

Need help in balancing your client's

social service needs?



Intervention Associates collaborates with trust officers, attorneys, physicians and other professionals, as well as families with loved ones who have special needs.



A SUBSIDIARY OF THE FRIENDS LIFE CARE AT HOME® SYSTEM



For Your Clients and Family Members

Early warning signs that could alert you that your client or family member may have a problem:

Frequent phone calls

- From your relative or client who doesn't remember calling about the same thing
- From concerned friends or neighbors

Physical observations

- Is physically fragile or unsteady on his or her feet
- Has fallen more than once, with or without injury
- Has lost or gained a significant amount of weight
- Doesn't take medications as prescribed
- Looks or complains of always feeling fatigued
- Has dirty clothes, hair or bedding
- Has accumulated paper, garbage or other items in his or her home
- Has body odors or odors in his or her home
- Has difficulty seeing or hearing well enough to communicate
- Has unexplained injuries or bruises
- Has bills or other paperwork accumulating around the house
- Has many beer cans or liquor bottles in his or her garbage
- Does not adequately maintain the home

Psychosocial observations

- Is confused or forgetful
- Is anxious or depressed
- Is unable to clearly explain things or describe needs
- Has had a change in mood or personality
- Is increasingly isolated and refuses to go out
- Refuses to go to the doctor or dentist
- Is newly suspicious of previously trusted relatives
- Has experienced deterioration of relationships with others.



**Intervention
Associates**

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Support systems

- Has recently experienced the death of a spouse, child, partner or pet
 - Has recently lost the right or ability to drive
 - Has recently experienced the departure of significant others
 - Is not involved with friends, neighbors or community
-



We understand your challenges.

Making the right decisions on social service, medical and life care matters

As a trust officer, lawyer, or medical or professional advisor, you are skilled in working with clients. You have expertise in taking care of your clients or patients, the administration of trusts and the financial aspects of wills, estates and guardianships. Your personal relationships with clients and families may be a rewarding aspect of your job, but you are frequently called upon to perform social services that are outside your area of expertise and, ultimately, time-consuming and costly.

Intervention Associates can help you provide more complete and comprehensive services to clients.

- We save you time, so you can devote your energies to what you do best.
- We relieve you from worry that something more could be done.
- We provide professional and objective evaluations, recommendations and documentation for your records.
- We only plan and act with your consultation.



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Educational Programs

In-services for your staff

PRESENTATION DESCRIPTIONS

Alzheimer's Disease: Clear Facts About Confusion

If you work with aging clients or adult children with aging parents, this 45-minute in-service can help you understand:

- The definition and various types of dementia.
- How to identify signs and symptoms.
- What kinds of help are available.
- How you can get your clients to accept the help they need.

"I'll Never Move to a Nursing Home": Senior Housing Options

If you are working with older adult clients who are demonstrating declining physical or mental capacity, this 45 minute in-service can help you understand:

- The difference between levels of care such as independent living, assisted living, nursing home and continuing care retirement communities.
- Average costs and programs/regulations regarding placement.
- The secrets to helping a client accept the need to move and when to make this decision.

Public Benefits: Who's Entitled to What

Confused about Medicare? Don't know what exactly Medical Assistance is? We can help you understand:

- What Medicare is, who is eligible and what a Medicare HMO is
- Medigap plans
- Medicaid—what it pays for and when
- The difference between adult day care and senior centers
- Other programs clients may need and how to access them

"They're Driving Me Crazy!": Dealing with Difficult People

Do you leave work feeling wrung out? Clients can be demanding, irritating and can feel impossible to please. This presentation can take two paths:

- Bring a few of your most difficult examples. We'll open the discussion to the group. A Master's level counselor will facilitate the discussion, or
- We'll talk about general personality types and effective methods for dealing with them. We can also talk about ways to reduce your own stress.

Additional topics include:

- Medical Overview of Alzheimer's Disease and Dementing Illnesses.
- Communication and Behavior.
- Legal and Financial Information.
- Daily Care and Safety Issues.



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Additional services

Guardianship/Power of Attorney

Intervention Associates is uniquely prepared to serve as guardian of the person, in cases in which this level of intervention and decision-making is needed. We partner with attorneys and financial services experts, providing oversight of an individual's care to ensure that their expressed wishes and preferences will be honored.

Bill Paying

Our skilled accounts payable staff provides bill-paying services for our clients, both in the client's home and in our office. We will assist clients with ensuring that bills are paid in a timely manner, and will help with basic banking and money management needs.

