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**Minnesota Board
on Aging
1990
Annual Report**

**A Vision for a
New Decade**

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Minnesota Board on Aging, 1990

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Crookston, MN

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Ironton, MN

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Bloomington, MN

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St. Paul, MN

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Kensington, MN

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Edina, MN

Dayton Martinson
St. Peter, MN

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Maple Lake, MN

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Northfield, MN

Elva D. Walker
Deephaven, MN

Harold Windingstad
Dawson, MN

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, 1990

Gerald Bloedow, Executive Secretary

Lois Beneke, Secretary

Ralph Brown, Policy Analyst

Edna Dahn, Secretary

Ted Gredvig, Director, Program Planning and Operations

Ruth Halverson, Public Information Specialist

Sue Johnson, Grants Analyst

Jim Knobel, Director, Financial Management

Bernie Kuhn, Secretary

Jim Lanenberg, Program Specialist

Diane Levitt, Training and Education Specialist

Buffy Lindell, Secretary

Jenny Lindquist, Ombudsman Hot Line

Cynthia MacDonald, Acute Care Ombudsman

Susan Margenau, Nutrition Program Specialist

Angie McCollum, Acute Care Ombudsman

Sherilyn Moe, Home Care Ombudsman

Bruce Moir, Data Analyst

Beth Molberg, Spotlight Editor

Jean Orsello, Legal Services Developer

Karin Sandstrom, Acting Deputy Secretary

Tami Strand, Accounting Officer

Jim Varpness, Director, Ombudsman Office

Arthur Weflen, Program Specialist

Sharon Zoesch, Long Term Care Ombudsman

FROM THE CHAIR:

As the Board prepared for the challenges and opportunities that our growing population of older Minnesotans presents, the agenda for the year included several collaborative efforts which provided insight as to the needs and supportive services that are necessary to keep older adults independent. These activities included the statewide hearings, the Seniors Agenda for Independent Living (SAIL) Report, and the Congregate Housing Services Program Report. The findings from the hearings and the SAIL Report will be used in planning and policy development. As the theme for Older Americans Month suggested, the Board is indeed developing "A Vision for a New Decade."

We as a society can do a great deal to determine the quality of our lives as the years add up. It was a rewarding experience to see and hear from more than 1400 Minnesotans with a keen interest in aging issues, participating either by their presence or by providing oral or written testimony at the 16 hearings.

The desire of older people to be a resource in their communities was readily apparent at the hearings. There was also concern expressed for younger as well as older generations. This was not a new revelation because the Board is continually impressed by both the quantity and quality of volunteer efforts to enhance the quality of life for all generations.

The Board's public policy newsletter was given a new name, "AGenda" and a new look. It was published every four weeks. Legislative forums were again sponsored with several other senior organizations. These forums were planned for three purposes, to discuss the importance of senior involvement in the legislative process, to provide practical advice on how to become involved, and to preview some of the major aging issues coming to the 1991 legislature.

We are very pleased with the response to the Gatekeeper Program. Work has been done with utility companies to provide training for their employees who come in contact with people in the community. If they observe something out of the ordinary, they are to contact the county protective services unit, which then contacts the older person to offer services such as home health care, chore and nutrition services, etc.

As we observed the twenty-fifth anniversary of the Older Americans Act, it was appropriate for the Board to focus on the need to build our capacity to respond to the dramatic increases in our older population during the next century.

This 1990 Annual Report presents a brief overview of our major accomplishments, activities, programs, and history. We look forward to the many opportunities for new and creative partnerships within the aging network.



Elva Walker

A handwritten signature in cursive script that reads "Elva D. Walker".

**ELVA D. WALKER,
CHAIR, MINNESOTA BOARD
ON AGING**

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AUG 13 1991

THE BOARD - IT'S STRUCTURE AND COMPOSITION

The 25 Board members are appointed by the Governor for four year terms. The majority are over age 65 with representation from throughout the state. The membership reflects the diverse interests and backgrounds that each appointee brings to the Board.

The Board's functions include advising the Governor and other departments and agencies on the status and needs of older citizens, administering the 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.

The Executive Committee authorizes administrative action on behalf of the full Board. The actions of the Executive Committee are brought to the full board for review and ratification at their next meeting.

The Program Operations Committee reviews the MBA programs and functions so that the Board's program planning, policy-making, priority setting decisions will reflect the best interests of older Minnesotans in all parts of the state.

The Legislative committee studies the existing and proposed state and federal laws relating to the aging so that the Board can propose, advocate for, and support changes in law that are in the best interests of older Minnesotans.

REGION I

Northwest Area Agency on Aging
Northwest Regional Development
Commission
525 Brooks Avenue South
Thief River Falls, MN 56701
218-681-2637

Inter-County Home Health Aide
Maintenance Care, Inter-County
Nursing Service, Thief River Falls
Kitson County Senior Medical
Transportation
Lutheran Social Services Senior Nutrition,
Congregate and Home Delivered
Meals Program
Marshall County Home Health Aide
Maintenance Care, Marshall Cty
Nursing Service, Warren
Norman County Extended Hour
Maintenance Care, Multi-County
Nursing Service, Ada
Northwest Minnesota Senior Legal
Services
Oslo Senior Center
Polk County Home Health Aide
Maintenance Care, Polk County
Nursing Service
Roseau County Housekeeping Service,
Roseau County Home Care
Roseau County Home Health Aide
Maintenance Care, Roseau County
Home Care
Roseau County Senior Medical Travel,
Roseau County Committee on Aging
Valley Housekeeping Service, Tri-Valley
Opportunity Council, Crookston

REGION II

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

Beltrami County Council on Aging,
County Coordinator
Beltrami County Nursing Service
Clearwater County Nursing Services,
Housekeeping Service
Clearwater Hospice, Hospice Service
Headwaters Nutrition Project, Congregate
Meals

* Denotes new grantee in 1990



Board members Catherine Righino and Catherine Baudeck study a report.

