

# AGING **best**

Area Agency on Aging



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## SENIOR NEWS INSIDE THIS ISSUE:

Virtual Workshops -  
Cover - 3  
Aging Best Can Help -  
3-4  
Fraud Facts - 5  
Get To Know Us - 6-8  
Ombud News - 9  
Partner Thanks - 10  
Senior Spotlight - 11-12  
Curbside Activities -  
13-14  
Letter from CEO - 15

## Aging Best Now Offers Virtual Workshops

In 1997, Dr. Paul Lam led a team of Tai Chi and medical specialists to create a program aimed at relieving pain for people with arthritis and preventing falls for older adults. The program is designed to improve health and wellness through safe and enjoyable workshops led by skilled instructors. By improving muscular strength and flexibility, Tai Chi can have a very positive effect on pain reduction, balance and mobility.

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## Virtual Workshops con't.

Though basic Tai Chi has been around for centuries, Tai Chi for Arthritis focuses on more specific needs. Brenda Doyle, Community Education and Training Specialist for Aging Best, received her Tai Chi instructor certification through the Dr. Paul Lam Institute's Training Program. Brenda's workshops provide a low impact, easy to follow program in a fun and relaxing atmosphere.

Aging Best is excited to announce Tai Chi for Arthritis workshops will resume in the fall of 2020. The free workshops will be offered virtually in accordance with CDC recommendations. "Doing the classes virtually can be challenging. However, keeping everyone up and moving is more important than ever right now. Many are staying home and performing very little activity", Doyle said.

The main focus of the class is on arthritis and fall prevention. Falls continue to be one of the top reasons for hospitalization among seniors. Tai Chi is a great tool to improve balance and reduce the risk. A sample of low impact, seated Tai Chi can be viewed at [www.facebook.com/agingbest.org](http://www.facebook.com/agingbest.org).



Brenda Doyle, Community Education and Training Specialist, instructs a Tai Chi for Arthritis workshop

## Chronic Disease Self-Management Resumes Virtually

Chronic Disease Self-Management Education (CDSME) workshops will resume July 23rd and are also offered in a virtual setting at no cost. Participants in the virtual workshop will learn ways to self-manage chronic illnesses such as diabetes, hypertension, lupus, heart disease, and more.

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## Chronic Disease Self-Management con't.

The interactive workshops are a great way to meet friends and find support among others who share similar conditions.

Slots for virtual CDSME are limited, so register in advance to ensure your slot in the July workshop.

For more information or to register for sessions please call Brenda Doyle at 573-476-5739 or email [bdoyle@agingbest.org](mailto:bdoyle@agingbest.org).



Maxine Davis, Shirley Powell, Ida Morris and Beth Whittle display the completion certificates and projects they made in a CDSME workshop.

## Aging Best's Community Options and Services Team Can Help 800-369-5211

- Our Information and Assistance Specialists provide information, assistance with accessing benefits, and assistance connecting to an array of service providers.
- Our In-Home Specialists conduct assessments and provide case management. Through their assessments, they will identify needs as well as the best resources to meet those needs. They are able to meet with you in your home or in the community.
- Our Targeted Case Management Specialists provide specialized case management and assessment services. They are skilled at identifying needs and resources for those they serve through these specialized contracts.

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# Aging Best's Community Options and Services Specialists Describe Some of the Ways They Have Helped Seniors

"A woman recently called about the Qualified Medicare Beneficiary program she had applied for a year ago. This program pays the Medicare B premium for qualifying individuals. The premium was still being deducted from her Social Security check every month. I was able to assess her income and determine she was eligible. I was then able to send an encrypted message to our Department of Senior Services (DSS) liaison who in turn sent the inquiry to the Qualified Medical Beneficiary department. Two weeks later she called to tell



Kathleen Humphrey

me \$1,897 had been deposited into her account to cover the 18 months of back pay from Medicare B premiums deducted from her Social Security check. This will continue to save her \$144 per month." Kathleen Humphrey, Information and Assistance Specialist



Carol Senior

"Last month a woman called for assistance with her \$319 water bill. The client cares for her elderly mother and her 2-year-old grandson in her home. She unknowingly had a leaking toilet and was unable to pay the enormous water bill. The local water company would accept payments in any amount for now but would be shutting the water off the next week when the area's COVID-19 emergency assistance ends if they did not receive her payment in full. We were able to find assistance which would provide a supplemental reimbursement in the

amount of \$300 to pay the bill. This was a huge relief to her. During the process I also discovered Ameren UE was offering their Clean-Slate Program to qualifying individuals. I determined she was eligible and was able to connect her to assistance that would pay \$740 of the \$906 she owed. In the process, I was also able to provide a \$50 voucher for our Farmers' Market Program." Carol Senior, Targeted Case Management Specialist

The Missouri Senior Medicare Patrol (SMP) wants to remind you that we are here for you when you have questions concerning possible Medicare errors, abuse and fraud.

