

“Dedicated to the protection, independence, and dignity of individuals through advocacy and services.”

Area Agency on Aging *of North Idaho*

“Where YOU go for answers on aging.”



2009 Annual Report



Pearl Bruno Bouchard, Director

Mission Statement

The mission of the Area Agency on Aging of North Idaho is to work in partnership with older adults, families, and the community to secure information and services that maximize independence and quality of life.

Value Statements

Elderly persons should have the option to remain in their own homes for as long as they choose, to the extent possible.

Older persons are a valuable human resource; they can continue to contribute to their communities through volunteer work, or if they so choose, by remaining in the work force.

Knowledge of programs and services is the key to empowering Idaho's seniors and their families.

Older persons should be accorded dignity and respect with their safety and autonomy preserved.

The Area Agency on Aging partners with the Idaho Commission on Aging (ICOA) in providing leadership and advocacy to meet the needs of North Idaho's seniors and vulnerable adults.

From the Director

In 2009 the Area Agency on Aging of North Idaho began its planning process to assess needs and develop a strategic plan for 2010 – 2013. The effort originated with focus-group sessions with each of the five county councils on aging to discuss agency values. Through this process the following focus areas for development were identified:

Caregiver knowledge—Caregivers need additional support, whether they are family members or employees of agencies. For long-distance caregivers, typically family members, there is a lack of awareness of what to offer that is practical support.

Caregivers working outside of the home—There are a variety of methods available to reach caregivers who continue to hold down a job. In rural communities people rely on weekly newspapers for information, counties should have community directories, and large employers with human resource offices could begin to focus more on the growing demands placed on their employees.

Home Repairs and Chores—A locally organized and delivered approach will go the furthest in meeting needs of seniors who live in their own homes, which can be in disrepair because of a lack of family and/or resources to help.

Maintain independence and living at home—Most people don't understand the difference between Medicare and Medicaid, yet the reliance on these sources for health care financing are significant. Personal resources are also a significant part of financing health care, yet the typical resources—retirement accounts and home equity—are dwindling.

Transportation—There needs to be a door-to-door, one-on-one approach to service; additionally there could be a heightened awareness of what is available.

Volunteerism/Older Workers—Health and economic issues, with the downturn in the economy, may prevent older adults from volunteering. The value of older workers should be promoted in the workplace and agencies relying on volunteers could use help with recruitment and retention techniques.

As 2010, 11, 12, and 13 unfold the Area Agency on Aging, through service and systems change, wants to make a difference in the lives of seniors in the northern five counties. Won't you join our partnership so that our efforts can be bountiful?

Pearl Bruno Bouchard, MPA

Partnership with the Community

The legal, medical, and social complexity of vulnerable adult and elder abuse necessitates the involvement of many different agencies. These include law enforcement, Adult Protective Services, social workers, medical personnel, district attorneys, mental health, victim advocates, financial and domestic violence specialists.

A typical case requires weeks to months of phone calls between agencies. The time-consuming process is made more arduous because of the very distinct, and at times conflicting, perspectives, goals, and culture of the agencies involved. The result can be frustration among professionals, and most importantly, inadequate resolution on behalf of the victims of abuse.

To break down these significant barriers to addressing the mistreatment of elders and other vulnerable adults, a Kootenai County Elder/Vulnerable Adult Multi-Disciplinary Team was operating in 2009. This team collaboration is the first of its kind in the state of Idaho.

The multidisciplinary team works together, to better understand, identify and determine more efficient ways to successfully address abuse cases. The team supports the prevention of elder abuse through education and by promoting greater awareness among those professionals who work with older and disabled adults. By sharing experiences, explaining procedures, and discussing frustrations and successes, the team is making a breakthrough in bridging the agency divide.



Partnership with Senior Health Insurance Benefits Advisors (SHIBA)

Individuals and families of older persons throughout the country have not fully utilized the prevention benefits under Medicare. In 2009, Information and Assistance (I&A) staff partnered with SHIBA to expand outreach and enrollment of seniors in Medicare plans. SHIBA staff provided training on the latest Medicare plans to I&A staff. Through this partnership and with expanded knowledge, SHIBA obtained well-trained volunteers and agency staff to inform and work with seniors on the many options available to them. Laptops and wireless internet were provided through a grant making it possible for staff to meet outside of the office with seniors for counseling and enrolling of beneficiaries in Medicare and Part D. Over the course of a four-month period, staff worked approximately 145 hours on this project.

