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Happy New Year!

January 16
Martin Luther
King, Jr.'s Birthday

February 20
Presidents' Day

February 29
Leap Day



Area Agency on Aging^{IIIA}
Kalamazoo County
Health & Community Services



Welcome to 2012

*A*s we look forward to another year of providing service to elders in our community, I want to take this opportunity to reflect upon selected accomplishments of the past year and to sincerely thank our board, advisory council, staff, service providers, community agencies and professionals for your hard work, dedication, and commitment to older adults.

Advocacy is something that we are expected to do, and we all worked very hard on the Senior Protection Package of bills that passed in the Michigan Senate and are awaiting hearings in the House. We also were successful in retaining state funding for services through the Older Michiganian's Act and increasing funding for the Home and Community Based Waiver.

We were fortunate to receive a \$150,000 grant from the Edward N. & Della L. Thome Memorial

Foundation to be utilized to provide services to people on the Choices for Independence wait list as well as improve capacity to update an extensive resource database and files.

Evidence based disease prevention programs were offered extensively this past year with hundreds of people participating in falls prevention, arthritis exercise, and chronic disease self management classes.

With the Disability Network Southwest Michigan and the AAAIIIA as conveners, we began to work on the development of an "Aging & Disability Resource Consortium" in Kalamazoo County. This initiative is intended to develop a "no wrong door approach" to providing person centered and unbiased access to, and information about, community resources and consumer benefits to a growing number of older adults and adults with disabilities.

AAAIIIA staff took the lead on raising funds and planning for a Professional Caregiver Development Day which received great support from community foundations and providers. Caregivers learned approaches for responding to difficult behaviors and had fun learning new tools to deal with stressful situations at work and home.

And, in forthcoming newsletters we will be releasing information gleaned from the "Kalamazoo County Senior Growth Needs Assessment." It was a good year!

Judy Sivak, MSW,
Director





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Area Agency on Aging, IIIA, Health & Community Services Dept., Kalamazoo County Government Director – Judy Sivak

Read more about KCASI 2012 membership on page 7.

Mark Your Calendar

Friday, January 27: Professionals Focused on Aging, 8 to 9:30 AM, Senior Services, 918 Jasper St., Kalamazoo.

Thursday, February 2: All are welcome to the next Friends of Transit meeting, 10 to 11:30 AM at Disability Network Southwest Michigan, 517 E. Crosstown Pkwy., Kalamazoo.

Monday, February 20: KCASI Meeting, 1:15 PM, at Senior Services, 918 Jasper St., Kalamazoo. *More information below.*

Friday, February 24: Professionals Focused on Aging, 8 to 9:30 AM, Senior Services, 918 Jasper St., Kalamazoo.

Upcoming Event! Schreiber Conference, Fetzer Center at Western Michigan University. April 13, Professional Conference (CEU workshops). April 14, Caregiver Conference. Keynote Speaker: Mary Ellen Geist. For information contact the Alzheimer's Association, 269-342-1482.

KCASI Presents Long Term Care Residents Rights Discussion

The February 20, 2012 KCASI meeting will feature Kelly Jonker, Long Term Care Ombudsman for licensed long term care facilities in Barry, Branch, Calhoun, Kalamazoo and St. Joseph counties. Ms. Jonker was asked to speak as a result of the articles in the Detroit Free Press exposing a number of serious problems in nursing homes, including one in Kalamazoo. She will discuss the rights of residents in long term care facilities in order for KCASI members and the public to better understand

how to help assure that there is quality of life and care. If you have a loved one in a long term care facility or visit family or friends, please be sure to attend this presentation.

Michigan Speaker of the House, Rep. Jase Bolger, (R-District 63) has been invited to speak on issues concerning older adults and their community.

The meeting will be at Senior Services, 918 Jasper Street, Kalamazoo, beginning at 1:15 PM with networking, refreshments, and

information from sponsors.

