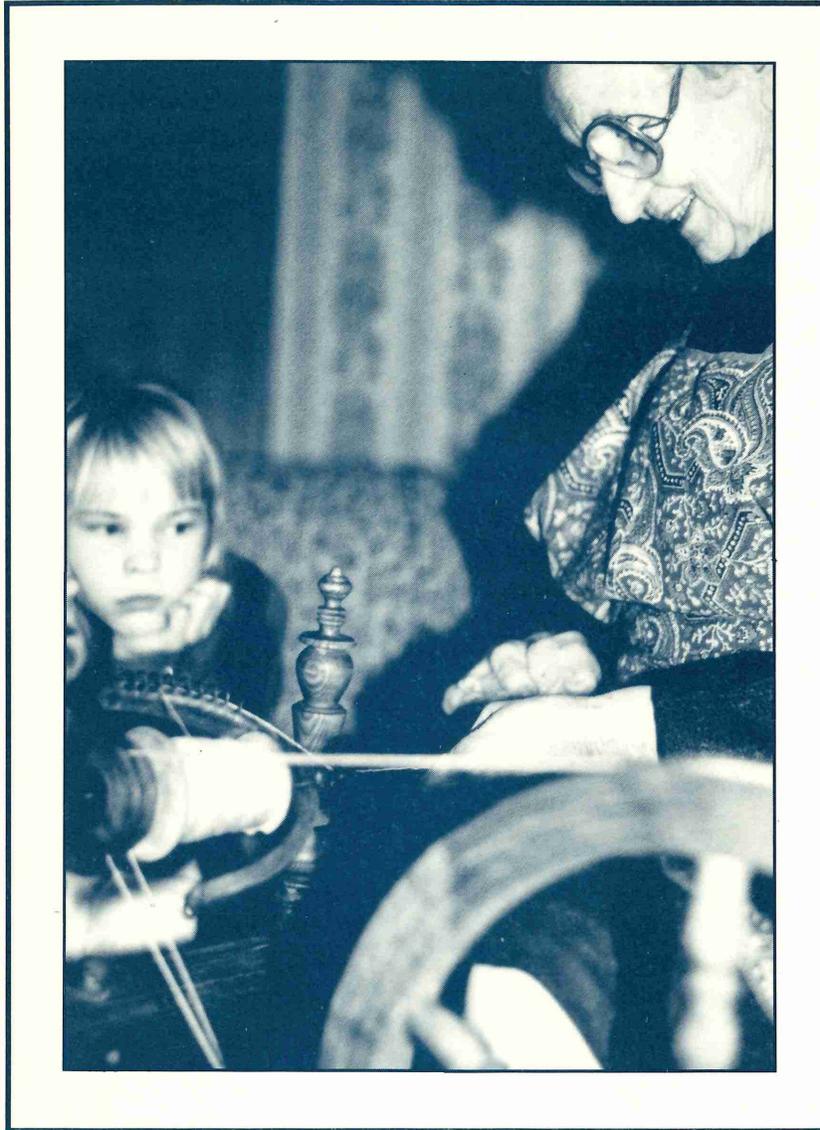


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# Minnesota Board on Aging 1988 Annual Report

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# Minnesota Board on Aging, 1988

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St. Cloud, MN

Emil J. Bagley  
Crookston, MN

Carol Bartels  
Ironton, MN

Catherine Baudeck  
Hibbing, MN

Larry S. Clausen  
Inver Grove Heights, MN

Mina Johnson  
Kennington, MN

Abraham 'Dutch' Kastenbaum  
Edina, MN

Raye S. Kreevoy  
Minneapolis, MN

Dayton Martinson  
St. Peter, MN

Paul McAlpine  
Maple Lake, MN

Charles E. Melberg  
Bemidji, MN

Grace Nelson  
Edina, MN

Kate Olson  
Moorhead, MN

◦ Emily L. Peake  
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Judy Ravine  
St. Paul, MN

Helen D. Reed  
St. Paul, MN

Catherine L. Righino  
Hibbing, MN

Laura Jane Schommer  
Coon Rapids, MN

Lilja A. Snyder  
Crookston, MN

Junice Sondergaard  
Madison, MN

Jeffry Stampohar  
Warroad, MN

Marguerite M. Terze  
Minneapolis, MN

Burnett H. Voss  
Northfield, MN

\* Elva D. Walker  
Minneapolis, MN

\*\* Harold Windingstad  
Dawson, MN

Gerald A. Bloedow  
Executive Secretary

\*Chair

\*\*Vice Chair

◦ Secretary

The services, facilities, and benefits of this program are for the use of all older people regardless of race, color, sex, religion, disability, or national origin.

## MBA Staff

Gerald A. Bloedow - Executive Secretary

Lois Beneke - Secretary

Ralph Brown - Program Planning Analyst

Edna Dahn - Secretary

Renee Fredericksen - Training and Education Specialist

Ted Gredvig - Director, Program Planning and Operations

Ruth Halverson - Information Specialist

Ann Jenkins - Secretary

Jim Knobel - Director, Financial Management

Jim Lanenberg - Program Specialist

Betty Lindell - Secretary

Susan Margenau - Nutrition Program Specialist

Angie McCollum - Assistant Ombudsman for Acute Care

Beth Molberg - Spotlight Editor

Richard Nelson - Deputy Secretary

Jean Orsello - Legal Services Developer

Vic Rosenthal - Policy Analyst

Karin Sandstrom - Director, Policy and Program Development

Susan Starkey - Grants Analyst

Tami Strand - Accounting Officer

Jim Varpness - Ombudsman for Older Minnesotans

Arthur Weflen - Program Specialist

Sharon Zoesch - Assistant Ombudsman for Long Term Care

# From the Chair:

The Minnesota Board on Aging's Annual Report reflects our accomplishments during 1988. The network of Area Agencies on Aging, their Advisory Committees, and older persons acting as advocates have all played an important part in our work.

The Board has continued its active leadership role in forming coalitions with a network of senior organizations and public and private agencies. Collaborative efforts have included the Living Will Coalition, Quality Transit Coalition, and the Minnesota Adult Protection Coalition. The Senior Network Organization established in 1987 is alive and well.

Resourceful and active older Minnesotans have assisted the Board in a variety of advocacy roles, including memberships on advisory and legislative committees. They participate in the work force, volunteer their services, and are vital economic resources in their communities.

This past year the Board has taken advantage of many opportunities to work with other state departments and private agencies in carrying out its objectives. In 1988 the Legislature mandated that the Board establish a Home Care Ombudsman Task Force. The purpose was to make recommendations for expanding its Office of Ombudsman to

include services to persons receiving home care. The Task Force has completed its work, and the report and recommendations will be forwarded to the Legislature in early 1989.

The Board has representation on the Minnesota Department of Health's Home Care Services Task Force; the Wilder Research Center's Advisory Committee on the Senior Needs Assessment project; and the Task Force of the Department of Human Services that is responsible for Regional Treatment Center negotiations.

We are collaborating with the Department of Education in establishing a 'mentor program' in which older persons would work with students in the kindergarten through 9th grades. Initiated by Governor Rudy Perpich, this program is focused on providing a relationship between an older person and students who can benefit from such a contact.

"Celebrate Minnesota 1990", a program designed to involve citizens in community improvement efforts, was also initiated by Governor Perpich. The Board is assisting in publicizing this effort to older persons statewide.

At the request of the Department of Trade and Economic Development, a chapter on "Minnesota's Aging Work Force" has been devel-



oped by the Board. It is included in the 1989 Economic Report to the Governor.

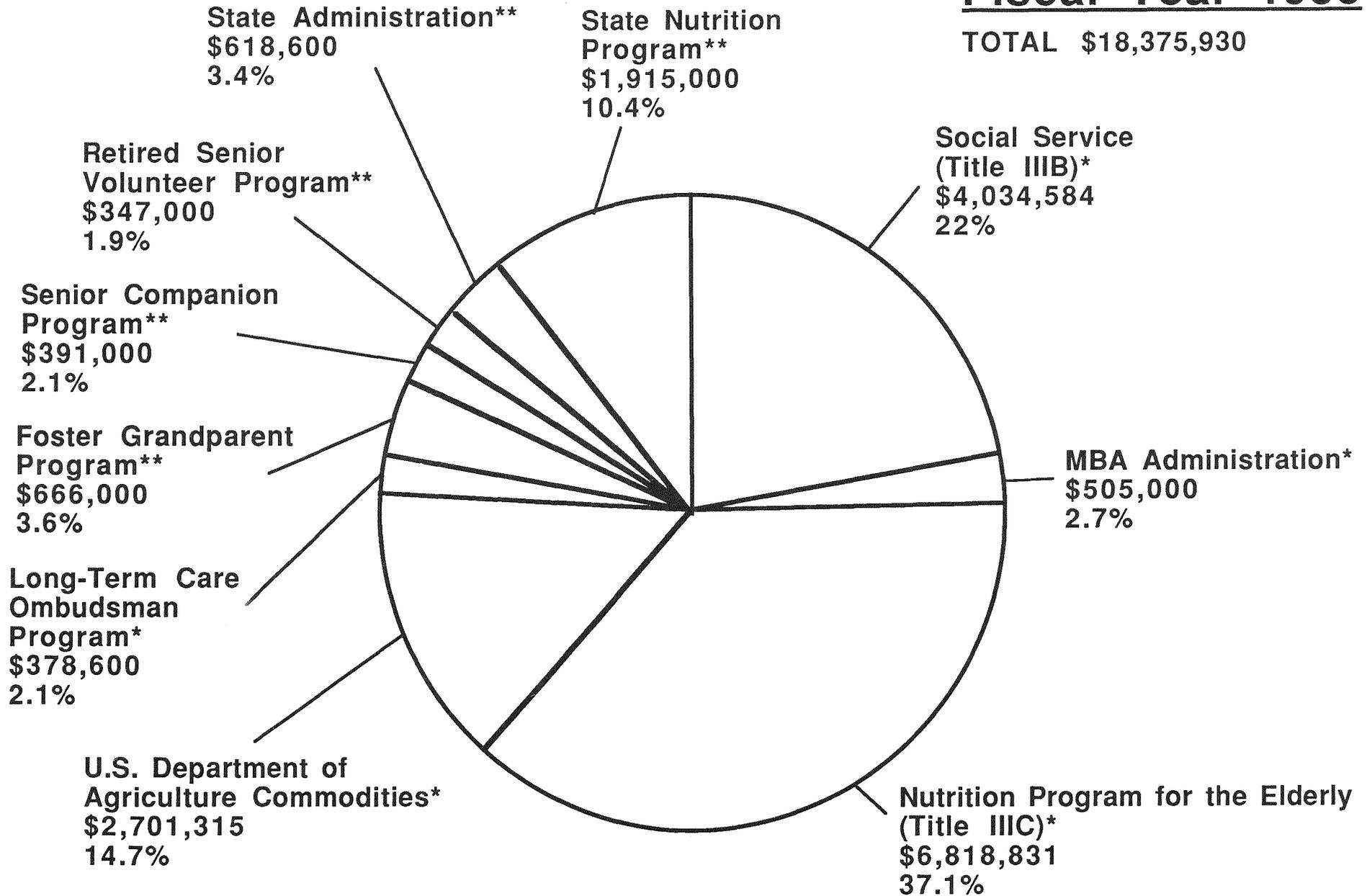
The full report that follows provides information on outcomes of the Board's work over the past year. We are looking forward to the challenges and opportunities of 1989.

