

REGION III AGING SERVICES

Donna Olson, Regional Aging Services Program Administrator

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



Summer 2009



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Funding Increase for Senior (OAA) Services in 2009-2011 Biennium

North Dakota Seniors will benefit from increases in State funding approved by Governor Hoeven as a result of the 2009 Legislative Session.

State funding is increased by \$991,200 and federal funds from the American Recovery and Reinvestment Act (stimulus funds) add an additional \$485,000. In combination with Federal Older American Act (OAA) funds a total of \$9,000,054 has been budgeted for the next two years to assure quality Nutrition services are available for persons age 60+ in North Dakota.

ND Senior Service Providers contract with the Aging Services Division of the Department of Human Services to provide Nutrition services throughout the state.

Region III Council on Aging Meeting Date Changed

There will be no Region III Council on Aging meeting in July. The meeting will be held Thursday, August 6, 2009 in Rolla and will be hosted by Rolette County Senior Meals and Services and the Rolla Senior Club. The Agenda will be sent out when finalized. If you would like to attend the meeting and enjoy the noon meal, please call Rolette County Senior Meals and Services by Monday, August 3.





Regional Human Service Centers

March 2009

The N.D. Department of Human Services' eight regional human service centers provide an array of community-based services, either directly or through contracts with providers. Services include: aging services, vocational rehabilitation, mental health services, developmental disability services, addiction treatment, vulnerable adult protective services, crisis and outreach services, and other human services.

They are the access point for State Hospital admissions. Human service center employees also provide direction and oversight for services offered through county social service offices and other providers. **Crisis lines are answered 24 hours per day, seven days a week.**

Contact Information	
<p>West Central Human Service Center – Bismarck 1237 W Divide Ave Suite 5 Bismarck, ND 58501-1208 <i>Counties served for human service programs: Burleigh, Emmons, Grant, Kidder, McLean, Mercer, Morton, Oliver, Sheridan, and Sioux.</i></p>	<p>701-328-8888 Toll Free: 1-888-328-2662 Fax: 701-328-8900 TTY: 1-800-366-6888 (Relay ND) Crisis Line: 701 328-8899 OR Toll Free: 1-888-328-2112 E-mail: dhswhsc@nd.gov</p>
<p>Outreach Office 1101 Third Ave NW, Beulah, ND 58523</p>	<p>701-873-2399 / 1-888-616-1441 Fax: 701-873-2939</p>
<p>Lake Region Human Service Center – Devils Lake 200 Hwy 2 SW, Devils Lake, ND 58301 <i>Counties served for human service programs: Benson, Cavalier, Eddy, Ramsey, Rolette, and Towner.</i></p>	<p>701-665-2200 Fax: 701-665-2300 TTY: 701-665-2211 Crisis Line: 701-662-5050 E-mail: dhslrhsc@nd.gov</p>
<p>Badlands Human Service Center - Dickinson 300 13th Ave W, Suite 1, Dickinson, ND 58601 <i>Counties served for human service programs: Adams, Billings, Bowman, Dunn, Golden Valley, Hettinger, Slope, and Stark.</i></p>	<p>701-227-7500 Fax: 701-227-7575 Toll Free: 1-888-227-7525 Crisis Line: 866-491-2472 OR 701-290-5719 TTY: 701-227-7574 E-mail: dhsblhsc@nd.gov</p>
<p>Southeast Human Service Center - Fargo 2624 9th Ave SW, Fargo, ND 58103-2350 <i>Counties served for human service programs: Cass, Ransom, Richland, Sargent, Steele and Traill. Day care licensing services are provided to Barnes, Cass, Dickey, Eddy, Foster, Griggs, LaMoure, Logan, Ransom, Richland, Sargent, Steele, Traill, and Wells.</i></p>	<p>701-298-4500 Fax: 701-298-4400 Toll Free: 1-888-342-4900 TTY: 701-298-4450 Crisis Line: 701-235-SEEK (7335) Suicide Prevention: 1-800-273-TALK (8255) E-mail: dhssehsc@nd.gov</p>
<p>North Central Human Service Center – Minot 400 22nd Ave NW, Minot, ND 58703-1089 <i>Counties served for human service programs: Bottineau, Burke, McHenry, Mountrail, Pierce, Renville and Ward.</i></p>	<p>701-857-8500 Fax: 701-857-8555 TTY: 701-857-8666 Crisis Line: 701-857-8500 OR Toll Free: 1-888-470-6968 E-mail: dhsnchsc@nd.gov</p>