In 2010, outreach efforts will be expanded. In late spring, a mailer will be sent out to Area 1 Agency on Aging's (AAA's) homebound senior clients. Public service announcements advising of Premium Assistance and Medicare Savings Programs are planned for the summer. In the fall, SHIBA will provide additional trainings to expand partnerships and increase the number of well-trained volunteers to counsel beneficiaries on their options.

Through our ongoing partnership with SHIBA, AAA staff has become more knowledgeable and better equipped to counsel seniors and their families on Medicare and Part D, Low Income Subsidy, and the Medicare Savings Program.



Options Counselor, Betsy Bullard, assists Medicare beneficiary enroll in prescription drug plan.

Staff

NAME	EXT #	PROGRAM
Ann Walker	230	APS Lead
Audrey Wilson	240	Case Worker
Barbara Bisaro	242	Case Worker
Betsy Bullard	222	Options Counselor
Betty Bray-Baker	241	RSVP VISTA
Bill De Pew	224	Case Management Lead
Bill Langer	235	RSVP Coordinator
Bobbie Sailor	229	Assistant Director
Brenda Henkers		Volunteer
Cherie Saltness	234	RSVP Volunteer Specialist
Cheryl Costigan	232	Case Worker
Darrell Swartzell		VISTA
Fran Hunsaker	220	Administrative Assistant
Jan Noyes	243	Volunteer Ombudsman Coordinator
Jan Young	223	Ombudsman
Marilyn Anders	231	Contract Manager / Prog.Dev.
Mary Comfort	227	Computer/Database Tech.
Mary Jacobsen	226	Community Services Coordinator
Pearl Bouchard	228	Director
Tamina Boonisar	270	Case Worker – AP Emphasis



VISTA member, Betty Bray-Baker and staff deliver to area seniors Christmas gifts purchased through Windemere Real Estate and organized by Pat Krug, Associate Broker.

Advisors

Commissioner on Aging—Area I

Jackie McAvoy

Advisory Council on Aging—by County

Cindy Mottern—Benewah

Kay Sather—Benewah

Rose Spencer, Vice Chairman—Benewah

Jonnie Bradley—Bonner

Esther Gilchrist—Bonner

Paul Graves—Bonner

Debra Kellerman—Bonner

Carey Ann Spears, Secretary—Bonner

Larry Verhei—Bonner

Carol Hampton—Boundary

Jan Klopfenstein—Boundary

Gini Woodward—Boundary

Tari Yourzek, Chairman—Boundary

Joanna Adams—Kootenai

John Albee--Kootenai

Linda Beecher--Kootenai

Conway Eilers--Kootenai

Heather Gray--Kootenai

Carrie McCrite--Kootenai

Marie Fish--Kootenai

Marilyn MacGregor--Kootenai

Dennie Seymour--Kootenai

Dorothy Zakrajsek—Kootenai

Eva Battista—Shoshone

Julie Robbins—Shoshone

Peggy White--Shoshone

RSVP Advisory Board

Tami Johnson

Dorothy Simpson

Rose Spencer

Jerry Spreen

Jeannie Wright

Jan Uderjohn

This year's Older Americans Month theme—Age Strong! Live Long!— recognizes the diversity and vitality of today's older Americans who span three generations.



They have lived through wars and hard times, as well as periods of unprecedented prosperity. They pioneered new technologies in medicine, communications, and industry while spearheading a cultural revolution that won equal rights for minorities, women, and disabled Americans.

These remarkable achievements demonstrate the strength and character of older Americans, and underscore the debt of gratitude we owe to the generations that have given our society so much.

The Area Agency on Aging is where older adults go for answers to their questions and to have their needs met. Due to limited funding the Area Agency on Aging is experiencing difficulties meeting their needs.

Today John and Maxine, and other older adults like them, need your help. More than 100 seniors in northern Idaho are waiting to receive homemaking services through the Area Agency on Aging. Due to limited funding we are unable to assist them with changing beds, helping with shopping, keeping up with laundry—all activities that lend themselves to a risk of falling.

Today Tina and Ernie, and other caregivers like them, need your help. More than 30 caregivers in northern Idaho are waiting to receive a break from the 24 hour, 7 day a week responsibility of keeping watch over a loved one. Due to limited funding we are unable to help them find someone to stay in the home while they attend a family wedding and unable to assist them with the cost of including their loved one in day center activities while they get a haircut.

Won't you give hope, safety, and relief to people like John, Maxine, Tina and Ernie?