A handwritten signature in cursive script that reads "Elva D. Walker". The signature is written in dark ink on a light background.

ELVA D. WALKER, CHAIR  
MINNESOTA BOARD ON AGING

# Fiscal Year 1988

TOTAL \$18,375,930



\*Federal Funds, October 1, 1987 to September

\*\*State Funds, July 1, 1988 to June 30, 1989

The Minnesota Board on Aging's mission is to assist older Minnesotans to live independent, meaningful, dignified lives in their own homes or places of residence with emphasis on the reduction of isolation and the prevention of untimely or unnecessary institutionalization.

Its functions include advising the Governor and other departments and agencies on the status and needs of older citizens, administering the federal Older Americans Act statewide, developing policies and procedures to assure statewide uniformity of services, acting as an advocate on issues impacting on the lives of this population, and building relationships with the older consumers that identify and support their contributions to the quality of life in Minnesota.

There are twenty-five members appointed by the Governor. They can serve a maximum of eight years, and the majority are over age 60. The Long Range Planning Committee and the Legislative Committee provide focus and leadership for planning and legislative initiatives.

The Board has designated 14 Area Agencies on Aging (AAAs) to plan and direct programs and services at the regional level. Each AAA develops an Area Plan which is reviewed, approved, and funded by the Board. The regions and locations of the AAAs are illustrated in the map on the inside back cover.



The Board administered over \$18 million of federal

and state funds as found on the chart at the left.

## Long Range Planning Committee

The Board held its Annual Retreat in September, with leadership provided by the Long Range Planning Committee. Speakers from community-based services focused on trends and observations they have made about the situation of older veterans; mentally ill, chemically dependent and physically disabled older persons; and the rural elderly. Ethical consid-

erations in the delivery of health care to older persons was also highlighted.

Major issues and possible solutions were identified by participants. The Long Range Planning Committee will formulate recommendations to the Board out of the results of the Retreat. These will in turn be used in shaping the Board's policy directions and planning for the future.

This year a high priority was placed by the Board in working with the Area Agencies on Aging in organizing and establishing legislative committees and building coalitions at the regional levels. Eleven AAA legislative/advocacy committees were actively involved in legislative policy work and recruiting seniors to participate in the legislative process.

The Board took a significant advocacy role in working with consumer, provider and government agencies to respond to the Health Maintenance Organization pull-out from rural counties. As a result, three laws were passed to provide consumer protection:

Establishment of a Health Maintenance Organization (HMO) Enrollee Bill of Rights to ensure that consumers have a better understanding of their rights and benefits.

A law that was designed to ensure HMO solvency.

A law requiring Replacement Coverage if an enrollee with individual coverage is terminated.

The Board has been active in building coalitions with consumers and agencies with similar interests in legislative initiatives.

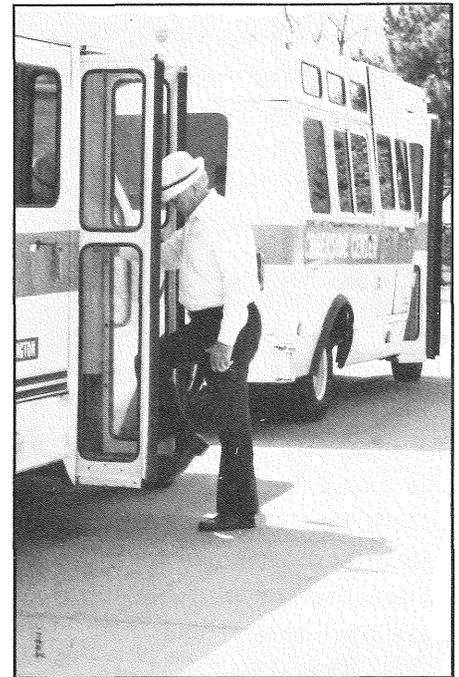
The Living Will Coalition made significant progress toward passing the Adult Health Care Decisions Act. Besides building a statewide, broad-based coalition, it was successful in passing the legislation through the Senate and House Judiciary Committees and fell only six votes short of passing on the Senate floor. The Coalition also published informational materials and convened educational forums to assist the public to understand the importance of recognizing the right of individuals to control their own medical treatment decisions.

In working with the Quality Transit Coalition, the Board responded to the most important rural priority — transportation. It actively participated in the legislative debate and the legislature increased the portion of Motor Vehicle Excise Tax used for public transit. Included in this legislation, the Minnesota Department of Transportation committed funds for transportation coordination projects, including the use of volunteer driver programs.

The Board supported the increase in the personal needs allowance for nursing home residents from \$40 to \$45. The new law also ties future increases to the social security cost-of-living adjustment.

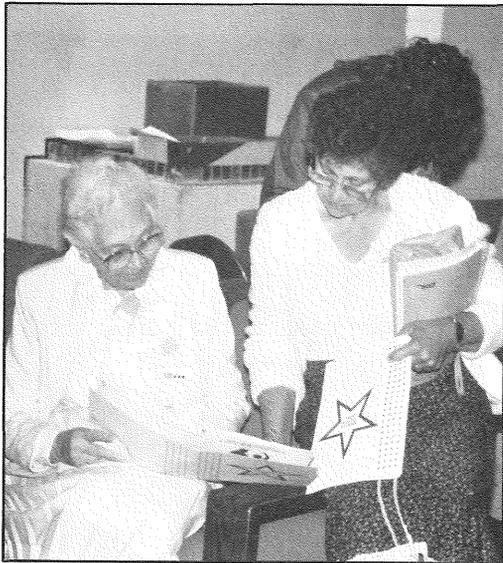
The Board also supported and promoted the enactment of legislation to provide a 3.5% salary increase for direct care staff in nursing homes, as well as the increase in the nursing care reimbursement limits.

A successful "Senior Citizens Day on the Hill", held in February, was attended by over 800 older people from throughout the state. This activity provides an opportunity for older persons to speak with their legislators about issues important to them and to meet with each other on legislative issues.



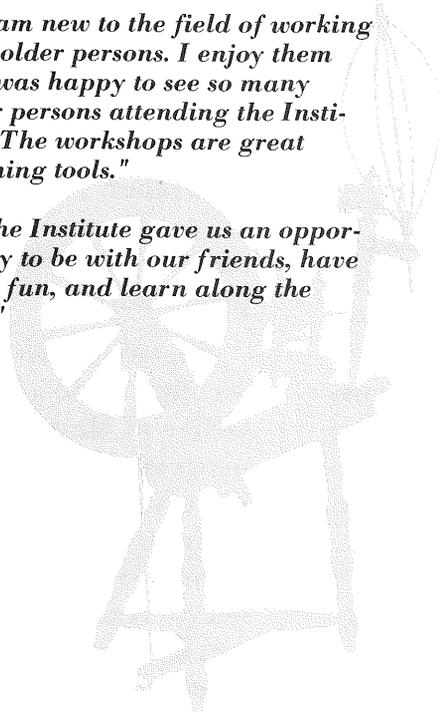
# 30th Annual Institute on Aging

The 30th Annual Institute on Aging was held in June. The theme "Expanding Horizons - a Future Built on Experience", with Robert Harootyan as the keynote speaker, set the stage for participation. There was a choice of 28 plenary sessions. This conference provides an opportunity for older citizens to come together to share information and meet with each other in formal and informal ways. Approximately 800 older persons, volunteers and professionals attended. Evaluations showed that participants value this opportunity to communicate, to learn new and updated information, and to network.



*"I am new to the field of working with older persons. I enjoy them and was happy to see so many older persons attending the Institute. The workshops are great learning tools."*

*"The Institute gave us an opportunity to be with our friends, have some fun, and learn along the way."*



# Office of Ombudsman for Older Minnesotans

6

The Office of Ombudsman for Older Minnesotans is operated by the MBA. The Office investigates complaints, and assists in achieving fair settlements for residents of nursing and boarding care homes and certain hospital patients.

## Assistance for Long Term Care Residents

The Minnesota Board on Aging is mandated under the Older Americans Act to operate long term care ombudsman services which is a part of the Office of Ombudsman. In 1988 the Board awarded \$348,606 in III-B Older Americans Act funds for these services which are provided by seven regional programs statewide.

