

## In this issue:

Mark Your  
Calendar, p. 2

Creating Confident  
Caregivers Class  
Offered, p. 2

Scams targeting  
seniors, p. 3

AAAIIA Introduces  
**Custom Care**, p. 5

...and much more.

**Daylight Savings  
Time** is Sunday,  
March 10 – set  
your clocks  
forward 1 hour at  
2:00 a.m.

**Sunday, March 17  
– St. Patrick's Day**

Wednesday,  
March 20 - It's  
**SPRING!**

**Sunday, March 31**  
– Christian Easter

April 21-27 is  
**Volunteer  
Appreciation  
Week** (see p. 6)



**Area Agency on Aging<sup>IIIA</sup>**  
*Kalamazoo County*  
**Health & Community Services**



## Sequestration

Although at the time of this writing, we do not know the total amount of funding reductions that sequestration will bring, we do know that every program that receives federal funds will be cut. Our two largest programs that help maintain seniors in their homes, Meals on Wheels and Choices for Independence will see reductions that will likely affect current and future clients.

Meals on Wheels, which is contracted to Senior Services Southwest Michigan, has already started a waiting list because the number of older adults who are home bound and cannot prepare their own meals has grown quickly this fiscal year. Senior Services provides a very cost-effective meals program, extensively utilizing volunteers and a scratch-cooking

method. They recently began offering significant choices in the home delivered menu which has encouraged more people who need the meals to take them.

The AAA's Choices for Independence Programs have had a waiting list for many years, and is currently at a high point of 189. This program utilizes the skills of nurses and social workers to develop a plan of care with the older adult that is geared to maintaining them in their home rather than a nursing home. We contract with a variety of non-profit and for-profit providers in the community to provide the daily services that people need.

Both of these programs are funded by federal and state grants, along with donations from

clients. Both of these programs are cost-effective as they oftentimes delay a move to a more expensive living arrangement, saving taxpayers money. More importantly, the older person's quality of life is maintained.

**IMPORTANT NOTE:** Please continue to refer to both Meals on Wheels and the Choices for Independence Programs. Although there are waiting lists, both programs have priorities for accepting new clients; plus, our staff is trained to provide callers with extensive information that may assist in maintaining themselves while waiting.

Judy Sivak, MSW  
Director

**SAVE THE DATES!**

Area Agencies on Aging Association of Michigan Annual Conference  
**May 9 & 10, 2013**  
 at the Kellogg Hotel and Conference Center  
 East Lansing, MI  
 Read more at [www.mi-seniors.net](http://www.mi-seniors.net)

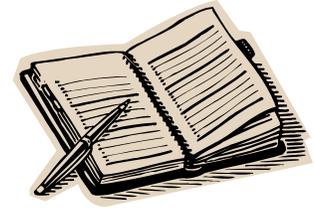


The Advisor is published six times a year by the Area Agency on Aging, IIIA. If you would like to receive a copy by mail, please contact:  
 Janice Bonita, Editor  
 Phone: 269-373-5147  
 Email: [jgboni@kalcounty.com](mailto:jgboni@kalcounty.com)

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

*"After the first class, I felt a weight had been lifted. I learned so much. It's helpful to know what I'm experiencing is normal and I'm not alone." – Family Caregiver*

## Mark Your Calendar



**Monday, March 18:** Kalamazoo County Advocates for Senior Issues (KCASI) meeting: "No Car, No Bread: The Challenges of Growing Older in our Community." 1:15-3:00 PM, at Senior Services, 918 Jasper St., Kalamazoo. See article.

**Friday, March 22:** Professionals Focused on Aging (PFA). 8:00-9:30 AM at Senior Services, 918 Jasper St., Kalamazoo. *Life Changes When Health Changes*, with Dan Story.

**Monday, April 15:** KCASI meeting:

*Update on current transit services; 1:15-3:00 PM, at Senior Services, 918 Jasper St.*

**Friday, April 26:** PFA, 8:00-9:30 AM at Senior Services. *What's New at the Borgess Geriatric Assessment Center.*

## KCASI Focuses on Issues Important to Everyone

"No Car, No Bread: The Challenges of Growing Older in our Community," will be the topic when Judy Sivak, Director, Area Agency on Aging IIIA, speaks at the March 18 meeting of KCASI. The scheduled guest legislator is Rep. Sean McCann, Michigan House District 60. Come at 1:15 PM for refreshments and networking; the program begins at 1:30. You won't want to miss this!

