

**Lunch and Learn with
Maryland Insurance
Administration
1.26.2022**



WHAT IS 211

- **211 MD pilot launched in MD in 2006**
- **Legislation passed in 2010 enabling 211 to become a permanent system in MD**

WHAT IS 211(continued)

- MD consists of 4 regional call centers:
 - *UWCM-Central Maryland*
 - *CCSi-Southern Maryland*
 - *MHAFC-Western Maryland*
 - *LCC-Eastern Shore*

WHAT IS 211(continued)

- **211 provides assessment, I&R, crisis intervention, advocacy and case-based and quality assurance follow-up**
- **211 measures met and unmet needs. Identifies gaps in community resources. Generates data to inform planning and decision-making.**

WHAT IS 211(continued)

- **211 is a social utility**
- **211 is a partner in disaster response.**

Provides rumor-controlled information to the public. Tracks emerging needs

Mission: To connect people with community resources skillfully and compassionately.

Direct service of the
UWCM - Available
24/7

Staff certified and
program accredited by
Alliance of Information
and Referral Systems
(AIRS) national
professional
organization.

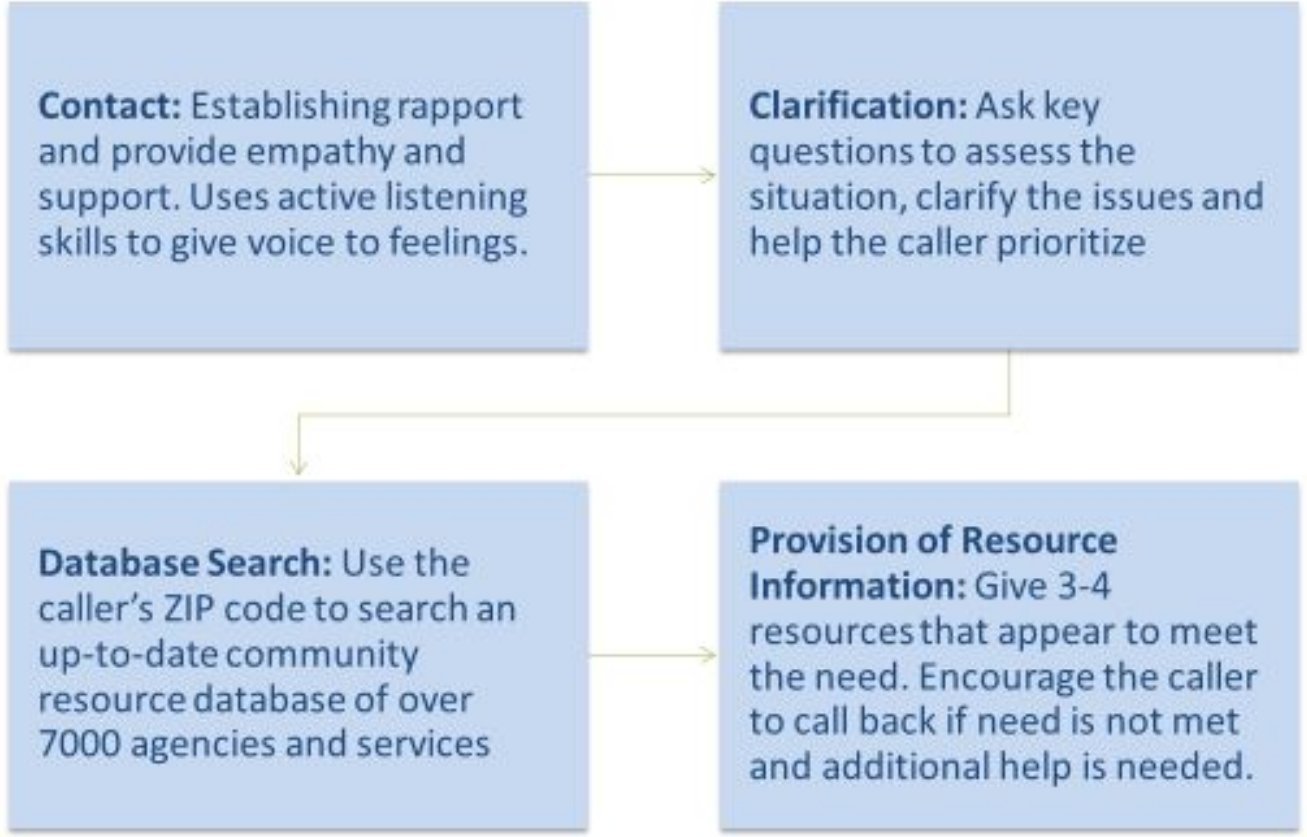
Language Capacity:
150+ languages
through use of
Language Line