The ombudsmen completed investigations of 1429 long term care resident complaints during the federal fiscal year 1988. This represents a 13 percent increase over the 1987 figure of 1255 complaints. Case mix reconsiderations continued to lead the list of complaints, accounting for 29 percent of all long term care cases. Ombudsmen were able to successfully resolve or explain the problem for 74 percent of the complaints. Twenty percent of the complaints were withdrawn or discontinued prior to resolution. Six percent were not resolved.

The five most prevalent complaint categories included facility administrative action, 206; resident care, 140; resident rights, 134; financial, 113; and abuse/neglect, 89.

The shortage in nursing home direct care staff was the most critical long term care concern addressed by the ombudsmen. These staff shortage complaints comprised 11 percent of the total number of complaints.

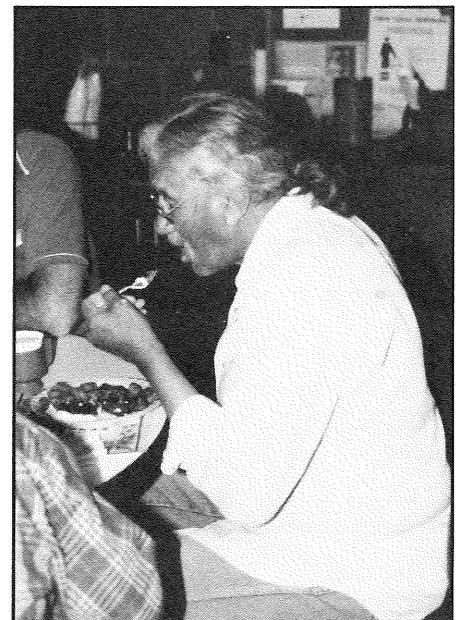
The ombudsmen also made 456 community education presentations to more than 14,900 individuals. Topics included how to choose and finance nursing home care, rights and responsibilities of nursing home residents, and the nursing home regulatory system. Ombudsmen also attended quarterly training sessions. An Ombudsman training session was also held for Board members in November.

## Assistance for Medicare Hospital Patients

The acute care Ombudsman service is also a part of the Office of Ombudsman. This program became operational in July, and investigates complaints/concerns from hospital inpatients/outpatients whose treatment is being funded under Medicare. This intervention includes mediating disputes and referring complainants to appropriate

government and regulatory agencies.

Over 250 individuals contacted the Office of Ombudsman for assistance in securing information on their Medicare hospital rights and benefits or asking for investigation of complaints and disputes. Of these, 157 Medicare patients received direct advocacy casework intervention; 115 requests related to rights and benefits under the Medicare program; 23 concerned premature hospital discharge allegations; 39 were regarding inability to secure the health care services required, including tests, care, hospital admission, or physician referral; and 40 complaints related to poor quality of health care.



## Seven Regional Ombudsman Programs

### Northwest Minnesota Ombudsman

Northwest Legal Services  
Box 412  
East Grand Forks, MN 56721  
(218) 773-7874

P.O. Box 322  
Fergus Falls, MN 56538  
(218) 736-7744

### Northeast Minnesota Ombudsman

407 Superior Street  
Duluth, MN 55802  
(218) 727-0207

204 Chestnut Street  
Virginia, MN 55792  
(218) 749-3270

### Long Term Care Ombudsman

Central MN Senior  
Federation  
1900 Minnesota Boulevard  
St. Cloud, MN 56304  
(612) 253-4456

### Southwest Minnesota Ombudsman

203 West Main Street  
Marshall, MN 56258  
(507) 537-1416  
1-800-622-5217

### Southcentral Minnesota Ombudsman

P.O. Box 601  
Fairmont, MN 56031  
(507) 238-2460

### Southeast Minnesota Ombudsman

P.O. Box 1266  
Cambridge Building  
66 Plaza East  
Winona, MN 55987  
(507) 454-6660

### Albert Lea Office

Lea Center Building, Suite 234  
139 East Williams Street  
Albert Lea, MN 56007  
(507) 377-2831

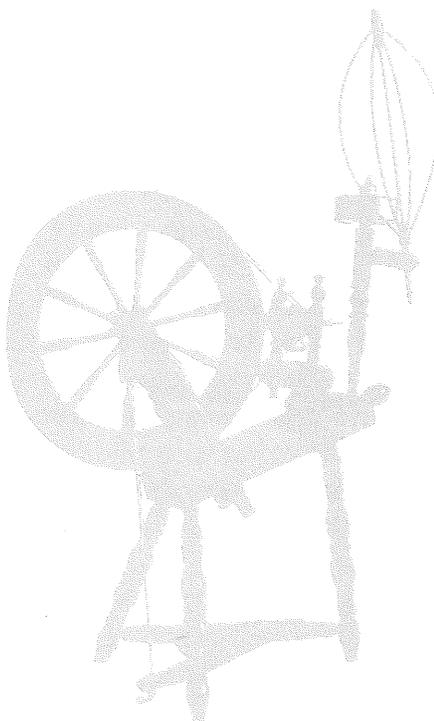
### Metropolitan Area Ombudsman

(MAHCC)  
3231 First Avenue South  
Minneapolis, MN 55408  
(612) 825-6861

### State Ombudsman Office

444 Lafayette Road  
St. Paul, MN 55155-3843  
(612) 296-2770

*The Acute Care Ombudsman was instrumental in helping Joe Alexander, Commissioner of the State Department of Natural Resources, recover more than \$5,000 in benefits initially denied by insurers during Rose Alexander's illness. He stated that the acute care ombudsman program should fill a critical need that doctors can no longer fill because of the time required to untangle bureaucratic complexities of the health care system.*



The Board has collaborated with numerous state agencies and other organizations in carrying out its advocacy responsibilities. Board and staff members serve on a variety of coalitions, committees and task forces to ensure that the needs of older persons are represented. Some of these activities were:

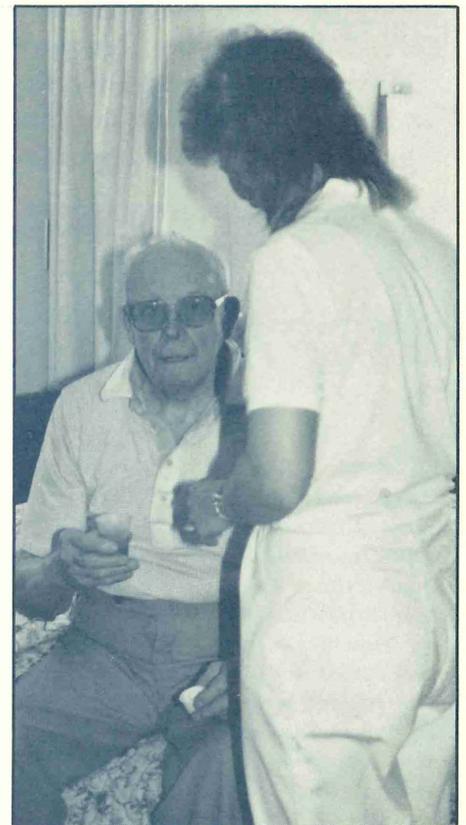
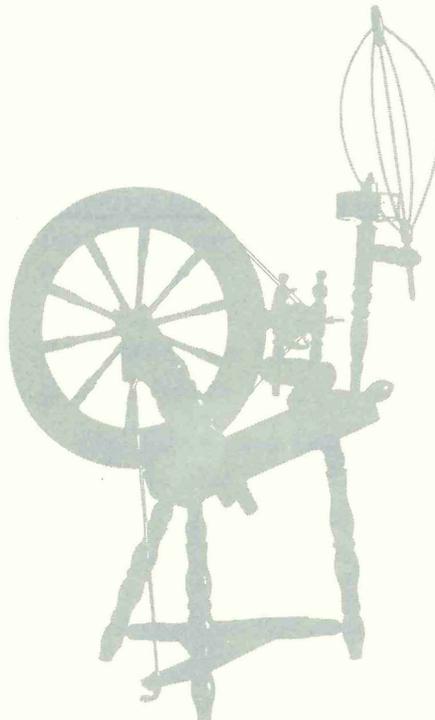
- Collaborated with Minnesota Adult Protection Coalition in identifying the need for a public awareness campaign about abuse and neglect of vulnerable adults. Fund raising efforts are in progress.

- Assisted the Hennepin County Bar Association and the Minnesota State Bar Association in establishing speakers' bureaus. Private attorneys volunteer to speak to groups of seniors about legal rights and benefits.
- Continued membership on the Interagency Board for Quality Assurance by the Board's Ombudsman. Information is provided on the needs and perspectives of consumers in long term care facilities. Major issues addressed included state implementation of the federal nursing home

reform law, and the development of a process to provide for exceptions based on quality of care and quality of life to the nursing home moratorium law.

- Signed a Memorandum of Understanding with the Minnesota Services for the Blind and Visually Handicapped. The objective is continued collaborative work with that agency in identifying and serving older persons with visual impairments.

*Just one example of the vital importance of legal services to thousands of older Minnesotans every year comes from the Mankato office. A sixty-year old developmentally disabled man's entire monthly SSI check was withheld by Social Security, which also planned to withhold two additional checks, leaving him with no income for over three months. A paralegal attended a formal conference and spent several hours negotiating with Social Security and county human services, resulting in the claimed \$1093 "overpayment" being waived by Social Security, and the client's \$350 per month income being restored.*



The Board conducted a variety of educational events statewide in 1988. These were developed with input from persons between the ages of 25 and 80 years of age representing the diversity of the aging network. Twenty-two hundred persons attended. Such events included:

**Senior Center Conference** is a two-day conference held in September designed to focus on the needs of coordinators and service providers in the aging network. Four hundred seventy-two people attended. Evaluations reported that the theme of "Nice To See You Again — Humor and Hospitality in Serving Older Adults" was timely. Many people gave examples of how they would apply the principles learned to real life situations once they reached home.