The April 15 KCASI meeting features a presentation by Sean

McBride, Executive Director, Kalamazoo County Transportation Authority. He will present an update on the May 7th millage that includes Metro County Connect; an update on current transit services; and the future vision of regional transit.

Guest Legislator: Rep. Margaret O'Brien, District 61.

**Thank You 2013 Sponsors:**  
 ♦ Area Agency on Aging IIIA

- ♦ Borgess Health
- ♦ Crossroads Village Apts.
- ♦ Dementia Services Group, LLC
- ♦ Disability Network Southwest Michigan
- ♦ Fresh Perspective Home Care
- ♦ Hospice Care of Southwest Michigan
- ♦ Life EMS Ambulance
- ♦ Meridian Health Plan
- ♦ New Friends Memory Care
- ♦ Presbyterian Villages of Michigan
- ♦ Senior Services Southwest Michigan
- ♦ Stay Home Companions
- ♦ UnitedHealthcare Community Plan

## Creating Confident Caregivers



## Class for Spring

Creating Confident Caregivers is a program for those caring for persons with dementia or memory loss. This unique, 6-week training uses the university tested Savvy Caregiver Program and provides participants with information and resources to better manage the role of caregiving. Classes are free and respite can be arranged. Donations are accepted.

**Day & Dates:**  
 Wednesdays, April 17 & 24; May 1, 8, 15, & 22  
**Time:** 2:00 – 4:00pm  
**Location:** Kalamazoo County HCS, Wing 1, 2nd Floor Conference Room G  
**Address:** 3299 Gull Road, Kalamazoo  
**To register contact:**  
**Patti Nash, LLMSW at 269- 373-5141**  
**Class Size is Limited!**  
**Please register today!**

## I&A Corner

Information & Assistance line: 269-373-5173

### Certified Aging-in-Place Specialists

Are you or someone you know looking for a builder to modify your home and make it more easily accessible? Certified Aging-in-Place Specialists (CAPS) are trained in the unique needs of the older adult population, aging in place home modifications, common remodeling projects, and solutions to common barriers. The National Home Builder's Association website provides a link that assists in locating those who have been certified as Aging in Place Specialists. The listing includes a variety of professionals including builders, architects, remodelers, designers, occupational therapists, consultants, and others.

<http://www.nahb.org/directory.aspx?sectionID=1391&directoryID=188>

### How do I find a physician that participates with Medicare?

Some are surprised to hear that all physicians do not accept Medicare health insurance at their practices. Doctors are not required to accept Medicare and can opt out of taking "assignment." Doctors that agree to accept assignment are called "Medicare Participating Physicians."

The website <http://www.medicare.gov> has a tab that assists in locating physicians and other health care professionals who do participate with Medicare.



### SCAM ALERT!

#### Friendly Caller: "May I have your Social Security Number?"

Bessie Bell, 72, knew better than to fall for a phone call claiming she had won the lottery.

"I said 'OK, I'm busy right now.' And I hung up the phone," said Bell, who lives in Detroit.

But the savvy senior admits she got tricked into handing over her bank account information to a stranger on the phone this year when someone up to no good called about her Medicare coverage.

"Medicare is my lifeline -- the doctor bills and stuff," Bell said. "They prey on older people -- people that are worried."

That's why senior advocates are concerned about a string of reports about a Medicare-card related scam in at least 15 states, including Michigan.

Consumers are regularly warned never to provide personal information when they receive an unsolicited phone call or e-mail and someone asks to update or confirm account numbers.

The problem, of course, is that con artists create new pitches, based on the latest worries. "It's sort of reasonable and logical that people would

be all ears," said Sally Hurme, project adviser for the AARP Education and Outreach Health team in Washington, D.C.

The Medicare pitch can vary. But lately, Medicare beneficiaries may be told that they need to verify information to receive a new Medicare card. Scammers cooked up a new "Preferred Medicare" card that somehow would be used with the original red, white and blue Medicare card.