Please support and thank the 2012 KCASI sponsors to date; the Area Agency on Aging IIIA; AT&T Pioneers; Borgess Health; Crossroads Village Apartments; Disability Network Southwest MI; Fresh Perspective Home Care; Park Place Assisted Living; Presbyterian Villages of Michigan; Senior Services, Inc. ❖



AAA News...**Grant to Continue Falls Prevention & Chronic Disease Self Management Work**

We are pleased to announce that we will be receiving funding through a "Lifeline" grant, which is an effort that is funded through the Kalamazoo Community Foundation and Greater Kalamazoo United Way. With the Friends of Portage Senior Center as the fiduciary, we will work with community partners to develop a sustainability plan and assure that the low income and minority communities have equal access to falls prevention and chronic disease self-management classes. ♦

Welcome New Older Adult Services Advisory Council Members

The County Board of Commissioners approved two new members for our Advisory Council. Kimberly Middleton is the Community Relations Coordinator for Life EMS Ambulance and is also the coordinator of the Professionals Focused on Aging group. Deb Josephson is the Volunteer Coordinator at Kalamazoo Loaves and Fishes. A warm welcome is extended to these two women who bring a wealth of knowledge and passion for older adult issues to the Advisory Council. ♦

Matter of Balance: Managing Concerns about Falls Workshop:

Falling is NOT a natural part of aging, it's the body's reaction to a number of causes that we help address and change in this very popular eight-week workshop that helps older adults stay safe, active and independent.

Personal Action Toward Health Workshop (PATH): Six Weeks to Better Health

PATH helps build confidence and increases motivation to help participants stay healthy and independent longer in life.

Diabetes PATH Workshops: Combines the success of the Personal Action Toward Health Workshop with more information specifically for those with Type 2 diabetes, pre-diabetes or their caregivers.

Evidence Based Workshops

Matter of Balance Workshops: All Matter of Balance Workshops are limited to 12 participants, and organizations will give priority to residents of apartments first, but extra seats may be available. Call for more information.

Heritage Community—Tuesdays, January 24 to March 13, 2012, from 2:00 to 4:00 PM. Contact Barb Fish at 269-226-6321.

Skyrise Senior Apartments—Wednesdays, January 25 to February 14, 2012, from 2:00 to 4:00 PM. Free. Call 269-373-5382.

Personal Action Toward Health Workshop:

Evergreen North Senior Apartments—Tuesdays, February 7 to March 13, 2012 from 12:30 to 3:00 PM. Class is limited to 16 persons. Free. Call 269-373-5382.

Diabetes Personal Action Toward Health Workshop (Diabetes-PATH):

Galilee Missionary Baptist Church—Tuesdays, March 13 to April 18, 2012, from 10:00 to 12:30 PM. Priority will be given to members of Galilee, but extra seats may be available. Please call 373-5382 for more information.

Comstock Community Center—Fridays, March 16 to April 20, 2012, from 1:00 to 3:30 PM. Class limited to 16 persons. Free. Register at 269-345-8556.

“Injustice anywhere is a threat to justice everywhere.”

Rev. Martin Luther King, Jr.
Civil Rights Leader

10 Strategies to Fuel Your Success in 2012

1. Value excellence in everything you do. Make excellence a lifestyle.
2. Don't settle for average.
3. Pay close attention to detail.
4. Remain committed to what is important to your goals.
5. Display integrity and sound ethics.
6. Respect others—praise more, judge less.
7. Go the second mile.
8. Be consistent.
9. Don't give up.
10. Always give 100%.



—John Maxwell

I&A Corner 269-373-5173

New Medicaid Website

The Centers for Medicare & Medicaid Services (CMS) have recently launched a new website, www.medicaid.gov. Information specific to each state is provided, along with federal guidance and a timeline for the Affordable Care Act health reform implementation.

Hospital to Home Brochure: Plan for a Smooth Transition

A new brochure from the Eldercare Locator and the United Hospital Fund's Next Step in Care is intended for older adults and their family and friends who will help them transition successfully from a hospital back home. For organizations, orders up to **50** units are free and are **\$0.20** per unit after that. Shipping will be charged. Check out this and other brochures at:

<http://www.eldercare.gov/ELDERCARE.NET/Public/Resources/Brochures/Index.aspx>

Benefits for Vets Exposed to Radiation

The National Association of Atomic Veterans is searching for about 195,000 vets who were exposed to radiation from atmospheric nuclear tests between 1945 and 1962 or as part of the occupation forces at Hiroshima and Nagasaki. ■ These men

and women could receive a one-time \$75,000 benefit from the U.S. government under the Radiation Exposure Compensation Act of 1990 or a monthly disability payment of up to \$2,673 from the Department of Veterans Affairs if they contracted

any of 21 different cancers traced to radiation exposure. ■ Few veterans have applied for these benefits. Their widows and children are eligible, too, if their family member died before receiving a benefit. Applicants need medical records and location of

exposure. ■ Once an application is filed, government lawyers ask the Defense Threat Reduction Agency for help in verifying the claim. ■ For information call 1-800-729-7327.

by Judi Hasson, reprinted from AARP Bulletin, Nov. 18, 2011

One Crisis Away From Change – A Learning Opportunity

In order to bring choice to the people we serve the Choices for Independence (CFI) program contracts with many agencies. The CFI program is responsible for assuring that these agencies meet the Office of Services to the Aging standards for care and services. This includes policies and procedures that address safety, training and supervision of staff. Because of the human condition, even with the best procedure in place, issues occur that, in hindsight, should have been handled differently. The following is an example of such an occurrence and offers us an opportunity to look at how we can improve. It also reminds us to think about the importance of emergency back-up for family members and other caregivers.