Contact Information (continued)	
Northeast Human Service Center – Grand Forks 151 S 4 th St Suite 401, Grand Forks, ND 58201-4735 <i>Counties served for human service programs: Grand Forks, Nelson, Pembina, and Walsh.</i>	701-795-3000 Fax: 701-795-3050 TTY: 701-795-3060 Crisis Line: 701-775-0525 or -0526 OR 1-1-800-845-3731 E-mail: dhsnehsc@nd.gov
Outreach Office 5 th & School Road, Grafton , ND 58237	701-352-4334 Toll Free: 1-888-845-2215
South Central Human Service Center – Jamestown 520 3 rd St NW, Box 2055, Jamestown, ND 58402 <i>Counties served for human service programs: Barnes, Dickey, Foster, Griggs, LaMoure, Logan, McIntosh, Stutsman, and Wells.</i>	701-253-6300 Fax: 701-253-6400 TTY: 701-253-6414 Crisis Line: 701-253-6304 Toll Free: 1-800-260-1310 E-mail: dhsschsc@nd.gov
North Central Human Service Center – Minot 400 22 nd Ave NW, Minot, ND 58703-1089 <i>Counties served for human service programs: Bottineau, Burke, McHenry, Mountrail, Pierce, Renville and Ward.</i>	701-857-8500 Fax: 701-857-8555 TTY: 701-857-8666 Crisis Line: 701-857-8500 OR Toll Free: 1-888-470-6968 E-mail: dhsnchsc@nd.gov
Northwest Human Service Center – Williston 316 2 nd Ave W, PO Box 1266, Williston, ND 58802-1266 <i>Counties served for human service programs: Divide, McKenzie, and Williams.</i>	701-774-4600 Fax: 701-774-4620 Toll Free (ND only): 1-800-231-7724 Crisis Line: 701-572-9111 TTY: 701-774-4692 E-mail: dhsnwhsc@nd.gov

Other ND Department of Human Services Statewide Resources:

- North Dakota **Aging and Disability Resource LINK** – Provides help locating long-term services and providers. Nationwide Toll Free: **1-800-451-8693**
 Web site: www.carechoice.nd.gov, E-mail: carechoice@nd.gov
- North Dakota **Long Term Care Ombudsman** – Educates people about the rights of residents of long-term care facilities and responds to requests for information and receives, investigates, mediates, and responds to concerns and complaints about long-term care services.
 1237 W Divide Ave, Suite 6, Bismarck, ND 58501-1208 / **701-328-4617 or 1-800-451-8693**
- **Child Health Coverage Programs** – Provides help accessing health coverage through Medicaid, Healthy Steps-children's health insurance plan, and the Care Program.
 Toll Free: **1-877-KIDSNOW OR 1-877-543-7669**
- **Child Support Enforcement Customer Service** – Assist with payment information and problem resolution, and receive updates on contact information.
 Toll Free: **1-800-231-4255** / Web site: www.childsupportnd.com, E-mail: socss@nd.gov
- **County Social Service Offices** – Are the access points to apply for public assistance programs and provide social work services related to child welfare, and aging and vulnerable adult services.
 On-line Contact Information: <http://www.nd.gov/dhs/locations/countysocialserv/>

North Dakota Department of Human Services, 600 E Boulevard Ave, Dept. 325, Bismarck, ND 58505-0250
 701-328-2310 or Toll Free: 1-800-472-2622 / Fax: 701-328-2359 / TTY: 800-366-6889
 Web site: www.nd.gov/dhs, E-mail: dhseo@nd.gov

Clean Hands – Stay Well!!

- **It is best to wash your hands with soap and warm water for 20 seconds.**
- **When water is not available, use alcohol-based products (sanitizers).**
- **Wash hands before preparing or eating food and after going to the bathroom.**
- **Keeping your hands clean helps you avoid getting sick.**

Washing with soap and water

- △ Place your hands together under water (warm if possible).
- △ Rub your hands together for at least 20 seconds (with soap if possible).
- △ Wash your hands thoroughly, including wrists, palms, back of hands, and under the fingernails. (Clean the dirt from under your fingernails.)
- △ Rinse the soap from your hands.
- △ Dry your hands completely with a clean towel if possible (this helps remove the germs). However, if towels are not available it is okay to air dry your hands.
- △ Pat your skin rather than rubbing to avoid chapping and cracking.
- △ If you use a disposable towel, throw it in the trash.



If soap and water are not available, use alcohol-based hand sanitizer.

Using alcohol-based sanitizers

- △ Apply product to the palm of one hand.
- △ Rub hands together.
- △ Rub product over all surfaces of hands and fingers until hands are dry. (Note: the volume needed to reduce the number of germs varies by product.)