Anita Salustro, who coordinates the Senior Medicare Patrol, part of the Michigan Medicare Medicaid Assistance Program, said what's particularly confounding to some seniors is that the callers have routing numbers for specific

banks. Those numbers make the caller seem more legitimate.

Despite many warnings, telemarketing remains a popular way to scam older and younger consumers out of their personal information.

"The fraudsters are really very clever," Hurme said.

Bell, the Detroit senior, said the caller who phoned her in January had her billing address, asked her where she banked and then told her the routing number for that bank. "All of this makes you comfortable that you're speaking with someone from Medicare," Bell said.

*See Fraud, p. 4*

*Fraud, from p. 3*

Yet routing numbers from banks are easily obtained by anyone.

It's the bank account information – and where you bank – that scammers need. Bell said she gave her bank account information to the person who then said he would put her on a recorded line where she needed to repeat that information. She said she thought better of that the second time and didn't give the account number. She's contacted her bank and has been monitoring her account.

Bell said seniors can often be under stress while taking care of a sick spouse or relative, so they may not be at the top of their game.

It never hurts to hear one more reminder of what not to do. The Federal Deposit Insurance Corp. even rolled out some warnings last year for young adults and teens about how to avoid fraud.

Some of those tips:

Con artists can pose as businesses offering awards, jobs or other opportunities. Don't be pressured into making a quick decision and turning over bank account information.

Don't leave tax returns and paperwork connected to those returns in plain view.

Take time to think if the call is realistic by its nature, too.

If there are changes to a program, the federal government is not going to phone everyone. When, really, would that ever happen?

"They come on like they know so much about you," Bell said.

*Excerpted from Detroit Free Press, Feb. 7, 2013*

*By Susan Tompor*

**How to avoid getting duped:**

• If you receive a suspicious Medicare-related telemarketing call in Michigan, first phone 800-803-7174 before offering any information. The Senior Medicare Patrol needs to know whether you have received a suspicious call.

• Contact your bank or other financial institution immediately if you do make a mistake and give out personal information, such as your Social Security number or bank account information. Think twice about disclosing to a stranger where you go to church or shop. A fraudster might start going to the store or church that you mention to try to take further advantage of you.

• Watch all financial statements carefully. Go online to check on recent activity.

• Write down any details of calls that seem like a scam and report to local law enforcement, said Dianne

Shovely, vice president-fraud services for Comerica Bank in Auburn Hills. Report any unauthorized transactions promptly. Do not send or give anyone money if you receive a telemarketing call or e-mail.

• Obtain a free copy of your annual credit report at [www.annualcreditreport.com](http://www.annualcreditreport.com). Or call 877-322-8228. • You can ask nationwide consumer credit-reporting companies to place a fraud alert on your file if you're a victim of identity theft.

You may place a fraud alert in your file by calling just one of the three credit-reporting companies.

The agencies are:  
Equifax: 877-576-5734; [www.alerts.equifax.com](http://www.alerts.equifax.com).  
Experian: 888-397-3742; [www.experian.com/fraud](http://www.experian.com/fraud).  
Trans-Union: 800-680-7289; [www.transunion.com](http://www.transunion.com).



**Disability Network Southwest Michigan Needs YOU!**

DNSWM is looking for some energetic and passionate people to serve on their board of directors and committees. Their

mission is to educate and connect people with disabilities to resources while advocating for social change. People with disabilities are

especially encouraged to apply. If you or someone you know is interested in helping out this dynamic organization, please

contact Joel Cooper, President and CEO at 345-1516 or [cooperj@dnswm.org](mailto:cooperj@dnswm.org). Find more about them at [www.dnswm.org](http://www.dnswm.org).



## Public Hearings Set for 2014-2016 Multi-Year Plan

Every three years, the Area Agency on Aging goes through a process to identify the greatest needs of older adults in Kalamazoo County in order to determine funding and program development priorities. Public hearings are held by the Older Adult Services Advisory Council to seek input on the plan from seniors,

caregivers, and professionals.

Citizens can either appear in person at the public hearing or comment on the plan in writing by sending an email to [lmstin@kalcounty.com](mailto:lmstin@kalcounty.com) or by mail to Lucinda Stinson, AAIIIA, 3299 Gull Road, Kalamazoo, MI 49048.

