

Contact(s): Cathy McDougall, cmdougall@aarp.org, 208-855-4003

Francoise Cleveland, fcleveland@aarp.org, 208-855-4003

Website: <http://states.aarp.org/region/idaho/>

3. **Ada County Paramedics** – Ada County Paramedics provides traditional 911 emergency response and hospital transport plus their Community Paramedics Program where trained staff visit recently-discharged hospital patients or referred patients in their homes or business to help coordinate patient care, ensure that patients know how and when to take their medications, and provide biometric screenings and mobile vaccinations to ultimately decrease the unnecessary use of ER and EMS services. They are partners with the DHW Region 4 Mobile Crisis Unit (Ellie Merrick) to provide a regional Psychiatric Emergency Team.

Contact(s): Dawn Rae, emdawnr@adaweb.net, 208-287-2995

Website: <https://adacountyparamedics.org/>

AND

Idaho Dept. of Health and Welfare Region 4 Crisis Unit – This program is part of the Behavioral Health Program in Region IV (Ada, Elmore, Boise, and Valley counties); the program provides services for adults, children and families who are in need of mental health treatment. People will not be denied services based on inability to pay. A discounted sliding fee schedule is available based on family size and incomes. Staff from this program form the Crisis Unit which is currently working in partnership with Ada County Paramedics (Dawn Rae) to provide an Psychiatric Emergency Team.

Contact(s): Ellie Merrick, Ellie.Merrick@dhw.idaho.gov, 208-334-0836

- 4. Alzheimer's Association, Idaho Chapter** - The Alzheimer's Association works on a global, national and local level to provide care and support for all those affected by Alzheimer's and other dementias. In Idaho, they provide information, education classes, support groups, volunteer opportunities, and other resources to individuals and families of those with Alzheimer's.

Contact(s): Christine Bubb, cbubb@alz.org, 208-206-0041

Lindsay Meloy, lmeloy@alz.org, 208-206-0041

Website: <https://www.alz.org/idaho/>

- 5. Area 3 Agency on Aging** – One of six geographically located Area Agencies on Aging, the Area 3 AAA provides services to older Idahoans, people with disabilities and their caregivers in Canyon, Gem, Owyhee, Payette, Washington, Ada, Boise, Elmore, Valley, Adams counties. Services include information and assistance, homemaker, home-delivered and congregate meals (through senior centers), respite, adult protection, ombudsman, legal assistance, transportation and outreach.

Contact(s): Raul Enriquez, raul.enriquez@a3ssa.com, 208-898-7070

Website: <https://aging.idaho.gov/aaa/PSA3.html>

- 6. Blue Cross of Idaho, True Blue Special Needs Plan (HMO SNP)** – Blue Cross of Idaho is a major insurance carrier in Idaho. They provide a variety of health insurance plans including Medicare Supplemental and Advantage Plans for eligible Idahoans. For beneficiaries enrolled in both Medicare and Idaho Medicaid (and receive full benefits from Idaho Medicaid), they offer the True Blue Special Needs Plan: a plan that combines Medicare and Medicaid benefits into one ID card. For those who qualify, the plan has a \$0 premium, vision coverage, 24-7 Nurse Line, optional Gym Membership, a Care Coordinator, local customer service, and access to existing Home and Community Based waiver services.

Contact(s): [1-888-495-2583](tel:1-888-495-2583) or TTY [800-377-1363](tel:800-377-1363)

Website: www.truebluesnp.com

- 7. CPI Care Plus** – Care Plus is a sister agency of Community Partnerships of Idaho, a private provider of disability services. Care Plus provides care coordination to individuals in a comprehensive, holistic, and person-centered manner. Currently Care Plus is contracted to provide state-wide care coordination services for individuals enrolled in the Blue Cross of Idaho Special Needs Plan. They have offices in Boise, Twin Falls, Pocatello, Post Falls and Lewiston. Care Plus also currently provides information, assessment, and referral for caregivers across the lifespan through the Caregiver Integration Project (CIP) of the Central Health Collaborative (part of the Statewide Health Innovation Plan).

