



# LifeLong Medical Care

Kathryn Stambaugh, MPH, MBA  
Geriatric Services Director  
[kstambaugh@lifelongmedical.org](mailto:kstambaugh@lifelongmedical.org)  
(510) 981-4156

# Who Are We?

---

- Federally Qualified Health Center
- Started by the Gray Panthers in 1976
- Now: 16 health centers and 45+ programs in three counties
- Over 28,000 patients in Alameda County  
6,000 seniors (65+);  
4,000 aged 56-64
- Over 60 Health Center: 2,300 patients



# Supporting Seniors with LTC Needs

---

Program Name	Program Description
Medical Social Work / Case Management	SW Case Managers @ 2 Clinics
Care at Home	Primary Care in the Home
Care Transitions	RN Care Coordination at Hospital D/C
Permanent Supportive Housing	On-Site Case Management
Care Neighborhood	Enhanced Care Management/ECM
Other: Food pantry & food deliveries, free supplies & DME, Zoom Tai Chi, walking groups, Lunch & Learn, etc.	

# Roadblocks

---

## Shared by Clinicians

- **Long list of medical recommendations**, so follow-through is difficult without support
- **Translation challenges**, especially if hearing impaired
- **Lack of coverage for needed services** (transportation, equipment, caregiving support, urgent SNF stays)
- **Inadequate memory care options** (lack of affordable day programs/housing)
- **Services take too long or are hard to get** (IHSS, DME, home health, wound care support, etc.)

## Shared by Case Managers

- **Lack of coverage** for transportation, adult day care, ADHC, some equipment, etc.
- **Critical programs have wait lists:** Meals on Wheels, Telecare
- **Access challenges:** transportation services are limited and flawed; online applications or setting up an account limits access; lack of specialized services for unhoused older adults; delays in approval for IHSS (and lack of IHSS providers)
- **Housing!**  
Lack of accessible, affordable housing with needed services

# Successes

---

- Case Managers on the Care Team
- Care at Home (in-home primary care)
- Close Collaborations with Community Resources:
  - VitalLink
  - Midtown Pharmacy (med delivery)
  - Meals on Wheels
  - Legal Assistance for Seniors & HICAP
  - Bay Area Legal Aid
  - AC Care Alliance
  - DME providers
  - Some dialysis clinics





# “What would make your job easier?”

---

Case manager for  
EVERY patient  
aged 65+

Better  
communication and  
resource sharing;  
uniform referral  
system

Quicker response  
times from health  
plans; verbal  
authorizations

Better collaboration  
with discharge  
planners

Adequate services:  
transportation,  
housing, IHSS,  
food, etc.

# How can we do better, together?

---

## More Case Managers

- Maximize the ECM benefit
- Make ECM feasible and sustainable for FQHCs and CBOs

## Expand the Workforce

- CalGrows funding for direct care provider training
- More student programs/internships/PT jobs working with seniors
- More paid internships for MSW students & others at FQHCs, senior-serving non-profits, etc.

## Streamline referrals and resource sharing

- Fully develop & maintain an up-to-date, easily accessible resource directory

# How can we do better, together?

---

Continue  
to push the  
needle on  
our biggest  
challenges

- Housing
- Assisted Living
- Transportation
- Affordable supports outside of Medi-Cal
- Financial stability for service providers and staff
- Take care of ourselves and each other