



## Regional Planning Groups Deliver

By Cherrill Cristman, Chief, Resource Development Unit

Congratulations to the Grantee Regional Planning Groups for achieving huge successes in collaborative activities within their regions and with RD Unit staff. Grantees welcomed this new initiative, which has created a sense of esprit de corps with ADSD staff.

“For once, we have begun to feel like we have a true partnership with ADSD, and that has come about mainly because of the new Regional Planning Groups you approved,” says Janice Ayres, in a recent letter to Mary Liveratti, Administrator, Aging and Disability Services Division (ADSD).

“By sharing information and prioritizing needs, we all gained tremendously and are looking forward to doing a better job in providing needed services,” she adds.

A recent letter from Grady Tarbutton says: “The members of our planning committee thank the state unit for introducing the concept of regional planning for aging services delivery in Nevada. It is a practice that is timely in a period of scarce resources.”

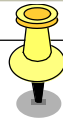
In November, three of the four planning groups relayed their recommendations that they had begun researching and formulating in August.

The Carson City Regional Planning Group, chaired by Janice Ayres and encompassing Carson City, Storey, Mineral and Douglas counties, determined improving transportation access would be its primary objective. Although many transportation options exist, they are fragmented and difficult for seniors to navigate.

To help resolve these issues, Rural Nevada RSVP (RNRSVP) in Carson City agreed to apply for federal funds through the Nevada Department of Transportation to secure a Mobility Coordinator position. With the support of RNRSVP volunteers and by working collaboratively with regional planning members, this coordinator will help seniors plan solo and escorted travel between rural and urban areas in the region. Coordination will also help ensure ridership is efficiently maximized on all transportation options to save money.

ADSD anticipates working with all regional planning groups to help adapt the Mobility Coordinator model throughout the state. This effort may ultimately link Rural and Urban Nevada, as never before achieved.

The Elko Regional Planning Group, chaired by Sylvia Elexpuru and Londa Manteufel, encompasses the vast expanses of Elko, Eureka, Lander, Humboldt and White Pine counties. The Planning Group has made improved access to Homemaker Services its regional objective. RD Unit staff is working with senior center directors in the region to: map communities most in need for this service, identify existing resources and prioritize the locations for phasing in this service with available resources.



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## Family Caregivers: Who Are They?

**Who are family caregivers?** Rosalynn Carter once said, “There are only four kinds of people in the world – those who have been caregivers, those who are currently caregivers, those who will be caregivers and those who will need caregivers.” With that said, it is almost inevitable that we all will be touched by caregiving in one way or another. Family caregivers include spouses, partners, family members, friends and neighbors who provide unpaid care for their aging, ill, and disabled loved ones. According to the Family Caregiver Alliance, caregivers are on average 49.2 years of age and account for 65.7 million, or 29 percent of the U.S. adult population. In addition, they are mostly women. Approximately 66 percent of caregivers are female.



Family caregivers manage a broad range of responsibilities for their loved ones; from performing homemaking tasks, to personal care, to administering some medical care. However with all that they do, many family caregivers do not see that what they do fulfills this role. This can be a barrier to accessing services designed to assist them in promoting self care and relieving the stress and burden that is inherent to their role. The average caregiver provides care for about five years, cited by the National Alliance for Caregiving and AARP in a joint report. Many services to help support caregivers, for example, services that help prevent or delay institutionalization, often can be too little, too late. It is imperative that caregivers be reached as early as possible.

**Why do they not self identify and how can they be reached?** In a study conducted by AARP, caregivers do not always identify with the term “caregiver” for a variety of reasons. About 15 percent of those who participated in this study do not think of themselves as caregivers, but do provide care that is considered to be part of that role. This is a significant number considering that those caregivers who did self identify made up 19 percent of participants. Nearly half of all caregiver respondents did not self identify as a “caregiver.”

Reaching this group can be improved by, for example, having the term “caregiver” simply and adequately defined in publications and outreach materials. As some do not completely understand what a caregiver does, it is important that both the term and an explanation of the term are utilized in literature that is distributed to them. Additionally, more targeted materials can be developed to appeal to the needs and concerns of the largest segment of the caregiver population- women who are age 50 and above. By making these common practices, hopefully more family caregivers will be touched by services created with them in mind. Outreach to previous caregivers is essential, to receive input on their experience as caregivers to learn what strategies or services could have better met their needs. For resources for caregivers, please visit the NV ADRC Portal ~ Reference the Article on Page 3.