When should you wash your hands?

- △ Before preparing or eating food.
- △ After going to the bathroom.
- △ After changing diapers or cleaning up a child who has gone to the bathroom.
- △ Before and after caring for someone who is sick.
- △ After handling uncooked foods, particularly raw meat, poultry, or fish.
- △ After blowing your nose, coughing, or sneezing.
- △ After handling an animal or animal waste.
- △ After handling garbage.
- △ Before and after treating a cut or wound.
- △ After handling items contaminated by floodwater or sewage.
- △ When your hands are visibly dirty.



Preventing the Flu: Good Health Habits Can Stop Germs

1. **Avoid close contact.** Avoid close contact with people who are sick. When you are sick, keep your distance from others to protect them from getting sick too.
2. **Stay home when you are sick.** If possible, stay home from work, school, and errands when you are sick. You will help prevent others from catching your illness.
3. **Cover your mouth and nose.** Cover your mouth and nose with a tissue when coughing or sneezing. It may prevent those around you from getting sick. Throw the tissue in the trash after you use it.
4. **Clean your hands.** Washing your hands often will help protect you from germs.
5. **Avoid touching your eyes, nose or mouth.** Germs are often spread when a person touches something that is contaminated with germs and then touches his or her eyes, nose, or mouth.
6. **Practice other good health habits.** Get plenty of sleep, be physically active, manage your stress, drink plenty of fluids, and eat nutritious food.

If you become ill and experience any of the following warning signs, seek emergency medical care. Emergency warning signs that need urgent medical attention include:

- Difficulty breathing or shortness of breath
- Pain or pressure in the chest or abdomen
- Sudden dizziness
- Confusion
- Severe or persistent vomiting

Summertime Activities

Summer has been a long time coming this year so let's put the sun and fresh air to good use. Below are some ideas – be creative!

Gardening

Seeds and or/plants are a good way to dig in the dirt and bring color and flavor into our lives. Try container gardening if you don't have a garden plot. Pick a few of your favorite flowers and/or vegetables and enjoy.

Picnic

A picnic lunch can be eaten anywhere – by a shady tree or in your backyard. Aim for cool foods and plenty of beverages. A deli can provide a good variety and the perfect portion sizes.

Be a low budget tourist

Check out the local attractions that you have never visited or not visited for a long time. Short day trips can be a great way to learn what your local community has to offer. Even just taking a different route to your common locations can provide a chance to see new scenery. Watch the papers for local events such as Farmer's Market's, car shows, outdoor concerts, etc.

Volunteer

Summer is a good time to invest time in local volunteer opportunities. RSVP is a good starting place for learning what is available as well as your local church and community centers.




Senior Centers/Community Recreational Facilities

Challenge yourself to try a new activity or exercise class. It will be good for mind, body, and spirit. Also, they may have special "fieldtrips" etc. that you may sign up for.

So gather up those water bottles, sunscreen, mosquito repellent, and a friend or two and enjoy the summer opportunities. Hibernation time is over!

ND Family Caregiver Support Program

Caregiver Survival Tips

- 1. Plan ahead** - Plan for outings ahead of time so that you can schedule a respite provider or family member to be home with your loved one. Complete a “Fact Sheet” with all of your loved one's pertinent medical information including medications, physician name, and emergency contact numbers and give a copy to your family, providers, and place a copy by the telephone. This will ensure that your loved one gets prompt treatment if you are not home. 
- 2. Learn about available resources** - Home care services, or home health, home delivered meals or frozen meals, public nursing services, county services – Home and Community Based Services/Medicaid, Senior Companion Program, Adult Day Programs, Bis/Man Transit, Alzheimer's Association, Legal Assistance of North Dakota, Senior Health Insurance Program, Life Line, Regional Aging Services – ND Family Caregiver Support Program, Caregiver Exchange Program, and many more services listed with the North Dakota Aging and Disability Resource-Link at 1-800-451-8693, or www.carechoice.nd.gov.
- 3. Take one day at a time** - Set a realistic goal – Realize that sometimes you have to settle for it being good enough. “The house isn’t as clean as I like it, but it is good enough.” Try to let go of the less important things and prioritize what is important. Continue to do the things you love and try to include your loved one in things that they enjoy. Look for support groups and friends/family that are emotionally healthy and positive.
- 4. Develop a contingency plan** – Discuss a plan with family members that outline a plan if you become ill or incapable of continuing to be a caregiver. Where will your loved one go, and who is willing to help with the process. Attach a listing of the “Fact Sheet” that you developed in #1, so that those caring for your loved one are aware of their medical needs.
- 5. Accept Help** - Make a list of tasks that you are willing to allow someone else to do, and be ready to accept the help when someone offers assistance. For example: mowing the grass, run to the grocery store or pharmacy, prepare a meal, check the oil in the car, or fix a leaking faucet.
- 6. Make your health a priority** - Pay attention to your health needs; see your physician when needed and don’t ignore symptoms that you may be having. Take your medications as prescribed. Get in-home help with personal care such a bathing, if you are not physically able to provide the care. Make sure your home is equipped with grab bars, bath chairs, and any other equipment as necessary. Be sure you know the proper way to lift and transfer before you try to do this at home alone. Home health agencies can provide training, if needed. Remember ...if you don’t take care of yourself...who will take care of your loved one.