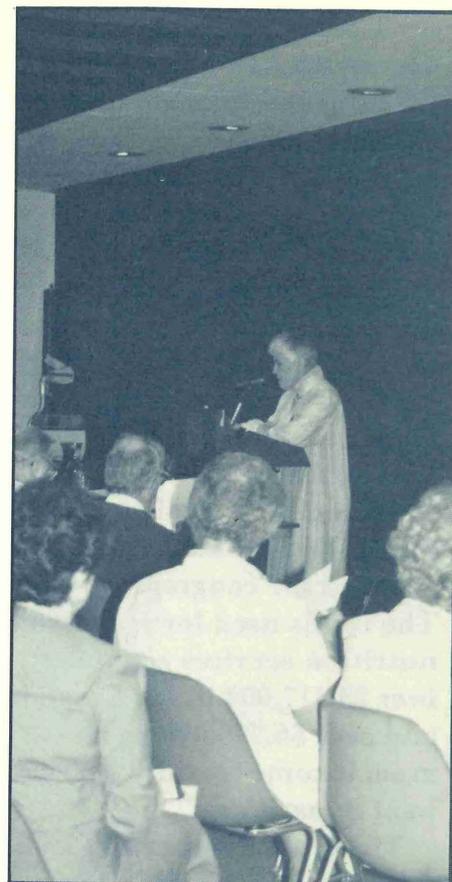
**An Academic Forum for Post-Secondary Educators** in sociology and gerontology involved representatives from six campuses. They discussed future demands for a trained work force in our aging society. There was also an exchange of information on curriculum development and coordination of programs.

**Frontline Recognition** programs were held statewide in six locations in August. Seven hundred nutrition site coordinators were recognized for their roles in enhancing services for older persons. Training in facilitating communication with older adults and co-workers was included.

**Long Term Care Ombudsman Retreat** in October for the state and regional ombudsmen focused on reviewing legal requirements for investigation of cases under federal law and training in investigative procedures and follow-up activities.

A conference in August for Board and Area Agency staff focused on improving communication skills.

Collaborative work with the Administration on Aging provided the opportunity for communication on the needs of the elderly using five Primary Health Care Centers in Minnesota. These centers receive special federal Health and Human Services support to assure medical care where there is a severe shortage of medical personnel. These are often in neighborhoods with high concentrations of minorities. The sessions



resulted in cooperative action between the health care centers, AAAs, county health departments and the MBA.

The Board also participated in an Administration on Aging Roundtable Discussion for the six states in federal Region V. These discussions focused on issues of health, housing, income, social services, and aging. It resulted in an AoA report for use in future systems coordination at the state and federal levels.

# Social and Nutrition Services

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A network of formal services is provided by each Area Agency on Aging to enhance the informal support network of family, friends and neighbors in each community throughout the state.

In Federal Fiscal Year 1988 the Board awarded \$10,947,399 in Older Americans Act funds to the Area Agencies on Aging for administration, social services, and congregate and home delivered meals. In addition, \$1,915,000 in state funds were awarded for congregate meals. The funds used for social and nutrition services generated over \$3,317,000 in local match, and over \$6,798,000 in program income (mainly participant donations).

The great number of social service projects funded with Older Americans Act funds were in the areas of legal assistance, transportation, chore, home health aide, homemaker, and adult day care. Over 112,170 older people received social services.

The congregate and home delivered meals programs provide nutritious midday meals to older Minnesotans.

The 22 congregate nutrition programs served 94,534 persons, with a total of 3,696,750 meals served at the 433 congregate dining sites statewide. Participants in the congregate meals program average between 75-79 years; 62% are women; 69% are single or

widowed; 68% live alone, and 52% have incomes below the poverty level\*. The average number of meals served per person is 32.7 per year.

Graph 1 shows the number of persons served in the congregate meals program. The number served has stabilized. Graph 2 shows the number of meals served; this number shows a slight increase. This may be an indication that more low income persons are being served and are attending the meal sites more frequently. Future expansion may be in high rises where congregate meal sites could be established to assist the resident to "age in place", rather than having to move because of inability to prepare meals, or increased frailty.

Graph 3 shows the number of persons served, and Graph 4 the number of meals served in the home delivered meals program. This program is expanding at a slow, steady rate. About half of the persons served are getting meals on a temporary basis while convalescing from an illness; the other half are getting home delivered meals on a permanent basis as part of a plan to assist them in remaining in an independent living setting.

The home delivered meals program served 13,739 persons, with a total of 1,242,546 meals served. The average age

of participants is 80-84 years; 73% are female; 82% are single or widowed; 74% live alone; and almost 48% have incomes below the poverty level\*. The average number of meals served per person is 81.6 per year.

Volunteers play a critical role in the success of these programs, with over 15,400 volunteers for both programs. These individuals contributed hundreds of thousands of hours.

## A Daughter's Story

*Seven months after our mother died, our father had two heart attacks, open heart surgery, and a stroke within a few months.*

*My father was isolated and depressed. My sister and I were responsible for making his meals. One of us was there every day.*

*My father lost weight and lost his spirit. His behavior affected the whole family. There were periods when I was unable to spend time with my severely handicapped son and family. I felt guilty when I wasn't helping my father and guilty when I wasn't at home with my family.*

*He started receiving Home Delivered Meals. It was a new beginning. His whole attitude on life changed. He began eating again and regained weight. His coloring improved. He made friends that live in the building.*

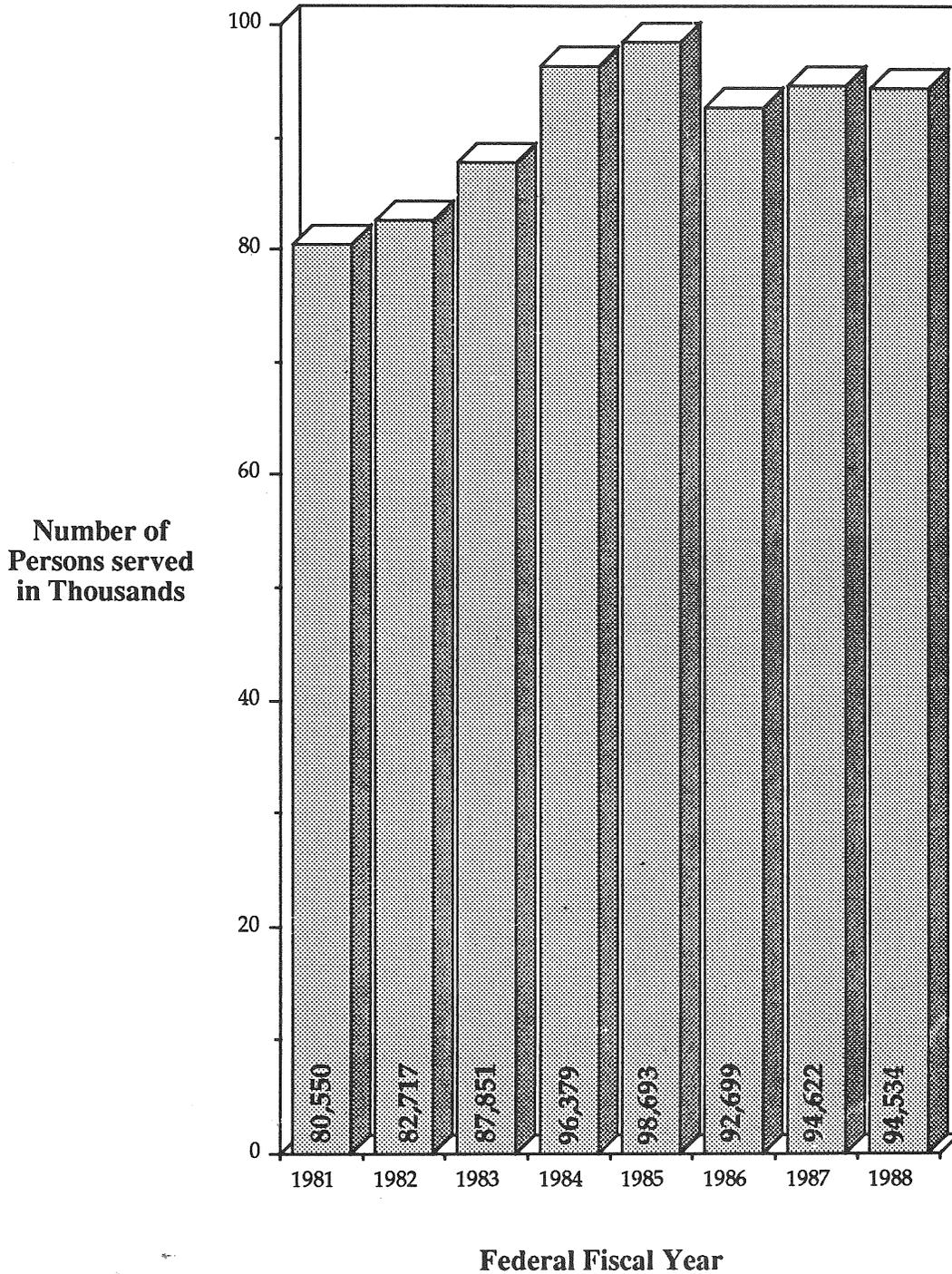
*Not only did the meals help my father recover, but he also improved because of the contact with the delivery volunteers. He loves them. They are so good to him. He is happier, my family is happier, I am happier.*