## Save the Date



Sept. 24-26  
2013



## ADRC Web Portal is Now Live!

As part of the enhancement to the Aging and Disability Resource Center program, the Division has been working hard to bring Nevada's elders, people with disabilities, families, caregivers and service providers a new and improved website that will offer them access to information and resources 24 hours a day, 7 days a week. This website is now LIVE! The Nevada ADRC web portal includes an online resource directory with over 2,000 resources across the state, an online library of information, a calendar of events and many, many more features.

The development of the web portal has been in progress for approximately three years. During this time, it has grown from a simple online resource directory to a complete portal for information. The portal will continue to grow and be developed to meet the needs of the citizens of Nevada, but we are excited to release it to the public now. If you would like a demonstration of the portal and the many features available, please contact Cheyenne Pasquale, ADRC Project Manager via email at [cpasquale@adsd.nv.gov](mailto:cpasquale@adsd.nv.gov).

One final note...as a grantee of the Division, you are required to have your organization listed in the resource directory. Many of you are probably already listed. How? The current resource listings were merged from the previous caregiver website, [nevadacareconnection.org](http://nevadacareconnection.org); if you were listed on that site, then you are listed on the ADRC site. In order to update the resources and ensure we have the correct information, the first email requesting confirmation and update of your information was sent at the end of November. It was sent to the contacts as listed on the previous Nevada Care Connection website. **If you did not receive this email, please contact your RD Specialist for assistance.**

Please check out the new site at [www.nevadaadrc.com](http://www.nevadaadrc.com) and spread the word!

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*(Continued from "Regional Planning Groups Deliver" on page 1)*

The Reno Regional Planning Group, chaired by Grady Tarbuton, Sara Brower, Mary Brock and Edrie LaVoie, includes Washoe, Pershing, Churchill and Lyon counties. The Planning Group conducted extensive research of existing data and also surveyed key representatives in the four counties of the region. Research indicates Home Care and Case Management are the two top priorities.

For the longer term, the group will also explore funding through the Veterans Administration, to pilot supportive services for Veterans in Lyon and Washoe counties. If successful, VA funded services will then be extended to all four counties, and opened to qualified seniors and persons with disabilities.

The Las Vegas Regional Planning Group, encompassing Clark, Lincoln, Nye and Esmeralda counties and chaired by Jeff Klein, is still in process for developing its regional recommendations.

More information will be provided in the Spring issue of *New Directions*.



## Caregiver Coalition Recognition

The Nevada Caregiver Coalition held its 7th Annual Caregiver Recognition Luncheon on November 15, 2012 at the Atlantis in Reno.

The annual recognition luncheon began in 2006 when the family of Linda Carr, an extra special caregiver, requested the coalition do something to honor caregivers in Linda's name after she passed away. Since then, the Nevada Caregiver Coalition has asked those who appreciate, employ, and/or support caregivers to nominate caregivers who go above and beyond for recognition at the annual luncheon.

- The 2012 Linda Carr Caregiver of the Year Award winners are:
  - Edwina Taylor- Caregiver for Child or Youth with Special Needs
  - Bonnie Timmreck- Family Caregiver
  - Megan Riley- In Home Agency Caregiver
  - Janet Hatch- Hospice or Community Volunteer Caregiver
  - Rosa Moala- In Facility Caregiver
  - Kathy Carpenter- Double Life Caregiver (someone who works full time and cares for someone in their "off duty hours")

Forty-five amazing caregiver nominees were recognized. Nearly 200 people attended the luncheon, including several VIPs representing state and county agencies as well as our state senators and a congressman. Numerous community partners supported the event by sponsoring tables, nominating caregivers, and donating prizes. Generous support from Shining Star Sponsors, The Senior Coalition, Geriatric Specialty Care and Care Management Associates made it possible for The Caregiver Coalition to provide gift baskets for all the nominees, help people nominate caregivers and allow individuals to participate in the luncheon who could not afford the cost.

Diane Ross, leader of the Caregiver Coalition, was honored for her tireless efforts to advocate, support, and honor caregivers for more than 15 years. Each nominee was recognized and received a gift basket along with certificates of appreciation from Governor Sandoval, Senator Reid, Senator Heller, Congressman Amodei, and the Nevada Caregiver Coalition.

It was wonderful to see these shining stars smiling and getting some much deserved recognition!