7. **Get enough rest and eat properly** - You have to get your rest so that you are able to continue to be the caregiver. You may need to look at in-home help to allow you to get the rest that you need. Some individuals have hired help to come in at night so that they are able to get the rest that they need to function during the day. Or, see if your family members are able to come and stay one night a week to help during the night. Look at home delivered meals as an easy fix for one meal.

8. **Make time for leisure** - Everyone needs a break and needs to have time for themselves. Leave the house when you have adequate help for your loved one, or look at Adult Day Programs for out of the home respite. Some caregivers just want some alone time in their home. You may need to pay for services, but keep in mind that money spent on in-home care allows you to keep your loved one home longer, and will save in the long term on skilled long-term care. Schedule brief breaks such as reading a book, take a short walk, exercise, take a bath, take a nap, get a massage, or plan a coffee time with friends.



9. **Be good to yourself** - This should be easy, but it is usually the last thing we consider. What makes you happy, relaxed, or stress free? Music, reading, getting your hair/nails done, fishing, gardening, laughing, woodworking, visiting with friends. Only you can decide. You are doing a very important job in being your loved ones caregiver, recognize your effort, accept the praise, and keep up the good work.

10. **Share your feelings with others** – Stay connected with your friends, keep your family informed and involved and let them know when you are struggling. If your family is not available, consider joining a support group in your local community. This will allow you to not feel so isolated and alone, as there are many other people that are dealing with many of the same issues.

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.



**Junk is something you've kept for years
and throw away three weeks before you need it.**

Alzheimer's Disease 10 Warning Signs

Current data suggests that less than 35 percent of people with Alzheimer's disease or other dementias have a diagnosis of the condition in their medical record. While there is currently no cure for Alzheimer's, early detection and diagnosis is critical to ensuring that people living with Alzheimer's have the power to plan their own healthcare and future.

It is a myth that only older people can get Alzheimer's disease. Alzheimer's can strike people in their 30s. In 2009, it is estimated that there are as many as 5.3 million people living with Alzheimer's disease in the United States, including 18,000 in North Dakota.

Here are 10 warning signs:

- Memory changes that disrupt daily life. One of the most common signs of Alzheimer's, especially in the early stages, is forgetting recently learned information. Others include forgetting important dates or events or asking for the same information over and over.
- Challenges in planning or solving problems. Some people may experience changes in their ability to develop and follow a plan or work with numbers. They may have trouble following a familiar recipe or keeping track of monthly bills. They may have difficulty concentrating and take much longer to do things than they did before.
- Difficulty completing familiar tasks at home, at work, or at leisure. People with Alzheimer's often find it hard to complete daily tasks.
- Confusion with time or place. People with Alzheimer's can lose track of dates, seasons, and the passage of time. Sometimes they may forget where they are or how they got there.
- Trouble understanding visual images and spatial relationships.
- New problems with words in speaking or writing.
- Misplacing things and losing the ability to retrace steps.
- Decreased or poor judgement. People with Alzheimer's disease may experience changes in judgment or decision making. They may pay less attention to grooming or keeping themselves clean.
- Withdrawal from work or social activities.
- Changes in mood and personality. People with Alzheimer's can become consumed, suspicious, depressed, fearful, or anxious. They may be easily upset.

There are many physical, emotional, and social benefits of early detection, diagnosis, and intervention for people with Alzheimer's and their caregivers. For more information on the benefits of early detection of Alzheimer's disease, visit the Alzheimer's Association at www.alz.org/10signs or call the toll-free line 877-IS IT ALZ.

Reprinted from July 2009 AARP North Dakota News

Mark Your Calendar
The Northern Plains Conference on Aging and Disability
Resilience and Wisdom Through Aging
September 22, 23, 24, 2009
Ramada Plaza Suites
Fargo, ND

Keynote Speakers

Colin Combs, Associate Professor, University of North Dakota, and Research Expert in the Area of Neuroninflammation.