REGION II (Continued)

Headwaters Nutrition Project, Home Delivered Meals
Hubbard County Social Services, Chore Program
Lakewood Nursing Service, Health Screening and Outreach Project
Multi-County Nursing Service, Home Health Aide/Housekeeping
North Beltrami Community Center, Alteration/Renovation
Northwest Minnesota Legal Services, Legal Services/Education
Park Rapids Area Hospice, Hospice 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
Arrowhead Elderly Nutrition Program
Arrowhead Home Delivered Meals Program
*Brookston Senior Transportation Project
Carlton County Outreach
Duluth Senior Nutrition Program
Grief and Bereavement Supportive Services in Aitkin County
Heritage Home Care
Heritage Manor Health Care Center
Itasca County Gatekeeper Project
Koochiching/Itasca Home Delivered Meals Program
Koochiching/Itasca Senior Nutrition Program
Lake County In-Home Respite Program
*Lighthouse Outreach
North Itasca Hospital Transportation
Peer Counselor Project of NE St. Louis County
*Personal Care/Respite Program, Itasca County
Project Phone Home
*Reach out for Rural Residents, Koochiching County
Senior Mental Health Initiative
St. Louis County Home Delivered Meals Program
Senior Citizens Law

The Long Range Planning committee observes trends that will affect older Minnesotans, and provides the Board with recommendations for priorities and initiatives on the future direction of aging policy.

The Board prepares a State Plan that is submitted to the Administration on Aging as mandated by the Older Americans Act.

The Board has designated 14 Area Agencies on Aging throughout the state 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

AAA's are illustrated on the map on the inside back cover.

The primary role of State and Area Agencies on Aging is not to provide services directly. Instead, they are responsible for providing leadership in identifying gaps and shortcomings in the delivery of services, for identifying and advocating for resources to help meet those needs, and for fostering the expansion of service programs for older persons. In this regard, these agencies fund and bring together other public and private nonprofit agencies to provide needed services to older persons.

The following resources were administered by the Board:

1990 RESOURCES AVAILABLE

Federal funds (10/1/89 - 9/30/90)

Social Services	\$3,952,042
Nutrition Services:	
Congregate	5,715,310
Home Delivered	1,285,023
USDA Reimbursement	2,806,002
Long Term Care Ombudsman	483,655
MBA Administration	544,512
In-Home Services for Frail	98,022

State Funds (7/1/90 - 6/30/91)

Volunteer Program Services:	
Foster Grandparent	666,000
Senior Companion	391,000
Retired Senior Volunteer Program	347,000
Nutrition Services:	
Congregate	1,915,000
Home Delivered	175,000
Acute Care, In-Home Ombudsman	197,000
State Administration	655,000

\$19,230,566

1990 - NUTRITION AND SUPPORTIVE SERVICES REPORT

REVISED 11-27-90

PERSONS SERVED, SERVICE UNITS AND
EXPENDITURES BY FUNDING SOURCE

SERVICE CATEGORIES	TOTAL # OF UNITS OF SERVICE PROVIDED	UNDUPLICATED # OF PERSONS SERVED	EXPENDITURES BY FUNDING SOURCE						
			FEDERAL TITLES III-B, C, AND D	NON-FEDERAL MATCH	USDA	OTHER NON-FEDERAL	STATE NUTRITION	PROJECT INCOME	TOTAL EXPENDITURES
01 Advocacy/Representation	31,714	16,163	264,348	198,192	0	10,435	0	10,125	483,100
02 Assessment/Screening	1,978	415	31,910	25,387	0	0	0	1,933	59,230
03 Chore Service	160,535	8,115	455,518	486,168	0	18,038	0	89,180	1,048,904
04 Counseling	1,462	337	9,547	10,508	0	4,225	0	0	24,280
05 Diagnosis	0	0	0	0	0	0	0	0	0
06 Discount	0	0	0	0	0	0	0	0	0
07 Education/Training	80,666	92,667	191,853	79,477	0	1,126	0	1,459	273,915
08 Escort	0	0	0	0	0	0	0	0	0
09 Follow-Up/Evaluation	0	0	0	0	0	0	0	0	0
10 Guardianship	288	31	39,385	13,129	0	0	0	0	52,514
11 House-Keeping	51,166	1,203	277,002	257,851	0	51,069	0	51,236	637,158
12 Information/Referral	997	846	58,255	14,902	0	0	0	969	74,126
13 Interpreting/Translating	0	0	0	0	0	0	0	0	0
14 Legal Service	31,216	7,677	638,030	491,888	0	4,528	0	11,786	1,146,232
15 Letter Writing/Reading	0	0	0	0	0	0	0	0	0
16 Material Aid	0	0	0	0	0	0	0	0	0
17 Meals-Congregate	3,685,672	89,239	4,376,346	803,142	2,009,188	271,183	1,988,103	4,917,851	14,365,813
18 Meals-Home Delivered	1,413,224	15,559	1,538,888	293,926	796,813	317,550	162,502	2,122,032	5,231,711
19 Outreach/Client Finding	97,831	67,632	642,530	191,228	0	8,208	0	51,448	893,414
20 Payment To Client	0	0	0	0	0	0	0	0	0
21 Personal Care	116,430	1,784	490,000	452,551	0	8,925	0	167,915	1,119,391
22 Placement	676	181	7,516	1,571	0	0	0	768	9,855
23 Recreation	730	225	12,943	11,637	0	0	0	73	24,653
24 Repairs/Maintenance/Renovations	80	37	2,157	2,898	0	0	0	68	5,123
25 Shopping	0	0	0	0	0	0	0	0	0
26 Supervision	0	0	0	0	0	0	0	0	0
27 Telephoning	16,045	33	12,632	4,911	0	256	0	430	18,229
28 Transportation	500,771	18,594	942,878	812,995	0	35,392	0	258,855	2,050,120
29 Treatment	1,562	392	12,185	13,820	0	0	0	3,729	29,734
30 Visiting	37,949	1,989	57,374	47,475	0	0	0	60	104,909
31 Senior Center Facilities/Administration	N/A	N/A	134,810	48,183	0	3,916	0	477	187,386
TOTALS			10,196,107	4,261,839	2,806,001	734,851	2,150,605	7,690,394	27,839,797