Home Health

Our home health aides and homemakers are available to assist clients with personal care such as bathing, dressing, meal preparation, personal care and assistance at bedtime and upon awakening. We also help with meal preparation and light housekeeping. Intervention Associates' home health staff are our own employees. We pre-screen, train, monitor and supervise all personnel. Each staff member is insured and bonded.



Referral Sources (Partial Listing)

Alexander and Pelli LLP
Anderson Elder Law
Antheil Maslow & MacMinn, LLP
The Bryn Mawr Trust Company
The Glenmede Trust Company
High, Swartz, Roberts & Seidel LLP
Abbott Lastowka & Overholt LLP
Millennium Wealth Management & Private Banking
Schnader Harrison Segal & Lewis LLP
Smith, Aker, Grossman & Hollinger LLP
Wachovia Trust
U.S. Trust
Heckscher, Teillon, Terrill & Sager, P.C.
PNC Advisors
Mellon Bank
Duane Morris LLP
First National Bank of Newtown
White and Williams LLP



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Sample Case Summary

To: Ms. Donna Teller
Main Street National Bank
200 W. Wayne Avenue
Wayne, PA 19087

Mr. Alan Braverman, Esquire
Braverman and Braverman
14 Cherry Street, Suite 305
Philadelphia, PA 19102

From: Susan Walcoff, B.S. and Shari VanderGast, LCSW, Esq.
RE: MR. DENNIS EVANS
Summary of Contacts and Services May 1 – May 31

On May 23rd, Dennis Evans celebrated his 19th birthday at home with family, with the help of Ann Holt, Intervention Associates aide.

Physicians at the Children's Seashore House confirmed that his physical health remained stable within the confines of his disabilities. Dennis was seen in the Cerebral Palsy Clinic, as well as by his hand surgeon and his primary physician, Dr. Ginsburg. Each doctor made recommendations concerning treatment. Pam Evans, Dennis' mother, followed up by taking Dennis to occupational and physical therapists and by having stockings and splints made. The immobilizer was removed from his left leg.

Dennis attended Strawberry Mansion High School with relatively good attendance, and notably went on a school trip to the circus. Dennis was absent a few times because of poor sleep and leg discomfort. In April, the school bus driver refused transport after Dennis' wheelchair leg rests were lost. In the interim, we rented a chair from Old's Medical Supply, who had already ordered new elevating leg rests, ankle positioners, etc. at the request of Alan Ginsberg, Dennis' physical therapist. The equipment was delivered promptly. We helped Mrs. Evans purchase a Hoyer lift to transfer Dennis from bed to chair, and she has used it to her satisfaction. She also ordered a new tabletop/tray for his wheelchair. Marla Stewart, occupational therapist, assessed the Evans home to determine what modifications could be made to facilitate Dennis' care in view of his size and weight, and to ensure the safety of Dennis and his caregivers. After discussion of several options, the following were proposed and chosen with Mrs. Evans' approval. We are recommending purchase of the following:

1. Scalamobil Portable Stair Climber, cost \$7244
2. Construction of first floor bathroom, cost \$7667.90
3. Upgraded electric service from 60 amp to 100 amp
4. SureHands HandiMove Lift and Care System, cost \$4903 (see attached schematics and quotes from Marla)



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Stewart.)

During this period, we also clarified some issues regarding health insurance and had Sure Kill Drain Company repair a broken sewer pipe.

2 HRS.—Home Visit with Pam and Dennis Evans and Ann Holt—Summary

Met with Marla Stewart, Dan Freedman (contractor) and Mike, a representative who demonstrated the Scalamobil. The battery-powered appliance was attached to Dennis' wheelchair and, with guidance from the operator, allowed the wheelchair to go up and down steps. It stopped and locked on its own at the edge of the steps, then ascended or descended on the risers. According to Pam and Ann, it was easy to operate. Pam wanted to order it immediately. The cost for the Scalamobil was \$7000, as compared to approximately \$20,000 for a platform lift, which might also require county variances. The concrete on the outside steps was found to be solid enough to handle the Scalamobil. Mr. Freedman did a thorough evaluation to determine what was needed to construct a bathroom. Pam was in accord with a 5x12 foot area and a tub rather than a roll-in shower. A tub would enable Dennis to soak in the warm water to relieve some of the spasticity that is often present with CP. Mr. Freedman will submit a proposal, and Marla will have another contractor do a comparative assessment. (Travel: 20 miles)

Case Management

Telephone Calls:

Pam Evans (5-.5)

Braverman and Braverman (1-.2)

