

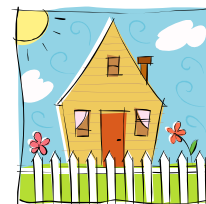
# REGION III AGING SERVICES

**Donna Olson, Regional Aging Services Program Administrator**

Serving: Benson, Cavalier, Eddy, Ramsey, Rolette, and Towner Counties



# Spring 2009



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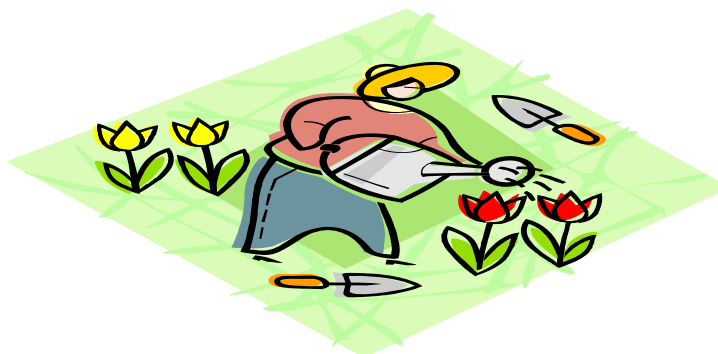
## **The Governor's Committee on Aging**

The Governor's Committee on Aging was established to act as an advisory body for the Aging Services Division as set forth in the Older Americans Act of 1965.

The Committee also acts as an advocacy body for older persons in the state of North Dakota, while providing a forum for mutual exchange of ideas and information on national, state and local levels relating to aging.

In 2009, the Governor's Committee on Aging is sponsoring the North Dakota Forums on Aging. The purpose of these forums is to provide an opportunity to receive and share information, and to generate interest in the challenges and opportunities experienced by older North Dakotans.

**See page 5 for the agenda for the Governor's Forum in Rugby on Friday, April 24, 2009.**





# Older Americans Act Services

## Fact Sheet

### Background

The Older Americans Act was signed into law July 14, 1965, for the purpose of improving the lives of older individuals in relation to income, housing, employment, long-term care, retirement, and community services. In addition to creating the Administration on Aging (AoA), the Act authorized grants to states for community planning, programs and services, and research, demonstration, and training projects in the field of aging.

The Department of Human Services' Aging Services Division serves as the single planning and service agency for older persons in North Dakota, as designated by the U.S. Department of Health and Human Services, AoA.

### Eligibility

**The Older Americans Act (OAA) provides funding for services for individuals age 60 and older.** Services are not tied to income. Individuals must have an opportunity to contribute to the cost of the service, but no one can be denied service due to inability or unwillingness to contribute toward the cost.

#### **Prioritizes Serving Older Individuals Who:**

- Reside in rural areas
- Have low incomes/greatest economic and social needs
- Are considered to be of a minority
- Have limited English proficiency
- Have severe disabilities
- Are diagnosed with Alzheimer's disease and related disorders (*as well as, the caretakers of such individuals*)
- Are at risk of institutional placement

### Individuals Served

- During Federal Fiscal Year 2007, a total of **30,557 older individuals** in North Dakota received services funded under the Older Americans Act.

### OAA Requirements

Under this federal law, states are required to develop a comprehensive and coordinated system of home and community-based services that allows older individuals to lead independent, meaningful, and dignified lives in their own homes and communities.

To accomplish this, Older Americans Act funds, state funds, and local funds are coordinated to avoid duplication and maximize service. The Department of Human Services' Aging Services Division contracts with local providers for services.

### OAA Services Provided

**Assistive Safety Devices** – A service that provides needed safety devices for older individuals.

**Senior Center/Congregate Meals** – A service that provides meals consisting of at least one-third of the daily dietary needs for an older individual eating in a group setting.

**Home-Delivered Meals** – A service that provides meals consisting of at least one-third of the daily dietary needs for an older individual who is homebound and unable to prepare an adequate meal.

**Health Maintenance Services** – Services provided to assess and maintain the health and well-being of older individuals. Services include blood pressure/pulse/rapid inspection, foot care, home visits, and medication set-up.

**Outreach Services** – Efforts to seek out older individuals and identify their needs and to then make appropriate referral and linkage to available services.

**Senior Companion Services** – A service provided by volunteers (who receive a stipend) that offers periodic companionship and non-medical support to older individuals with special needs.