PROVIDING LEADERSHIP THROUGH COLLABORATION

REGION IV

West Central Area Agency on Aging

P. O. Box 726
Fergus Falls, MN 56537
218-739-4617

*Ashby Senior Center
Clay Cty Dept. of Health,
Housekeeping
Douglas Cty Home Delivered Meals
Douglas Cty PHN Service
Grant Cty Coordinator/Transportation
Grant Cty PHN Service
*Hitterdale Senior Center
Lutheran Social Service Congregate
Dining
Lutheran Social Service HDM
Multi-County Nursing Service/HHA/
Housekeeping
Northwest Minnesota Legal Service
Otter Tail Cty Dept. of Health
Otter Tail Cty Over 60 Transportation
*Otter Tail Cty PHN/Housekeeping
Perham Home Delivered Meals
*Perham Mem. Hospital/
Transportation
Pope Cty Coordinator/Transportation
Pope Cty PHN Service
Stevens Cty Coordinator
Stevens/Traverse PHN Respite
Program
Stevens/Traverse PHN Service
Traverse Cty Coordinator/West
Central CAP
*Vining Senior Center
*Wheaton Senior Center
Wilkin Cty Coordinator
Wilkin PHN

REGION V

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

Cass Cty Home Health Aide/
Homemaker
Cass/Crow Wing Senior Legal
Services
Crow Wing Coordinator on Aging
Crow Wing Cty Home Delivered
Meals
Crow Wing Cty Home Health Aide/
Homemaker
Five Cty Home Care for Frail Elderly
*Long Prairie Senior Center

The Board took a proactive role in its collaboration with other state organizations and agencies to develop a vision for the future which will enhance the lives of older Minnesotans, allowing them to live meaningful, independent lives in their own homes or places of residence. As the leading state advocate for seniors, the Board either initiated or was instrumental in the following efforts:

STATEWIDE HEARINGS

In the spring, the Minnesota Board on Aging and its Area Agencies on Aging conducted 16 public hearings throughout the state to collect information regarding the concerns and needs of our older citizens. These hearings were well attended, with approximately 1400 individuals who submitted either written or oral testimony with an opportunity to direct their concerns to the Governor and/or Lieutenant Governor, the heads of several state agencies, and members and staff of the Minnesota Board on Aging. Some of the most frequent observations from the hearings included:

People expressed satisfaction for the services available in Minnesota. There is a belief that more is needed, but there is appreciation for what has been set in place already.

The most prevalent concern of participants was access to health care. Three issues were heard repeatedly:

1. The high cost of health care;
2. The confusing snarl of paperwork; and
3. The contraction of health care services into regional urban centers.

The desire of participants to be a resource in their communities was readily apparent.

Transportation was described as a vital link between individuals and the rest of society.

Home delivered and congregate meal program participants wrote volumes of letters extolling the meals and the centers that provide them.

SENIORS AGENDA FOR INDEPENDENT LIVING (SAIL)

The SAIL report was completed in 1990, a cooperative effort between the MBA and the Inter-agency Board for Quality Assurance. Recommendations were submitted to the SAIL committee by six task forces examining the issues of housing, economics, transportation, services, empowerment/independence, and protection. Task force members included seniors, consumers, senior advocates, policymakers, and representatives from a broad range of public and private health, long-term care and social service agencies. The

PROVIDING LEADERSHIP THROUGH COLLABORATION

Continued-

report culminated an 18 month effort involving 75 participants. This report provides the Governor, legislature and state departments with a framework for future policy development affecting Minnesota's senior citizens. The recommendations were to address four areas;

- Simplifying access to home care services;
- Encouraging further development of alternatives to institutionalization;
- Ensuring appropriate protections and service quality, and
- Provide policy direction for future long term spending decisions.

SAIL envisions a system in Minnesota in which:

1. Political, social, legal, regulatory, and service system environments promote choice and alternatives.
2. Seniors are supported in their efforts to remain in the community if that is their choice.
3. A management infrastructure supports the effective and efficient delivery of services. There is coordination in the planning, administration, and delivery of services to seniors.
4. There is a national health insurance and long-term care insurance program that works with the state system to ensure seniors access to a

wide range of health and long-term care services.

5. Service systems are community-based to meet the needs and preferences of local seniors.

CONGREGATE HOUSING SERVICES PROGRAM

The Minnesota Board on Aging was mandated by the legislature to submit a report containing an analysis of the need for expanding congregate housing services and an evaluation of existing congregate housing service programs.

In June 1990, the Board submitted its report to the Minnesota State Legislature entitled "Congregate Housing Service Programs". The report summarized the results of extensive research and analysis related to congregate housing service programs in Minnesota. Among the Board's recommendations was the establishment of a Congregate Housing Service Program which would provide for services to be brought into the congregate housing site for persons who need them. The Board also identified the need for the establishment of on-site coordinators to bring services into the housing sites, and in October, 1990 was awarded a grant by the Administration on Aging for Fiscal Year 1990-91 for this purpose.

REGION V (Continued)

Morrison Cty Service Coordination/
Homemaking
Morrison/Todd/Wadena Senior Legal
Services
*Swanville Senior Center
Todd Cty Home Health Aide/Service
Coordination
Tri-County CAP Senior Nutrition
Program
Wadena Cty Home Health Aide/
Homemaker
Wadena Cty 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

Adult Day Care, Renville Cty
Atwater Nutrition Transportation
Community Action Agency, Senior
Nutrition Project
Community Action Agency Volunteer
Driver Transportation Program in
Kandiyohi and Renville Counties
Glencoe Area Health Center
Transportation Services
*Hector Community Center
Kandiyohi Cty Respite Care
Legal Advocacy for Older Americans,
Renville, Meeker and Kandiyohi
Counties
Legal Advocacy for Older Americans,
Services for Seniors, McLeod Cty
McLeod Cty Respite Care
Meeker Cty Respite Care
Meeker Cty Transportation
Microwave Lending Program
Renville Cty Respite Care
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 and 1-800-752-1983

Canby Volunteer Driver Program (CABS)
Montevideo Friendly Visiting and Chore
Service

LEGAL SERVICE...FOCUS ON ADULT PROTECTION

REGION VI-W (Continued)

Older Americans Advocacy Project,
Lutheran Social Services
Prairie Five CAC Congregate and Home
Delivered Meals
RIDES-Senior Volunteer Transportation
Program
Swift Cty Organizational Advocate
Western Minnesota Legal Services