Donna Teller, Main Street National Bank (1-.1)

Dr. Flynn's office (1-.2)

Steve Williams, CP Clinic Director (1-.1)

Marla Stewart (4-.5)

Old's Medical Supply (3-.3)

Ann Holt, review and scheduling (2-.2)

Jean McBride, financial accounting (2-.2)

4.3 hours @ \$110.00 = \$473.00

Expenses

20 miles @ .485 = \$9.70

Phone charges = \$2.52

Total = \$12.22

Total Expenses = \$485.22



Testimonials

Over thirty years ago, a senior partner in my law firm asked me to get involved on behalf of an eccentric client who was the beneficiary of a trust fund. The client had various problems and at times lived as a bag lady. I started practicing social work until I discovered Intervention Associates which took over handling the care needs of my client in a much more cost efficient and effective manner. That relationship continued for over thirty years until the client's death in her 80's. Thereafter Intervention came to handle other clients of mine and, when the company went up for sale, I was pleased as Chairman of Friends Life Care at Home, to encourage us to acquire it because of "knowledge and expertise." Since it was acquired, I have continued to refer clients and their families to Intervention Associates particularly in matters involving elder law and a need for placement in an institution at which Intervention Associates is expert. I can highly recommend their services to you.

Samuel T. Swansen, Esq.

My experience with Intervention Associates spans more than 13 years. I continue to be impressed by the service they provide my clients and me in my role as trust advisor. They are a tremendous asset in the management of my accounts. I have used their service in many capacities; to see to the needs of an elderly trust client with distant or no relatives or for the minor or special needs beneficiary whose family is overwhelmed by the disability and require support services to adequately care for the individual. They have the ability to make a difficult and time consuming account relationship easier to manage. Availability is never an issue. They are always available.

I can recall many instances where their service proved invaluable, including those cases in which a hearing in Orphans' Court was pending. The detail provided in their evaluations including their billing statements has proven to be invaluable in matters before the court.

I can honestly say that the involvement of Intervention Associates has improved the quality of life for many of my clients and has eased the management of various account relationships. I have worked with other case management services, but find that the level of service provided by Intervention Associates is second to none.

Sheila Gibson

Vice President, PNC Advisors



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Sample Evaluation

To: Ms. Mary Catherine Johnson, Esquire
Davis and Edwards
627 E. Lancaster Avenue
Bryn Mawr, PA 19010

From: Anne Myers, M.A. and Shari VanderGast, LCSW, Esq.

RE: DR. AND MRS. J. BOTHWELL SMITH

Date: July 22, 2005

EVALUATION AND RECOMMENDATIONS

Intervention Associates was asked to complete an evaluation and make recommendations regarding suitable long term care options for Dr. and Mrs. Smith. Visits were made to the Smiths on two occasions, June 24 and July 11, 2005. In addition, medical records were requested and a geriatric psychiatry evaluation was completed at Abington Memorial Hospital on July 17, 2005.

BACKGROUND INFORMATION

Bothwell (D.O.B. 2/6/16) and Diana (D.O.B. 3/10/29) Smith have resided at a personal care facility, New Alterra of New Britain, since June 2005. This placement was made following hospitalizations for both of the Smiths at Doylestown Hospital. Prior to this, they lived in their own home in Buckingham Township. The Smiths have been married for approximately 27 years. This is the second marriage for both of them. Dr. Smith has two children from his previous marriage. Mrs. Smith has three. Their family describes them as living in one room of the home surrounded by paperwork and other items. It appears that Dr. Smith was treating and prescribing medication for both himself and his wife, as large quantities of prescription medication were found in the house. Coupled with a history of alcoholism for both Dr. and Mrs. Smith and concerns about their cognitive status, it becomes clear that it would not be feasible for them to return to this independent living situation.

MEDICAL STATUS

Dr. Smith has had several apparent transient ischemic attacks (TIAs, also known as "mini-strokes") in recent years, which have resulted in cognitive impairment. He has evidenced short-term memory problems, some difficulties in processing and retaining information, and aphasia. These difficulties have not been progressive, but will worsen following a TIA and then gradually become less severe. A TIA apparently occurred just prior to his most recent hospitalization, and he has been showing definite signs of resulting impairment. His cognitive status has improved since his placement at New Alterra, however, and may continue to improve as long as his health is stable. Other factors contributing to this positive change are, no doubt, his increasing familiarity with his new environment, the monitoring of his medication by the facility, the lack of access to alcohol, and a consistent diet.