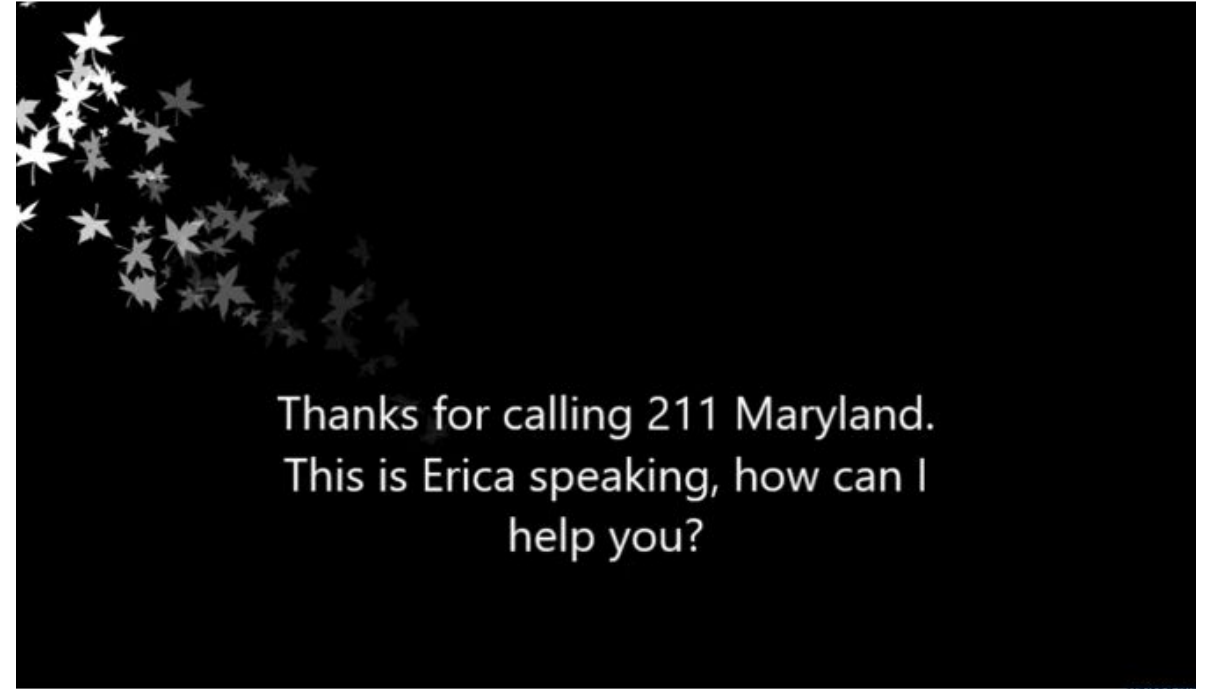
Call Volume:
Answered 132,590
calls in FY 2020



United Way
of Central Maryland

ANATOMY OF A CALL





United We
of Central

Erica's Call

Veronica's Call

Thank you for calling 2-1-1
Maryland. This is Veronica. How
can I help you?



- **Michael's Call**
- **Thank you for calling 2-1-1 Maryland. This is Michael. How can I help you?**



What kind of
calls do we
receive?

- **Housing related calls**
 - **Food**
 - **Utilities**
 - **Health**
 - **Benefits**
 - **Employment**
 - **Legal**
 - **Mental Health**
 - **Substance Abuse**
 - **Crisis**
-Anything related to health and human services



Who calls 2-1-1?

Person in need

Family member
or friend or
neighbor

Employer

School staff

Hospital staff

Case manager

Elected official

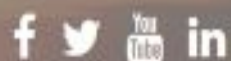
Government or
Community
agency

9-1-1





Maryland
Get Connected. Get Help.™



NEED HELP? DIAL 2-1-1

CALL OR TEXT YOUR ZIPCODE TO 898-211

24 HOURS A DAY, 7 DAYS A WEEK, IN OVER 180 LANGUAGES

Search The 2-1-1 Database



KEYWORD

LOCATION

Sign-up to receive the latest newsletters from 2-1-1. Text your zip code to 898-211 for 2-1-1 alerts.

