



Hold On to Your Seats!

By Cherrill Cristman, Chief, Resource Development Unit

Resource Development (RD) Unit staff and grantees have a shipload of activities underway, which will have significant benefits for grantees and the seniors we serve.

Staff began conducting Regional Meetings in August to engage community partners and hear their recommendations to better address local concerns and improve access to services for seniors in rural and isolated areas. Recommendations from each area will be presented in November, when RD staff will again visit the regions to discuss planning recommendations.

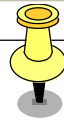
During the August meetings, leaders emerged in each of the four localized regions. These leaders are now convening regional planning meetings to identify ideas and concerns, and develop service expansion recommendations for their geographic area. Their generous willingness to step up and lead their regions is very much appreciated!

Leaders	County Planning Areas
Jeffrey Klein	Clark, Lincoln, Nye and Esmeralda
Janice Ayers	Carson City, Storey, Mineral and Douglas
Sylvia Elexpuru and Londa Manteufel	Elko, Eureka, Lander, Humboldt and White Pine
Grady Tarbutton, Sara Brower, Mary Brock and Edrie LaVoie	Washoe, Pershing, Churchill and Lyon

RD staff looks forward to continuing Regional Meetings after November, to help local area leaders facilitate the sharing of information and discussion of emerging issues that need resolution. Fundamental to this activity is relationship building, between grantees and other community members, and between RD staff and local area constituency. Many grantees have already indicated the value of these meetings, as they learn what other services are available locally.

Another major activity this year is the enhancement of the Clark County Taxi Assistance Program (TAP), an important component of the RD Unit. TAP provides discounted taxicab fares to qualified individuals and now includes income eligibility to ensure services are targeted to those most in need.

In 2011, the Nevada Legislature added income as criteria for program eligibility. Previously, clients were eligible if they were Clark County residents, and either age 60 and older or have a permanent disability. Additionally, incomes must now fall at or below 400 percent of the Federal Poverty Level in order to be eligible. This equates



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Caring, Compassionate Individuals Needed for Long Term Care Volunteer Program

Aging and Disability Services Division continues to build its Volunteer Long Term Care Ombudsman Program.

According to the 2010 U.S. Census, baby-boomers in Nevada who are 65 and older have increased since 2000 by 48 percent compared to 15 percent increase nationwide. With this increase in the elder population comes an increase to the population of long term care residents.

The Division's Mission is to develop, coordinate and deliver a comprehensive support service system of essential services, which will allow Nevada's elders and those with disabilities to lead independent, meaningful and dignified lives.

The Volunteer Long Term Care Ombudsman Program is designed to enhance the agency's existing Long Term Care Ombudsman program with volunteers serving as advocates and the voice for residents, age 60 and older, who cannot speak for themselves or who request assistance and advocacy. Volunteer Long Term Care Ombudsmen empower residents, promote resident rights and help resolve resident complaints, ensuring quality of life and care of residents.



Volunteers must be:

- Age 21 or older;
- Objective and impartial with strong communication and listening skills; and
- Able to identify resident concerns, collect relevant information, and make valid conclusions to resolve resident complaints.

Volunteers will receive classroom and field training, along with continued support to assist residents and their families with concerns and with navigating the long term care system. The program has a time commitment of four (4) hours per week for at least one (1) year.

If interested in becoming a volunteer, contact:

Northern NV: Heather Korbolic, (775) 688-2964 ext. 260, hkkorbolic@adsd.nv.gov

Southern NV: Sue Levinsky, (702) 486-3544, slevinsky@adsd.nv.gov

SOUTHERN NEVADA VOLUNTEER OPEN HOUSE

Come learn about our Volunteer Opportunities and meet our Long Term Care Ombudsmen!

WHEN Thursday, October 25th at 10:00 AM

WHERE Aging and Disability Services Division, 1820 E. Sahara Ave., Suite 203, Las Vegas, NV.

RSVP Call Carol Shelton, Elder Rights Specialist, at (702) 486-3516.

Sign-up today, space is limited!