Dr. Smith had problems with depression in the distant past, which required a hospitalization, but there is no indication that this problem is recurring. He appears to be making a positive adjustment to placement. Besides the TIAs, Dr. Smith has experienced some lower gastrointestinal problems and has macular degeneration which



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has severely impaired his eyesight.

Mrs. Smith's recent hospitalization was a result of a fall, during which she lacerated her spleen and fractured several ribs. She is recovering well from these injuries. She has had some more recent problems with depression and, although she does not evidence difficulties at this time, the situation should be monitored so that an appropriate anti-depressant can be prescribed if needed. As she appears to be having a more difficult time adjusting to a more structured environment than her husband, another episode of depression or adjustment disorder is more likely to occur. Mrs. Smith has experienced some esophageal problems and reflux resulting in some eating concerns, but she denies any severe symptoms or problems at this time.

The geriatric psychiatry evaluation of Mrs. Smith revealed some short-term memory problems, but these symptoms were not severe enough to be classified as dementia. It is difficult to predict whether these signs will continue at this level, increase gradually or worsen suddenly. It should be noted, however, that she also appears to have shown some improvement since her current placement in a setting where her medication and medical status can be monitored and controlled.

FINANCIAL STATUS

The Smiths' approximate monthly income is \$2,500. In addition, their family estimates their assets in the range of \$500,000-700,000. The current cost of their stay at New Alterra is \$89.00 a day per person. Their family is concerned that any placement be financially manageable, with the long-term option of nursing home care through Medical Assistance being a possibility if their assets are depleted.

SUMMARY AND RECOMMENDATIONS

The Smiths have made an overall adjustment to personal care living and this level of care clearly meets their current needs. It is advisable for them to remain in this type of setting as supervision of medication, limited access to alcohol, three meals a day, and assistance with and monitoring of medical concerns will help them to remain stable for as long as possible. As it is possible that their cognitive statuses could decline in the future, a facility with a memory care unit would be advisable. In addition, nursing care options would help ensure that they would not have to leave the facility for the rest of their lives and that they could remain in the same facility, even if their individual needs changed in the future. Although they are generally pleased with New Alterra, a move to another facility should be considered as New Alterra does not have memory care or nursing units, and the rooms at New Alterra are rather small for two individuals.

The prices listed would be for both Dr. and Mrs. Smith living in the same apartment. Possible placements are:

1. Chandler Hall—99 Barclay Street, Newtown, PA (215) 860-4100. They have current openings in their personal care unit. The price for a one bedroom is approximately \$183 a day, with the final price depending upon their care needs. They offer a secured memory care unit and nursing care, as well.

2. Dock Woods Community—275 Dock Drive, Lansdale, PA (215) 368-4438. The cost for a one bedroom in Personal Care is approximately \$161 a day, with a \$10,000 entrance fee. There is currently a waiting list. They also offer an Assisted Living Memory Care unit, a Nursing Memory Care unit, and a Skilled Care unit.

Intervention Associates would be happy to assist the family further in exploring these placement options and in monitoring the Smiths once the placement is made to help ensure that their needs continue to be met. As mentioned previously, the Smiths' adjustment levels and possible signs of depression, particularly with Mrs. Smith, should be closely watched to determine whether further psychiatric intervention is necessary. With placement in the appropriate facility, it is hoped that their positive adjustment to a more structured setting can continue and their medical and cognitive statuses will remain as stable as possible.



Who We Are and What We Do

Overview of services

Intervention Associates was founded in 1986 by Marsha Solmssen and Marion Thompson to provide care management services to people of all ages. One of the oldest and largest care management organizations in the area, we are part of the Friends Life Care at Home system, a division of Friends Services for the Aging, a not-for-profit Quaker organization.

Intervention Associates collaborates with trust officers, attorneys, physicians and other professionals, as well as families with loved ones who have special needs. We serve clients of all ages including special needs children, clients with chronic medical and mental illnesses, and older adults with a wide variety of needs.

Our professional staff includes a registered nurse and master's level care managers with many years of experience working with individuals and families of all ages, income levels and degrees of function. Intervention Associates also employs a staff of over 100 carefully selected companions and aides who are ready to staff cases on an hourly, overnight or live-in basis.