*\*The poverty level for 1 person is \$5,255; for 2- \$6,630.*

# Congregate Meals

## Number of Persons Served

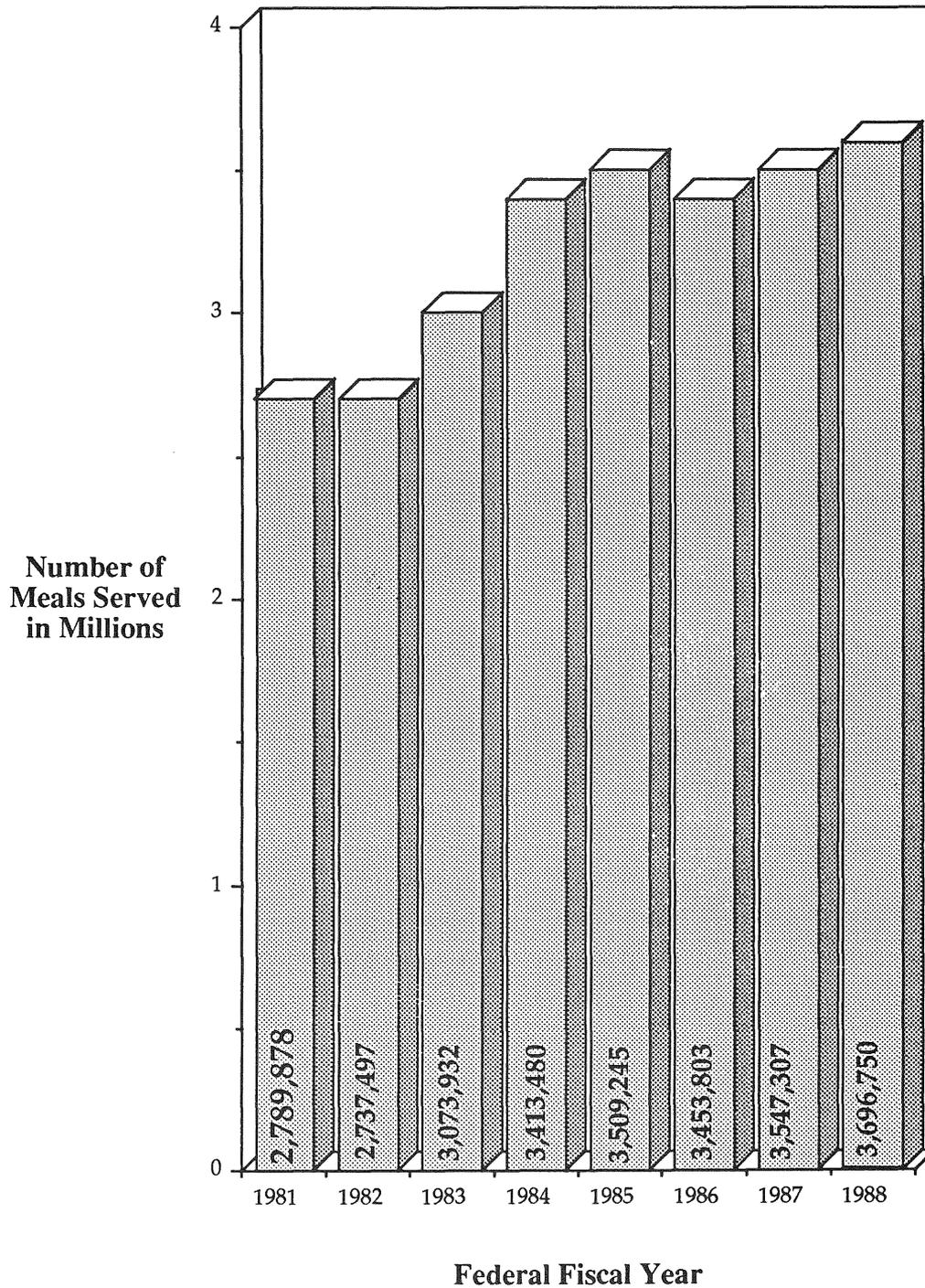
### Graph 1



# Congregate Meals

Number of Meals Served

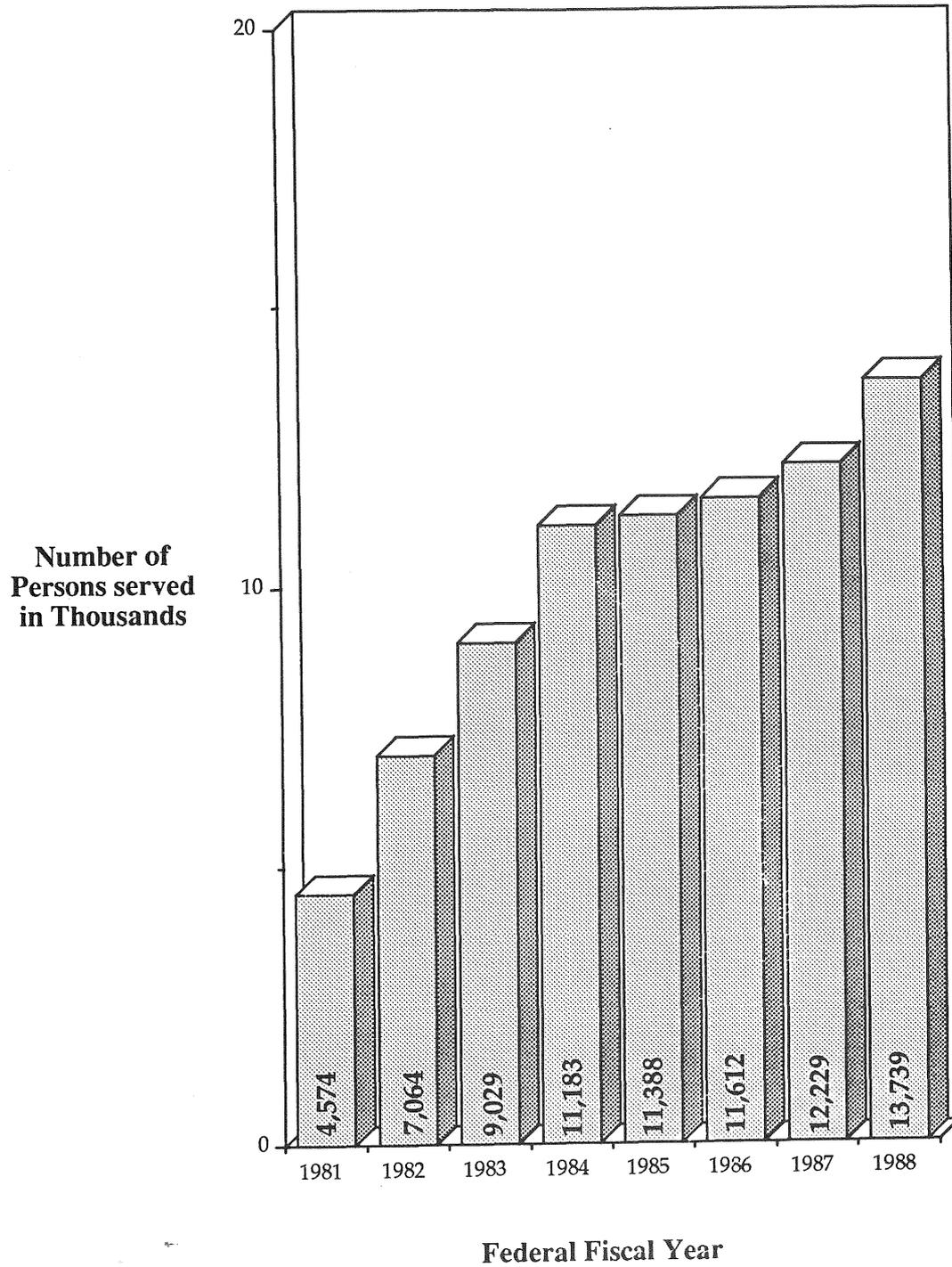
## Graph 2



# Home Delivered Meals

## Number of Persons Served

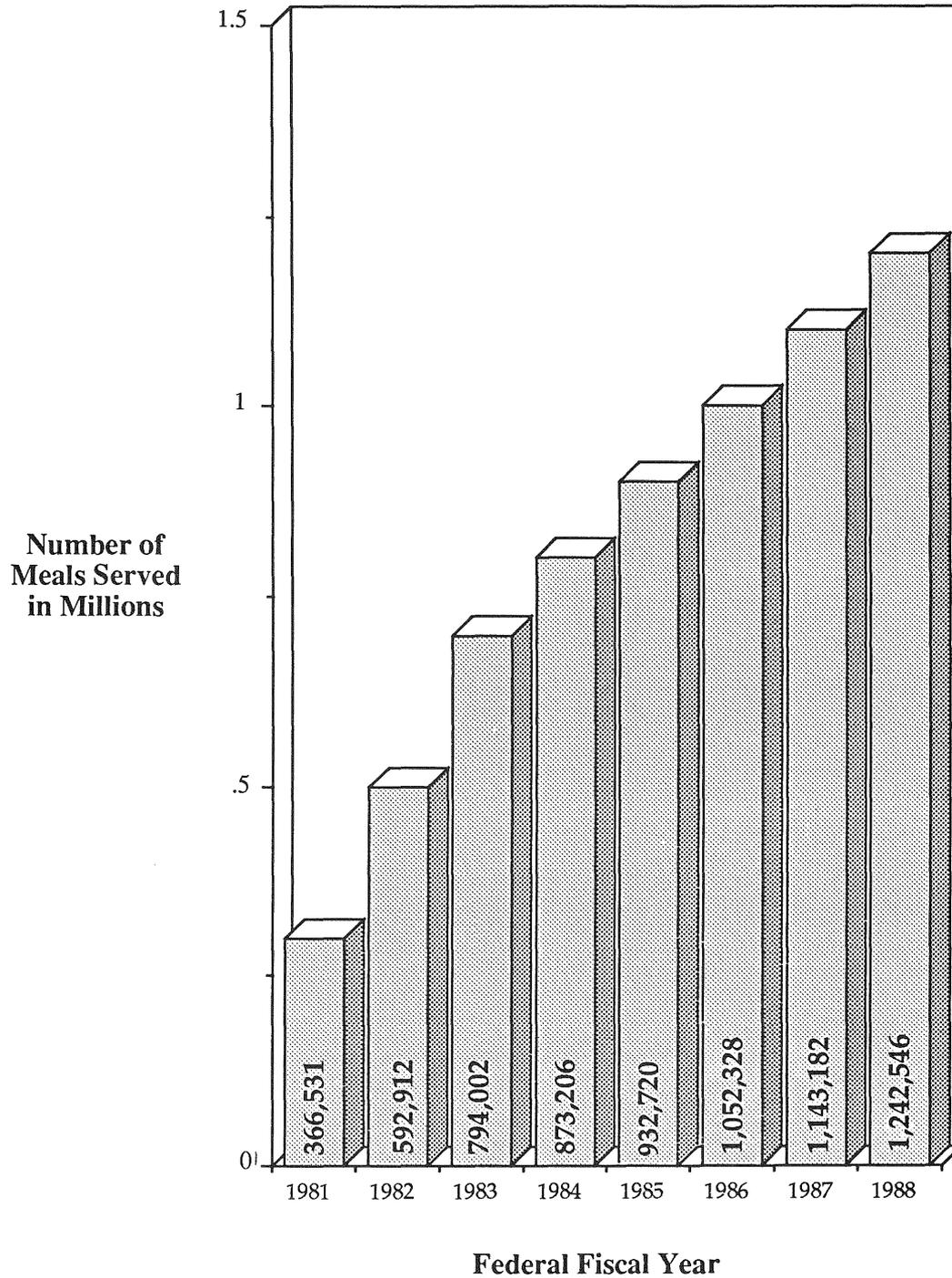
### Graph 3



# Home Delivered Meals

Number of Meals Served

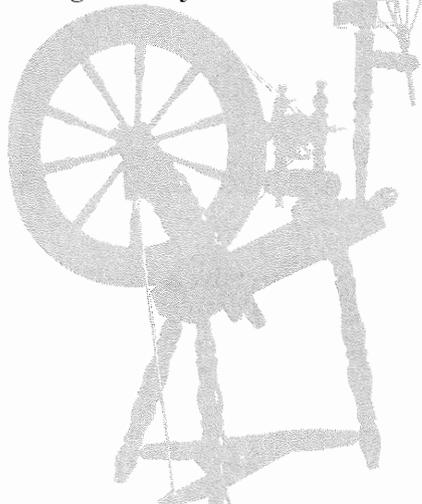
## Graph 4



The Board awarded \$1,404,000 in state funds directly to projects providing volunteer services. These funds generated \$151,937 in local match and \$18,583 in program income.

The Senior Companions and Foster Grandparents are recruited from older persons with low incomes. They receive a small stipend for their services as well as insurance coverage, sick pay, transportation, and meal expenses.

*Ninety-seven year-old Louella MaGee arrives early at the Martin Luther King congregating dining project to socialize with other diners. RAP congregating dining provides the main meal of the day for her, allowing Mrs. MaGee to remain in her own home. A Martin Luther King bus provides transportation for her and other diners, Monday through Friday.*



*"The program helps both ways. It is so rewarding for me because they (clients) appreciate the help so much. It puts a song in your heart."*

*A Senior Companion  
St. Paul, Minnesota*

## Retired Senior Volunteer Program

The Retired Senior Volunteer Program (RSVP) enables older persons to provide services in a variety of ways, including reading to the blind, distributing home-delivered meals, working with troubled youth, preparing tax returns for the elderly, etc.

The Board provides grants to 21 RSVP projects. It is estimated that the \$347,000 awarded in 1988 resulted in approximately 440,525 hours of service from over 4,100 volunteers, and serving 4,149 persons.

## Senior Companion Program

The Senior Companion Program provides an opportunity for senior citizens to volunteer their time to serve people in need of close, meaningful relationships in their homes or in health care facilities.

This program was awarded \$391,000 in state funds to enable 114 older people to serve more than 684 older clients.

*"I'm so glad when Thursday comes. I am so grateful. I get so nervous since my husband is gone. Henry (her senior companion) is so reliable - I can always count on him. I don't know what I would do without him".*

*Client from St. Paul, Minnesota  
Senior Companion Program*

## Foster Grandparent Program

The Foster Grandparent Program allows older people to develop ongoing one-to-one relationships with mentally retarded, emotionally disturbed, learning disabled or otherwise handicapped children. The program involved 198 volunteers who served 594 children.

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## Senior Centers

Senior center construction, remodeling, and related activities continued to be an important aspect of the Board's program. Four new senior centers were constructed, at Blackduck, Kelliher, Wabasso and Marshall. Twenty-one centers were remodeled around the state. Creative fund raising efforts were used by the Area Agencies on Aging and older persons to raise funds from communities and foundations to make these centers a reality.

Approximately 300 congregating dining sites are located in senior centers. They are also the focal points for programs and activities which often include health assessments, legal services, transportation, counseling, art, education programs and a variety of recreational activities.

Statewide events such as the Sixth Grade Essay Contest, the Outstanding Senior Citizen Program, and Older Americans Month activities revealed the vitality and abundant contributions of many older Minnesotans.

The Sixth Grade Essay Contest, an activity for young people to become more aware of older persons and the contributions they make to our lives, generated 393 winners at the local level. Two hundred and nine senior centers/nutrition sites were the liaisons with the school districts and selected the winners which were submitted for competition at the state level. Christine Stalker of Duluth and Melissa Anderson, Lewiston, MN, tied for first place in the girl's competition. David Schwartz, St. Paul, won the boy's competition. They were awarded plaques by Governor Perpich during the Outstanding Senior Citizen Program at the State Fair.