First Name

Last Name

Email

Submit

EVERY HOUR OF EVERY DAY, PEOPLE NEED ESSENTIAL HUMAN SERVICES

United Way
of Central Maryland

Escape



Questions? Contact:

- Karen Marc, Operations Director, karen.marc@uwcm.org
- Ariana Wilson, Resource Database Administrator, ariana.wilson@uwcm.org
- Ann Johnson, Volunteer Coordinator, Ann.johnson@uwcm.org



Maryland's Senior Nutrition Program

Larry Hogan | Governor

Boyd K. Rutherford | Lt. Governor Rona

E. Kramer | Secretary

THE DEFINITION OF
HEALTHY EATING
CHANGES AS YOU AGE.

BENEFITS OF NUTRITION

- **Increases energy**
- **Improves overall wellbeing**
- **Supports muscles strength**
- **Boost immunity**
- **Helps control weight**
- **Improves hydration**



PREVENTATIVE BENEFITS OF NUTRITION

- **Osteoporosis**
- **Heart Disease**
- **Type II Diabetes**
- **High Blood Pressure**
- **Stroke**
- **Cancer**



MARYLAND'S SENIOR NUTRITION PROGRAMS

- **Congregate Meals**
- **Home Delivered Meals**
- **The Senior Farmer's Market Nutrition Program**
- **The Commodities Supplemental Food Program**
- **Maryland's Senior Nutrition Restaurant Initiative**



CONGREGATE AND HOME DELIVERED MEALS

- Established by the Older Americans Act of 1965, as amended.
- Found in every state.
- No income requirements.
- Meals must meet dietary guidelines.



CONGREGATE MEALS



- Reduce hunger
- Increase food security
- Prevent malnutrition
- Encourage socialization
- Foster health and wellbeing

CONGREGATE MEALS

Where to find them

- Senior Centers
- Apartment Complexes
- Places of Worship
- Community Centers Parks and
- Virtual Groups



Added Benefits

- Community of Peers
- Exercise, Walking, and Yoga
- Arts and Entertainment
- Chronic Disease
- Self Management Classes
- Nutrition Screening
- Education and Counseling
- Information and Assistance
- Sign Up for Other Services
- Seminars and Workshops
- Shopping, Travel, and Tours
- Games and Clubs
- Medicare Counseling

HOME DELIVERED MEALS



- Reduce hunger
- Increase food security
- Prevent malnutrition
- Support independence
- Foster health and wellbeing
- Avert higher levels of care

HOME DELIVERED MEALS

Delivery Routes

- Private Residences
- Apartment Homes
- Rural, Urban and Suburban Communities



Added Benefits

- Daily Connection with Driver
- Wellbeing Checks by Driver
- Single Meals
- Meal Bundles
- Hot and Cold Meals
- Meals for the Freezer
- Nutritional Fact Sheets
- Recipes
- Message Delivery to Service Providers



Provides low-income seniors with access to locally grown fruits, vegetables, honey and herbs.



What's Inside:



My Groceries To Go!

A Food Program for Older Marylanders

**Forty pounds of pantry items each month for
low-income adults 60 and older.**

MARYLAND'S SENIOR RESTAURANT INITIATIVE

What's on the Menu?

- Ethnic Cuisine
- Traditional State Fare
- Holiday Meals



Who's Talking?



Rep. John Sarbanes
@RepSarbanes

Yesterday, I joined Howard County officials, community leaders and volunteers in Laurel to distribute fresh and nutritious meals to Maryland seniors.