Contact(s): Amy Mart, amart@mycpicp.com, 208-639-1484

Linda Anderson, caregiver@mycpicp.com, 208-629-3610 (CIP Caregiver Line)

Website: <https://www.mycpid.com/about-us/community-partnerships-care-plus-care-coordination/>

- 8. Delta Dental:** Delta Dental is the largest, most experienced dental benefits provider in Idaho. Resources include dental care kits (from infant finger brushes to adult, all ages), oral health education, free senior dental benefits through their *GrinWell for You* program, individual and family dental benefits, trainings and in-person education on dental health and integration, and mobile and portable dental clinics that provide screenings and risk assessments, education, and preventive services

Contact: Samantha Kenney, skenney@deltadentalid.com, 208-866-3493

Website: <https://www.deltadentalid.com/>

9. DisAbility Rights Idaho - DisAbility Rights Idaho assists people with disabilities to protect, promote and advance their legal and human rights, through quality legal, individual, and system advocacy. DisAbility Rights Idaho receives funds solely to help people with any type of disability. They also address issues that affect all Idahoans with disabilities by working with state agencies, non-profits, and other organizations. The specific focus of their service areas each year are driven by their strategic plan which is based on public input. Their services are available to eligible individuals at no cost.

Contact(s): Scott Hoover, Scott@disabilityrightsidaho.org, 208-336-5533
Dina Flores-Brewer, dina@disabilityrightsidaho.org 208-336-5533

Website: <https://disabilityrightsidaho.org/>

10. Elder Law Attorney, Donna Schuyler - Donna Schuyler, Esq., practices in the areas of elder law, estate planning, guardianship, conservatorship and probate. She has over 20 years experience as an advocate for the elderly. Prior to becoming an attorney, Donna worked in the areas of assisted living and adult day care. Her life's work is to provide protection for this vulnerable population and help the elderly achieve a high quality of life while preserving dignity and respect.

Contact(s): Donna Schuyler, Donna@elderlawboise.com, 208-344-1947

Website: <https://elderlawboise.com/>

11. Idaho Federation of Families for Children's Mental Health (IFFCMH) - The Federation is a statewide, non-profit, family-driven advocacy organization that provides support and education services to families with behavioral, emotional, and mental health needs. Through a contract with the Department of Health and Welfare, they provide Certified Family Support Partners (CFSP) who work directly with families in the families' homes to provide needed support and education to become knowledgeable about child serving systems, how to become effective advocates for their children, and better able to access needed services and supports.

Contact(s): Steve Graci, sgraci@idahofederation.org, 208-433-8845
Carol Dixon, cdixon@idahofederation.org, 208-433-8845

Website: <http://idahofederation.org/wordpress/>

12. Idaho Foodbank - The Idaho Foodbank is an independent, donor-supported, nonprofit organization founded in 1984, and is the largest distributor of free food assistance in Idaho. From warehouses in Boise, Lewiston and Pocatello, the Foodbank has distributed more than 135 million pounds of food to Idaho families through a network of more than 230 community-based partners. These include rescue missions, church pantries, emergency shelters and community kitchens. The Foodbank also operates **direct-service programs** (hunger-relief and educational programs) that promote healthy families and communities through good nutrition.

Contact(s): Karen Vauk, kvauk@idahofoodbank.org, 208-577-2693

Website: <https://idahofoodbank.org>

13. Idaho Housing and Finance Association (IHFA) – IHFA functions as an agent for the U.S. Department of Housing and Urban Development and performs a wide variety of tasks associated with financing, developing or managing affordable housing through partnerships with banking and lending institutions across the state. Idaho Housing is a self-supporting corporation that must generate all revenue necessary to cover the cost of its operations. In addition to project financing and housing development and management, Idaho Housing provides rental housing assistance and oversight (Section 8 is included here) and coordination of homeless and special needs housing.

Contact(s): Erik Kingston, Erik@IHFA.org, 208-331-4700x4706
Website: <https://www.idahohousing.com/>

- 14. Idaho Nutrition Associates** – Idaho Nutrition Associates has a team of Registered Dietitians available to help expand the reach of patient-centered care by making nutrition services readily available to patients, caregivers, families, and their healthcare providers. Our focus on nutrition and lifestyle choices promotes improved health outcomes through medical nutrition therapy, weight management and nutrition education, counseling and support.

Contact(s): Deena LaJoie or Jennifer Buker, info@idahonutritionassociates.com, 208-433-9424
Website: <https://www.idahonutritionassociates.com/>

- 15. Idaho Parents Unlimited (IPUL)** - Idaho Parents Unlimited, Inc. (IPUL) is a statewide non-profit organization which houses the Idaho Parent Training and Information Center, the Family to Family Health Information Center, Idaho Family Voices and VSA Idaho, the State Organization on Arts and Disability. As the **Parent Training Center**, IPUL provides or facilitates training of parents of children with disabilities regarding their rights, responsibilities, and protections under the Individuals with Disabilities Education Act (IDEA) so they can cooperatively and effectively participate in planning and decision making relating to their child's education. As the **State Family Voices Affiliate** and the **Family to Family Health Information Center**, IPUL assists families in making informed choices about health care and provides training, information and resources to families of children with special health care needs.