REGION VII-E

Area Agency on Aging
East Central Regional Development
Commission

100 South Park Street
Mora, MN 55051
612-679-4065

*Bruno Senior Center Renovation
Chisago Cty Home Delivered Meals
Hospice Expanded Services
Health Assessment
Isanti Cty Senior Services Center
Legal Assistance to Older Americans
Mille Lacs Home Care Senior Education
Outreach Program
*Peer Counselor/Friendly Visitor
*Pine City Senior Citizens Center
Renovation
Project Care
Region VII-E Nutrition Centers Program
Congregate and Home Delivered
Meals
Rush City Mobile Meals
Transportation for Elderly

REGION VII-W

Central MN Council on Aging
600 25th Avenue South
St. Cloud, MN 56301
612-253-9349

Albany Home Delivered Meals
Benton Cty Home Care Project
*Caritas Family Services
*City of Buffalo, Education/
Outreach
Cold Spring Home Delivered Meals
Legal Services for the Elderly, St. Cloud
Region VII-W Nutrition Centers Program
Congregate and Home Delivered
Meals
Senior Health Care Clinics
Senior Helping Hands, St. Cloud Hospital
Sherburne Cty Health Service
Sherburne Cty Home Care Project
Stearns Cty Case Management
Stearns Cty Home Care "Home
Sweet Home"
Wright Cty Transportation and
Health Screening

Adult protection activities continued to be a priority for the Board. Seven "Planning for Incapacity" seminars for attorneys, county social workers, and public health nurses were presented around the state to improve services regarding powers of attorney, trusts, conservatorship planning, etc. A manual was developed and distributed at the seminars. A community education booklet was also developed and is being distributed through service agencies, Title III legal service providers, AAA's, the Ombudsman programs, and by attorneys volunteering to speak on these topics to senior groups and organizations.

LEGISLATIVE ACTIVITIES BENEFIT OLDER MINNESOTANS

The Board on Aging continued in a leadership role for the Senior Organization Network, a coalition of aging groups that coordinate legislative activities on elder issues. The Network has grown to include 12 statewide organizations.

The Senior Organization Network played a pivotal role in the 1990 legislative session, in showing to legislators the need for additional funding for the Alternative Care Grant program. The network's successful action prevented frail elders from being taken from the popular in-home service and being sent to an institution.

Overall, the 1990 legislative session was considered a success by aging advocates. Perhaps the most significant change for elders was a new law (HF 1983) that standardized Medicare supplement insurance (Medigap) plans. The Minnesota law is now viewed by Congress as the model for the nation.

Cooperative efforts with the Minnesota Adult Protection Coalition (MAPC) resulted in the production of five community awareness posters that are being distributed free around the state, and the first MAPC public policy forum in October, attended by over 170 professionals working on adult protection issues around the state.

The Department of Human Services was assisted in writing policies to help protect the rights and dignity of persons who reside in state health care facilities and persons under public guardianship.



Executive Secretary Gerald Bloedow

OMBUDSMAN OFFICE PROVIDES PROBLEM RESOLUTION,

The MBA Office of Ombudsman for Older Minnesotans provided over 4,200 older persons assistance in resolving disputes against health care providers and third party payor including state and local governments. An additional 2,703 older persons sought and received consultation assistance in identifying appropriate care and health care financing options. Another 22,799 Minnesotans participated in educational or informational programs conducted through the program.

The Ombudsman Office staff serve nursing home residents, acute care patients, and in-home service recipients. Assistance to nursing home residents is provided through 10 federally funded regional offices, while help for acute care patients and in-home service recipients are funded through state dollars primarily through a toll-free complaint hot-line.

ASSISTANCE FOR NURSING HOME RESIDENTS

In 1990 ombudsman staff responded to 3,606 complaints made by or on behalf of nursing or boarding care home residents. The majority of these complaints (62.7%) related to facility action or inactions. The remaining 37.3% were complaints related to government or private agencies, or ombudsman assistance to residents appealing their individual payment rates. Over 80% of the complaints were fully or partially resolved.

An additional 1,676 older persons or their families sought out and received ombudsman consultation in such areas as health care rights and regulations, choosing nursing homes or alternative services, government benefits, and other health care financing options.

Community Education and Consumer Council Development

More than 70 nursing home family and resident councils requested and received assistance to strengthen their group's

activity involvement in local facility decision making. A total of 17,486 residents, families, and facility staff participated in educational programs relating to improving health care, planning for incapacity, self advocacy and problem resolution, and health care rights and benefits.

ASSISTANCE FOR ACUTE CARE PATIENTS

Even with more limited state funding, 554 persons received ombudsman assistance in resolving disputes relating to premature hospital discharge, access to care

STATEWIDE OMBUDSMAN

Northwest Office of Ombudsman
for Older Minnesotans
P.O. Box 1883
Bemidji, MN 56601
1(800) 642-6836

Northwest Office of Ombudsman
for Older Minnesotans
P.O. Box 322
Fergus Falls, MN 56538
(218) 736-7744

Northeast Office of Ombudsman
for Older Minnesotans
407 West Superior Street
Duluth, MN 55802
(218) 727-5304

Northeast Office of Ombudsman
for Older Minnesotans
P.O. Box 217
Hoyt Lakes, MN 55750
(218) 225-2223

Northeast Office of Ombudsman
for Older Minnesotans
P.O. Box 368
Deer River, MN 56636
(218) 246-8682

Central Minnesota Office of Ombudsman for Older Minnesotans
1900 Minnesota Boulevard
St. Cloud, MN 56304
(612) 253-4456

Central Office of Ombudsman for Older Minnesotans
P.O. Box 1116
Cass Lake, MN 56633
(218) 335-8524

Office of Ombudsman for Older Minnesotans
P.O. Box 1022
Lakefield, MN 56150
1(800) 657-3591

EDUCATION

and continuity of care, as well as rights and benefits under Medicare, HMOs, and other insurance. An additional 821 older persons received information on how to resolve their particular problem or were referred to the appropriate federal and state regulatory agency. Special educational programs on Medicare rights and benefits, and how to file complaints were attended by 1,885 individuals.

ASSISTANCE FOR RECIPIENTS OF HOME CARE SERVICES

The MBA expanded the

ombudsman program this year to assist in-home service recipients to resolve disputes with home care providers and government agencies. Two pilot projects were funded, one in St. Louis County, and the other in western Minnesota, the five county Upper Minnesota Valley region. Of the 52 complaint cases handled, the top three were consumer rights (27%), government benefits (15%), and quality of service (12%). An additional 206 persons were provided aid to help them choose community based services, and access government benefit programs. Over 3,400 persons participated in specially

planned community education programs about selecting and financing home care options for older persons.

