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Covered California, CEE, CEC & CCI - Who Can Keep Them All Straight?



Certified Enrollment Entity

Family Bridges is now a Certified Enrollment Entity (CEE) with [Covered California](#) (acting under the federal Patient Protection and Affordable Care Act). Soon, our own Certified Enrollment Counselors (CEC) will be able to help legal California residents choose a healthcare plan under Covered California. Our doors are open to anyone seeking affordable coverage. Our bilingual CECs will be especially ready to aid the monolingual Asian community, and anyone else seeking healthcare under Covered California. Becoming a CEE, this is a fantastic new extension of our Social Services Unit.

*** Eligibility for a Covered California health plan is based on legal California resident status. Income level can affect the amount of financial assistance one can receive when enrolling with Covered California or Medi-Cal. Please call our Social Services Unit at (510) 839-2022 to find out how you can receive affordable insurance through Covered California.*

Coordinated Care Initiative (CCI) Update

The Coordinated Care Initiative's launch has been pushed back to April 2014. In January, Duals ("dual eligible" Medicare and Medi-Cal beneficiaries) who have birthdays in April will receive their 90, 60 and 30 day notices regarding the state passively enrolling them into a health plan and what their options are. Individuals must actively choose to "opt out" and notify the state about their intentions.

CCI marks an important step toward transforming California's Medicaid care delivery system to better serve low-income seniors and persons with disabilities. The Medi-Cal and Medi-Care programs will be integrated into one system, known as Duals; combining the delivery of medical, behavioral, and long-term services and supports (LTSS). It also provides a guideline for integrating people into both programs. The eight CCI counties are Alameda, Los Angeles, Orange, Riverside, San Bernardino, San Diego, San Mateo, and Santa Clara. These counties have existing health plans that have Medi-Cal health plans experienced in providing Medicare managed care. In May 2013, Governor Brown revised the project which projects a savings of \$119.6 million to the General Fund in 2013-14

Family Bridges is positively impacted by CCI, as nearly all of our clients who participate with our Hong Fook Community-Based Adult Services (CBAS) are dual eligible beneficiaries. Come April 2014, the Hong Fook Center along with other LTSS providers will be part of a large coordinated effort by the health plans to deliver the most seamless and highest quality of care!



Hong Fook SCAN Home Health Project Team

Hong Fook CBAS Health Home Project

The [SCAN Health Plan](#) is sponsoring the Community Health Home Project in order to create a Community-Based Adult Services (CBAS) Health Home. Family Bridges' Hong Fook CBAS Centers were selected to be among the eight centers participating statewide in this project. The grant allows the centers to hire a specially trained registered nurse to serve as a nurse navigator (RN-N) for participants with more complex health concerns, who are dual eligible, and served in CBAS centers. The RN-N role is unique in that they have the ability to travel outside the CBAS center to meet with and develop significant relationships with caregivers, health plans, physicians, hospital discharge planners, and even medical supply vendors. This provides the RN-N the ability to identify, and coordinate through multiple intricate health and social systems that are outside the control of the health plans or Medicare physicians. The RN-N has the central vantage point to assist the patient and primary caregiver to access fragmented services into a seamless, patient-centered, comprehensive manner, thereby promoting the ultimate goal of aging in place and staying out of costly institutional settings.

Since our project began in July we have 18 participants from both of our Hong Fook Centers. The RN-Ns are able to extend our Hong Fook CBAS program to their homes to assess a participant's health status. The assessment includes collecting their clinical data, evaluating medication use, home safety, nutrition reviews and monitoring. The RN-N's assessment identifies gaps in the participant's healthcare needs and where they need to intervene or increase support. Our RN-Ns are wonderful, flexible and mobile extensions of the Hong Fook CBAS Center.

Culturocity Training

On August 9 and October 24, staff from [VITAS Innovative Hospice Care](#) provided a Culturocity Training for Cultural Awareness in the Care of Others at the Hong Fook Center - Harrison Street. Presenter, [Cynthia Hill](#) truly engaged the Family Bridges staff as she spoke and interacted with them. The training discusses changing demographics in the US, diversity, and encourages satisfying one's own curiosity. The training also highlighted the values, beliefs, differences, and similarities of the African American and Asian American

populations. Another Culturocity Training will be held in November for all Family Bridges staff. Family Bridges makes sure to remain culturally aware and sensitive as our community's demographics change.



Family Caregivers learning from PTs

Fall Prevention Caregiver Workshop

On September 24, [Alameda County Adult Day Services Network \(ADSNAC\)](#) in partnership with [Kaiser Permanente's Neurological Physical Therapy Residency Program](#) conducted fall prevention workshops. The workshops were held at both Hong Fook Centers and the Hotel Oakland Tea Room. Physical therapists (PTs) carried out the trainings for the Hong Fook staff, family caregivers, and [Hotel Oakland Village](#) residents.

Falls are not a normal part of aging. Thus, ADSNAC and Kaiser partnered to coordinate an injury prevention program which includes a minor home safety modification module and a customized exercise-training program. The PTs trained staff to deliver a challenging daily exercise program geared to the needs of the centers' participants so they can avoid detrimental falls.



New Senior Health Video

A new senior health video has been uploaded regarding [stress management for healthcare workers](#). If you cannot understand Cantonese, you can click the closed captions (CC) for English subtitles to learn more about all of our topics in English! Past senior health videos can be found by [clicking here](#).

Videos by Family Bridges, Inc., a health partner of the [Hotel Oakland Village](#).



Audience listening to the presentation

Safety at Home and in the Community

On October 9, speakers from [Asian Community Mental Health Services](#) gave a presentation regarding safety at home and in the community. It was held at the [Oakland Asian Cultural Center's \(OACC\)](#) Hong Lok Center. The attendees filled the classroom at OACC and learned about home safety practices that reduce injuries in the home, such as disposing of unused and expired medication and fall prevention. They were also taught some easy methods for increasing awareness and crime prevention in the community.