The search for Minnesota's outstanding senior citizens was conducted by the Board in conjunction with the State Fair and the Federation of County Fairs. A ten member selection committee reviewed the credentials of 127 candidates representing 66 counties. The winners, Christine Roesch, Norman County, and Herbert Johnson, Ramsey County, demonstrated

meaningful accomplishments in their communities. An emphasis was placed on the amount of service they performed after age 65.

Minnesota joined the nation in designating May as Older Americans Month. Each state was responsible for developing their own theme and activities. The Board's theme, "Older Minnesotans — A Resource for All Genera-



tions" was used throughout the year to portray a positive image of older adults. The Governor's office issued a proclamation that was included in a press packet along with a general press release, poster, and three profiles of older Minnesotans who had been selected for their diligence and accomplishments to support the theme for the year.

The dissemination of public information was carried out through various avenues of communication. The media, both print and electronic, were used to promote and support events and activities of the MBA.

A new tabletop display was designed and used at conferences and other events such as Senior Options, Senior Options North, the State Fair, and AAA regional conferences. These events provided an opportunity to share the Board's mission, programs, and priorities with consumers and providers from throughout the state.

A variety of publications were produced by the Board. These included the "1987 Community Services Survey", "1987 Community Services Report", "1988 Legislative Program", "Health Care Decision-making - Advance Directives and Living Wills", "Ombudsman Services for Inpatient Hospital Care, Outpatient Care, and Ambulatory Surgical Care", and "Questions and Answers about the Adult Health Care Decisions Act".

A press conference was held on July 13 to announce the Acute Care Ombudsman program. Governor Rudy Perpich, who signed the legislation authorizing the program, made the official announcement. The Commissioner of the Department of Natural



Resources presented personal testimony for the need of this program.

Numerous public affairs, radio and television appearances were made by MBA board and staff members. These included Almanac (Channel 2); Senior Citizens Forum with Dutch Kastenbaum (Channel 9); KSTP-AM, KSJN, KQRS, WJON (St. Cloud); and others.

### Senior Spotlight

The SENIOR SPOTLIGHT kept its readers informed on

aging issues with special features on "Minnesota's Older Women", "Poverty Among the Elderly", "Health and Financial Issues for Seniors", "Guide to HMOs", and "Long Term Care, Health Insurance, and Caregiving."

This bi-monthly publication also highlighted the Board's activities and its legislative priorities, new federal and state legislation, guest editorials, and other information of special interest to older Minnesotans and those who have a special interest in aging.

# Social Service Projects

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## REGION I

**Northwest Area Agency on Aging  
Northwest Regional Development  
Commission**  
525 Brooks Avenue South, P.O. Box E  
Thief River Falls, MN 56701  
218-681-2637

- \* Erskine Senior Center  
Inter-County Home Health Aide  
Maintenance Care, Inter-County  
Nursing Service, Thief River Falls  
Kittson County Senior Medical  
Transportation  
Lutheran Social Services Senior Nutrition,  
Congregate Meals Program  
Lutheran Social Services Senior Nutrition,  
Home Delivered Meals Program  
Marshall County Home Health Aide  
Maintenance Care Heavy Chore Service,  
Marshall County Developmental  
Achievement Center  
Norman County Extended Hour Maintenance  
Care, Multi-County Nursing Service, Ada
- \* Northwest Minnesota Insurance Advocacy,  
Tri-Valley Community Action Agency,  
Crookston  
Northwest Minnesota Senior Legal Services  
Polk County Home Health Aide Maintenance  
Care  
Roseau County Chore Service  
Roseau County Home Health Aide  
Maintenance Care  
Roseau County Respite Care  
Roseau County Senior Medical Travel  
Valley Chore Service, Crookston

## REGION II

**Headwaters Area Agency on Aging  
Headwaters Regional Development  
Commission**  
P.O. Box 906  
Bemidji, MN 56601  
218-751-3108