The Missouri SMP is one of 54 non-profit projects with a mission to empower and assist Medicare beneficiaries, their families, and caregivers to prevent, detect, and report health care fraud, errors, and abuse. We are a grant-funded project of the federal U.S. Department of Health and Human Services (HHS), U.S. Administration for Community Living (ACL). Our work is in three main areas:

- Providing outreach and education. During this pandemic, most outreach is done by producing fraud facts such as this one and posting online and on Facebook. Check us out at [www.missourismp.org](http://www.missourismp.org) or on Facebook <https://www.facebook.com/MissouriSMP/>
- Engaging civic-minded volunteers to help protect older adults' health, finances, and medical identity while saving precious Medicare dollars. If you are interested, we have an online volunteer training.
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- Receiving beneficiary complaints. When Medicare beneficiaries, caregivers, and family members bring their complaints to us, we determine whether fraud, errors, or abuse is suspected. When fraud or abuse is suspected, we make referrals to the appropriate state and federal agencies for further investigation.

So, what does that mean for you? It means we are a trusted source of information and assistance.

To learn more or report suspected Medicare fraud, call the Missouri SMP at 1-888-515-6565.

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# Getting to Know Aging Best's Team: This Month's Team Members



## **Steve Dopp** **Client Care Specialist**

What is your title, and how long have you been with Aging Best?

My title is Client Care Specialist. I have been with Aging Best for 3 years and 3 months.

What kind of services do you provide?

I help by explaining our programs to potential clients, their family members and friends.

I create Nutrition Assessments for Home Delivered Meals and find resources for potential clients needing assistance with utility bills and unexpected needs. I also assist current clients with their needs. If I am not able to help them directly, I send their information to one of our Information & Assistance Specialists who follows up with them.

What is your favorite part of your job, and do you find it to be a challenging position?

My favorite part of this work is when I can help someone achieve a goal. Although it can become a bit overwhelming with calls and emails, I always remember I am helping people.

Tell us a little about your life and/or background.

I grew up in Northeast Missouri in a small town. My daughter recently moved closer, so I am happy I get to see her more often. I enjoy hiking with my dog, watching movies, and appreciating the arts.



**Sonya Holliday**  
**Senior Administrative**  
**Assistant**

What is your title, and how long have you been with Aging Best?

I have been with Aging Best for 4 months. I started out as the Receptionist/Administrative Assistant and have now been promoted to Sr Administrative Assistant.

What kind of services do you provide?

I help with answering the phone, do all of the office supply ordering for all offices and centers, keep track of hood/fire/health inspections, keep track of frozen meals delivered, help with scanning/faxing paperwork as needed and various administrative duties as assigned.

What is your favorite part of your job, and do you find it to be a challenging position?

So far, I enjoy all I have helped with and find my job satisfying to do.

Tell us a little about your life and/or background.

I have lived in Missouri all my life. I'm an only child. My dad lives not too far away on his parents' estate. I grew up on a farm and still live on a farm that is owned by my dad in a small log house that we built ourselves out of cedar trees cut off of the property and debarked by hand, etc. I love to read, crochet, do a little sewing and do work outside with landscaping, etc. I enjoy sightseeing, eating out, going to plays/movies, shopping, just various things.



Matt Davison, Aging Best's Meal Program Administrator for Boone County, (above) delivers milk to Esther Garay.



**Matt Davison**  
**Meal Program**  
**Administrator for Boone**  
**County**

What is your title, and how long have you been with Aging Best?

I am the Meal Program Administrator for the Boone County area. I have been with Aging Best for almost 10 years.

What kind of services do you provide?

We provide hot meals Monday - Friday to the senior community that can still get out and offer nutrition education and an array of activities at the senior center such as pool, cards and exercise. We also deliver Frozen Nutritious Dinners to seniors that are unable to leave the home due to health issues or other unforeseen circumstances.

We deliver and hand out produce and extras to our homebound clients and our clients that come into the senior center for a hot lunch. We also partner with Second Chance and have established a pet program here at Aging Best to deliver pet food and animal supplies primarily to our homebound clients.

What is your favorite part of your job, and do you find it to be a challenging position?

My favorite part of the job is helping people. The elderly population helped build this country, and it brings me so much joy to be able to help them in their time of need. It is a challenging position at times, however when I get to see the impact we at Aging Best make in our clients' lives it makes the challenges worthwhile.