**Legal Assistance Services** - Legal advice and representation are provided by an attorney to older individuals with economic or social needs and includes (i) to the extent feasible, counseling or other appropriate assistance by a paralegal or law student under the direct supervision of an attorney; and (ii) counseling or representation by a non-lawyer where permitted by law.

**Information and Assistance** - A service provided by the Department's **Aging and Disability Resource-LINK**, a nationwide toll-free number (**1-800-451-8693**), that provides information on a wide range of home and community-based and long term care and support services, volunteer opportunities, and benefits. Information can also be accessed online at <http://www.carechoice.nd.gov/>.

**Senior Community Service Employment Program** - Provides part-time employment opportunities in community service activities for unemployed low-income persons who are 55 years or older and who have fewer employment prospects.

**Older Americans Act funds are also used to provide services through the:**

- North Dakota Family Caregiver Support Program
- Long-Term Care Ombudsman Program
- Vulnerable Adult Protective Services Program

**Separate fact sheets are available for each of the programs.**

The Division also administers a federally funded demonstration grant: the **Model Legal Systems for Seniors grant**.

<b>Federal Fiscal Year 2007 Older Americans Act Services Number of Individuals Served/Units of Service Provided</b>			
<b>Service</b>	<b>Individuals Served</b>	<b>Units of Service</b>	
Congregate Meals	15,462	752,072 meals	1 unit = 1 meal
Home-Delivered Meals	6,183	535,646 meals	1 unit = 1 meal
Health Maintenance	4,790	148,238 units	Set billing units per procedure
Information & Assistance	1,858	1,858 units	1 unit = 1 contact
Legal Assistance	1,127	4,795 units	1 unit = 15 minutes
Outreach	15,695	118,025 units	1 unit = 15 minutes
Senior Companion	256	3,475 units	1 unit = 1 contact

<b>Funds Expended In Federal Fiscal Year 2007 for Services Listed in the Above Chart</b>		
Federal Funds – Older Americans Act	\$ 3,974,950.18	37.1%
Federal Funds – NSIP (for Nutrition Programs)	796,730.00	7.4%
State Funds – Match for Older Americans Act Funds	360,000.00	3.4%
Required Match (from Providers)	731,605.68	6.8%
Additional Local Funds	1,746,206.51	16.3%
Program Income from Participants	3,103,605.44	29.0%
<b>TOTAL AMOUNT EXPENDED</b>	<b>\$ 10,713,097.81</b>	<b>100%</b>

**\*Does not include expenditures for the Family Caregiver Support Program, Senior Community Service Employment Program, Long-Term Care Ombudsman Program, or the Vulnerable Adult Protective Services Program.**

## Booklet explaining guardianship responsibilities available now

Court-appointed guardians in North Dakota provide a valuable service for vulnerable individuals, often making significant decisions involving financial or health care situations. North Dakota is stepping up efforts to educate guardians about their important role.

A North Dakota Olmstead Commission Work Group, together with the North Dakota Department of Human Services' Aging Services Division, has developed a booklet and fact sheet. They contain information about how court-appointed guardianships are established and the roles and responsibilities of guardians, and are intended to be resources for current and prospective guardians, families considering establishing a guardianship, and others.

The "Guardianship Handbook: Guide for Court Appointed Guardians in North Dakota" and the related one-page fact sheet are available on-line at <http://www.nd.gov/dhs/info/pubs/aging.html>.

Aging Services Division Director Linda Wright said the need for guardianships may grow because of the state's aging population and returning Iraq and Afghanistan veterans impacted by traumatic brain injuries and other disabilities.

"We have found that when guardianship services are not available, vulnerable individuals are less likely to be able to remain living independently," Wright said. "The possibility of exploitation and financial abuse increases, and vulnerable adults are unable to protect themselves."

The 2007 North Dakota Legislature appropriated \$40,000 for the Department of Human Services to establish guardianships for vulnerable adults. The funds pay for court costs for cases involving impoverished individuals.

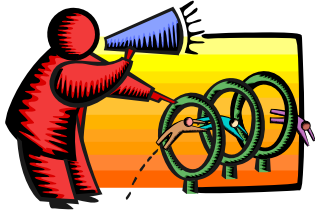
Since August 2007, 54 guardianships have been established. Wright said the department screens each request to assure that individual's rights are protected and that less restrictive alternatives have been reviewed. Making a request does not automatically result in the establishment of a guardianship.