8:05 AM · May 27, 2021 · Twitter Web App

MARYLAND'S SENIOR NUTRITION PROGRAMS

- **Congregate Meals Home**
- **Delivered Meals**
- **The Senior Farmer's Market Nutrition Program**
- **The Commodities Supplemental Food Program**
- **Maryland's Senior Nutrition Restaurant Initiative**



Contact Information

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Maryland Durable Medical Equipment **Re-Use**

Ian Edwards, PT, DPT

Director, Maryland Durable Medical Equipment Re-Use

January 26, 2022



Offering the Solution:

- **First-of-its-kind DME Program**
- **Satellite Sites throughout State**
- **Provides gently-used home medical equipment, mobility aids and daily living devices**
- **Serves ALL Maryland residents**
- **Free of charge**



OUR PURPOSE

- Improve mobility and quality of life for Maryland residents
- Divert equipment from our landfills



HUGELY SUCCESSFUL ENVIRONMENTAL IMPACT



7,420 Items Collected

263,000 lbs. or

**130,468 cubic feet
of DME diverted from landfills**

(AS OF JANUARY 2022)





ITEMS AVAILABLE AND DONATIONS NEEDED:

- Wheelchairs
- Power Chairs
- Rollators
- Scooters
- Shower Supports
- Hospital Beds
- "Hoyer" Lifts
- Walkers
- Bedside Commodes
- & Much More!



MARYLAND DURABLE MEDICAL EQUIPMENT RE-USE CENTER



SANITIZE



REPAIR



DISTRIBUTE



EQUIPMENT USE INSTRUCTION

MOCK BATHROOM AND BEDROOM SET UP



INSTRUCTION & VIDEO SHEETS

TOILET SAFETY RAILS

Purpose

Toilet safety rails provide arm supports for the home toilet. By providing arm supports, users have increased safety and support when getting up or down from the toilet. Toilet safety rails provide an increased level of safety and independence for the user. They are not designed to support the full weight of the user, they are support devices only. If you have not seen a therapist or physician in regards to your mobility limitations, we recommend that you do so.

Types

Toilet safety rails, also called safety frames, come in two different types: those that attach to a home toilet and free-standing models. The type that attaches to a home toilet has attachment brackets that are secured through the same holes as the toilet seat. Make sure you read and understand all manufacturers' operating instructions.

All toilet safety rails have a maximum weight limit that they can support. It is important to understand the limits and capacities of your toilet safety rails:

Weight of user (stated by user) is _____ pounds.
Maximum weight capacity of toilet safety rails is _____ pounds.

Use

Toilet safety rails need to be installed as the manufacturer intended. To install the type that mounts to a home toilet, remove the two bolts that attach the toilet seat. Lift off the toilet seat. Place the toilet safety frame bracket against the toilet bowl. Replace the toilet seat and align the holes in the toilet seat and toilet safety frame bracket. Insert the bolts and tighten as per manufacturer recommendations. Attach the rails or arms and lock into the toilet safety rail bracket. Adjust the width of the arm supports to accommodate the user and adjust the legs to facilitate the desired height. Free standing models are commode devices that fit around the toilet and provide a seat so toileting facilities can be used; these devices are commonly called bedside commodes. Your medical equipment provider will instruct you on how the toilet safety rail needs to be installed, do not use tools to install a toilet safety rail, they are meant to be hand-tightened only. When utilizing the toilet safety rail the user should exercise care, discretion, and common sense. Always adjust your sitting position so that you sit down on the middle of the toilet seat. Any significant force on the arm supports in an outward direction is likely to bend or break the rails and result in a fall.

If the user needs to adjust positioning or slide transfer on and off the raised toilet seat, it is essential that one arm support be removed. All models install differently and the installer must follow manufacturer installation procedures. If any questions arise during installation please call the store where you purchased the unit.

If you purchased a toilet safety rail without a raised toilet seat, they can be purchased and used with your toilet safety rails.

ROLLATORS

These videos are for informational purposes only. We recommend that you consult with your physician and local physical or occupational therapist to be evaluated for your adaptive equipment needs.

Scan the QR code to watch helpful videos on how to use or size your device.

How to scan a QR code to watch these videos:

1. Grab your smartphone, iPad, or tablet device.
2. Open the device's Camera app.
3. Select the rear facing camera. Hold your device so that the QR code appears in the viewfinder in the Camera app. Your device recognizes the QR code and shows a notification.
4. Tap the notification to open the link associated with the QR code.