Busy Winter for LMCC Students

Our Lake Merritt Childcare Center (LMCC) students are going to have a busy winter ahead of them. They will be preparing for their annual Christmas Party Fundraiser, and the Dancing Group is eagerly practicing for their upcoming performances at all of Family Bridges' senior center programs' holiday events. Bridging the gap between our youngest and eldest members is always a favorite and fun time for all of our participants during the holidays!

Upcoming Events:



Covered California Information Workshop Series

On November 17 at the Oakland Asian Cultural Center (OACC), our Social Services Unit will hold their first in a monthly Covered California Information Workshop Series. These workshops are geared towards limited-English proficient (LEP) and monolingual Chinese speakers. At the workshop, a Covered California Certified Educator will go over what Covered California is; the benefits of being insured and risks of not; scams to be aware of; how to enroll; how to enroll with Family Bridges' assistance; and more. [East Bay Agency for Children \(EBAC\)](#) is providing us with a Cantonese speaking Certified Educator.

Family Bridges is a CEE who can help anyone in need of affordable healthcare to enroll with Covered California. Our bilingual CECs are especially able to help the monolingual and LEP Chinese speaking community. Each workshop will cover different topics and updates that our community should be wary of regarding Covered California. There will also be a lucky raffle drawing at the end of the workshop. Please stay tuned for more details and help us spread the word about our ongoing workshop series.



25th Annual Senior Luncheon

On Sunday, December 1 at the Oakland Asian Cultural Center (OACC), Family Bridges will be throwing the 25th Annual Senior Luncheon. We like to highlight that Christmas and the holiday season is not just a special time for children and families, but still for seniors as well! This event is especially heartwarming to our senior guests who may live alone or cannot spend the holidays with their families. They can be with their other family: Family Bridges.

Every year, we serve a hot Christmas lunch to our senior guests. The LMCC Dancing group, which is a favorite of our seniors, will come out and perform for them on this day. Other activities also include gift giving to our senior guests, a lucky raffle drawing, and maybe even a visit from Santa Claus!

This year our goal is to serve 400 seniors at our luncheon. In late November, tickets for the luncheon will be available on a first come first serve basis to seniors over 60 years-old at our Main Office. This is a wonderful opportunity for our supporters to become more involved with our programs. All of our senior guests are low-income, and many of them are disabled. We invite our supporters to donate \$10 for each senior you want to be able to attend our festive holiday event.

Your donations are completely tax deductible, and go to a meal and gifts for your sponsored seniors. If you would like to sponsor any seniors, you can make a check payable to **Family Bridges, Inc.** and send it to our Main Office:

Family Bridges, Inc.
168 - 11th Street
Oakland, CA 94607

If you need more information about donating and sponsoring a worthy senior or our event, please contact our Development Department at (510) 839-2022.

2013 Benefit Concert



陳潔靈 葉麗儀 關菊英
3 Divas Live Benefit Concert 慈善演唱會 2013

Oakland Oracle Arena • November 9 (SAT) • 7 PM

票價 \$168 \$138 \$108 \$78 \$48
 (2歲或以上必須購票入場)

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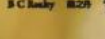
HSBC



DR. WEYLIN FENG



Silver Sponsor



售票地點 Ticket Locations:

東區 Oakland

家橋聯社
 Family Bridges, Inc.
 168-11th Street
 (510) 839-2022
 寶善樓食品 (寶善中心)
 House of Edgmont
 388-9th Street, #113
 (510) 836-6699
 寶德酒莊
 Park League
 828 Franklin Street
 (510) 452-3433

三藩市 San Francisco

新華酒樓
 The's Loner
 2133 Irving Street
 (415) 759-1999
 大興中級雜貨食品店
 Tai Hing Foods & Gro
 848 Clement Street
 (415) 386-2112

歐華酒樓

Golden House Travel
 1079 Grant Ave., #2204
 (415) 382-8928
 歐華酒樓
 Little Garden
 Restaurant
 750 Vallejo Street
 (415) 391-8968

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瑞興酒店
 Shadow Collection
 315 Broadway
 Millbrae
 (650) 952-8922
 歐華 South Bay
 歐華酒樓南灣
 5588 El Springdale Ave.
 Fremont
 (925) 432-8833

灣區 San Jose

歐化泰雅酒樓
 UHiro Positano
 4288 Dublin Blvd., #210
 Dublin
 (925) 828-6688
 歐化酒樓
 Los Garden Restaurant
 5588 El Springdale Ave.
 Fremont
 (925) 734-0222

For our 16th annual Benefit Concert, we proudly present three legendary stars from Hong Kong in 3 Divas Live! On Saturday, November 9th at 7 PM, Frances Yip (葉麗儀), Elisa Chan (陳潔靈), and Susanna Kwan (關菊英) are coming to the Oracle Arena in Oakland to perform live. These three powerful pop stars are graciously traveling thousands of miles to support Family Bridges' health and social services programs. Don't miss out on your chance to advocate for our community with them!

Tickets are on sale now, available prices are as follows: \$168, \$138, and \$108. For more information, please call (510) 839-2022.

How to Get Involved with Family Bridges

No matter how you choose to be involved with Family Bridges, whether through monetary contributions or volunteerism, we are happy to have you be a part of our organization and family! For donating and our many volunteering opportunities, please [click here](#).



Family Bridges, Inc., 168 - 11th Street, Oakland, CA 94607
 510.839.2022
info@fambridges.org
 For more information about our programs and services, visit our website at www.fambridges.org

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Try it FREE today.