Wright said representatives from the Department of Human Services, the Protection and Advocacy Project, the courts, Guardianship and Protective Services, Catholic Charities, and AARP assisted the Olmstead Work Group with the development of the materials.

For information about the North Dakota Olmstead Commission, which focuses on providing services to individuals with disabilities in the least restrictive, appropriate setting, see <http://www.nd.gov/dhs/info/olmstead-commission.html>.

**Smile at yourself  
in the mirror.**





**"2009" FORUM ON AGING**  
**Friday-April 24-HUB Restaurant-Rugby**  
**(must use motel or northeast entrance—thank you)**

**Agenda**

- 9:00 Registration  
9:45 Presentation of the Colors-Rugby American Legion  
Welcome/Introductions  
10:15 Keynote address: Health Promotion and Disease  
Prevention" by Dr. James Swan  
11:15 Short break  
11:30 Noon lunch – Local entertainment  
12:30 "What is This Money Follows the Person Grant?"  
by Jacob Reuter  
1:15 "Flu and Shingles" by Barbara Frydenlund, RN  
1:45 Break and dessert  
2:15 "Wolfy Goes to Rugby" with Jacob Reuter  
3:00 Door prizes and wrap up

**Each senior club or organization is asked to donate a door prize.**

**Reservations must be made calling 776-5998 by April 17<sup>th</sup>.**

**\$6.00 each will include your noon meal and coffee break.**

**Please do not use the Hub restaurant entrance...instead the northeast door...thank you very much!**

**HUB is located at the Junction of Hwys 2 and 3.**

# ND Family Caregiver Support Program

## Guidelines for Better Communication

Communicating with a loved one with a brain disorder can indeed be challenging. Finding the right words and getting your point across are difficult under normal circumstances. This difficulty is often compounded by your role as a caregiver. And although there are no easy solutions, following some basic guidelines should ease communication and lower levels of stress both for you and for the care recipient.

**1. Make Sure You Have Their Attention:** Statements and questions made to adults with a brain impairment should almost always begin with an identifier. This doesn't necessarily have to be the person's name, but should be a common greeting used between the two of you (very often, a term of endearment will work). For example, start a sentence with "Mom," then pause. Wait until you have her attention before continuing, especially if there is a great deal of background noise. Very often, it is difficult for impaired individuals to understand when people are talking around them, or to them.

**2. Speak at Eye Level and Enunciate.** In addition to getting the individual's attention, you also need to retain that attention. Before beginning even a short conversation, get to his or her eye level. If someone is in a wheelchair or lying down, pull up a chair. Be sure to retain eye contact and try not to occupy yourself with other things while you're engaged in conversation. Enunciate your words so that each is differentiated from the other.

**3. Use Simple, Direct Statements.** When communicating, statements should be short and descriptive. Instead of, "Mom, I would appreciate it if you finished your breakfast and got ready because we're running late," try, "Mom, please finish up so we can leave on time." The latter may sound curt, but it needn't take an angry or frustrated tone. It is simply a direct way of communicating your needs. And be sure to use sentences containing short-action increments. Rather than, "Please take off your shirt," try "Can you help me unbutton the front?" "Good." "Now can you pull your arm out of the sleeve?" "Thank you." Etc.

**4. Ask. Try Not to Tell.** Even when parenting is your formal role — you are taking care of an adult child, for example — keep in mind that you are still communicating with an adult. And most adults like to be asked to do something, rather than told what to do. As such, utilize the three magic words: "can," "will" and "please." "Can you stand up so I can fix your dress?" "Will you sit in this chair?" "Please join me in the living room."

**5. Move Closer.** If you are talking to a loved one and they can't hear what you're saying, try moving closer to the person rather than raising your voice. Be respectful of a person's "personal space" (or distance at which she/he likes to communicate). But remember the ultimate goal: making yourself understood.

**6. Talk Around Difficulties and Use Gestures.** Brain-impaired individuals have very often lost part or all of their "sensory repertoire"—the sense of everyday things, people and places. If your loved one cannot remember a person or place, try to avoid thinking or expressing negative feelings that convey your frustration or worry. Instead, talk around the word by using a vague pronoun reference, e.g. he, she or it. And use (as well as listen to) gestures. A person with a brain impairment might be

telling you about a house down the street, but may have lost the word “house.” He may instead put the tips of his fingers together in the shape of a roof. Suggest words that seem appropriate and be receptive to feedback. If you truly get stuck, focus on the emotion being expressed. “It sounds like what you saw was beautiful.”