How to Use a Rollator Walker



<https://youtu.be/Z8zFk5U1xmY>

Adjusting a Rollator



<https://youtu.be/NL43g-pVUic>

Specifics on Rollator Walkers



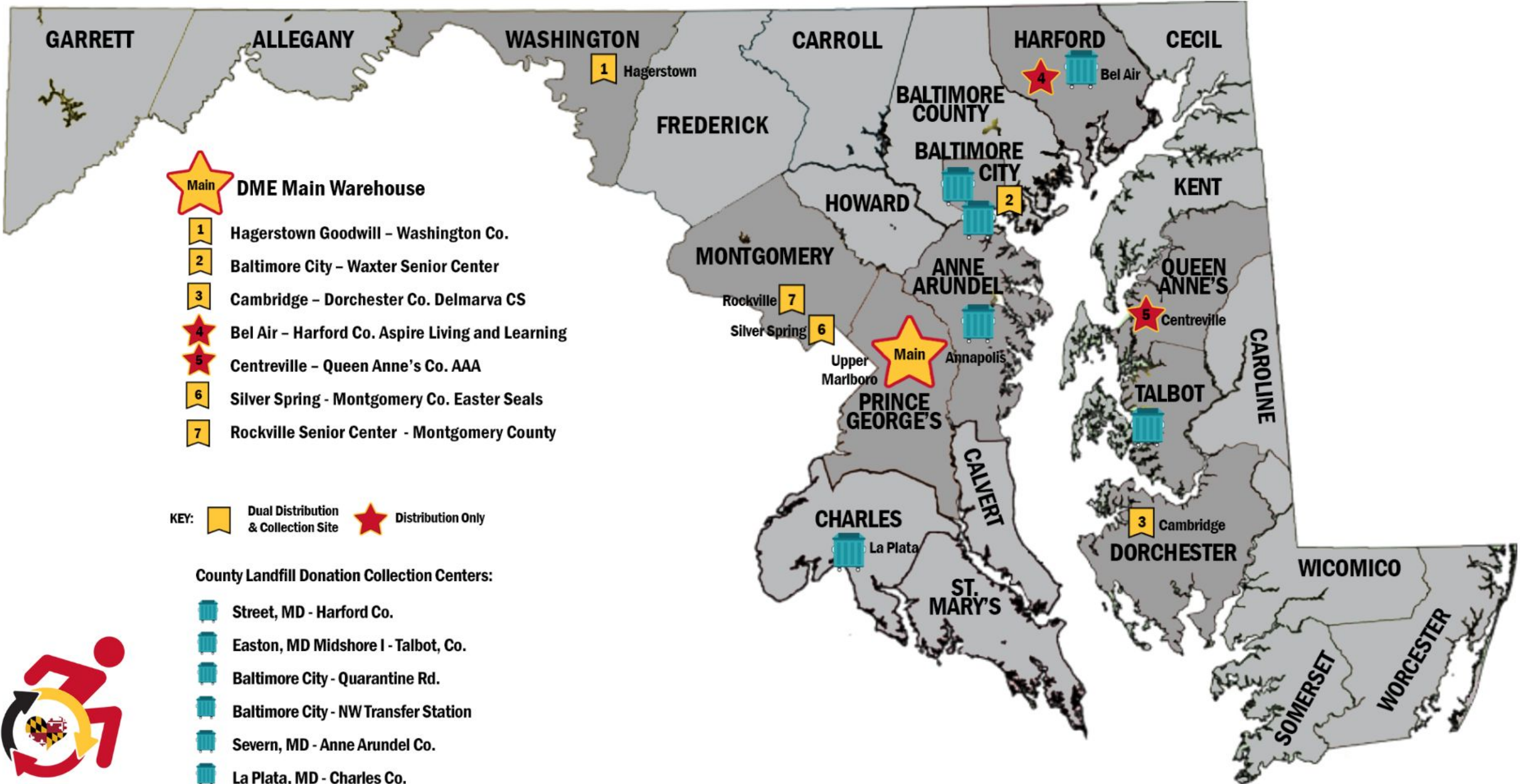
<https://youtu.be/nOZ3zSfCA6s>



For more information:
240-230-8000
aging.maryland.gov



SATELLITE LOCATIONS



WHO IS ELIGIBLE?

- **Maryland residents of all ages**
- **Those awaiting medical insurance approval**
- **Those who unable to obtain the most appropriate equipment via medical insurance**



HOW TO REQUEST DME:

- 1. Visit our website to download a request form and submit the completed form via mail or email**
- 2. Complete a request form online (Basic DME only)**
- 3. Call or email to request a hard copy of the form to be mailed to you**



CONTACT US



aging.maryland.gov



240-230-8000



dme.mdoa@maryland.gov