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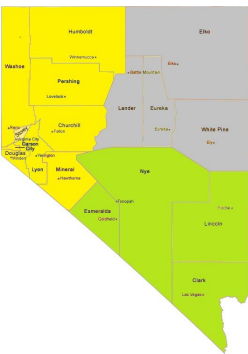
A large, stylized graphic that says "HAPPY NEW YEAR" in bold, red, block letters with a black outline and a drop shadow. Two yellow starburst graphics are positioned above and below the text.



## Southern Nevada:

**Cleveland Clinic Lou Ruvo Center for Brain Health:** The center has developed a robust offering of services and educational programs that are centered around caregivers caring for loved ones with neurocognitive diseases. These services are free and open to the public. Included on the menu are weekly lunch and learns, private counseling sessions, support groups and access to the facility's library of publications and other resources. A monthly calendar of events is posted on the Keep Memory Alive website: <http://www.keepmemoryalive.org/Caregivers/Pages/CaregiverEvents.aspx>

The **Martin Luther King Jr. Senior Center** in North Las Vegas continues to offer an array of health and fitness activities for its patrons. Low-impact aerobics, yoga, line dancing, and daily walking groups are just some examples of exercise offered on a continuous basis. Monthly educational seminars give clients important information about a variety of health and wellness topics. Weekly activities, clubs and field trips keep clients' minds sharp and their bodies healthy. As mentioned in the center's newsletter, "The smiling faces and improved lifestyles of the seniors of the Martin Luther King Jr. Senior Center are proof positive that healthy diets, exciting social activities and, especially, supple and active bodies, contribute markedly to a happier life."



**The Salvation Army Henderson Adult Day Health Care Center:** The center held a ribbon cutting ceremony and open house in October to reveal the improvements that were made to the facility this year. The newly renovated building allows the space to be more functional, and facilitates serving clients with different needs. A commercial kitchen was added as well, which allows clients with special dietary requirements to be adequately addressed. A full story on the center was featured in the Las Vegas Review Journal, and can be found at: <http://www.lvrj.com/view/salvation-army-celebrates-the-remodeling-of-its-adult-day-care-center-in-henderson-176389811.html>

## Northern Nevada:

American Caregivers, Inc. began providing Title IIIB homemaker services in ten rural counties; Carson, Elko, Eureka, Humboldt, Lander, Lyon, Nye, Pershing, Storey and White Pine, on October 30, 2012. The company is replacing Home Health Services of Nevada, Inc., which is no longer providing the service. Homemakers provide a variety of services, such as general housekeeping, laundry, shopping and meal preparation for individuals 60 years and older so they may remain independent in their home. The Title IIIB Homemaker Coordinator is Andrea Grove, who may be reached by calling 775 826-8090.

Celebrations abounded recognizing Northern Nevada volunteers for their service to frail elders. The UNR Sanford Center's Retired and Senior Volunteer Program (RSVP) and Senior Outreach Service, the Nevada Rural RSVP, and the Elvirita Lewis Forum Senior Companion Program each celebrated more than a combined 207,945 hours of service provided more than 680 volunteers. Luncheons were held by the three organizations to recognize each program's volunteers. The services provided by the volunteers have contributed to maintaining the independent life styles of frail elders. The Aging and Disability Services Division extends its appreciation and congratulations to each program and all of the volunteers for their generosity and successful efforts during the year. See page 9 for some pictures from the events.



## There's Something About Mary!

News spread quickly when Mary Liveratti, Aging and Disability Services Division Administrator, announced her January 2013 retirement. What is it about Mary that makes her so respected by grantees and within state government? As she retires after 33 years of state service, what can be learned from her success to apply to our own community and state organizations?

Simply stated, Mary is a trusted leader, and trust is the single most important attribute of leadership. Her personal credibility and interpersonal skills create an environment that brings out the best in her staff and agency. Her behavior builds trust in a number of ways.



Anyone who knows Mary knows that she doesn't mince words; she's a straight talker. She lets people know where they stand, doesn't manipulate or distort facts and she does this with respect and fairness. She genuinely cares for others and their dignity. She warmly engages those she meets with her full attention and shows kindness. Mary is open, authentic and transparent - what you see is what you get.

In less than a year with Aging and Disability Services Division, her advocacy on behalf of seniors has brought about a number of accomplishments within the agency.

For example, she supported the implementation of Regional Planning Groups, and ongoing quarterly regional meetings with grantees as an opportunity for relationship building, for ADSD staff to learn firsthand about local needs from those who experience these challenges, and to help achieve resolution.