~ Homemaker and Intensive Respite Services Campaign 2010 ~

YES, I want to support the Homemaker and Respite programs for older adults in North Idaho.

I am pleased to contribute: \$100 \$50 \$25 \$10 Other

Please make your check payable to Area Agency on Aging. Your contribution is tax deductible.

Please provide the following information, so that we may acknowledge your donation:

Name _____

Address _____

City: _____ State: _____ Zip: _____

Thank you for your support!

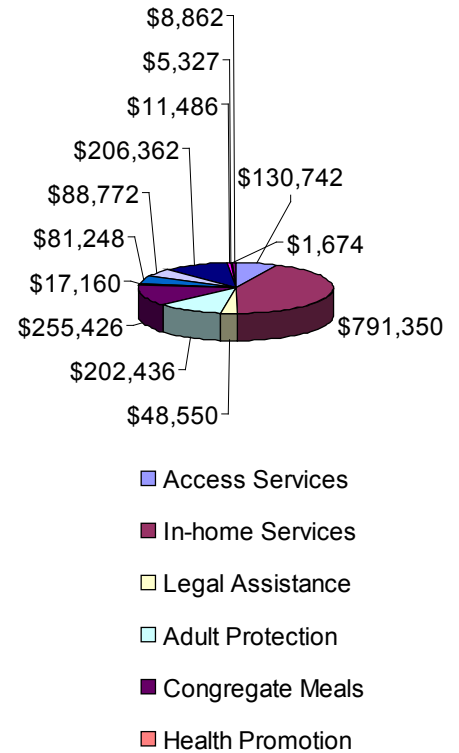
Area Agency on Aging
2120 Lakewood Drive
Coeur d'Alene, ID 83814
208-667-3179 / 800-786-5536
www.aaani.org

Area Agency on Aging of North Idaho

January 1, 2009 - December 31, 2009

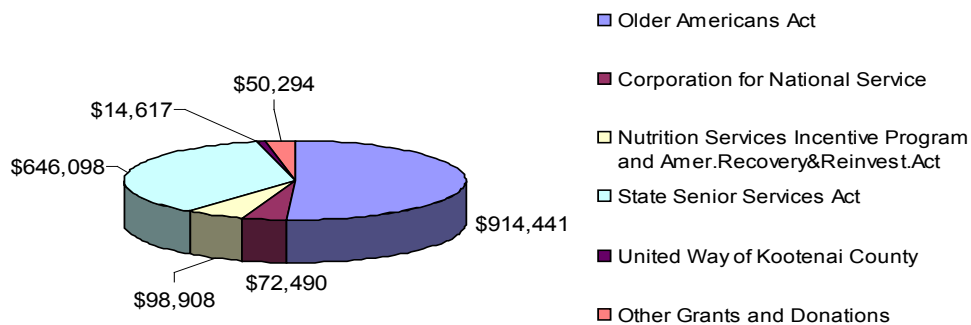
Funding Distribution

PROGRAMS	DISTRIBUTION
Access Services	\$130,742
In-home Services	\$791,350
Legal Assistance	\$48,550
Other Services: Adult Protection	\$ 202,436
Congregate Meals	\$255,426
Health Promotion	\$17,160
Ombudsman	\$81,248
Retired & Senior Vol. Prog.	\$88,772
Administration, Coordination & Program Develop.	\$206,362
Relocation	\$11,486
Annual Conference	\$5,327
Alzheimer Demo. Grant	\$1,674
Fundraising	\$8,862
TOTAL DISTRIBUTION	\$1,849,395



Funding Sources

GRANT	AMOUNT
Older Americans Act	\$914,441
Corporation for National Service	\$72,490
Nutrition Services Incentive Program and Amer. Recovery & Reinvest. Act	\$98,908
State Senior Services Act	\$646,098
United Way of Kootenai County	\$14,617
Other Grants and Donations	\$50,294
TOTAL FUNDING	\$1,796,848



Area Agency on Aging of North Idaho

Area Agency on Aging does not discriminate against any person on the basis of race, color, national origin, or disability in admission, treatment, or participation in its programs, services, and activities, or in employment.
For further information about this policy, contact 208.667.3179.

affiliated with



Authorized by: The Older Americans Act
Designated by: Idaho Commission on Aging
Locally Sponsored by: North Idaho College
Serving: Benewah, Bonner, Boundary, Kootenai, and Shoshone Counties

Funded by: Older Americans Act
Corporation for National and Community Service
Idaho Senior Services Act
United Way of Kootenai County



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