State Office of Ombudsman for
Older Minneostans
444 Lafayette Rd.
St. Paul, MN 55155-3843
(612) 296-0382
1(800) 657-3591

DIRECTORY

Office of Ombudsman for Older
Minnesotans
Rt. 2, Box 55
Dawson, MN 56232
(612) 752-4414
1(800) 657-3591

Office of Ombudsman for Older
Minnesotans
P.O. Box 601
Fairmont, MN 56031
(507) 238-2460
1(800) 657-3591

Office of Ombudsman for Older
Minnesotans
Rt. 1, Box 78
Houston, Mn 55943
1(800) 657-3591

Metropolitan Office of Ombuds-
man for Older Minnesotans
5609 Lyndale Avenue South
Minneapolis, MN 55419
(612) 866-4660



NUTRITION PROGRAM ADAPTING TO CHANGING TIMES

The nutrition programs began the decade of the nineties with an increased emphasis on finding new ways of delivering services with a goal of reducing waste.

The Board's commitment to strategic planning in this area was reflected in the co-sponsorship of the annual NANASP (National Association of Nutrition and Services Programs) conference in Minneapolis. The conference featured over 30 workshops and five half day intensive sessions on topics ranging from health promotion to catering contracts and developing public-private partnerships. "Aging: A New Galaxy" attracted over 400 participants from across the nation.

A new mealsite directory was published, listing locations of Congregate and Home Delivered Meal sites throughout the state.

At the local level, Area Agencies on Aging and nutrition projects developed strategic long range plans and launched efforts to increase community awareness and support. Some programs began installing dishwashing machines and purchasing reusable dishware. There was increasing utilization of frozen meals with microwave ovens and shelf stable meals to serve homebound persons who were unable to receive regular meal service.

The demand for new and improved service and technology is likely to continue. National recognition awards were given to programs for building public-private partnerships and developing a congregate dining model for use in the rural areas.

A new statewide logo, an apple with a heart inside, symbolizing wholesome food and friendship, healthy eating and healthy living, was initiated to identify all MBA funded congregate and home delivered meal programs.

The Congregate Meals Program

During 1990 the congregate meals program served 3,685,672 meals, nearly 15,000 meals each weekday, from 440 nutrition sites located throughout Minnesota. The program served 89,239 older Minnesotans. Congregate Dining is one of the few existing community-based nutrition programs for older persons. Its overall objective is to promote health and independent living through improved nutrient intake, socialization, nutrition education and access to a network of comprehensive programs and services.

Each menu meets 1/3 of the RDA's (Recommended Dietary Allowances) and is approved by a Registered Dietitian. Diabetic and low salt meals are generally available with low cholesterol meals at some sites. Meal sites are licensed

REGION VIII

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

Community Legal and Paralegal
Services for Seniors
Lincoln, Lyon, Murray and Pipestone Cty
Community Health Services, Home
Health Aide
Murray Cty Coordinator
Murray Cty Volunteer Transportation
Nobles Cty Coordinator on Aging
Pipestone Cty Senior Citizens
Transportation Program
Senior Nutrition Services, Congregate and
Home Delivered Meals Program
*Slayton Senior Center
Western Community Action Senior
Citizens Volunteer Transportation
Program
*Wilmont Senior Center
Worthington Senior Center Director
Worthington Taxi, Transportation Subsidy

REGION IX

Area Agency on Aging
Region Nine Regional Development
Commission
410 South 5th Street
Box 3367
Mankato, MN 56001
507-387-5643 or 1-800-450-5643

Arlington Senior Center Renovation
Faribault Cty Area Hospice
*Hanska Senior Center Renovation
Henderson Golden Age Senior Center
Renovation
Legal Advocacy for Older Americans
Project
LeSueur Cty Homemaker Services
LeSueur Cty Volunteer Advocacy Project:
CARE
*Lifeline
*Lutheran Social Services
Guardianship/Conservatorship
Mankato High Rise Recreation
MVAC Nutrition for the Elderly
Congregate and Home Delivered
Meals
*Sibley Cty Forms Assistance
Smiline Information and Referral
Southern Minnesota Regional Legal
Services
*Summit Center Renovation
*Wintthrop Senior Center Renovation

REGION X

Southeastern Area Agency on Aging, Inc.

121 North Broadway
Room 302
Rochester, MN 55904
507-288-6944

Faribault Elderly Transportation Program
Freeborn Cty Advocacy Program
Freeborn Cty Chore Program
Freeborn Cty Transportation Program
Goodhue Cty Volunteer Driver Program
GRWCAC Home Delivered Meals Program
Legal Services for the Elderly
Mower Cty Chore Program
Mower Cty Senior Citizens Advocacy
Mower Cty Seniors Transportation
Northfield Area Chore Service
Olmsted Cty Homemaker/Chore Program
*Pre-Retirement Planning Program
SEMCAC Congregate and Home Delivered Senior Meals Program
SEMCAC Transportation Program
Semcare Chore/Telephone Reassurance
Senior Citizens Services Advocacy, Olmsted Cty
Senior Citizens Services Dining Program, Rochester
*Volunteer Guardianship Project
Wabasha Cty Transportation
Winona Senior Citizens Advocacy Program

REGION XI

Metropolitan Area Agency on Aging Metropolitan Council

Mears Park Centre
230 E. 5th Street
St. Paul, MN 55101
(612) 291-6445

Anoka Cty Transportation Coordination Program
Cambodian Elders Program
Carver Cty Care Center
Carver, Scott, Washington and Dakota Cty Legal Service for Seniors
Chaska Senior Commons
Chore Service Coordination Project
Dayelders Adult Daycare/Senior Resources
*East Metro Coordinated Information and Referral Project

or approved by the state or local health department. Information and programming on nutrition, health and fitness classes is available at most sites.

The majority of persons participating in congregate meals are over 75 years of age, are single and live alone (see graph). Approximately half of the single diners surveyed report an income at or below the poverty level.

The congregate meals program is financed by a combination of income including individual contributions, federal (Older Americans Act and U.S. Department of Agriculture), state and local income (see pie graph). Minnesota has one of the highest per meal contribution rates in the country with a 1990 average of \$1.30 per meal. These contributions finance about one-third of the cost of each meal (see pie graph). Each year hundreds of thousands of volunteer hours are donated towards operating this program which illustrates a long term community commitment.