The public hearing schedule is as follows:

- April 23 at 9:30 AM  
Portage Senior Center  
320 Library Lane Portage, MI
- April 25 at 3:00 PM  
South County Community Services  
101 South Main  
Vicksburg, MI
- April 26 at 10:30 AM  
Ecumenical Senior Center  
702 North Burdick  
Kalamazoo, MI



*"Never doubt that a group of thoughtful, committed citizens can change the world; indeed, it's the only thing that ever has."*

***-Margaret Mead***

## AAIIIA Launches Custom Care Program

We are pleased to announce our fee-for-service program, Custom Care, which can provide caregivers and individuals with peace of mind through professional geriatric care management.

Services that our care consultants can provide include assessment of the condition of an older adult and their living environment; assisting the individual/family to engage service providers; attending medical appointments; exploring housing options; visiting the individual in the hospital or long-term care facility; assisting with caregiver needs; and being the eyes and ears of a long-distance caregiver.

This program is a result of inquiries received over the past few years from individuals willing to pay privately for our services. We have received calls from out of area caregivers who desire the services of a geriatric care consultant through an agency with professionally credentialed staff and free of conflicts of interest, in addition to individuals living in the county who know they need some help but don't know where to start.

A free phone consultation starts the process. Judy Adlam, LMSW, is the designated care consultant for this program and she is an Associate Member of the National Association of Professional Geriatric Care Managers.

As the owner of a for-profit home care agency recently said after learning about Custom Care, "This is a win-win for the entire community...for citizens who have the funds to privately pay for the service; for service providers like me who will receive referrals; and for those who rely on state and federal funds to help them maintain independence in their own homes."

We are asking people to make initial contact with the Custom Care Program through our Information and Assistance Line, 269-373-5173. We look forward to your referrals.



*National Volunteer Week focuses national attention on the impact and power of volunteerism and service as an integral aspect of our civic leadership.*

## Saluting Volunteers

April is traditionally the month that we formally celebrate the gifts and talents that volunteers bring to our community and in particular, the aging network. Without volunteers, many of the services we contract for or directly provide would either not be offered at all, or the number of people served greatly reduced.

The Area Agency on Aging

IIIA especially wants to acknowledge the important contributions of volunteers working with the following services and programs:

- Matter of Balance volunteer lay leaders
- Personal Action Toward Health volunteer facilitators
- Older Adult Service Advisory Council Members
- Medicare Medicaid Assistance Program Volunteer Counselors
- Kalamazoo County Advocates for Senior Issues Board
- Tuesday Toolmen
- Meals on Wheels volunteer drivers and hoppers
- Senior Center volunteers
- Surplus Commodities and Senior Project Fresh volunteers

## A Great Opportunity for the Older Worker!

**Life EMS Ambulance** is looking to hire eager and qualified people in our Mobility Division. Primary responsibilities would be transporting wheelchair dependent patients to and from medical appointments, inter-facility transfers,

etc. with the potential for some being long-distance. Individuals should possess great customer service skills and be able to demonstrate compassion and empathy. Job requirements include an

impeccable driving record, a chauffeur's license, CPR certification and physical ability to perform the duties of the position. Anyone interested in joining the Life EMS team may apply online at [www.lifeems.com](http://www.lifeems.com)!

## Veteran Community Partnership Meeting

*"Nuts-n-Bolts"* is the title of the Veteran Community Partnership SW Michigan quarterly meeting being held Friday, April 19, from 9:30 to 11:30 AM, at the Kalamazoo County Health & Community Services Department, Georgian Room, Main floor.

Learn about the Buddy-to-Buddy Volunteer Veteran Program, Veterans Healthy Administration (Medical Care) eligibility, and what the Disability Network Southwest Michigan is doing to serve veterans of all ages. This meeting is open to anyone who serves veterans.

For more information contact Jim Arringdale, LMSW, Caregiver Support Coordinator and Veteran Community Partnerships Coordinator at [James.Arringdale@va.gov](mailto:James.Arringdale@va.gov) or Anne Zemlick at [amzempl@kalcounty.com](mailto:amzempl@kalcounty.com)



## Healthy Living Programs



### Matter of Balance

**(MOB)** has an exciting volunteer opportunity. Would you or someone you know want to become a lay coach?

Requirements are:

- ◆ good communication & interpersonal skills
- ◆ enthusiasm & dependability
- ◆ willingness to lead a small group with older adults
- ◆ life experiences are greatly valued

- ◆ have ability to perform range of motion & low-level endurance exercises
- ◆ have ability to carry up to 20 lbs.
- ◆ be able to teach at least 2 workshops per year.

