

Needs survey vital to serving you well

Inside this Care Connection News on Page 7, you will find a Needs Survey that we hope you will take a moment to complete. The survey is meant for you to be able to quickly let us know which services for older adults are most important to you and which you could do without.

Feedback such as this is essential as we decide how to delegate our limited budget and human resources to

serve the 13 counties in our service area.

Please take a moment to fill out and return the survey so that we may better serve you and your neighbors.

We have included a postage-paid envelope for your convenience.

If you would like to discuss the needs of older adults in your community, please call us at 1-800-748-7826.

Ombudsmen ensure residents' rights

The Missouri Long-Term Care Ombudsman Program helps to ensure that residents of nursing homes are receiving quality care.

Care Connection's Regional Ombudsman Director Kathy Ray-Smith and some 30 trained and certified volunteers make regular visits to nursing homes and other long-term care facilities in a 13-county West Central Missouri region.

Ombudsmen listen to residents' needs and concerns, help resolve any problems or complaints they may have, and supply information on residents' rights and resources.

"It really is an enriching experience," said Meryl Lin McKean, a volunteer ombudsman who lives in Warrensburg. "In this day and age, we don't have enough face-to-face communication, and it's good to talk and to listen, and that's really what being an ombudsman is all about. I'm talking face-to-face with people, getting to know them and listening."

The Care Connection Long-Term Care Ombudsman Program is recruiting new volunteer ombudsmen to help those living in long-term care facilities to solve problems or address concerns.

For more information on becoming an ombudsman, call Kathy Ray-Smith at 1-800-748-7826.



Volunteer Ombudsman Pam Fidler (right) visits with a resident of the Stockton Healthcare Facility.

Calling all caregivers: We offer support for you

Do you care for a relative or close friend who is living with Alzheimer's or another dementia? If so, you may benefit from free training that you can complete at your own pace.

As part of a national effort, our Family Caregiver Program is seeking participants for a caregiver education program that provides practical advice and support for caregivers of people with dementia.

"Few people make plans to become family caregivers," said Marilyn Gunter, Director of Care Management for Care Connection. "Instead, loved ones gradually take on caregiver roles without realizing it until one day they have become immersed in the role without any training."

Topics of the caregiver training

include daily care, everyday activities, anxiety, injury prevention, safety, anger, meals, bladder and bowel problems, self-care, communication, sleep, bathing, wandering, transferring, brain health, driving, and balancing a job with caregiving.

The information is targeted to caregivers of adults who are newly diagnosed with Alzheimer's, Parkinson's or other dementia, as well as struggling caregivers who need a boost.

"The program is aimed at making the life of the caregiver a little bit easier," Gunter said. "We want to reduce physical and emotional stress that comes with caregiving."

Participants will learn at their own pace with either printed or online materials. Pre- and post-

surveys will measure the program's success.

Care Connection is partnering with the Missouri Association of Area Agencies on Aging to provide this service as part of a federal grant through the Missouri Department of Health and Senior Services.

If you want to participate or find out more, call the Care Manager at your nearest senior center or call Marilyn Gunter at 1-800-748-7826.



Classes equip older adults to tackle life's challenges

Did you know that nearly one of 10 people in the United States has diabetes? Nearly one in four adults living with diabetes doesn't know it.

Having diabetes means a person is more likely to develop heart disease and to have a greater chance of a heart attack or a stroke. High blood sugars from diabetes can damage blood vessels and nerves that control the heart, according to the American Diabetes Association.

Adults with diabetes are nearly twice as likely to die from heart disease or stroke as others.

However, diabetes is preventable and manageable.

Care Connection's 22 locations have information about preventing and managing diabetes. The agency offers a Diabetes Self-Management Education course to help folks who are diagnosed with the disease.

In addition, the course "Living a

Healthy Life" is offered periodically in all of Care Connection's counties. Participants learn to manage conditions such as diabetes, heart disease, chronic pain, high blood pressure and others.

The course teaches how to make an action plan and stick with it as a strategy to living a healthier lifestyle. To find out when and where the next class begins, call 1-800-748-7826 or visit www.goaging.org, and click on the events section.

David Kesinger, 65, a retired postal worker from Warrensburg, and his wife, Margaret, recently attended the class in Knob Noster. He said he would recommend it to others.

"It was educational. Both instructors were knowledgeable," Kesinger said. "I have Type II diabetes, and I am learning

something new all the time about diabetes and what foods you should and shouldn't eat and how to prepare foods. The class addressed a lot of these things."

Special Projects Director Rona McNally said the Living a Healthy Life class covers information that is applicable to many chronic conditions.