Intervention Associates' care managers have extensive knowledge about the costs, quality and availability of health care and long-term care services in the communities we serve—the five-county Philadelphia area, as well as New Jersey, Delaware, Maryland, Virginia and Washington, D.C. Intervention Associates' care managers solve problems. We are available 24 hours a day to:

- Conduct assessments to identify problems, make recommendations regarding level and type of services needed, and to develop a care plan to implement or obtain needed help or benefits.
- Screen, arrange and monitor in-home help or other services.
- Review financial, legal and medical concerns and offer referrals to specialists to avoid future problems and to conserve assets.
- Provide crisis intervention.
- Act as a liaison to families at a distance, making sure things are going well and alerting families to problems.
- Assist with moving an older person to or from a retirement community, assisted living facility or nursing facility.
- Provide consumer education and advocacy.
- Offer counseling and support.



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STAFF BIOGRAPHIES

Peggy Baraldi, M.Ed.

Peggy has been with Intervention Associates for over 15 years and is our Special Needs Trust expert. She received her Master's degree in Education from Temple University in 1983. Peggy has an impressive array of experience with our clients of all ages, especially children with complex medical, social and educational issues and clients with mental health issues.

Kate Foster, MSS, LSW

Kate received her Master's degree in Social Work from Bryn Mawr College in 1975 and has a diverse background. She has been with Intervention Associates since 1990, and during that time has worked with children, clients with mental illness and many older adults in a variety of settings and circumstances.

Lori Grim, MSW, LSW

Lori is a licensed social worker with a Master's degree from Widener University. Our newest care manager, Lori's background is in long-term care. She enjoys working with older adult clients and understands the senior housing system well.

Cathy Hammill, MS

Cathy's Master's degree in Neuropsychology from Drexel University makes her one of our experts on mental health issues. Many of the Intervention Associates clients with whom Cathy works have long-term mental illnesses such as schizophrenia. Cathy also has a great deal of experience working with clients who have brain injuries and need rehabilitation. She has been with Intervention Associates since 1996.

Anne Myers, MA

Anne's graduate degree in Clinical Psychology from West Chester University and 14 years' experience at Intervention Associates help her manage a diverse client group. Her conflict resolution skills have served her clients well in resolving situations with families, and in working with our home companions.

Judy Siderer, MSW, LSW

Judy holds a Master of Social Work degree from Temple University and has worked with Intervention Associates since 1990. Judy's clinical and organizational skills, as well as her ability to manage complex situations, make her invaluable in working with some of our clients' most challenging circumstances.

Marsha Solmssen, MSS

Marsha is a graduate of the Bryn Mawr School of Social Work. She co-founded Intervention Associates in the early 1980s, and has an extensive and impressive background in working with human services, mental health and addictions. Marsha has continued to work with Intervention Associates as a care manager, and works with a challenging and diverse group of clients.

Shari VanderGast, LCSW, Esq.

Shari holds a Master of Science in Social Work from Columbia University's School of Social Work. In 1995, Shari received a Juris Doctorate with independent study in health care law from Temple University's Beasley School of Law. She has managed human service and mental health programs in the Philadelphia area for more than 15 years. Shari joined Intervention Associates as Executive Director in 2005.

Susan Walcoff, BS

Susan received her BS in Social Welfare Policy from Temple University. She has many years of

The Philadelphia Inquirer

Earning the trust of bankers and of beneficiaries

By PETER BINZEN

Some years ago, Meridian Bank's trust department faced a vexing problem.

One of the trusts it administered was set up for a 30-year-old woman who had suffered irreversible brain damage in a medical "accident." The trust proceeds were supposed to sustain the comatose patient for the balance of her life.

But it wasn't working out that way. Her stay in an upscale nursing home with three shifts of private-duty care was eating into her trust's principal at the rate of about \$80,000 a year.

For obvious reasons, the nursing home didn't want to lose its patient.

On the other hand, the bank, though concerned about the steady erosion of trust assets, felt unsure of what to do. Its officers were trained to deal with the financial aspects of trust administration, not with sensitive medical and social matters.

In this fix, Meridian called in Marsha York Solmsen and Marion M. Thompson, who run Intervention Associates of Wayne.

Their nonprofit firm deals with just such headaches. For bank trust officers and law firms whose customers and clients have special needs, it provides professional evaluations, individual and family counseling, monitoring of in-home and nursing-home care and numerous other direct services.

Not infrequently, its recommendations lead to cost savings.

That is what happened in Meridian's case. After careful evaluation of the patient's needs, Intervention Associates moved her into a less expensive nursing home, where she continued to receive excellent care at less than one-third the

cost. And the drain on the trust's assets was halted temporarily.

However, the story does not end there. The comatose young woman has a normal life expectancy and her living costs have been rising sharply lately despite her circumstances. These expenses now total about \$100,000 a year, according to William R. Weber, Meridian trust officer and assistant vice president.