#### 6- Hour Training for MOB Lay Coach Class:

Thursday, May 9, 2013  
9:30 am to 4:30 PM  
Kalamazoo County Health & Community Services Department

**Register: (269) 373-5382**  
Reserve your spot today.



Recent graduates and lay leaders of A Matter of Balance class held at Portage Senior Center

The Community Calendar for Evidence Based Programs lists current classes offered in Kalamazoo, including AAAAIA Healthy Living Programs: A Matter of Balance and PATH.  
<http://www.kalcounty.com/aaa/>  
Check often for additions or cancellations.

### Personal Action Toward Health (PATH)

#### Chronic Pain PATH WORKSHOP

Portage Senior Center  
320 Library Lane  
Portage

6 Week Workshop  
Fridays,  
April 5 – May 10, 2013  
9:00 am – 11:30 pm

**Registration is required.**  
**(269) 329-4555**

#### A DIFFERENT PATH FOR YOU!

The workshop PATH (Personal Action Toward Health) has

been popular throughout Kalamazoo County and Michigan. Now, there is a special workshop to help people who want to better manage pain: **Chronic Pain PATH**. Like PATH, it was developed and researched by Stanford University. Like PATH, the workshop is interactive—and it WORKS!

#### Who should participate?

Chronic Pain PATH is for adults with a long-term pain condition. Some examples include pain of the neck, back and shoulder; fibromyalgia; repetitive strain, chronic pelvic pain, whiplash

injuries and more.

Family members, friends, and caregivers also are helped by the workshop.

#### What will I learn?

- Techniques to deal with problems like frustration, fatigue, isolation & poor sleep
- Gentle exercise that helps manage pain
- Use of pain medication
- Pacing Activity and rest
- Evaluating new treatments
- Working with your health care provider

#### How do I get started?

Register today!



#### Volunteers Needed!

The Area Agency on Aging is looking for a few good men and women for its Healthy Living Programs. Want to become a Coach or Workshop Leader? Contact our Healthy Living Programs at (269) 373-5382 to find out more about becoming a volunteer, or to register for a workshop.

### Consumer Protection Resources

▶The Michigan Attorney General's office provides Consumer Alerts to inform the public of unfair, misleading, or deceptive business practices, and to provide information and guidance on other issues of concern. Consumer Protection Division  
517-373-1140  
Toll free: 877-765-8388  
[www.michigan.gov/ag](http://www.michigan.gov/ag)  
(online complaint form)

▶The FBI lists common fraud schemes targeting seniors at <http://www.fbi.gov/scams-safety/fraud/seniors>



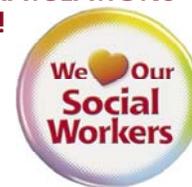
## Staff News

Welcome Elisa Johnson to the AAAAIIIA! Lisa, as she likes to be called, has a Master Degree in Social Work and is a Care Consultant for Choices for Independence program as well as part-time Information & Assistance Specialist.



Lisa Johnson, LMSW

Kristin Wasche, RN, Care Consultant for the Choices for Independence Program is celebrating 3 years with the Area Agency on Aging IIIA. Thanks for your dedication, and **CONGRATULATIONS KRISTIN!**



### March is Social Workers Month

March is the month to recognize Social Workers! For all the expert care you lovingly provide the people you serve...

THANK YOU for all you do to make this world a better place to live and HAPPY SOCIAL WORKERS MONTH:

Judy Sivak, MSW  
Judy Adlam, LMSW  
Elisa Johnson, LMSW  
Kelly Jonker, BSW  
Patti Nash, LLMSW  
Laurie Palanca, BSW  
Marilyn Reed, LBSW  
John Weir, BSW

**AREA AGENCY ON AGING IIIA**  
3299 GULL ROAD (440)  
PO BOX 42  
NAZARETH, MI 49074-0042



*I don't know what your destiny will be, but one thing I know: the only ones among you who will be really happy are those who have sought and found how to serve.*

*~Albert Schweitzer*