"The class helps identify ways of handling the challenges of day-to-day life and setting goals for improvement," McNally said. "It's personalized. You are not told what you need to do. These situations don't involve a one-size-fits-all approach, so the workshops involve a process of identification of the methods that will work for you – healthy lifestyle choices and daily habits."

Volunteers help with taxes, Property Tax Credit

Care Connection has enlisted a group of volunteers and staff members who can help people 60 and older file their federal and state tax returns, as well as the Missouri Property Tax Credit applications by appointment only.

The federal filing service is available in these five locations: Warrensburg, Clinton, Warsaw, Cole Camp and Wheatland.

Many members of the Care Management team also can help with applications for the MO-PTC (also known as Circuit Breaker).

You may call the senior center or 1-800-748-7826 to make an appointment for federal and state tax filing or to make an appointment to apply for the MO-PTC.

The schedule also is available on www.goaging.org. The tax service begins Feb. 3.



After an appreciation luncheon, tax volunteers Janet Jackson and Sherry Edwards, Regional Ombudsman Director Kathy Ray-Smith and tax volunteer Velma Peoples pose for a picture.



Looking for help with retirement?

If you have a problem with your retirement plan, free help may be available from the South Central Pension Rights Project.

Free legal assistance is available to individuals experiencing a problem

with their pension, profit sharing or retirement savings plans. The Project is headquartered in Texas, and Missouri is one of its service areas.

Call 1-800-443-2528 for more information.

How do older Americans make their mark?

This May, we join the Administration for Community Living (ACL) in the national observance of Older Americans Month.

The 2020 theme, “Make Your Mark,” is meant to encourage and celebrate countless contributions that older adults make to their communities. Older adults’ time, experience and talents benefit their families, peers, and neighbors every day.

For the third consecutive year, Care Connection is seeking nominations of older adults who are “making their marks” on their communities by giving their time and sharing their experience and their talents.

We will be seeking nominations beginning in mid-February from every community we serve. Nomination forms will be available in every center, in our office and online at www.goaging.org.

Nominations may be accepted from anyone. Eligible nominees may be any older adult from the area who exemplifies the theme “Make Your Mark.” Call Kaye Fair at 1-800-748-7826 to get a nomination form or for more information.

The recipients will be announced in their home communities during Older Americans Month.

Missouri SMP: Take new cards to doctor; destroy old ones

The Missouri SMP (Senior Medicare Patrol) wants to remind you that the alpha-numeric number on the new Medicare card is required for providers to process claims. If you have a Medicare Advantage Plan, you should present that card to the provider.

If you have not already done so, please destroy your old Medicare card, the one that contains your Social Security number. The federal government replaced the old cards to protect you from identity theft by removing the Social Security number.

Of course, scam artists are likely to use the switchover to try to get you to give your old or new number to them so that they can commit Medicare fraud.

Don't give out any personal information – including bank account, credit cards, Social Security card numbers or Medicare numbers – to anyone you do not know. That includes someone who phones you claiming to be with your bank, Medicare, Social Security or the IRS. Medicare also is not providing laminated cards, but some fraudsters are calling and

making that bogus offer.

Federal government agencies generally don't phone you, and they already know the information. The IRS also won't call or email you, especially with threats to arrest you.

If you have lost your new Medicare card, you may print a new one online by making an account at myMedicare.gov. Care Connection has someone who can walk you through this process if you need help. Again, do not let any strangers have access to this account.

As always, report suspected Medicare fraud to the Missouri SMP at 1-888-515-6565.



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OUR LOCATIONS:

Central Office, Warrensburg,
1-800-748-7826

Are you looking for a tasty meal, a game of cards, a senior-friendly exercise class, or help negotiating the maze of bureaucracy to receive benefits you have earned? You can find all that and more at the senior center in your community. To find out more about the activities offered at your center, visit www.goaging.org and click on the Centers tab, or call the nearest center listed below.