What is Respite and How Does ADSD Support Respite in Nevada?

What is respite? Respite is a planned or emergency service for a primary caregiver who provides in-home monitoring, management, supervision, or treatment of a child or adult with a special need, to allow an interval of rest or relief.

Why is respite important? Statistics concerning the amount of unpaid care that informal caregivers provide are astounding. A joint study conducted by the Family Caregiver Alliance and the National Family Caregivers Association estimated that in 2004, Nevada had 226,016 informal caregivers who provided a total of 242 million hours of care at a value of \$2.4 billion. In 2007, just three years after the original study, these numbers had increased to 260,000 caregivers providing 280 million hours of care at a value of \$3 billion. This data illustrates the critical role of informal caregivers in Nevada, not only in providing hours upon hours of care, but also in alleviating strain on our health care infrastructure. It is clear that caregivers are a valuable resource that must be preserved, and respite is an important part of preserving the health and overall wellness of caregivers.

How does ADSD support respite in Nevada? The Aging and Disability Services Division (ADSD) supports respite by funding grants for programs distributing respite vouchers, operating adult day care centers and caregiver support programs, providing evidence-based caregiver interventions to help reduce stress, paying stipends for respite workers and/or maintaining volunteer respite provider networks.



Although there are options for respite available to the community, statistics show that most caregivers may not be accessing them. The National Alliance for Caregiving and AARP published a study in 2009, which reported that of polled caregivers, only 12 percent accessed some type of respite service. This shows that caregivers need to be educated about respite and made aware of the resources that are available to them.

Where can caregivers learn about respite resources in Nevada?

- **ADSD**
- **Aging and Disability Resource Center (ADRC) sites** — Staff is trained and prepared to educate clients about respite and refer them to services.
- **Other ADSD grantees** — Grantees in other service areas refer clients to respite services as well.
- **Nevada Lifespan Respite Care Coalition** — The coalition was formed to *support caregivers in our community by promoting awareness and access to, as well as coordination and advocacy for, respite services in Nevada throughout the lifespan.* For more information on Nevada Lifespan Respite Care Coalition and details about their meetings, email nvrespite@gmail.com.

Going forward, ADSD will develop a five-year strategic plan to promote and educate Nevadans about respite, and coordinate a more comprehensive network of respite services.



Older American Act Nutrition Program - 40th Anniversary

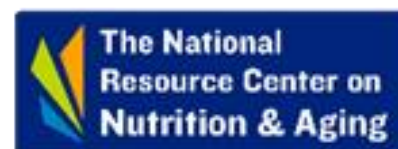


Forty years have passed since nutrition services were added to the Older Americans Act (OAA) in 1972. During this time, more than eight billion balanced, nutritious meals have been served to eligible individuals, to help them maintain their independence in the community. Visit the [Administration on Aging's website](#) for additional information and a special message from Assistant Secretary for Aging Kathy Greenlee.

To commemorate the 40th anniversary of this significant milestone, "Perspectives on Nutrition and Aging: A National Summit" convened on August 23, 2012, near Washington, D.C., and virtually through a webcast for participants across the country. Interesting, informational and inspiring presentations took place over the course of the day to celebrate the past, present and future of the OAA Nutrition Programs.

The National Resource Center on Nutrition and Aging

As the "Perspectives on Nutrition and Aging: A National Summit" came to an end on August 23rd, a new resource was released to help nutrition providers succeed for many more years to come: the National Resource Center on Nutrition and Aging.



In October 2011, the Meals On Wheels Association of America (MOWAA) was awarded funding from the Administration on Aging to plan the National Summit and create a comprehensive, online resource library, training and discussion platforms for nutrition and aging programs. As stated on its website, "the National Resource Center's primary role is to serve as an incubator for innovative ideas related to nutrition and aging in the United States." Visit <http://nutritionandaging.org> to begin using this valuable resource! Visit the site often, as new features will be added as they are developed.