Harry R. Moody, Director of Academic Affairs for AARP and Older Adult Education Author

Bruce Christopher, Clinical Psychologist, Humorist and Credentialed Professional Speaker

Deadra Stanton, Independent Professional Training and Coaching Professional

Topic Preview

- Assistive Technology Solutions for Dementia
- Ethical Dilemmas in Work with Older People
- Aging with Grace and Dignity
- Financial Security-Every Woman's Issue
- Social Security-Today and Tomorrow
- Strategies to Limit Degenerative Changes in the Brain
- Dealing with Negative, Reactive and Draining People
- Addressing Isolation Felt by Caregivers and Seniors
- Effectiveness of Guided Imagery in Dealing with Disease



Conference Kick Off:

Facility Dinner Tours and Evening Keynote

CEU's

Continuing education units will be available



www.northernplainsconference.com

Questions on:

Registration

MSU Moorhead Continuing Studies 218-477-5862 or
contstdy@mnstate.edu

Exhibit/Vendor Information

Julie Marxen 218-299-5514 or Pamela Sherod 701-232-1245
or Gail Agnes 701-237-0004

Sponsor Information

Monica Douglas 218-233-7521

Lodging

A special block of rooms has been reserved through August
24 at Ramada Plaza Suites, phone 701-277-9000

Conference Fee

An early bird rate applies before August 28, 2009

AARP's Moody Keynotes Fargo Conference

AARP North Dakota is pleased to sponsor Dr. Harry R. Moody, director of academic affairs for AARP, as the opening keynote speaker at this year's Northern Plains Conference on Aging and Disability September 22-24 in Fargo.

Dr. Moody's most recent book, *The Five Stages of the Soul*, has been translated into seven languages worldwide.



Moody's keynote address is entitled "The Journey of the Soul." This keynote address is an illustrated slide-lecture in three parts: The history of the last half-century, stages on life's way, and the five stages of the soul. In the first part, the aim is to recapture the mythic dimensions of history that have shaped generational identity. The second part looks at a single life story revealed in the self-portraits of Rembrandt, with glimpses at late-life creativity among contemporary artists. The third part examines the stages of spiritual growth unfolding in the second half of life.

For complete program and registration information, go to www.northernplainsconference.com

Reprinted from July 2009 AARP North Dakota News

HELP OTHERS PREPARED FOR EMERGENCY

Operation Emergency Prepare is AARP's latest effort to provide you with valuable opportunities to Create the Good in your community.

Disaster can strike anyone, anywhere, anytime. With Operation Emergency Prepare, you can help family, friends, and neighbors be as prepared as possible for a real emergency.

Help others:

- Secure vital documents
- Prepare basic emergency supply kits
- Develop an evacuation plan
- Distribute information
- Organize a group operation

All of the materials you need to make a difference can be found on the website at www.aarp.org/createthegood. Whether you have five minutes or a few hours, you will find opportunities that work with your interests, experience, and schedule.

We believe that every person has value and deserves dignity and respect.

Telephone Numbers to Know

Regional Aging Services Program Administrators

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

ND Family Caregiver Coordinators

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

Long-Term Care Ombudsman Services

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

Vulnerable Adult Protective Services

Region I & II:	Deb Kraft	1-888-470-6968
Region III:	Shirley Tandeski, Kim Helten, Donna Olson: 1-888-607-8610 or 1-701-665-2200 and Andrea Laverdure:	1-701-477-8272
Region IV:	Patricia Soli	1-888-256-6742
	Direct referral to GFCSS VAPS:	1-701-797-8540
	Raeann Johnson (VAT):	1-888-256-6742
Region V:	Sandy Arends	1-888-342-4900
	Direct referral may be made to Cass County Adult Protective Services unit:	1-701-241-5747
Region VI:	Carrie Thompson-Widmer & Donna Lundberg	1-701-253-6395 & 1-701-253-6401
Region VII:	Cherry Schmidt or Karla Backman	1-888-328-2662 or 1-701-328-8888 (local: 328-8787 or 328-8868)
Region VIII:	Rene Schmidt	1-888-227-7525

Other

Aging Services Division and "Resource Link": www.carechoice.nd.gov	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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RETURN SERVICE REQUESTED



Upcoming Events

July 24 – August 1, 2009.....	North Dakota State Fair, Minot
August 6, 2009	Region III Council on Aging Meeting, Rolla
September 22-24, 2009	Northern Plains Conference on Aging and Disability, 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.