BATES COUNTY:

Butler Senior Center, Butler,
660-679-5830

BENTON COUNTY:

Cole Camp Senior Center, 206 E. Junge, Cole Camp,
660-668-2352
Warsaw Senior Center/Harbor Village, 17571 N. Dam
Access Road, Warsaw,
660-438-3300

CARROLL COUNTY:

Carroll County Care Connection, CCMH, 200 Lifecare
Lane, Carrollton,
660-542-0399

CEDAR COUNTY:

El Dorado Springs Senior Center, 604 S. Forest, El
Dorado Springs,
417-876-5574
Korth Center, 309 W. Englewood, Stockton,
417-276-5306

CHARITON COUNTY:

Brunswick Senior Center, 801 E. Broadway, Brunswick,
660-548-3010
Salisbury Senior Center, 304 Broadway, Salisbury,
660-388-5431

HENRY COUNTY:

Clinton Senior Center, 970 E. Sedalia, Clinton,
660-885-3482
Windsor Senior Center, 201 S. Main, Windsor,
660-647-3224

HICKORY COUNTY:

McCarty Senior Center, 19482 US-54, Wheatland,
417-282-6100

JOHNSON COUNTY:

Holden Senior Center, 204. W. Second St., Holden,
816-732-5757
Warrensburg Senior Center, 445 E. Gay, Warrensburg,
660-747-2624

LAFAYETTE COUNTY:

Concordia Senior Center, Concordia,
660-463-7393
Higginsville Senior Center, 21st and Walnut, Higginsville,
660-584-7040
Margaret Gray Center, 811 C S. Business Highway 13,
Lexington,
660-259-2025
Odessa Senior Center, 217 S. Second, Odessa,
816-633-4161

PETTIS COUNTY:

Sedalia Senior Center, 312 S. Washington, Sedalia,
660-826-0713

SALINE COUNTY:

Marshall Senior Center, Marshall,
660-886-9888

ST. CLAIR COUNTY:

Rivers Crossing Life Center, 5215 Business
Highway 13 NE, Osceola,
417-646-8292

VERNON COUNTY:

Neal Center, 301 N. Main, Nevada,
417-667-5847



Medicare 101 sessions coming to centers

Each of our senior centers will offer Medicare 101 sessions regularly throughout 2020.

The sessions are meant to help consumers make educated decisions as they reach 65 years old and become eligible for Medicare. Because of the different plans offered and individuals' circumstances, Medicare options can seem complex to newcomers.

"People are faced with many decisions when they become eligible for Medicare," said Rona McNally, Director of Special Projects for Care Connection. "Many people are continuing to work and may have health coverage through their jobs. There are more options than ever available. We can help beneficiaries understand the choices."

Each Medicare 101 session covers the differences between Parts A, B, C and D and explains terms such as Medicare Advantage plans, and Medigap Supplemental coverage. The session covers Medicare co-pays, premiums, deductibles, out-of-pocket maximums and more.

Consumers can learn about preventive benefits that are covered by all plans and how to enroll online at Medicare.gov. Care Connection does not recommend or endorse a specific program or policy.

The sessions all are scheduled at noon to accommodate the working public. Lunch is available for a donation for people 60 and older and full price of about \$7.50 for others.

To sign up for a session, visit www.goaging.org under the events tab or call 1-800-748-7826.

Medicare 101 Schedule

Butler Senior Center, February 4, April 3 and June 4

Carroll County Care Connection Activity Center, February 11, April 21 and June 30

Clinton Senior Center, March 3 and May 5.

Concordia Senior Center, May 26

Higginsville Senior Center, April 30

Holden Senior Center, March 10 and June 16

Korth Center, March 12 and May 1

Margaret Gray Center, June 18

Marshall Senior Center, Feb. 18, April 23 and June 25.

McCarty Senior Center, March 27 and May 15

Neal Center, Feb. 21, April 23 and June 25

Rivers Crossing Life Center, Osceola, Feb. 18, April 16 and June 19

Odessa Senior Center, March 24

Salisbury Senior Center, March 12 and May 28

Sedalia Senior Center, April 28 and June 23

Warrensburg Senior Center, March 26, and May 21

Warsaw Senior Center, February 11, April 7 and June 16

RSVP serving in six Care Connection counties

Care Connection operates the RSVP (Retired Senior & Volunteer Program) in six counties – Benton, Cedar, Henry, Hickory, Johnson, and St. Clair counties. RSVP is one of the largest volunteer networks in the nation for people 55 and older.

Participants can use the skills and talents they have learned over the years or develop new ones while serving in a variety of volunteer activities within their community.

At Care Connection, the RSVP volunteers serve in the senior centers, at a thrift store, at an adult literacy program, the library and other stations.

The RSVP Program is looking for volunteers who can deliver meals to homebound older adults, lead wellness classes, do telephone reassurance and several other volunteer opportunities.

Major projects for program members have included participation in Martin Luther King Jr. Day of Service and Sept. 11 Patriots' Day of Service and Remembrance. If you are 55 or older, live in one of the above-mentioned counties, and have a heart for service, give the RSVP office a call at 1-800-748-7826.



Linda Danforth is an RSVP volunteer in Holden.