Contact(s): Angela Lindig, angela@ipulidaho.org, 208-342-5884
Website: <http://ipulidaho.org/>

- 16. Idaho Rx Card** – The Idaho Rx Card is a free statewide prescription assistance program. Idaho Rx Card is partnered with companies that negotiates discounts directly with the pharmacies on over 20,000 name brand and generic drugs. These discounts are then passed directly on to cardholders. Membership to the Idaho Rx Card program has no requirements. Unlike insurance programs, there is no income, age, pre-existing condition, deductible, or waiting period restrictions. The program is designed to help patients who do not have prescription drug coverage or who have coverage but are subject to large deductibles, large co-pays, formulary limitations, dosing limitations, gaps, and/or any cash out-of-pocket expenses.

Contact: Mike Denney, idahorxcard@gmail.com, 208-571-6274
Website: <https://idahorxcard.com>

- 17. Idaho Veteran's Homes** - The Idaho Division of Veterans Services operates three Veterans Homes in Boise, Lewiston and Pocatello. All three homes share a common goal of providing responsive medical and supportive care to veterans who can no longer provide for themselves. The Boise facility offers a 36-bed residential/ domiciliary unit, and a 131-bed skilled nursing care unit including a 17-bed special care unit for veterans with Alzheimer's disease or related conditions. The facility is located adjacent to the VA Medical Center and features a physical therapy center. Services available to residents include extensive activity programs, onsite veteran and social services, library services, and transportation to medical appointments.

Contact(s): Cody Schaner, cody.schaner@veterans.idaho.gov, 208-780-1616
Oni Kinberg, oni.kinberg@veterans.idaho.gov, 208-780-1734 (Veterans HCBS)
Website: <http://www.veterans.idaho.gov/ISVHBoise>

18. Legacy Corps - Legacy Corps is a volunteer-powered program supporting family caregivers, with an emphasis on the unique needs of veteran and military families. Highly trained, vetted and committed volunteers provide companionship respite, caregiver education and networking opportunities, and linkages to community and veteran resources. Caregiver support services include in-home respite (which may include transportation), Powerful Tools for Caregivers classes, and social/educational workshops for family caregivers.

Contact(s): Melissa Radloff, Mradloff@jannus.org, 208-333-1363

Website: <http://www.jannus.org/program/legacy-corps/>

AND

Powerful Tools for Caregivers (PTC) – Powerful Tools for Caregivers is an evidence-based six-part workshop series designed to help unpaid caregivers manage the stress of providing care for a family member, friend, or neighbor with a chronic health condition. Originally developed for caregivers of older adults, the PTC curriculum has recently been expanded to include caregivers of children with special needs. Locally the program is offered through the Legacy Corps Program, but classes are available through local partners in each region of the state.

Contact(s): Kelle Sweeney, ksweeney@jannus.org, 208-333-1363

Website: <http://www.jannus.org/events/powerful-tools-for-caregivers-class-8/> (Treasure Valley classes)

19. Living Independence Network Corp. (LINC) – LINC is a cross-disability, non-residential, consumer-controlled and community-based organization. It operates three offices in Boise, Caldwell, and Twin Falls. A majority of the staff and board of directors are people with disabilities. LINC is part of a national network of independent living centers across the U.S. and one of three in Idaho. LINC provides 5 core services: Information and Referral (using a database that includes information on crisis, housing, food, shelter, transportation, health care, and assistive technology), peer support, independent living skills training, individual and systems advocacy, and assistance transitioning from or preventing placement in an institution.