Medicare Open Enrollment Coming Soon

Medicare open enrollment is from October 15th to December 7th. In preparation, Centers for Medicare and Medicaid Services (CMS) is making materials and information available to help beneficiaries make decisions. Comparison of current coverage with other options and new plan enrollment is available online at <http://medicare.gov>. Assistance and information are also available through 1-800-MEDICARE (1-800-633-4227). There will be advertisements in various venues, such as television, public broadcasting, and radio. Medicare beneficiaries began receiving their *Medicare and You 2013* handbook the week of September 24, 2012. They are limited to one per household this year.

People are also encouraged to contact the Nevada State Health Insurance Assistance Program (SHIP) for individualized and local assistance at 1-800-307-4444. People with limited income and resources may also be eligible for the *Extra Help* program which assists with medications.



Visit your local SHIP ~ Local Help for People with Medicare.



Southern Nevada:

Artie J. Cannon Helping Hands of Henderson was awarded a grant from the MGM Foundation. Funds from this grant will enable the program to hire an additional part time driver, which will allow the program to reduce its wait list for transportation service.

R e g i o n a l N e w s

East Valley Family Services: The organization's Senior Respite program has had great success with its support group for seniors who are raising children. In addition to support groups, the program provides respite care for seniors (55+) who are primary caregivers of relative children. The program offers up to 16 hours per month of childcare to its clients. A Senior Respite client and her grandson created a YouTube video of them singing *The GrandMA Song*, which can be viewed at <http://www.youtube.com/watch?v=nJEwUGiwRUw&feature=youtu.be>. The caption of the



video reads "For all the "GrandMA" lovers across the globe. . . . We appreciate you for showing us, for teaching us on the positive things in life. You're a winner in every way, GrandMA."

The Las Vegas Urban League now has 31 public computer centers in Las Vegas and Henderson, which provide free computer and Internet access, as well as training. Many of the computer centers are located in senior housing

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Northern Nevada:

In 1985, the National Sheriff's Association, AARP and the International Chiefs of Police Association formed the first TRIAD chapter. Its goal was to work together to reduce victimization of the elderly. Today more than 400 local TRIAD chapters exist. One is in Douglas County. Since 1996, this group has been "committed to enhancing the quality of life for our senior citizens."

To this end, the group meets monthly and includes these organizations: Douglas County Sheriff's Office, East Fork Fire and Paramedic Districts, Tahoe Douglas Fire Protection District, Douglas County Senior Services, Senior Services Advisory Council, Tahoe Douglas Senior Center, Carson Valley Medical Center, Douglas County Ministerial, a social worker and several senior advocates and representatives. Currently, 10 specific services/programs are offered, from senior education seminars and Senior for a Day program to the Senior Law Enforcement Academy and the Douglas County Senior Directory. The most recent edition of the directory of programs, services and local businesses specializing in senior-related services highlights 26 Douglas County seniors who served in World War II.

Another service of TRIAD is the *Home Again Program*, designed for people with memory problems and their loved ones. The program provides opportunity for seniors to be photographed with pertinent information filed at the sheriff's office for use if a senior wanders away from home.

Related to this is the CARE TRACK System, which involves a fast-acting device to help find seniors who have wandered off. The Guardian System Program is a computerized telephone system for subscribers to receive a daily welfare check call.

TRIAD sponsored an educational seminar on October 10, 2012, at the Carson Valley United Methodist Church. The topic was "Scams and Fraud Targeting Seniors." CEUs are pending for social workers and registered nurses.



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complexes, community centers and senior centers. Classes are available on many subjects, from basic training on computer and Internet use, to resume building and job searching. For more information, visit <http://nvpcc.org>.

Nevada Senior Services was awarded a three-year grant from the Roselyn Carter Institute for Caregiving to implement the evidence-based RCI-REACH (Resources for Enhancing Alzheimer Caregiver Health) program. Nevada Senior Services was one of four organizations in the country to receive funding for this opportunity!