Matter of Balance prevents falls, diminishes fear

Preventing falls and diminishing the fear of falling are two goals of a free four-week class for older adults offered by Care Connection.

As people grow older, their likelihood of taking a tumble grows as well. Three in 10 older adults fall each year, and about 20 percent of those are injured. Falls are a leading cause of injury and death among older people. Falls – many of them preventable – often happen at home.

Care Connection offers a course called “Matter of Balance” free to participants. To find out when and where the next class is offered, call 1-800-748-7826 or visit www.goaging.org and click the events tab.

Pat Simon, a retired registered nurse from Concordia, took the Matter of Balance class recently at the Higginsville Senior Center and recommends it to others.

“I thought it was very good. The lecture part was very interesting and informative. We always had a good opportunity to ask questions,” Simon said.

The class was developed in accordance with research conducted by Boston University and has been proven to work. One goal is to increase activity among older adults.

The participants also will learn to view falls and the fear of falling as controllable; to exercise to create strength and balance; and to reduce risk factors

for falls.

Class participants can expect discussion, problem solving, skill building, assertiveness training, exercises and videos.

Most beneficial, Simon said, are the exercises that are offered in the class. Simon said that even though she considers herself physically fit, she does sometimes have a problem with balance as a result of a health issue she suffered four years ago.

Regardless of whether older adults consider themselves challenged by balance, “I certainly would recommend this class,” Simon said.



Exercises are a key feature of the Matter of Balance course.

Accurate Census count essential to funding

The 2020 Census will take place beginning April 1, and Care Connection is joining a nationwide effort to encourage participation.

Getting an accurate Census count is essential to the people of Missouri, which received about \$16.5 billion in 2016 from federal programs that provide Medicaid, supplemental nutrition, highways, housing, school lunches and children’s health insurance.

Every single person counted in Missouri means more money for hospitals, roads, and schools. The programs operated by Care Connection receive federal Older Americans Act funding through state allocations, as well as federal grants for roughly half of its funding. Those funding agencies depend on an accurate Census count to provide that funding.

The Missouri Foundation for Health estimates that the state will lose \$1,300 per person annually for the next 10 years for every adult and child who goes uncounted. The people and the need for the services will still be here, but the money intended to pay for services will not.

There are three ways to participate in the Census: on the phone, online or by the mail. Care Connection is working on some ways that our staff members and volunteers can help older adults complete the Census process, so watch for special information and events this winter and spring.

Federal law requires participation in the Census, which also is used to determine representation in Congress.



Needs Survey

Your opinion is important to us. Please fill out this survey and return it as soon as possible in the enclosed postage-page envelope. Thank you very much for your help.

What county do you live in? _____ How old are you? _____

Services	Of the services listed on the left please check the <u>ones you have personally used in your community, if any.</u>	Of the services listed on the left please check the <u>ones you have needed but were unable to find them in your community.</u>	Of the services listed on the left please check the <u>top five services you feel you will need to help you stay in your home for as long as you want to be there.</u>
Meals at Senior Center			
Needed Information or Assistance			
Volunteering Opportunities			
Medicare Information			
Employment Opportunities			
Social Activities			
Technology Education			
Health & Wellness Classes			
Fitness Classes			
Educational Programs			
Caregivers Support Services			
Dental/Oral Health			
Transportation			
Information about Abuse, Neglect, or Financial Exploitation			
Affordable Housing			
Home Delivered Meals			
Home Repair/Updates			
Bill Paying Assistance			
Housekeeping/Shopping Assistance			
Other			

Comments: _____

Would you like someone to contact you? ____ Yes ____ No If yes, write in name and phone below

Name _____

Phone _____



Area Agency on Aging, District III
Care Connection
P.O. Box 1078
Warrensburg, MO 64093

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Care Connection serving older adults, caregivers

Care Connection for Aging Services is a non-profit area agency on aging that depends on a variety of federal, state and local sources for our revenue. Among them are the Older Americans Act, the Missouri General Revenue fund, grants, county tax funds, program fees, contributions and donations.

About one-third of our revenue is generated from fundraisers and donations, and we strongly rely on the generosity of our communities to provide services to people 60 and older.

For your convenience, we accept donations and contributions to the general Care Connection operating fund, to any center or for a specific program through our goaging.org website. Visit the site and click on the donate

button to make your donation in the fastest, most efficient way and direct the contribution to the areas of your choice.

We also welcome your donations mailed to Care Connection for Aging Services, P.O. Box 1078, Warrensburg, MO 64093, or to any center.

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VISION: *The people we serve will live with maximum independence, respect and dignity.*

MISSION: *Care Connection provides opportunities to create positive aging experiences.*