Home Delivered Meals Program

Over 1.4 million meals were delivered to the homes of 15,559 older adults. The demand for home delivered meals is expected to grow as the trend towards more emphasis on community-based supportive services continues. Over the past six years, the number of meals served has increased an

average of 9% each year. Each client served receives an average of 91 meals per year.

Currently, there are 29 home delivered meal projects which serve meals to seniors from over 360 Title IIIIC operated sites statewide. The average cash cost per meal in 1990 was \$3.62 of which nearly half is financed by participant contributions (\$1.51 per meal). The remainder of the meal is financed by state, federal (Title IIIIC and USDA reimbursement) and local revenues.

The nutrition programs are intended to enhance the informal support network of family, friends and neighbors.

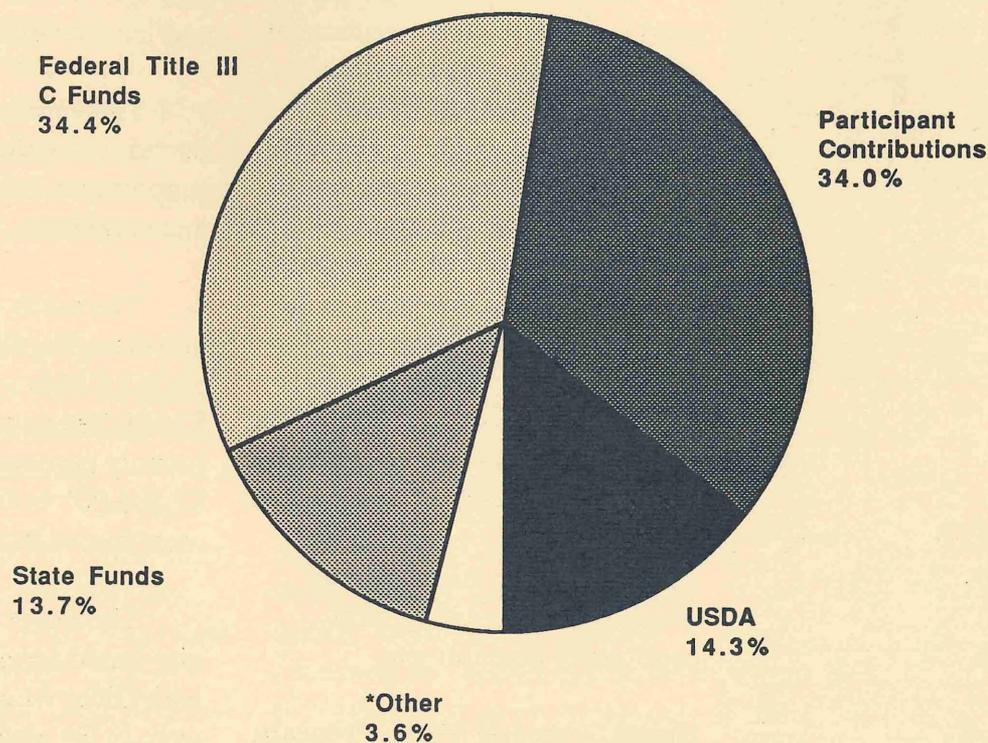
The funds used for social and nutrition programs generated over \$4,261,839 in local match and \$7,690,394 in program income (mainly participant donations), and \$2,806,001 in USDA reimbursement for meals served.

The major thrust of community-based service projects funded with Older American Act funds were in the areas of legal assistance, transportation, heavy chore, outreach, and advocacy. The Board actively promotes the development of services that are preventative and restorative in nature. The listing of nutrition and supportive services by Area Agency is found throughout this report.

NUTRITION (Continued)

Congregate Dining Programs 1990 Statewide Expenditures By Revenue Sources

Sources	(Dollars)	Percent of Total
Participant Contributions	4,758,620	34.0%
Federal Title III C Funds	4,812,037	34.4%
U.S. Dept. of Agriculture	1,999,565	14.3%
State Funds	1,915,000	13.7%
Other*	506,024	3.6%
	<u>\$13,991,246</u>	<u>100.0%</u>