Weber said that even with Social Security disability benefits and insurance payments, a heavy burden falls on the trust, which is valued at about \$430,000.

"We're running a deficit of about \$22,000 a year," he said.

As a result, Intervention Associates is searching for other ways to reduce costs with no reduction in service for the patient.

Its continued monitoring of individual cases is an important feature of its operations.

"They have extensive knowledge of the options available for people who need help, and their follow-through is excellent," said Isaac H. Clothier 4th, a Philadelphia lawyer who used the service for some of his clients.

Intervention Associates is one of a handful of local firms filling a useful niche in the nation's confusing, complicated and costly health-care system.

The graying of the population and changed styles of living created the need for such agencies. Rarely do aging widows (or widowers) live with their children, as they once did. As physical, mental or psychological infirmities set in, arrangements must be made for them. They may be childless or their children may be far away.

In cases of the well-to-do, trust officers or lawyers often are asked to take

over. Lacking expertise in social services, they seek help from social workers.

But it's not just the elderly who need the kind of assistance that Intervention Associates provides.

"We started out thinking it would be primarily older people," said Marion Thompson. "But there has been an increasing demand among people 25 to 50 years old who are mentally ill."

The two women, both married with grown children of their own and both holders of master's degrees in social work, began as colleagues with the National Council on Alcoholism in the 1970s. Seeing an unmet need, they talked to bankers and lawyers and launched their business in 1983.

They began as a unit of Resources for Human Development in Ardmore and then branched out on their own, using the Thompson home in Wayne as their base of operations. Their firm is a part of the Aging Network, based in Washington, which helps connect such organizations with people needing their services all over the country.

Besides getting deeply involved in each case themselves, the partners employ six social workers, three social work assistants and numerous other people on an hourly basis for special chores ranging from housecleaning to helping with tax and medical insurance forms.

For trust beneficiaries living alone in apartments or private homes, Intervention Associates may bring in nurses or nurses' aides or people to clean up, serve as companions or to cook an evening meal. And if a client must meet with his or her psychiatrist, a car and driver are provided.

For those who cannot live alone, the service surveys boarding homes, halfway houses, personal care units,



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life-care communities or other appropriate residential facilities—and then monitors the care provided.

Moving patients from private residences to nursing homes is always painful and often fiercely resisted by the patients. Intervention Associates recommends such moves only as a last resort after all other alternatives have been weighed. The partners then provide extensive counseling and make a point of accompanying patients on these trips.

Trust beneficiaries are as varied as the general population. Many are lucid and grateful for whatever help they receive; others are eccentric or cantankerous or both. Some are wealthy but hoard their money and won't eat.

Requests that might seem unusual are not uncommon. One such came from an elderly French-born woman living luxuriously in Philadelphia. She wanted someone to speak French with. Intervention Associates delivered.

One trust beneficiary was a widow of advanced age living with

her cats and dogs in a house in the suburbs. The place was filled with an accumulation of junk that made it difficult to squeeze from one room to another. The woman was undernourished and was receiving no medical care.

The Philadelphia bank that was handling her trust fund called Intervention Associates, which assigned workers to put the house to rights slowly without upsetting its aging occupant. First, the mountains of clutter were sorted through. Then came plastering, plumbing, fencing and flooring. Locks and appliances were repaired and replaced.

Having gained the woman's confidence, the workers drove her to psychiatric and dental evaluations. She also got a hair-do. Now, the woman lives a much more normal life. An aide comes in every afternoon to cook her dinner and another adult lives in the house.

Such services have made Intervention Associates popular with banks and law firms here.

"These outside consultants enable our trust officers to help

their clients in ways that go far beyond what is normally provided in a trust package," Bryn Mawr Trust Co. reported to its stockholders.

Joseph H. Bachtiger, a Bryn Mawr Trust vice president, put it this way: "Trust people aren't really professional when it comes to dealing with health and psychiatric problems, alcoholism and the like. And you're running into more of it all the time."

Of Intervention Associates, he said: "They're very, very good at rehabilitating people. They do a lot that trust officers have an obligation to do." And what they do, he added, "gives the bank a good name."

"I tell you, it's been a blessing," Christine Thomas, assistant vice president of Provident Bank, said of her relationship with Intervention Associates. "They're very good in dealing with people and empathizing."

Philip Cohen, Continental Bank vice president, credited the social workers with helping his bank handle estates of minors and of adults found to be incompetent.

"We don't have the insights into