**7. Talk With, Rather Than About.** Persons with brain impairment very often get pushed to the side during conversation. People, even professionals, may feel uncomfortable about talking to an impaired individual because they’re not sure what will be understood. As a caregiver, make the care recipient the focus of your conversation. Encourage others to talk with your loved one, rather than about them. If someone continually refuses to talk directly to your loved one, a gentle reminder is appropriate. Additionally, it is okay for caregivers to cover more technical questions with a professional before or after your scheduled appointment time.

**8. Listen.** A simple point, but one not to be overlooked. You know your loved one better than anyone else; use this to your advantage. As a caregiver, very often your most important role is as a listener. And listening can be done even if your loved one does not speak; you can communicate your interest with as little as holding their hand.

**9. Give Yourself Plenty of Time.** Time, and the freedom to take your time, is a necessity. For example, allow an extra 15 minutes for travel, enough to assist your loved one in getting to, from, into and out of the car. This is especially important if the care recipient is particularly resistive or hesitant to participate in her or his own care (taking a shower, for example). Try not to get into a power struggle and maintain your other communication skills. When brain-impaired individuals are rushed they tend to get stressed. And stress very often makes people less amenable to care.

**10. Try, Try Again.** A little trite, but important nonetheless. If, as a caregiver, you find yourself in a power struggle with a loved one, it is okay to let go. Come back in five minutes. If you are assisting your parent in going outside, for example, and they resist putting on a coat, give in. Engage in another activity for five or ten minutes, such as putting on your own coat, and then come back and try again. In that five or ten minutes, your loved one may have forgotten why it was so important to resist in putting on a coat in the first place, and may give in to your request. *Used with permission of Family Caregiver Alliance. For more information, visit [www.caregiver.org](http://www.caregiver.org) or call (415) 434-3388.*

*For more information regarding the North Dakota Family Caregiver Support Program call Kim Helten at 665-2200, or toll free 1-888-607-8610. This program can provide for the cost of respite care services, on an intermittent and occasional basis for relief of the primary caregiver. Services are provided in the following counties: Benson, Cavalier, Eddy, Ramsey, Rolette, and Towner.*

**During your lifetime, did you have joy?  
During your lifetime, did you BRING joy to others?  
If you have done BOTH - you have lived a good life!**

## David Peterson Named New AARP State President

David Peterson, Bismarck has been named the new president of AARP North Dakota. Peterson retired in December as an assistant U.S. attorney. A native of Carpio, N.D., he spent 40 years practicing law in the state.



Janis Cheney, AARP North Dakota state director, said, "AARP is a volunteer-driven organization and the state president is a key volunteer leadership position within the state. David will bring fresh insight and perspective to our state organization. His background is well-suited to participation in our advocacy work at the state and federal level and to helping focus and enhance our volunteer engagement in North Dakota."

The state president serves a two-year term and can be reappointed for two additional terms. Peterson replaces Betty Keegan, Rolla, who served in the position for six years – the maximum term allowed. AARP has 88,000 members in North Dakota.



### Last Chance - - June 12, 2009 conversion to all-digital TV

(Call 1-888-225-5322 for information about the digital transition or go to [www.dtv.gov](http://www.dtv.gov).)

## ND Communities – Census Jobs

The U.S. Census Bureau is gearing up for the 2010 Census—and it needs help to ensure everyone is counted.

### The 2010 Census: Employees Making a Difference

Every 10 years, the Census Bureau is required by the U.S. Constitution to count each person residing in the United States - both citizens and non-citizens. The census takes a snapshot of the U.S. population, determining how many people reside within the nation's borders, who they are and where they live. Data about how communities are changing are crucial to many planning decisions - such as neighborhood improvements, emergency preparedness and disaster recovery, public health, education, transportation, senior services and much more.

### Temporary Census Jobs Offer Good Pay, Flexible Hours

Short-term 2010 Census jobs are ideal for retirees, college students, recent high school graduates, stay-at-home parents, those seeking a second job to earn extra cash and others seeking part-time work. Census jobs also offer flexible schedules and paid training, along with reimbursement for authorized mileage and expenses.