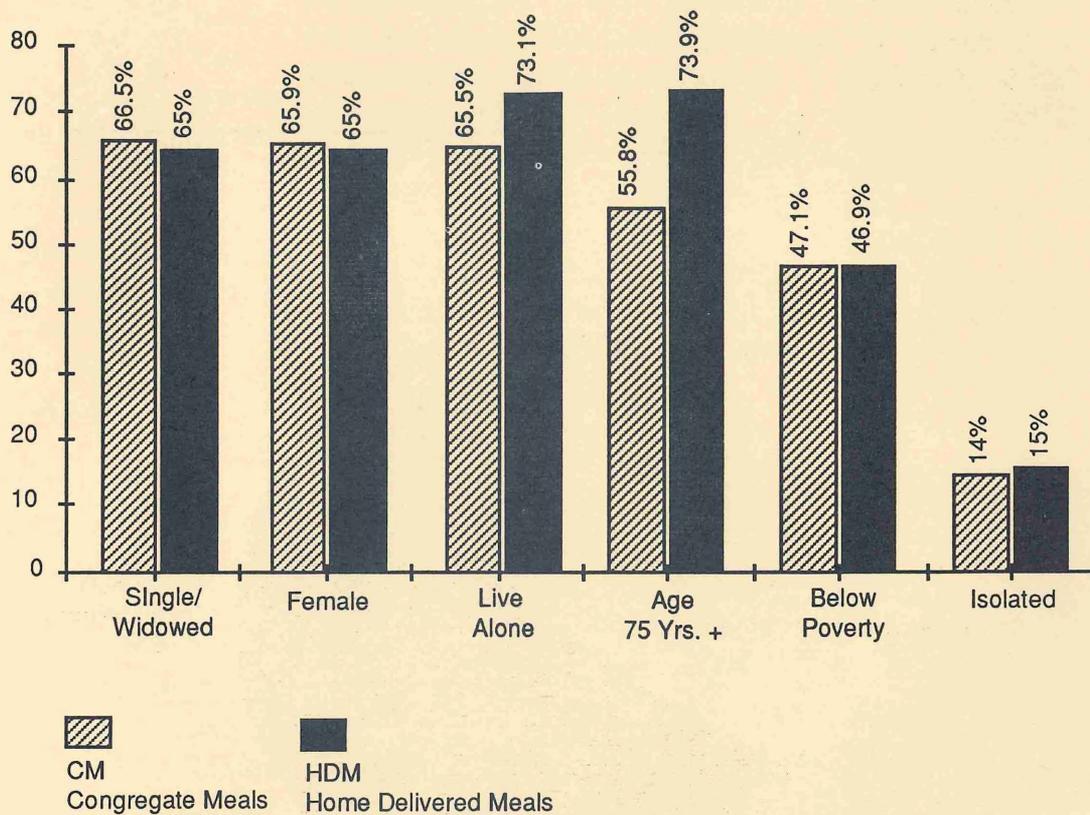


This graph reflects statewide expenditures for Title III C funded programs. The expenditures are taken from reports submitted to MN Board on Aging from the Area Agencies on Aging and Nutrition Programs.

*Other income includes non federal cash (and match) reported from cities, counties or local organizations and project income.

CLIENT CHARACTERISTICS

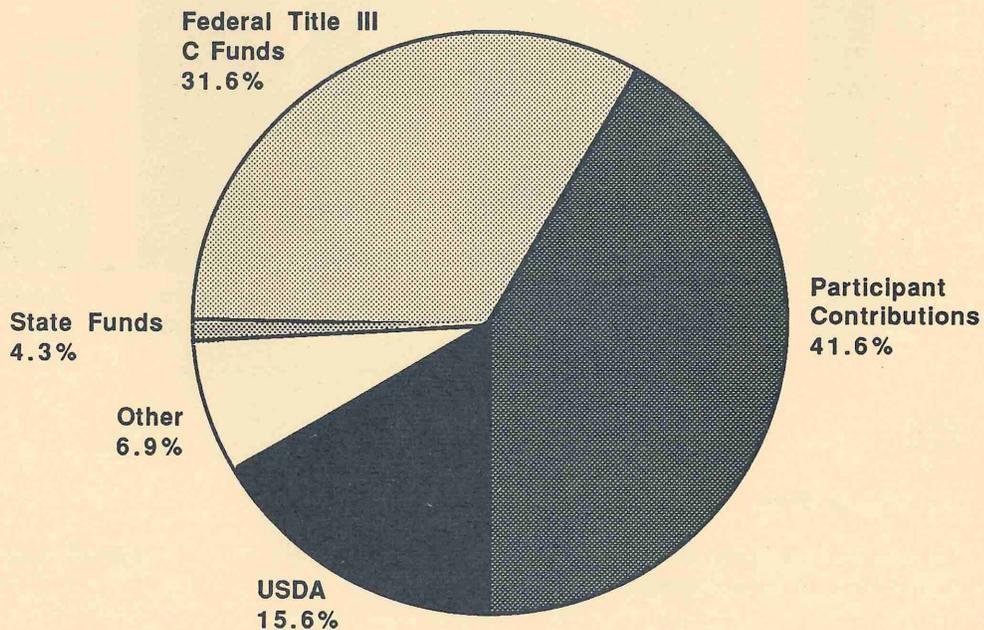
CONGREGATE AND HOME DELIVERED MEALS



Percentages are based on the total responses to each question.
 Not all persons answered every question.

Home Delivered Meals Programs 1990 Statewide Expenditures By Revenue Sources

Sources	Income (Dollars)	Percent of Total
Participant Contributions	2,122,401	41.6%
Federal Title III C Funds	1,613,704	31.6%
U.S. Dept. of Agriculture	794,541	15.6%
State Funds	218,347	4.3%
Other*	350,680	6.9%
	\$5,099,673	100.0%



This graph reflects statewide expenditures for Title III C funded nutrition programs only. The expenditures are taken from reports submitted to MN Board on Aging from the Area Agencies on Aging and Nutrition Programs.

*Other income includes non federal cash (and match) reported from cities, counties or local organizations and project income.

THE ANNUAL EVENTS

THE INSTITUTE ON AGING

The Board's 32nd Institute on Aging focused on the many aspects of our environment, and how our older population can take a proactive role in preserving or enhancing our natural resources. The 19 workshops provided a wide array of learning opportunities, from recycling to rain forests. This event again provided an opportunity for seniors and providers to network and gain new insight. This three day event in St. Cloud included National keynote speakers, entertainment, sharing of ideas, as well as the workshops, with the theme "Today's Involvement/ Tomorrow's Environment."

SIXTH GRADE ESSAY CONTEST

This interage activity sponsored by the Board experienced an increase in the number of finalists submitted for state judging. Sponsoring organizations submitted 396 essays from sixth graders who wrote about their grandparents or best older friends. The two winners were Evie Sjogren, who's essay was selected by the Senior Services Advisory Committee, Robbinsdale, and Joshua Vinkemeier, submitted by the Stewart Senior Citizens. There were 204 girls and 192 boys that were winners at the local level.

SENIOR CENTER AND PROVIDER CONFERENCE

"Tools of the Trade" was the theme of the ninth annual Senior Center and Provider Conference at St. Cloud. The fall conference is planned for leaders, providers, volunteers and professionals in the field of aging. Twenty workshops were offered, with topics ranging from "New Thinking on Community Focal Points" to "Zoning, Codes and Construction Standards for Senior Centers." The conference also featured two keynote speakers with presentations that highlighted "doing business" in senior services and senior centers, and special entertainment by performers over age 60.

OUTSTANDING SENIOR CITIZEN SELECTION

Recognizing the many and diverse contributions of our older population is a high priority for the Board. The Outstanding Senior Citizen Program, a cooperative effort of the Board, the Minnesota State Fair Board, and the Federation of County Fairs, reveals the many contributions that our older population makes to our society. Sixty-nine counties selected the 132 outstanding seniors for the competition, 68 women and 64 men. The State winners, which were selected at a special senior citizens day ceremony on the fairgrounds were Irene Painschab, Waverly, (Wright County) and Sy Sykora, Merrifield, (Crow Wing County).



Lt. Governor Marlene Johnson, Elva Walker and Gerald Bloedow with the 1990 Outstanding Senior Citizens

VOLUNTEERS PROVIDE A VARIETY OF SERVICES

The thousands of volunteer hours provided by older citizens play a major role in the Board's mission statement, "to assist older Minnesotans to live independent, meaningful, dignified lives in their own homes or places of residence..."