Sally suffered from malnutrition and dementia. Her live-in caregiver had recently been ill. The aide arrived late morning, as scheduled, and knocked on the door. Sally could be heard, but the doors were locked and neither Sally nor her caregiver was coming to unlock them. The aide noticed the home delivered meal by the doorstep. It was not unusual for Sally's caregiver not to be at the home when the aide arrived or for Sally not to answer the phone. But, the aide never had a problem getting her to let them in.

Per procedure, the aide called their supervisor. The supervisor called the home, but no one answered the phone...The aide left. What would your staff have done?

The Role of the Home Health Aide: CFI clients are frail and many live alone. The aide or the Meals on Wheels delivery person may be the only one who sees them for weeks and have a very important role in maintaining the client's safety. They are the eyes and ears for the family and CFI case consultants. Therefore, their ability to recognize dangerous situations and act is crucial. This ability is developed through training and experience. It may be written in a policy and procedure, but this means nothing if staff or their supervisors do not know how to put it into practice. Even the best plan can fail if we are not prepared for the many surprises we encounter in our daily work.

Late in the afternoon, that same day, the Medicare certified agency staff went to the home. They also heard Sally calling but could not get in. Remembering that Sally was very frail, that her caregiver had been ill and that they could both need help, the nurse went to the neighbor's to see if they had a key? They did not. So the nurse called 911. With the help of the police and EMT's the house was opened and the client was found in need of emergency medical care. Sally was transported to the hospital where she remained for several days. The caregiver was nowhere to be found.

Two days later the aide's agency notified the CFI case consultant about the situation. The consultant visited the client in the hospital and found out that the caregiver was in rehabilitative care and had not been in the home for a week.

"An ounce of prevention is worth a pound of cure."

What does your agency have in place to assure your staff is properly prepared for the many different surprises they encounter every day? How often do you review these procedures with your staff? Do you wait for a crisis or are you pro-active? Quiz your staff to find out how they might react to situations and help them develop their problem solving skills.

CFI case consultants are available and should be contacted whenever your staff is faced with situations they feel may be unsafe or questionable.

Although it is true that Sally could have had a much worse outcome; it is also true that she could have had a better one. No one can know for sure how long Sally needed help; but we do know that she could have received medical care several hours sooner and with some conditions this could be the difference between life and death. This is an opportunity to look at how staff is trained to recognize potentially dangerous situations and to empower them to call for emergency help when needed. I share this story in hopes that this crisis can help us change for the better and work more closely together for the benefit and well-being of our mutual clients.

–Anne Zemlick, Choices for Independence Program Manager

Do you like to solve Puzzles? Unravel mysteries? Be a MMAP Counselor!

“MMAP is a program where you make a huge difference in your client’s lives from your very first day,” says Lisa Fuller, regional MMAP coordinator at Senior Services.

Are you are a person who likes to solve puzzles and mysteries, enjoys meeting and working with people, and someone who faces barriers and obstacles with courage, determination and good humor? Then you are just the kind of person Senior Services of Southwest Michigan needs!

Medicare/Medicaid Assistance Program (MMAP) counselors assist older adults who have problems or questions about Medicare, Medicare Prescription Insurance, Medicaid, Medicare supplemental insurance, long term care

insurance and related issues of interest to seniors.

As a counselor, you will be trained, certified and supported by the staff at MMAP Inc. in Lansing and by Senior Services. The MMAP Program is a free assistance program for individuals eligible for Medicare. Volunteers are asked to commit to at least one year of service and six hours per month.

“MMAP is a program where you make a huge difference in your client’s lives from your very first day,” says Lisa Fuller, regional MMAP coordinator at Senior Services. “We don’t charge for what we do,

and we’re not selling anything. We’re helping people understand the many insurance choices they’re faced with. In fact, if anything, we’re helping people save a lot of money.”

For more information on becoming a MMAP counselor, contact Lisa at 269-382-0515 ext. 203. This program is provided through a contract with the Area Agency on Aging IIIA. ❖



“The probability that we may fail in the struggle ought not to deter us from the support of a cause we believe to be just.”