Contact(s): James Turner, jturner@lincidaho.org, 208-336-3336 x108

Roger Howard, rhoward@lincidaho.org, 208-336-3336

Website: <http://lincidaho.org/> (under construction)

20. Medicaid Eligibility - Medicaid is a state program funded by both federal and state funds that provides health coverage for children under the age of 19, parents or other related adults with children under the age of 19, pregnant women, women diagnosed with breast or cervical or pre-cervical cancer, people age 65 or older, and people who are blind or have disabilities (using Social Security criteria). In order to receive Medicaid, certain eligibility requirements must be met in areas such as citizenship/immigration status, income, resources, work requirements, and other areas based on the household's circumstances. Idaho Medicaid has a Standard State Plan which includes mandatory minimum benefits and three Benchmark Benefit plans that are aligned with the health needs of Idahoans and include an emphasis on prevention and wellness. Application for Medicaid services can be done in person at a local Department of Health and Welfare office or online.

Contact(s): Beth Kriete, Elizabeth.kriete@dhw.idaho.gov, 208-287-1179

Ali Fernandez, Alexandra.fernandez@dhw.idaho.gov, 208-287-1156

Website: <http://healthandwelfare.idaho.gov/Medical/Medicaid/tabid/123/Default.aspx>

21. Medicaid Transportation – Idaho Medicaid provides Non-Emergency Medical Transportation (NEMT) through a contract with a transportation brokerage. Currently the contracted brokerage is Veyo, a company that operates a call center which authorizes and schedules transportation services provided by a network of transportation providers to Medicaid-eligible participants. However, the current brokerage contractor has

withdrawn from the contract and the Department of Health and Welfare is developing a request for proposals for a new contract. In the interim, Veyo will continue to provide brokerage services.

Contact(s): Sara Stith, stiths@dhw.idaho.gov, 208-287-1173

Website: <https://healthandwelfare.idaho.gov/Medical/Medicaid/MedicalCare/MedicalTransportation/tabid/704/Default.aspx>

22. MS Society – The National MS Society is a nation-wide non-profit organization whose goals are to ensure that people with Multiple Sclerosis have effective treatment choices and solutions to the challenges of living with MS, that people affected by MS connect to the individuals, information and resources they need to move their lives forward, and that Individuals and organizations are mobilized to generate resources that accelerate progress and maximize impact. Locally, volunteers work together to provide access to treatment information, research, support groups, and volunteer opportunities.

Contact(s): Morgan Lerdahl, morgan.lerdahl@nmss.org, 1-435-830-7485

Pam Page, peetee83686@aol.com, 208-880-7490

Cheryl Bloom, cgbloom@hotmail.com, 208-860-0679 on

Website: <https://www.nationalmssociety.org/Chapters?chapters=6549>

23. Regence – Regence Blue Shield of Idaho is a major insurance carrier in Idaho. They cover a range of services from maternity to palliative care and provide a variety of programs from health coaching to case management of chronic conditions. Members and their families have access to one-to-one support provided by registered nurses and clinical behavioral health specialists to help them navigate the health care system and choices. Regence offers a variety of Medicare plans.

Contact(s): Scott Schlegel, scott.schlegel@regence.com, 1-801-333-2575

Website: https://www.regence.com/web/regence_individual_id/home

24. Qualis Health - Qualis Health is one of the nation's leading population healthcare consulting organizations, partnering with their clients to improve care for millions of people every day. They work with public and private sector clients to advance the quality, efficiency and value of healthcare. Qualis has headquarters in Seattle and a regional office in Boise. Qualis offers consulting in care management, health information technology, practice transformation, and quality improvement and safety. [Qualis Health is the Medicare Quality Innovation Network – Quality Improvement Organization for Idaho and Washington State.](#)

Contact(s): Traci Treasure, Tracit@qualishealth.org, 208-383-5947 or 208-284-5150

Website: <http://www.qualishealth.org/>

25. Seniors Blue Book – The Seniors Blue Book is a free resource directory for Boise and the Treasure Valley that is published twice a year. It is available at a variety of venues across the valley. The Blue Book includes comprehensive information on community resources and services and has sections listing home health agencies, non-medical home care, hospice care, senior housing, independent living and retirement communities, assisted living, memory care facilities, skilled nursing facilities, and subsidized housing. Also included is a health care checklist.