Three major programs provide volunteer services to older Minnesotans as well as children. The Board awarded \$1,404,000 in state funds directly to the Retired Senior Volunteer Program, the Senior Companion program, and the Foster Grandparent Program. These funds generated over \$200,000 in local match and other program income.

Retired Senior Volunteer Program

RSVP enables older persons to provide services in a variety of ways, including working in schools, libraries, museums, 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 1990 resulted in approximately 488,000 hours of service from over 4,500 volunteers, serving 670 agencies and organizations.

Senior Companion Program

The Senior Companion Program provides an opportunity for low income senior citizens to volunteer their time to serve people in need of close, meaningful relationships in their homes or in health care facilities. They receive a small stipend for their services as well as insurance coverage, sick pay, transportation and meal expenses. This program was awarded \$391,000 in state funds to enable 109 older volunteers to serve more than 550 older clients.

Foster Grandparent Program

The Foster Grandparent Program allows low income older people to develop ongoing one-to-one relationships with mentally retarded, emotionally disturbed, learning disabled or other children having special needs. The program involved 193 volunteers who served approximately 400 children. Foster Grandparents also receive a small stipend for their services, and insurance coverage, sick pay, transportation and meal expenses.

"Man was made to be active, and he is never so happy as when he is so."

Benjamin Franklin

REGION XI (Continued)

*Family Service of St. Croix Area
Forest Lake Seniors Community Center
Hennepin-Anoka Counties Meals on Wheels Project
Hennepin-Anoka Counties Senior Nutrition Project
Hmong Elders Program
Home Delivered Meals Coordination Project
HSI-Home Delivered Meals 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 Cty Chore Coordination Program
Ramsey Cty Community Human Services, HDM Project
Ramsey Cty Coordinated Transportation
Scott-Carver Congregate Dining Project
Scott-Carver Home Delivered Meals Project
*Senior Center Administration
*Senior Center Outreach
Spanish Speaking Seniors Program
The Seniors' Place
Vietnamese Elders Program
Volunteer In-Home Respite Project
*West Metro Coordinated Information and Referral Project
West Metro Coordinated Transportation

REGION XII

Minnesota 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 Home Delivered Meals Program, Nett Lake
Grand Portage Congregate Dining 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

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)

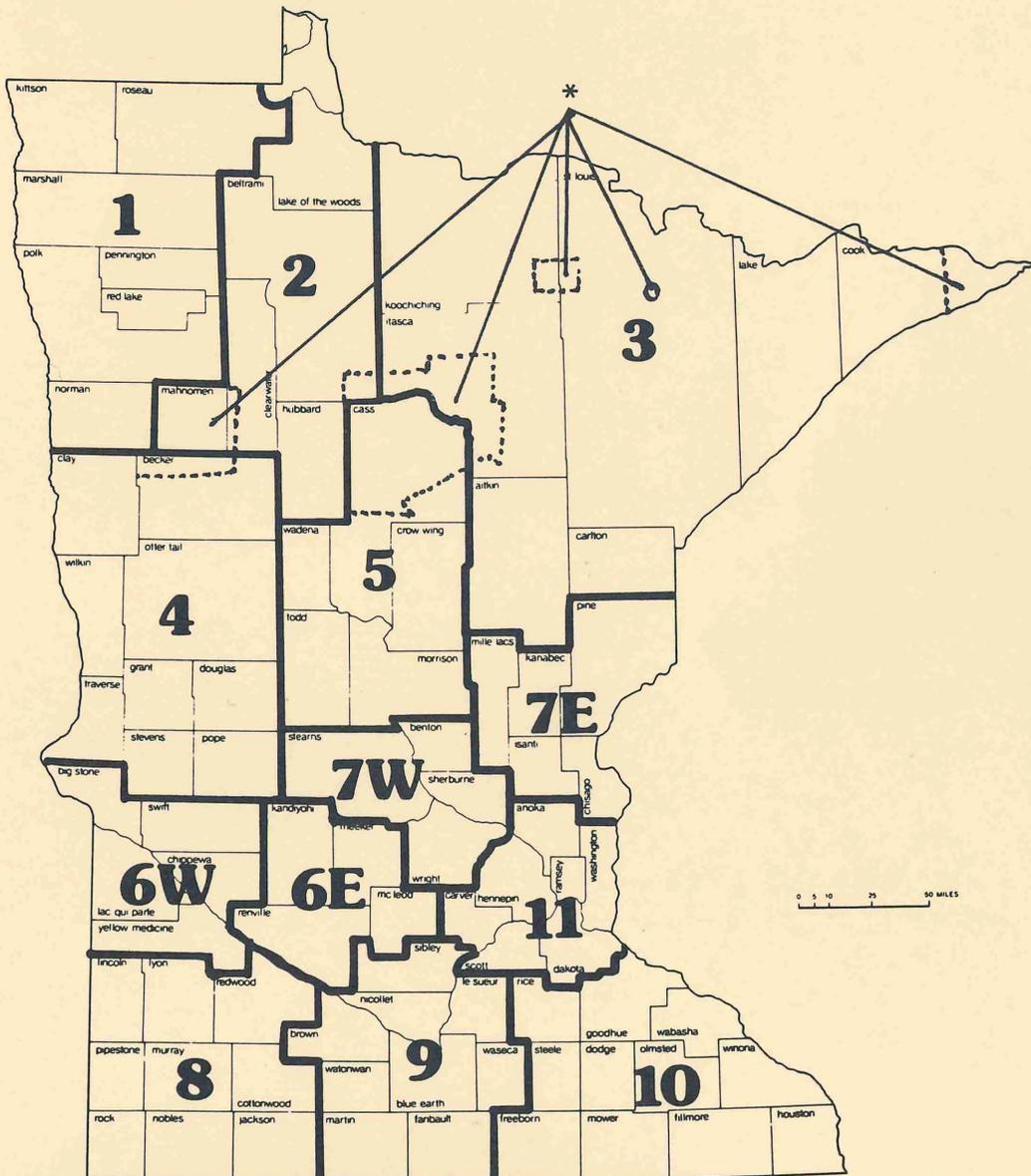
Rochester

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**

MBA - 5/91 - 1500