Understanding that dental care continues as a major concern, Mary helped to ensure a portion of the Fund for a Healthy Nevada is used to support dental care access. This is a \$1.4 million program to improve the oral health of seniors and persons with disabilities by providing a \$1,000 benefit for anyone qualified for the Senior and Disability Rx Program.

Leaders like Mary enhance motivation, morale and performance. She is an inspiring role model, who will be missed. But she assures us she'll be a new voice for seniors and persons with disabilities at the Legislature, as never before.





## Seniors Fight Back Against Medicare Fraud

By Kathleen Sebelius, Secretary of Health and Human Services, Courtesy of Nevada Senior Medicare Patrol

President Obama is making unprecedented strides in cracking down on health care fraud – already over \$10.7 billion has been recovered since he took office. And thanks to the Affordable Care Act, we have even more tools to stop fraud – including more law enforcement boots on the ground and more time in prison for criminals. We're also using state-of-the-art technology to spot fraud, similar to what your credit card company uses. As a result, prosecution of health care fraud cases is up 75% since 2008.

**But for all of our new technology and investigative muscle, the most valuable resource we have in the fight against Medicare are the millions of seniors who serve as our eyes and ears.** Seniors who notice services they never received on their Medicare statements often provide the first tip that fraud is happening, so we've redesigned Medicare statements to make them easier to read and understand. And our Senior Medicare Patrol (SMP) programs are educating seniors, family members, and caregivers around the country about the importance of reviewing their Medicare notices to identify errors and report potentially fraudulent activity.

That's why the Obama Administration is investing more in the Senior Medicare Patrol. Today [9/20/12], the [HHS Administration for Community Living](#) announced more than \$7 million in new funding to support Senior Medicare Patrol projects around the country. This investment means more seniors will learn how to stand up for Medicare and will have even more support when they suspect that something isn't quite right.

Seniors are paying attention and they are fighting back against the fraudsters who are trying to steal from Medicare.

I heard from a Medicare beneficiary in Texas who was asked to sign a work order for his diabetes supplies. He said that normally he would have just signed and thrown the paper away. But he had recently heard a presentation from the SMP at his adult day center, so he looked more closely and noticed that he was being charged \$7,000 for one month's supply. So he asked his home nurse to help him call the National Hispanic SMP and together they figured out that the supplier was going to charge Medicare for 100 boxes of diabetes test strips and 100 boxes of lancets, even though he'd received only one of each. The SMP helped resolve the case and made sure that Medicare only paid for the supplies he actually needed and received.

Jerry Gilman, a 68 -year-old Vietnam veteran from California, has a medical condition that often makes him dizzy and in danger of falling. His daughter, Deborah, and his doctor arranged for him to have a motorized chair to help him get around. But the chair that arrived was not the chair that Mr. Gilman ordered. It was smaller, flimsier, and made by an entirely different manufacturer. Deborah called the supplier, but their hands were tied – Medicare had already processed the payment for the chair. So Deborah turned to the SMP for help.

(Continued on page 8)



### ANNOUNCES PROMOTION & NEW STAFF

Kim Harney-Moore has been appointed the director of the Nevada Senior Medicare Patrol program of the state's Aging and Disabilities Services Division (ADSD). Harney-Moore was previously the coordinator of volunteers for Nevada SMP. "I am honored to lead this important program to help Medicare recipients 'Protect, Detect and Report' suspected fraud or abuse," said Harney-Moore.

The Nevada SMP program has also contracted with Melissa McDonald to replace Harney-Moore as coordinator of volunteers.

**Interested in volunteering? Contact [Melissa McDonald](#) 702-486-3796**

**Need a program speaker? Contact [Sherri Shott](#) 702-486-4341**



## Nutrition Project with UNLV

In years past, ADSD has worked closely with the Nutrition Sciences Program at the University of Nevada, Las Vegas (UNLV), in Title III-C menu creation and analysis. We are excited to announce that the menu project will resume in 2013!

Molly M. Michelman, MS, RD, CLC, and her students, majors in the UNLV Nutrition Sciences Program's Didactic Program of Dietetics, will analyze menus and recipes from Title III-C-funded nutrition programs to determine if the meals fall in line with the Dietary Guidelines for Americans and the Dietary Reference Intakes (DRIs). Since meals served with Title III-C funding from the Older Americans Act must meet one-third of the daily DRIs, the students will make suggestions to bring menus and recipes into compliance, if necessary. Once ADSD's contracted registered dietitian, Celia Martin, verifies the students' analyses and recommendations as valid, new DRI-compliant menus will be posted to [www.nvaging.net](http://www.nvaging.net) for use in Title III-C meal programs.