*Abraham Lincoln
16th President*

Senior Services receives \$100,000 Lifeline Initiative Grant to aid economically distressed older adults

Senior Services of Southwest Michigan is pleased to report that through the support of the Greater Kalamazoo United Way and the Kalamazoo Community Foundation, it has recently been awarded a \$100,000 Lifeline

Initiative Grant. These funds will be targeted to serve older adults (55 and better) who are at or below 200 percent of poverty and who need basic in-home support services to remain independent in their home environment.

Services may include personal care, homemaking, respite care, and food delivery as well as minor home repair. Qualifying individuals are invited to contact Senior Services at 269-382-0515 for details. ❖

KCASI Offers a Deal!

Kalamazoo County Advocates for Senior Issues is one of the premier senior advocacy organizations in the state of Michigan. For 2012, programs have already been planned that include transit and long term care issues; WMU's Lifelong Learning Institute; Senior Needs Assessment; Older Michigianian's Day outing via a charter bus; candidate forums; and at each meeting a state or federal legislator is invited. KCASI is able to operate through the support of its members and sponsors.

So, what's the deal? For only \$10.00 for an individual, \$15 for a couple; \$30 for a non-profit organization; and \$40 for a business, you can support this fine organization for a whole year. Please sign up today so KCASI can show legislators the great support it has always had from the community. Please also consider joining the Legislative Committee in order to receive important information and emails about issues. Invite your friends and neighbors to join you. The membership form is at right.

Your 2012 KCASI Executive Committee is: Bette Hawkins, President; Sara Wick, Vice President; Joyce Stout, Secretary; Kristy Finney, Treasurer; Daryl Sebastian, Past President; Diane Dalm, At Large; Kathy Libbrecht, At Large. ♦

Top 10 Scams Targeting Seniors

Financial scams targeting seniors have become so prevalent that they're now considered "the crime of the 21st century." Why? Because seniors are thought to have a significant amount of money sitting in their accounts.

Financial scams also often go unreported or can be difficult to prosecute, so they're considered a "low-risk" crime. However, they're devastating to many older adults and can leave them in a very vulnerable position with little time to recoup their losses. It's not just wealthy seniors who are targeted. Low-income older adults are also at risk of financial abuse.

And it's not always strangers who perpetrate these crimes. Over 90% of all reported elder abuse is committed by an older person's own family members, most often their adult children, followed by grandchildren, nieces and nephews, and others.

Please click on this link to the National Council on Aging web site to review the Top 10 Scams Targeting Seniors.

http://www.ncoa.org/enhance-economic-security/economic-security-Initiative/top-10-scams-targeting.html?utm_source=NCOAWeek_120103&utm_medium=newsletter&utm_campaign=NCOAWeek

KCASI 2012
Membership
Form

2012 KCASI Membership Application Form

**Name of individual, couple, organization,
or business:**

**If organization or business, names of two
representatives:**

E-mail: _____

E-mail: _____

Address:

Phone: _____

Check one:

Individual membership
 \$10 enclosed Scholarship requested

Couple membership
 \$15 enclosed Scholarship requested

Organizational membership
\$30 enclosed

Business membership
\$40 enclosed

**Contact me! I'm interested in being on
the Legislative Committee.**

Send Application and check to:

**KCASI
PO Box 262
Nazareth, MI 49074-0262**

STAFF NEWS

We appreciate our "all-stars" who celebrate anniversaries in February:

Kathy Dilsaver, BSW, CFI Care Consultant for ★3 years★

&

Patti Nash, LLSW, CFI Care Consultant ★7 years★

You're the best!



A Big Thank You!

Hearts to Hands Stickers, from the First Presbyterian Church in Kalamazoo, donated six, handmade shawls for clients of the Choices for Independence Program. We thank them for their and talent, generosity and thoughtfulness.



Thank You to the Fresh Perspective Elves!

Again this year, the staff at Fresh Perspective Home

Care has provided Christmas cheer to 20 of the CFI clients by providing generous gift bags full of wonderful goodies and blankets.

Thank you for your continued gift of caring and giving. The CFI staff and our clients appreciate everything you do!

Metro Transit Authority Updates

...from the December 16, 2011 Board Meeting:

- No plans for fare increases in 2012
- January 2012 – Travel Trainer/Mobility

Specialist position will be posted

- By fall 2012 the GPS/Vehicle Locators should be fully operational

- There are now five electric hybrid buses in the fleet!



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