Southern Nevada Senior Law Program (formerly City of Las Vegas Senior Citizens Law Project): Effective July 1, 2012, the City of Las Vegas Senior Citizens Law Project transitioned from a city-run program to an independent nonprofit called the Southern Nevada Senior Law Program. The program has maintained its *same location and telephone number*, ensuring a seamless transition for the clients that it serves.

310 S. 9th Street, 2nd Floor

Las Vegas, Nevada 89101

(702) 229-6596

www.snslp.org (website still under construction)

Southern Nevada Transit Coalition/Silver Rider is holding its annual wine tasting/charity auction fundraising event on November 3rd in Laughlin. In the first five years of the event, almost 2,000 individuals have attended, and more than 1,100 items donated by local businesses and individuals were auctioned off. Net proceeds have exceeded \$115,000. These funds were used as match for federal and state funding to garner more funding, for a grand total of more than \$230,000 in the five-year period. Congratulations to SNTC/Silver Rider and good luck on the coming event!

Publicizing Services to Registered Voters

Do you know that information on file at the county Registrar of Voters office is available for public use? An agency, for example, can request the names, birthdates and addresses of registered voters in its service area. That's exactly what the Mineral County Care & Share senior center has done in Hawthorne, the county seat. The program requested this information to publicize the services offered at the agency's two Care & Share centers – Hawthorne and Mina. As in most rural counties, population clusters are widespread. The local newspaper always lists the centers' activities, but staff wants to reach out to residents who don't read the newspaper and who may not know they are eligible for key services. They also want to find more volunteers.

The request identified 1,382 registered voters over age 50. This is approximately 40 percent of the county's population! Not only is this an excellent marketing idea, it's become an intergenerational project. Local Boy Scouts and Girl Scouts will help deliver door hangers with information later this year. Care & Share is excited to welcome new members and volunteers, once the door hangers are placed. Keep up the good work in Mineral County!



Rebuilding Together Southern Nevada



Rebuilding Together Southern Nevada (RTSNV) is a local nonprofit working to preserve affordable homeownership and revitalize neighborhoods. RTSNV offers critical home repair, accessibility modifications and energy efficient upgrades for Southern Nevada homeowners with low incomes, at no cost to the service recipient.

Safe At Home is RTSNV's home repair and renovation program offered to qualified seniors and persons with disabilities. It addresses home repair and maintenance issues that present a safety concern or limit access to or within the home. The *Safe at Home* program provides:

- ⇒ Fall prevention strategies that minimize the risk of falls in the home;
- ⇒ Accessibility modifications that address the mobility needs of the homeowners;
- ⇒ Fire prevention strategies that reduce the risk of home fires; and
- ⇒ General home safety interventions that help ensure the health and safety of homeowners.

RTSNV's **Veterans Housing** program addresses the growing needs of veterans, active-duty service members and military families. In partnership with its corporate sponsor, *Sears Heroes At Home*™ Program, RTSNV provides safe and accessible housing for veterans with low-income. Repairs and modifications may vary depending on the homeowner's situation and need, but can range from:

- ⇒ Minor plumbing;
- ⇒ Roof repairs;
- ⇒ Bathroom remodeling; and/or
- ⇒ Other accessibility modifications for veterans with disabilities.

The Result: Seniors, veterans and their families, and individuals with disabilities are able to live in their homes safely and comfortably with dignity and independence for years to come. If you or someone you know is in need of home repair services, contact RTSNV at (702) 259-4900 to find out how you might qualify.

Upcoming Event: On November 10, 2012, RTSNV and Caesars Entertainment will partner for a community rebuilding project in support of Veterans Day! Call (702) 259-4900 for more information.

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to an annual income less than \$44,680 supporting one person, or less than \$60,520 for two persons. The final major activity in the coming year is planning an all-agency conference for fall, 2013. The last RD conference was held in 2007, when senior center directors and other grantees gathered together for training and presentations. For the coming conference, the RD Unit has invited other units of the Aging and Disability Services Division to participate, by developing topics and identifying speakers. These added units include Elder Protective Services, Supportive Services, Community Based Care and Disability Services. This inclusiveness will enable all attending to have a much broader understanding of all agency services.