Tell us a little about your life and/or background.

I have lived in Boone County all my life. I enjoy the community we have here. I love to travel, fish, and spend time with family and friends. I have worked in customer service for almost 30 years. Nothing in the world brings a bigger smile to my face than knowing I have made someone else's day. I tell my clients all the time that I am a lucky guy. I have hundreds of grandmothers and grandfathers.

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# Ombudsman News



## CONGRATULATIONS

Aging Best congratulates Ariana Burrell (pictured left) on her recent graduation from the University of Missouri. She has been a dedicated Ombudsman volunteer for more than two years. We know she will achieve her career goals. We spoke to Ariana about her plans and how the Ombudsman Program has helped prepare her for the future.

**Aging Best:** How did you hear about the Ombudsman Program?

**Ariana:** I was looking for ways to get involved in the Columbia community and stumbled upon an Ombudsman application while searching on Google.

**Aging Best:** What is your area of study?

**Ariana:** Health Sciences with an emphasis in leadership and policy along with a minor in Sociology and Multicultural Studies.

**Aging Best:** Was volunteering for the Ombudsman Program helpful in your studies at MU?

**Ariana:** Volunteering as an Ombudsman was extremely helpful in my studies and career advancement. It is important to have good communication skills and be able to handle difficult situations or conversations when pursuing a leadership career in healthcare. I have learned to be more patient when dealing with difficult situations and diligent when trying to resolve problems. It has improved my communication and initiation skills tremendously. Before volunteering for the Ombudsman Program, I was a shy, quiet person. When you are acting as an advocate for someone else and building meaningful connections you cannot be timid. It helped me break out of my shell which improved so many other areas of my life. For that, I will always be grateful for being part of such a great program.

**Aging Best:** Did you find the Ombudsman training helpful?

**Ariana:** They were extremely helpful. I was a little shy and nervous at the beginning of the program. The trainings eased my mind by offering specific techniques on how to deal with certain situations that may arise. I missed the out-of-town trainings, but I believe the online/virtual trainings were just as beneficial.

**Aging Best:** Would you recommend volunteering to others?

**Ariana:** I would definitely recommend volunteering with the Ombudsman program, especially to college students who are trying to get involved in the community.

# Thank You to Our Partners

Aging Best extends a big thank you to Catholic Charities of Central and Northern Missouri, United Way of Central Missouri, Helias Catholic High School and The Food Bank for Central & Northeast Missouri for hosting a food drive for our programs. The "Give a Hand Food Drive" collected non-perishable items and bread for Aging Best. The bread was distributed through Clarke Senior Center in Jefferson City. Canned and boxed items are being distributed to homebound seniors through our Community Options and Services team.



(Left) Cristal Backer, Director of Development & Outreach for CCCNMO accepts a donation from Aaron Nealey and four-legged donor, Dale



Margaret Peters (above) was happy to receive a delivery of pet food for her furry companion, Scooter. Aging Best partners with Second Chance to provide pet food and supplies to many homebound seniors in Boone County. Plans to expand Aging Best's pet program to additional counties is presently in development.



The Food Bank for Central & Northeast Missouri arranged for the delivery of produce boxes to several of our centers. (Above) Janice Claas and Lynn Farrow arrange boxes following the California Nutrition Center delivery.



Thank you to Central Dairy (left) for the delivery of dairy boxes that provided our seniors with much needed dairy products. Seniors in the areas we serve were very thankful.

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## Boone Senior Spotlight



Norman Lampton

Norman Lampton is a familiar name to many residents of Columbia. After more than 50 years practicing law in the area, he has recently retired. Well, as retired as someone like Norm can be. He continues to volunteer and stay active in the community.

Norm spent eight years in the U.S. Navy and served two tours in Vietnam. As an attorney he focused on estate planning and commercial law. He also spent time as a lobbyist for the agriculture and insurance industries. His experience and understanding of legislative procedures made him a great fit for Silver Haired Legislature, a formally

elected body of citizens 60 years of age and older. The volunteer organization works to promote conscientious legislative advocacy for Missouri's older adults. He has volunteered with the program since last year.

Norm's volunteering activities included teens as well. He volunteered with Mock Trial, a program that helps high school students develop an understanding of law procedures. He enjoyed sharing his law experience with the teens and encouraging their interest in the field.

Today Norm enjoys volunteering as an operator for the Amateur Radio (H.A.M.) program. Volunteers in the program use battery-operated radios able to communicate globally without the need for internet or phone service. Operators such as Norm are prepared to provide emergency communication in the event of a disaster.