In the near future, ADSD will request menus and recipes from nutrition grantees for use in this project. Grantees may prepare for the request by gathering full recipes, including preparation instructions, for five-to-ten, non-ADSD approved menus, which must contain serving size information, as well. ADSD looks forward to renewing this partnership and providing additional DRI-compliant menus to our nutrition grantees.

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*(Continued from "Seniors Fight Back against Medicare Fraud" on page 7)*

After weeks of investigating, they uncovered that someone had intercepted Mr. Gilman's order and replaced it with the less sturdy chair. The SMP was able to work with Medicare to correct the problem, get Mr. Gilman the correct chair, and make sure that Medicare wasn't charged twice.

Chuck Johnson in Montana received a telemarketing call offering him diabetic testing supplies that he didn't want or need. But even though he was clear with the caller that he did not want anything, charges for those supplies showed up on his Medicare statement anyway. Mr. Johnson got in touch with the SMP to see if they could help fix the problem. Not only did his call mean that Medicare recovered money in his case, it also opened up a broader investigation into the organization that called him and could result in additional savings and prevented fraud.

These stories are eye opening, but they are not unique. More than 1.5 million seniors have called SMP programs in cities around the country to ask questions and report potential fraud. Together they've saved Medicare and the federal government in excess of \$100 million.

To all of you reading your Medicare statements carefully and tipping us off to fraud, I say thank you. And I know your fellow American taxpayers say thank you, too. To learn more about the SMP program and to join us in our fight against Medicare fraud, go to [stopmedicarefraud.gov](http://stopmedicarefraud.gov).





Northern Nevada Volunteer Recognition



(Left to right) Presenter Katie Pace, Regional Representative for Senator Dean Heller; volunteer awardee Steve Burns, Vaughn Middle School, WCSO; community awardee Ceci Martin of Five Star Premier Residences of Reno; presenter Craig Warner, Nevada State Director for CNCS; volunteer awardee Leslyn Raso, Senior Outreach Services; Susan Lisagor, representative for Senator Harry Reid.



Janice Ayres, Executive Director RSVP



Volunteers Barry and Beverly Edis; Glen Martin



## SAMS Update for Grantees

### Quarterly Tip!

For SAMS questions and user assistance, send an email to [adsdhelp@adsd.nv.gov](mailto:adsdhelp@adsd.nv.gov) with **SAMS HELP** listed in the email subject line. If **SAMS HELP** is not listed in the subject line, delays in resolution or answering will result. This has been set up to track SAMS related issues in order to better serve grantees and offer solutions to common concerns.



**SAMS™**

The Aging and Disability Services Division (ADSD) provides general SAMS guidance and assistance. Grantees are expected to develop internal procedures and documentation specific to their program and their usage of SAMS for staff to replicate. The Division cannot retrain staff during program turnover. Grantees should have sufficient documentation for staff to emulate processes specific to their programs.

### REMINDER!

While ADSD provides SAMS tutorials that can be found at [www.nvaging.net/grants/sams/main.htm](http://www.nvaging.net/grants/sams/main.htm), programs *must* develop internal procedures and controls to ensure the continuity of operations relating to SAMS input procedures specific to their agency. These must include: logging in instructions, searching for consumers prior to adding new consumers, adding a consumer, service delivery, tracking, requesting assistance through the Helpdesk, and rosters.

## Useful Web Sites:

State of Nevada - Aging and Disability Services Division	<a href="http://aging.state.nv.us">http://aging.state.nv.us</a>
U.S. Administration on Aging	<a href="http://www.aoa.gov">http://www.aoa.gov</a>
Find and Apply for Federal Government Grants	<a href="http://www.grants.gov">http://www.grants.gov</a>
Rural Assistance Center	<a href="http://www.raconline.org">http://www.raconline.org</a>
Nevada Aging and Disability Resource Centers (ADRCs)	<a href="http://www.nevadaadrc.com">http://www.nevadaadrc.com</a>
Nevada Controller's Office, Vendor Services	<a href="http://controller.nv.gov">http://controller.nv.gov</a>
National Council on Aging (NCOA)	<a href="http://www.ncoa.org">http://www.ncoa.org</a>
NCOA Crossroads - Peer Support and Information	<a href="http://www.ncoacrossroads.org">http://www.ncoacrossroads.org</a>