RD Unit staff looks forward to an exciting year with you. Future issues of *New Directions* will have updates on all of these and other important developments.



Are You Smarter Than A Scam Artist?

Created by: Rona McNally, Missouri SMP & Travis Ford, Missouri Division of Finance, Revised May 2010

1

Federal law entitles you to access your credit report for free:

- A. Once a year
- B. Three times a year
- C. Once a month

2

Drug companies must follow the federal *Do Not Call* requirements for telemarketing.

- A. True
- B. False

3

The safest way to avoid a scam when paying for insurance is to:

- A. Pay your agent in cash
- B. Make your check payable to your agent personally
- C. Make your check payable to the insurance company

4

Medicare Advantage salespersons are prohibited from:

- A. Going door-to-door
- B. Stating they represent Medicare
- C. Calling individuals on the *Do Not Call* List
- D. All of the above

5

How do you know if Medicare has paid for a service you did not receive?

- A. Call Medicare
- B. Read your Medicare Summary Notice
- C. Wait for a statement from your doctor

Answers:

1) B, 2) A, 3) C, 4) D, 5) B, 6) C, 7) B, 8) D

Brought to you by ~



6

You get a phone call from someone who claims to be your county courthouse. You check your caller ID, which shows the actual phone number of your courthouse. It turns out this person is calling from overseas trying to steal your Social Security number. But what about that caller ID? This is...

- A. Slamming
- B. Bait and switch
- C. Caller ID spoofing

7

You receive a bill from a physician that you have never seen. This is definitely fraud.

- A. True
- B. False

8

How much money is believed to be lost to Medicare/Medicaid fraud and abuse each hour?

- A. \$5,000
- B. \$50,000
- C. \$100,000
- D. \$2.4 million

If you would like to learn more about senior scams, detecting Medicare fraud & abuse or how you can help ~ call or go to our website.

Nevada SMP

888-838-7305

SMP.NVADSD.ORG



Eureka Senior Citizens Center

Many senior centers can be found throughout Nevada. Most of us never have the opportunity to experience the hospitality, ambiance, culture or history of some of our more rural centers. This is a brief glimpse into one of these unique centers.



Nevada Highway 50 has the distinction of being the loneliest road in America, yet it has been traveled for centuries by Native Americans, early explorers, overland stages and the Pony Express. After silver was discovered in 1864, the town of Eureka was settled in 1865 and became the county seat in 1873. In one of the best preserved mining cities in the West is a very unique Senior Center. The older portion of the Eureka Senior Center was erected in 1880 and has housed many businesses, from a grocery store to a mortuary. The newer extension was once a two story hotel in the 1870's and 1880's.

Today, aside from recreation and social activities in a warm and inviting setting under the direction of Center Director Millie Oram, the center provides meals, transportation services, housekeeping, food assistance, referral services and social activities. For example, recently Millie took a busload of seniors to view the Ms. Senior Nevada Pageant.



to



Jan Hubbard and Linda Gordon prepare and serve approximately 8,000 delicious on site meals and 8,270 home delivered meals each year.





SAMS Update for Grantees

There are many services and service providers within SAMS that you cannot see.



If you have a consumer that you no longer provide service to for any reason other than the consumer passed away, ***all you need to do is place an end-date in your provider association*** within that client's SAMS file.

Please do not end date, enter a termination date or deactivate a care enrollment. This often affects other providers' ability to record service delivery.

If you have a consumer that has passed away, send that consumer's name (or SAMS ID Number) and approximate date of death to the Helpdesk, and ADSD staff will deactivate the consumer.

Also, under no circumstance should ANY Grantee be deactivating SAMS consumers.

ALL requests for SAMS help must come through our helpdesk.

- Address the e-mail to adsdhelp@adsd.nv.gov
- E-mail subject line **MUST say SAMS Help** - failure to enter the correct subject line will result in a delay of the e-mail being routed to the appropriate staff.
- Include a detailed description of the problem or question you have regarding SAMS in the body of your e-mail.

Useful Web Sites:

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