Norm lives in Columbia and enjoys spending time with veterans, another group he volunteers for. When he's not busy volunteering his favorite companions to spend time with are Admiral and Captain, his beloved dog and cat.

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## Boone Senior Spotlight con't.

Kay Barbee discovered a passion for helping seniors and individuals with disabilities in her position as the Assistant Director of the Missouri Kidney Program. Having held several University of Missouri positions spanning more than 40 years, she developed a good understanding of the Medicare and Medicaid programs. She joined CLAIM as a volunteer in 2004. This was around the time Medicare Part D was being developed. Kay knew this would have a huge impact on dialysis/transplant individuals that relied on Medicare, Medicaid or both.

It was through the Missouri Kidney Program that Kay became involved with Aging Best. Upon retirement she kept her CLAIM certification and joined Aging Best as a Medicare Outreach Consultant. In 2018 Kay started her own Medicare consulting services business where she continues to educate and provide no-cost assistance. Her Medicare Boot Camp program assists individuals approaching Medicare eligibility. Kay loves helping participants find affordable healthcare programs.



Kay Barbee

Finding these programs can be a great relief for seniors and help to improve their overall health and quality of life. Due to COVID-19, and following CDC recommendations, Boot Camps are presently being conducted through Zoom, phone and email consultations. For more information Kay can be reached at 573-424-7632 or [barbeekk@gmail.com](mailto:barbeekk@gmail.com).

Volunteering is a big part of Kay's life. She is an elected Senator with the Silver Haired Legislature and volunteers at Columbia Credit Union and the MU Retiree Association. In her spare time Kay enjoys playing "Pickleball", best described as a cross between tennis and ping-pong.

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## Curbside Activities

Center Administrators at Aging Best are doing an amazing job of keeping curbside meal pick-up fun and exciting. Their creative ideas and dedication are such a blessing to the communities they serve. We are thankful for the entire staff at each of our centers.



Westside Senior Center honored a special guest with flowers and decorations. Irene Harvey celebrated her 100th birthday with a curbside celebration. Julie Jacobs, Center Administrator, said Irene was brought to tears when the center's staff, volunteers and Board of Directors lined up to sing Happy Birthday.



Curbside participants at Fulton Senior Center were treated to some special music provided by John Lammers (left). April Redman, Center Administrator, said John's performance and the great menu brought in curbside participants that had not ventured out since the pandemic began. John has performed for the center on previous occasions.



Camdenton Senior Center (above) presented ties to curbside participants for Father's Day.

## Curbside Activities con't.



Hawaii relocated to Fayette for a day in June! Kitty Overstreet, Bonnie and Kenny Blakely (left) enjoy a relaxing "oceanside" meal during the center's Hawaiian Day. Jennifer Barnhill, Center Administrator, planned the event to give everyone a taste of the islands. Participants enjoyed the event and say they are appreciative of the extra mile Jennifer goes to keep curbside meals fun and exciting.

Superman was spotted in Boonville, June 9th. The area experienced heavy rain and rough conditions all morning. One of the regular volunteers, Jack Thomas, (right) braved the elements to deliver meals and items to the homebound on a 75 mile route through rural Cooper County. Sherry Bellamy, Center Administrator, says the red poncho was quite fitting as John truly is a superhero!



Mexico Senior Center treated Curbside guests to a summer barbecue (above). lone Bickell, Center Administrator, said everyone really enjoyed the food and playing safe-distanced bingo from their vehicles.



Pam Stroup (left) makes a food delivery to Oak Towers.

# AGING **best**

To see each person live his or her best possible life

Hello,

I understand that people have questions about when our senior centers will be open for a return to congregate meals and programming.

As many establishments have opened their doors for business, Aging Best will continue to follow the guidance of medical professionals, as well as federal and state counsel that call for "vulnerable populations" to remain sheltered in place until phase-one of reopening businesses and activities stabilize.

We aren't certain when it will be deemed "safer" for seniors to once again congregate and we won't have answers to that question until we follow the success or challenges of other businesses that open during phase-one. Initial guidance advises it may be 30 days or more before there is sufficient information to evaluate the safety of seniors congregating. We will, however, continue to work diligently to provide daily services to people in our area such as curbside meals, home delivered meals, ombudsman advocacy, assessment and case management, information and assistance, and telephone and other remote reassurance contact among others.

We appreciate your patience as we make difficult decisions about "unknowns". We are using the best guidance available to protect the health and well-being of those we serve.

Have a wonderful day,

*Rebecca Nowlin*

Rebecca Nowlin, LPC  
Chief Executive Officer