### Qualifying for a 2010 Census Job

Those interested in applying for temporary jobs may do so by contacting their Local Census Office, which has begun opening nationwide and will begin hiring in early 2009. For more information on temporary employment with the Census Bureau, or to schedule an appointment to take an employment test and submit an application, call the toll-free 2010 Census Jobs Line: 1-866-861-2010. TTY Callers: Please use the Federal Relay Service at 1-800-877-8339. *More information is also available at [www.2010censusjobs.gov](http://www.2010censusjobs.gov).*

# Not Your Children, But Your Responsibility

**Tuesdays, May 5 & 12, 7:00 – 9:00 p.m.**

**Lake Region State College Heritage Hall**

Instructors: Brenda Langerud, NDSU Extension Agent/Ramsey County  
Helena Gregoire, Licensed Professional Clinical Counselor

The number of children being raised by their grandparents has grown dramatically in the recent years. Raising your grandchildren can bring great joy, but also comes with special challenges:

- Dynamics of raising grandchildren
  - Legal issues
- How to work with school and social services
  - Raising children in today's society
    - Taking care of yourself

Join us for this two-part program that will explore grandparents raising grandchildren.

Cost: 15/person or \$20/couple

**Lake Region State College**

**Office of Continuing Education**

(701) 662-1510 or 800-443-1313 ext. 1510

Office Hours:

Monday - Friday 7:45 am - 4:45 pm

*“Life is a gift, and it offers us the privilege, opportunity, and responsibility to give something back by becoming more.”* - Anthony Robbins

## The Graying of North Dakota 2000 - 2020

Percent of the North Dakota Population 60 Years of Age and Older and 85 Years of Age and Older

60 and Older	85 and Older
▶ <b>In 1950</b> , 72,050 (11.6%) of North Dakota residents were age 60 and older.	▶ <b>In 1950</b> , 2,262 (0.4%) of North Dakota residents were age 85 and older.
▶ <b>In 2000</b> , 118,985 (18.5%) of North Dakota residents were age 60 and older. The U.S. percent of residents age 60 and older was 16.3.	▶ <b>In 2000</b> , 14,726 (2.3%) of North Dakota residents were age 85 and older. The U.S. percent of residents age 85 and older was 1.5.
▶ <b>In 2020</b> , it is projected that 170,117 (27%) of North Dakota residents will be age 60 and older.	▶ <b>In 2020</b> , it is projected that 20,106 (3.2%) of North Dakota residents will be age 85 and older. The U.S. percent of residents age 85 and older is projected to be 1.9.
▶ <b>In 2030</b> , it is projected that 183,897 (30.3%) of North Dakota residents will be age 60 and older.	▶ <b>In 2030</b> , it is projected that 23,302 (3.8%) of North Dakota residents will be age 85 and older.

### Challenges for the Future

- ▶ Addressing healthy aging through disease prevention and health promotion.
- ▶ Continuing to support the needs of family caregivers.
- ▶ Providing an array of quality long-care options, especially home and community-based services which many people report they prefer.
- ▶ Addressing the mental health needs of older persons.
- ▶ Providing consumers and their families easier access to services through information and development of “one stop shop” programs.
- ▶ Addressing the issue of the direct care service workforce and the value of older workers.

**For Additional Information Contact:**  
 Dakota Department of Human Services  
 Aging Services Division  
 1237 West Divide Avenue, Suite 6  
 Bismarck, ND 58501  
[www.nd.gov/dhs](http://www.nd.gov/dhs)

**To Locate Services:**  
 ND Aging and Disability Resource-LINK:  
 1-800-451-8693  
 Searchable database:  
[www.carechoice.nd.gov](http://www.carechoice.nd.gov)  
 Email: [carechoice@nd.gov](mailto:carechoice@nd.gov)

### AGING SERVICES NEWSLETTER

Please share this newsletter with a friend, co-worker, at your Senior Center, post on a bulletin board, etc. If you wish not to be on the mailing list for the newsletter, please contact **Donna Olson** at **665-2200**. You are welcome to submit any news you may have regarding services and activities that are of interest to seniors in this region. **Lake Region Human Service Center** makes available all services and assistance without regard to race, color, national origin, religion, age, sex, or handicap, and is subject to Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1975 as amended. **Lake Region Human Service Center** is an equal opportunity employer.