- \* Beltrami County Elderly Transportation  
Beltrami County Senior Center Coordination
- \* Blackduck Senior Center  
Clearwater County Homemaker
- \* Clearwater Home Health Aide  
Headwaters Nutrition Project
- \* Hubbard County Chore  
Lake of the Woods Elderly Transportation
- \* Lake of the Woods Senior Citizens  
Recreation  
Mahnomen County Elderly Transportation

Mahnomen County Extended Hour Home  
Health Aide/Homemaker/Chore  
\* North Beltrami Community Center  
\* North Country Home Care Hospice  
Computer  
North Country Hospice Coordination  
Park Rapids Hospice  
Senior Legal Services

## REGION III

**Arrowhead Area Agency on Aging  
Arrowhead Regional Development  
Commission**  
330 Canal Park Drive  
Duluth, MN 55802-2316  
218-722-5545  
1-800-232-0707

- AEOA Senior Insurance Advocacy Program  
Aitkin County CARE  
Arrowhead Elderly Nutrition Program  
Arrowhead Home Delivered Meals Program  
Blackhoof Valley Coalition-Senior Center  
Carlton County Long Term Care
- \* College of St. Scholastica Caregivers  
Support and Self-Instructional Manual  
Duluth Senior Nutrition Program  
Grief and Bereavement Supportive Services  
in Aitkin County
- \* Heritage Home Care  
Itasca Adult Day Care of Grand Rapids
- \* Itasca County Gatekeeper Project  
Koochiching/Itasca Home Delivered  
Meals Program  
Koochiching/Itasca Senior Nutrition  
Program  
Lake County In-home Respite Program  
NE Area Long Term Care Ombudsman  
Peer Counselor Project of NE  
St. Louis County  
Project Phone Home  
Rice River Township Senior Center  
St. Louis County Home Delivered Meals  
Program  
Senior Citizens Law  
Tri-County Caregiver to Caregiver

## REGION IV

**West Central Area Agency on Aging**  
P.O. Box 726  
Fergus Falls, MN 56537  
218-739-4617

- Clay County Department of Health
- \* Douglas County Commission on  
Aging-Growing Wiser

- Douglas County Home Delivered Meals  
Douglas-Grant PHN Service  
Grant County Coordinator/Transportation
- \* Grant County Social Service-Frail  
Care Continuum
- \* Hoffman Senior Center Renovation  
Lake Region Hospital Coordination  
Lutheran Social Service Congregate Dining  
Lutheran Social Service Home Delivered  
Meals  
Lutheran Social Service ND Senior  
Companion
- \* Multi-County Nursing Service/HHA/HM  
Multi-County Nursing Service, Service  
Coord.
- Northwest Minnesota Legal Service  
Otter Tail County Department of Health  
Otter Tail County Over 60 Transportation  
Perham Home Delivered Meals  
Pope County Coordinator/Transportation  
Pope County PHN Service  
Stevens County Coordinator  
Stevens-Traverse PHN Service
- \* Wheaton Senior Center Renovation  
Wilkin County Coordinator/Transportation/  
Center Administration  
Wilkin County Public Health Nursing

## REGION V

**Region Five Area Agency on Aging  
Region Five Regional Development  
Commission**  
611 Iowa  
Staples, MN 56479  
218-894-3233

- \* Brainerd HRA In-House Tenant Services  
Cass County Home Health Aide/Homemaker  
Cass/Wadena/Morrison/Todd Senior Legal  
Services  
Crow Wing County Home Health Aide/  
Homemaker
- \* Crow Wing County Senior Legal Services  
Morrison County Coordinator on Aging
- \* Morrison County Hospice of Love  
Morrison County Service Coordination/  
Homemaking
- \* Pierz Senior Citizens Addition  
Todd County Home Health Aide/Service  
Coordination  
Wadena County Home Health Aide/  
Homemaker
- \* Wadena County Senior Services  
Coordination

**REGION VI-E**

**Mid-Minnesota Area Agency on Aging  
Mid-Minnesota Development Commission  
333 W. 6th St. Lower Level  
Willmar, MN 56201  
612-235-8504**

Atwater Nutrition Transportation  
Community Action Agency Senior Nutrition  
Project

- \* Community Action Agency Volunteer Driver  
Transportation Program in Kandiyohi  
and Renville Counties
- \* Franklin Senior Center  
Glencoe Area Health Center Transportation  
Services  
Kandiyohi County Respite Care  
Legal Advocacy for Older Americans,  
Renville, Meeker and Kandiyohi Counties  
Legal Advocacy for Older Americans,  
Services for Seniors, McLeod County
- \* McLeod County Case Management Services  
McLeod County Respite Care  
Meeker County Respite Care  
Meeker County Transportation
- \* Raymond Senior Center  
Renville County Hospice Care  
Renville County Respite Care
- \* Silver Lake Senior Center  
Telephone Reassurance, Meeker County,  
Augustana Home Care
- \* Watkins Senior Center  
Whistle Stop Transportation Program,  
Spicer

**REGION VI-W**

**Upper MN Valley Area Agency on Aging  
Upper MN Valley Regional Development  
Commission  
323 W. Schlieman  
Appleton, MN 56208  
612-289-1981  
1-800-752-1983**

Canby Volunteer Driver Program (CABS)  
Dawson/Boyd Transportation Project  
Granite Falls Organizational Advocate  
Montevideo Friendly Visiting and Chore  
Service  
Older Americans Advocacy Project  
Prairie Five CAC Congregate and Home  
Delivered Meals  
Swift County Organizational Advocate  
Western Minnesota Legal Services

**REGION VII-E**

**Region VII-E Area Agency on Aging  
East Central Regional Development  
Commission  
100 South Park Street  
Mora, MN 55051  
612-679-4065**

Chisago County Home-Delivered Meals  
Chisago County Hospice  
\* Cloverdale Senior Center  
Health Assessment  
\* Isanti Senior Center-Administration  
\* Isanti Senior Center-Alteration  
Legal Advocacy for Older Americans,  
Cambridge  
Long Term Care Ombudsman  
Region VII-E Nutrition Centers Program  
Congregate and Home Delivered Meals  
Rush City Mobile Meals  
Rush City Senior Center

**REGION VII-W**

**Central Minnesota Council on Aging  
26 North Sixth Avenue  
St. Cloud, MN 56301  
612-253-9349**

Albany Home-Delivered Meals  
Benton County Home Care Project  
Cold Spring Home Delivered Meals  
Legal Services for the Elderly, St. Cloud  
Long-Term Care Ombudsman, St. Cloud  
Region VII-W Nutrition Centers Program  
Congregate Dining and Home-Delivered  
Meals  
St. Cloud Hospital Respite Care  
Sherburne County Home Care Project  
Stearns County Case Management  
Stearns County Home Care  
"Home Sweet Home"  
\* Wright County Transportation and  
Health Screening

**REGION VIII**

**Southwestern Area Agency on Aging  
Southwestern Regional Development  
Commission  
2524 Broadway, Box 265  
Slayton, MN 56172  
507-836-8549**

- \* Adrian Senior Center  
Arts in Aging  
Community Legal and ParaLegal Services  
for Seniors
- \* Director, Marshall Senior Center
- \* Holland Senior Center  
Lincoln, Lyon, Murray and Pipestone Co.  
Community Health Services, Home  
Health Aide
- \* Marshall Senior Center
- \* Mountain Lake Senior Center  
Murray County Coordinator  
Murray County Hospice  
Murray County Volunteer Transportation  
Nobles County Coordinator on Aging
- \* Ombudsman Program  
Peer Counseling Services, Southwestern  
Mental Health, Inc. Luverne  
Pipestone County Senior Citizens  
Transportation Program  
Pipestone Senior Center  
Senior Nutrition Services — Congregate &  
Home Delivered  
Meals Program
- \* Wabasso Senior Center  
Western Community Action Senior Citizens  
Volunteer Transportation Program
- \* Worthington Senior Center
- \* Worthington Taxi, Transportation Subsidy

**REGION IX**

**Region Nine Area Agency on Aging  
Region Nine Regional Development  
Commission  
410 South Fifth Street, Box 3367  
Mankato, MN 56001  
507-387-5643  
1-800-722-9389**

- \* Faribault County Area Hospice  
Hospice Program Development Immanuel  
— St. Joseph Hospital
- \* LeSueur County Homemaker Services  
LeSueur County Volunteer Advocacy Project
- \* Mankato High Rise Recreation  
Nicollet County Public Health Nursing  
Service — Hospice  
Nicollet County Senior Health Screening  
Share Senior Peer Counseling  
Sibley County In-home Respite  
Smiline  
South Central Long Term Care Ombudsman  
Southern Minnesota Regional Legal  
Services

**REGION X**

**Southeastern MN Area Agency on Aging, Inc.**  
**121 North Broadway, Room 302**  
**Rochester, MN 55904**  
**507-288-6944**

Faribault Elderly Transportation Program  
 Freeborn County Advocacy Program  
 Freeborn County Chore Program  
 Freeborn County Transportation Program  
 Goodhue County Volunteer Driver Program  
 GRWCAC Home Delivered Meals Program  
 Legal Services for the Elderly  
 Long-Term Care Ombudsman Program  
 \* Mower County Chore Program  
 Mower County Senior Citizens Advocacy  
 Mower County Seniors Transportation  
 Olmsted County Respite/Chore Program  
 SEMCAC Congregate and Home Delivered  
 Senior Meals Program  
 SEMCAC Transportation Program  
 \* Semcare Chore/Telephone Reassurance  
 Senior Citizens Services Advocacy,  
 Olmsted County  
 Senior Citizens Services Dining Program,  
 Rochester  
 Wabasha County Transportation  
 Winona Senior Citizens Advocacy Program  
 Zumbrota Area Hospice

**REGION XI**

**Metropolitan Area Agency on Aging**  
**Metropolitan Council**  
**Mears Park Centre**  
**230 E 5th Street**  
**St. Paul, MN 55101**  
**612-291-6445**

