

Monrovia Providers Group

Foothills Resources for the Aging

info@monroviaproviders.org

www.MonroviaProviders.org



Client is a 76 year old female living alone in an apartment in San Gabriel. Late last year she was hospitalized for severe swelling in her legs and resided in a SNF for several months. Upon returning home she has had difficulty finding a reliable IHSS provider, and has been forced to pay out of pocket for private caregivers. Client has to depend on caregivers to assist with cleaning, laundry, grocery shopping, meal preparation and transportation, therefore having a reliable caregiver is extremely important. When client was still working, she suffered a head injury that forced her to retire early and caused her to be permanently disabled. Therefore her social security benefits are minimal. Client recently came to me for help with her electric bill, it is past due and So. Cal. Edison is threatening to disconnect services. Client relies on electricity for life saving medical equipment and without it her health and safety are at risk. While she was in the SNF her California Lifeline Telephone Discount and Medical Baseline Electricity Discount were not renewed and has caused her bills to be higher than normal. This, plus having to pay out of pocket for a caregiver, has caused her finances to be extremely tight and is why she cannot afford to pay her current electricity bill, which is \$128.84. She is currently in the process of reapplying for the discounts and continues to search for an IHSS provider, with the agency's help. However, her immediate need with the electricity bill and avoiding shut off is causing her great concern.

Follow up

I wanted to follow up with you on the grant MPG request for my client who needed her utility bill paid. I just spoke with her and the relief in her voice is palpable. She is so grateful for the help, and relieved that she will not have to worry about her electricity being shut off. MPG's help has allowed her to concentrate on finding a permanent caregiver so that she continues to remain safely and independently in her home. Her stress level has been greatly reduced. I have asked her to send a thank you note to the group so that you can hear from her directly. Let me know if you have any other questions or need any additional information. Thank you again for all the assistance, it makes a huge positive impact in our client's lives.

Sincerely,

Jennifer Clark
Santa Anita Family Service