Contact(s): Cody Freston, Cody@seniorsbluebook.com, 208-922-6317

Ty Pena, Ty@seniorsbluebook.com, 208-407-3198

Website: <https://www.seniorsbluebook.com/state/boise-id/>

- 26. State Health Insurance Benefits Advisors (SHIBA)** - SHIBA operates within the Dept. of Insurance and is part of a federally funded national network that provides Medicare information and counseling to Idaho citizens; they do not sell or promote insurance plans. SHIBA helps people apply for Medicare and, if needed and appropriate, perhaps Medicaid, and other federal programs like Social Security. SHIBA has 3 offices (Boise, Coeur d'Alene, and Pocatello) and operates with an extensive cadre of volunteer counselors.
- Contact(s): Karen Clark, Karen.clark@doi.idaho.gov, 208-334-4353
Website: <https://doi.idaho.gov/shiba/>
- 27. Traumatic Brain Injury Program** - The Traumatic Brain Injury Program (TBI) in Idaho is a program of the Idaho State University Institute of Rural Health. Federal grant funds have supported the development of a screen for TBI to be used in Community Health Screening, education of parents of children with TBI, dissemination of educational materials about TBI related concussions, and the establishment of relationships with the Tribes in Idaho to overcome barriers to services for TBI.
- Contact(s): Russell Spearman, spearuss@isu.edu, 208-863-9935
Website: http://www.idahotbi.org/site/448/institute_of_rural_health.aspx
- 28. Treasure Valley Hospice** - Treasure Valley Hospice is committed to compassionate, professional care at the end of life's journey. Their team of professionals strive to ease suffering, honor wishes, offer choices, strengthen families and support grieving in hopes of making their journey a time of peace and celebration. They provide services in Nampa, Caldwell, Meridian, Eagle, Boise, Emmett, Garden City & Elmore County. Their website also offers links to information such as SMART workshops and advance care planning.
- Contact(s): Kimberly Ouwehand, Kimberly@treasurevalleyhospice.org, 208-369-6793
Honey Goodman, Honey@treasurevalleyhospice.org, 208-467-7423
Website: <http://www.treasurevalleyhospice.com/>
- 29. Treasure Valley United Way** – In 1,800 communities in more than 40 countries, United Way fights for the health, education, and financial stability of everyone in every community. In the Treasure Valley, United Way currently has the following priorities: helping 4,000 local students who are experiencing homelessness, including more than 1,400 in the Nampa School District alone so that they can feel safe, and supported and clean to help them graduate high school; supporting preschool, so that children in low-income neighborhoods in Boise and Caldwell can have access to early learning opportunities to not fall behind; helping people with mental health issues through the Idaho Suicide Prevention Hotline.
- Contact(s): Ashley Havlicak, ahavlicak@unitedwaytv.org, 208-807-2939
Nora Carpenter, ncarpenter@unitedwaytv.org,
Website: <https://www.unitedwaytv.org/>
- 30. Treasure Valley YMCA Healthy Living Center** – The YMCA Healthy Living Center (HLC) is a partnership between the Treasure Valley Family YMCA, area health organizations, and our community. Together, we provide evidence-based programs that profoundly address many health concerns. The Y-HLC and its programs bring together medical and fitness professionals to help individuals achieve the best possible health care and overall quality of life. We focus on prevention and lifestyle changes as an essential part of health care and healthy living.
- Contact(s): Mary Biddle-Newberry, Mary.Biddle@ymcatvidaho.org, 208-344-5502 x 207
Kara Federonick, Kara.Federonick@ymcatvidaho.org, 208-344-5502 x 207

Website: <http://www.ymcatvidaho.org/>

- 31. Valley Regional Transit/Valley Ride** - Valley Regional Transit (VRT) is the regional public transportation authority for Ada and Canyon Counties. VRT has a new website (www.valleyregionaltransit.org) which is designed to serve as a one-stop transportation resource center, providing comprehensive information about ValleyRide bus services, other public transportation providers in the region, and specialized transportation services. VRT also has 15 Travel Information Volunteers who assist bus riders with maps, directions, and ride accompaniment.

Contact(s): Ken Schick, kschick@valleyregionaltransit.org, 208-559-1888

Website: www.valleyregionaltransit.org

- 32. Veterans Administration Medical Center (VAMC)** – The VA Medical Center in Boise is one component of many services that make up the Veterans Health Administration services in southern Idaho. When Veterans enroll, they are assigned to a priority group which the VA uses to balance demand for services with resources. Depending upon eligibility, the VA provides a range of services including primary care, mental health care, inpatient medical or psychiatric hospitalization. Depending on circumstance, VHA Boise can provide short-term medical rehab, skilled care, palliative care or hospice care. VHA works with local organizations to deliver non-institutional care. Types and levels of service a Veteran may receive depend on income, level of service-connected disability, and combat service.

Contact(s): Debra Mueller, Debra.mueller@va.gov, 208-422-1000 x7840

Website: <https://www.boise.va.gov/>