Anoka County Transportation Coordination  
 Program  
 \* Cambodian Elders Program  
 Carver County Care Center  
 Carver, Scott, Washington and Dakota  
 County Legal Service for Seniors  
 \* Chaska Senior Commons  
 Chinese Special Access Services  
 Chore Service Coordination Project  
 Communications Access Project  
 \* Coon Rapids Comprehensive Outreach  
 Dayelders Adult Daycare/Senior Resources  
 Forest Lake Seniors Community Center  
 Hallie Q. Brown Senior Center  
 Administration  
 Hennepin-Anoka Counties Home Delivered  
 Meals Project  
 Hennepin-Anoka Counties Senior Nutrition  
 Project

\* Hmong Elders Program  
 \* Home Delivered Meals Coordination Project  
 \* HSI-Home Delivered Meals Program  
 Lakeville Senior Center Administration  
 Program  
 Legal Services for Senior Citizens  
 Minneapolis Indian Elder Special Access  
 Program  
 Nursing Home Ombudsman Program  
 \* Outreach Access Project  
 Ramsey Action Programs, Inc. Senior  
 Nutrition Project  
 Ramsey County Chore Coordination Program  
 Ramsey County Community Human Services  
 Home Delivered Meals Project  
 Ramsey County Coordinated Transportation  
 \* Roseville Area Outreach Project  
 Scott-Carver Congregate Dining Project  
 Scott-Carver Home Delivered Meals Project  
 \* Senior Services Neighborhood Block  
 Worker Project  
 Spanish Speaking Seniors Program  
 Stillwater Senior Center Programming  
 and Outreach  
 The Seniors Place

\* Vietnamese Elders Program  
 \* Volunteer In-Home Respite Project  
 West Metro Coordinated Transportation

**REGION XII**

**MN Chippewa Tribe Area Agency on Aging**  
**P.O. Box 217**  
**Cass Lake, MN 56633**  
**218-335-8585, Ext. 65**

Anishinabe Legal Services, Cass Lake  
 Bois Forte Congregate and Home Delivered  
 Meals Program, Nett Lake  
 Grand Portage Congregate Program  
 \* In-Home Services for the Frail/MCT  
 Leech Lake Congregate and Home Delivered  
 Meals Program, Cass Lake  
 Minnesota Chippewa Tribe  
 Transportation/Homemaker Project,  
 Cass Lake  
 White Earth Congregate and Home  
 Delivered Meals Program

\*Denotes new program in 1988



The 14 Area Agencies on Aging are:

Northwest Area Agency  
on Aging (1)

Thief River Falls

Headwaters Area Agency  
on Aging (2)

Bemidji

Arrowhead Area Agency  
on Aging (3)

Duluth

West Central Area Agency  
on Aging (4)

Fergus Falls

Region V Area Agency  
on Aging (5)

Staples

Six East Area Agency  
on Aging (6E)

Willmar

Upper Minnesota Valley Area  
Agency on Aging (6W)

Appleton

Region Seven East Area Agency  
on Aging (7E)

Mora

Central Minnesota Council  
on Aging (7W)

St. Cloud

Southwestern Area Agency  
on Aging (8)

Slayton

Region Nine Area Agency  
on Aging (9)

Mankato

Southeastern Minnesota Area  
Agency on Aging (10)

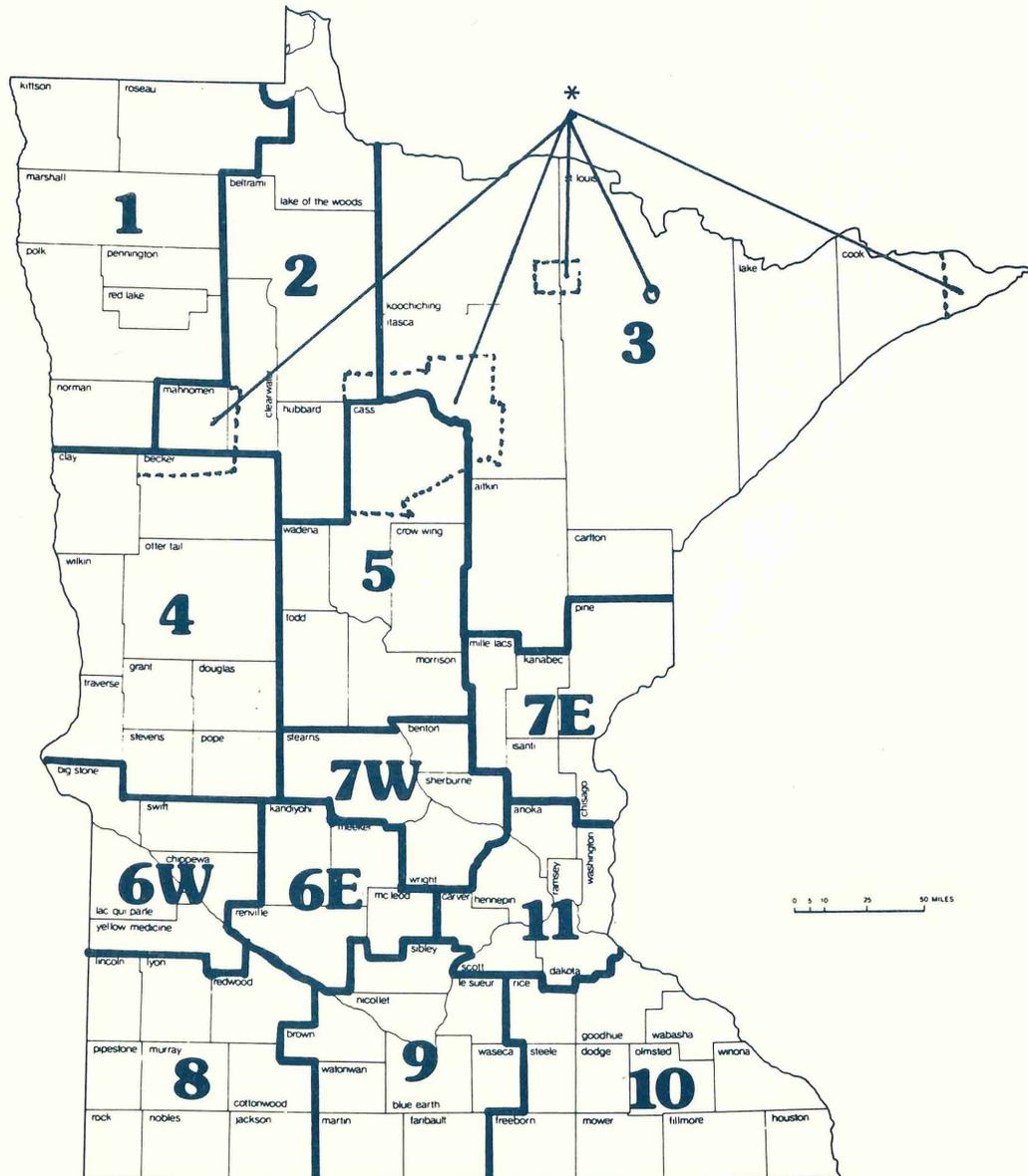
Rochester

Metropolitan Area Agency  
on Aging (11)

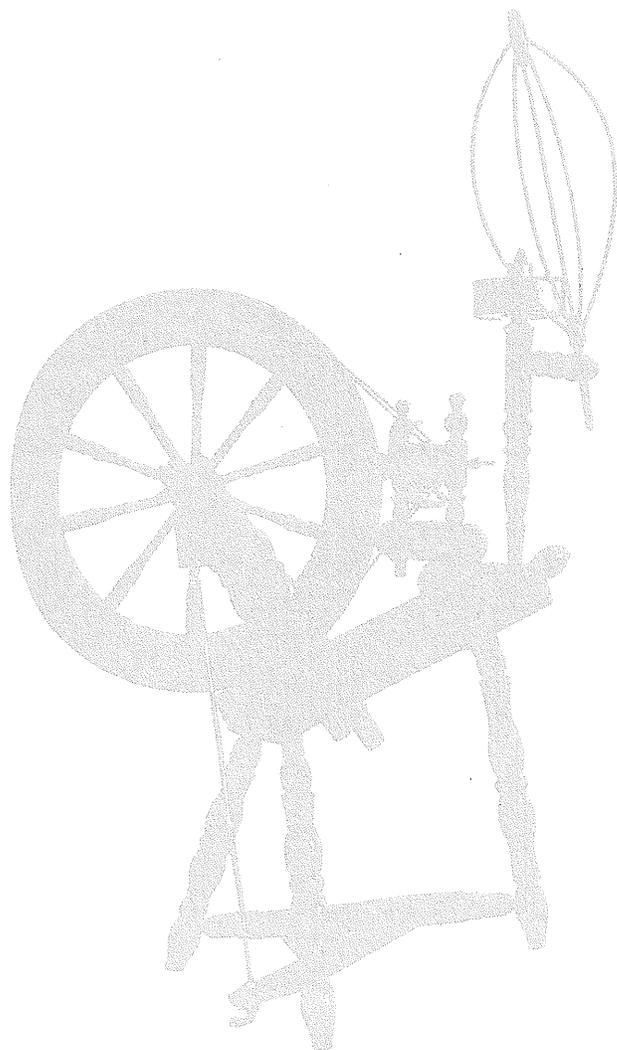
St. Paul

Minnesota Chippewa Tribe\*  
Area Agency on Aging

Cass Lake



\*Area 12 includes the Bois Forte, Grand Portage, Leech Lake, and White Earth Chippewa reservations.



**Minnesota  
Board on Aging**



**Minnesota Board on Aging**  
**444 Lafayette Road**  
**St. Paul, MN 55155-3843**  
**(612) 296-2770**  
**1-800-652-9747**