# Telephone Numbers to Know

## Regional Aging Services Program Administrators

<b>Region I:</b>	Karen Quick	1-800-231-7724
<b>Region II:</b>	MariDon Sorum	1-888-470-6968
<b>Region III:</b>	Donna Olson	1-888-607-8610
<b>Region IV:</b>	Patricia Soli	1-888-256-6742
<b>Region V:</b>	Sandy Arends	1-888-342-4900
<b>Region VI:</b>	CarrieThompson-Widmer	1-800-260-1310
<b>Region VII:</b>	Cherry Schmidt	1-888-328-2662 (local: 328-8787)
<b>Region VIII:</b>	Mark Jesser	1-888-227-7525

## ND Family Caregiver Coordinators

<b>Region I:</b>	Karen Quick	1-800-231-7724
<b>Region II:</b>	Theresa Flagstad	1-888-470-6968
<b>Region III:</b>	Kim Helten	1-888-607-8610
<b>Region IV:</b>	Raeann Johnson	1-888-256-6742
<b>Region V:</b>	Laura Fischer	1-888-342-4900
<b>Region VI:</b>	Susan Galloway	1-800-260-1310
<b>Region VII:</b>	Tammie Johnson	1-888-328-2662 (local: 328-8776)
<b>Region VIII:</b>	Rene Schmidt	1-888-227-7525

## Long-Term Care Ombudsman Services

<b>State Ombudsman:</b>	Joan Ehrhardt	1-800-451-8693
<b>Region I &amp; II:</b>	Deb Kraft	1-888-470-6968
<b>Region III &amp; IV:</b>	Kim Helten or Donna Olson	(701-665-2200) OR 1-888-607-8610
<b>Region V &amp; VI:</b>	Bryan Fredrickson	1-888-342-4900
<b>Region VII:</b>	Joan Ehrhardt	1-800-451-8693
<b>Region VIII:</b>	Mark Jesser	1-888-227-7525

## Vulnerable Adult Protective Services

<b>Region I &amp; II:</b>	Deb Kraft	1-888-470-6968
<b>Region III:</b>	Shirley Tandeski, Kim Helten, Donna Olson: 1-888-607-8610 or 1-701-665-2200 and Andrea Laverdure:	1-701-477-8272
<b>Region IV:</b>	Patricia Soli	1-888-256-6742
	Direct referral to GFCSS VAPS:	1-701-797-8540
	Raeann Johnson Vulnerable Adult Team (VAT):	1-888-256-6742
<b>Region V:</b>	Sandy Arends	1-888-342-4900
	Direct referral may be made to Cass County Adult Protective Services unit:	1-701-241-5747
<b>Region VI:</b>	Russ Sunderland	1-701-253-6344
<b>Region VII:</b>	Cherry Schmidt or Karla Backman	1-888-328-2662 or 1-701-328-8888 (local: 328-8787)
<b>Region VIII:</b>	Rene Schmidt	1-888-227-7525

## Other

Aging Services Division and "Resource Link": <a href="http://www.carechoice.nd.gov">www.carechoice.nd.gov</a>	1-800-451-8693
AARP:	1-866-554-5383
Mental Health America of ND (Local):	1-701-255-3692
Help-Line:	211 or 1-800-472-2911
IPAT (Assistive Technology):	1-800-265-4728
Legal Services of North Dakota:	1-800-634-5263 or (age 60+): 1-866-621-9886
Attorney General's Office of Consumer Protection:	1-701-328-3404 1-800-472-2600
Social Security Administration:	1-800-772-1213
Medicare:	1-800-633-4227
Senior Health Insurance Counseling (SHIC) ND Insurance Department:	1-701-328-2440
Prescription Connection:	1-888-575-6611
Alzheimer's Association:	1-701-258-4933 1-800-232-0851

**Donna Olson**

Regional Aging Services Program Administrator  
Lake Region Human Service Center  
P. O. Box 650  
Devils Lake ND 58301

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To:

**Upcoming Events**

- Regions II and II Governor’s Forum on Aging – Rugby .....April 24, 2009
- EXPO 2009 Ramada Plaza Suites – Fargo.....April 30, 2009
- Northern Plains Conference on Aging and Disability.....September 22, 23, & 24, 2009  
Ramada Plaza Suites, Fargo

**MISSION STATEMENT**

*In a leadership role, Aging Services will actively advocate for individual life choices and develop quality services in response to the needs of vulnerable adults, persons with physical disabilities, and an aging society in North Dakota.*