



# Resourceful Thinking

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## BEGINNING OUR 25<sup>TH</sup> YEAR OF SERVICE!

### RESOURCE SERVICES OPENED IN 1995

Throughout the history of the organization, Altenheim has been a generous member of the community. Furthering that tradition, the Altenheim Board of Trustees developed an idea for a Resource Center in the late 1980s, and had enlisted the assistance of an Advisory Council to explore that dream.

Professionals, community members, representatives from what was then the WVU Center on Aging and others in the aging field had come together to determine needs of older adults and caregivers, and how best to address those needs. Research consistently showed that “information” was a major concern and need of older adults and their caregivers.

The mission of the new agency would be: Care for the Aged (the Altenheim mission) and specifically to improve the quality of life through information, education, support and referrals to appropriate agencies.

That dream became a reality in 1995.

It was a hot day in June 1995 when I began moving ‘stuff’ into the brand new Altenheim Resource & Referral Center which was located at 1359 National Road, adjacent to the Altenheim Retirement Home. We were dodging drafting tables and workers who were putting the finishing touches on the building as I worked on setting up my office and the resource materials.

We moved books, brochures, videos, TVs, desks, bookcases – the list goes on. The Resource Center was set up to hold every type of resource that would help older adults and caregivers as they sought information on aging issues, services, current resources, and supports.

After much preparation and planning, our grand opening was held in July, 1995.

I am the second Services Coordinator, my predecessor having moved to a different position in December, 1994. I came on board at Altenheim in March, 1995 fresh off a position with a federal research and demonstration project on dementia. What a great opportunity I was given to develop and grow the programs of Altenheim Resource and Referral Services!

We had already been hosting informational programs in the living room of the main building, and now I had the opportunity to increase our offerings to the community in a new setting. Programs were established to offer information from professionals to the community at no charge. These personal enrichment programs offered information on dementia, Medicare, nursing home care, elder law and estate planning, hospice and palliative care, health and wellness, and many other topics.

We worked with WVU to offer workshops with continuing education credit for social workers, and with credit for their Practitioner’s Certificate in Gerontology. We obtained a provider number to offer credit to nurses. Topics such as Rural Aging, Alternative Therapies, Spirituality and Aging and many others were offered to professionals for credit. We have continued those social work offerings through a partnership with Bethany College.

We offered support groups for those with Parkinson’s and support groups for caregivers. We offered professional networking groups so those of us in the field had opportunities to meet colleagues and learn about programs.

Meanwhile, our mission of assisting older adults and their caregivers with information

and resources remained a primary focus. One on one support was offered as needed in a comfortable, private and confidential setting. Consultation and resources were (and continue to be) offered at no cost to the consumer.

In 2013, the agencies in the Resource Center were relocated to make room for additional housing for the Altenheim Retirement Community. Resource and Referral Services was moved to the main building and we continue to operate from there.

There have been many changes. Agencies and colleagues have come and gone. The focus of the Altenheim Retirement Community has evolved. Funding streams and services have changed. The culture of aging has changed. Communication and methods of seeking information have changed.

We do our best to remain current, and to stay involved so we can do the best job possible with our consumers. There are several Adult Service Coalitions to help professionals stay informed, and maintain professional relationships. Community events such as the Older Adult Expo at the Ohio Valley Mall have brought consumers and service providers together.

We continue to have programs for personal enrichment, and we continue to offer professional workshops.

We continue to focus on older adults and their caregivers offering information, resources, support and referrals to appropriate agencies. We continue to do our best to help those in need, and to do so confidentially, professionally, privately and at no charge.

Our belief is that aging and caregiving present numerous challenges. We will do what we can to try to make the journey less difficult.

Do you have questions about aging? Caregiving? Altenheim Retirement Community? Altenheim Resource and Referral Services? Give me a call or send an email. Stop and see me.

I'm looking forward to helping you with your aging and caregiving questions!

To those of you who have contacted us for information, offered support, referred friends

or consumers, answered my questions when I'm seeking resources – to all of you who have been part of our lives at ARRS for 25 years....THANK YOU!

### SCAMS!

No one is safe from scammers. These people have one thing as a goal: get your personal information and your money.

Even those who have served our country are not safe. One scam that is being perpetrated on our veterans is the call about benefits.

The Federal Communication Commission reports: "The scammers often leave voice messages, following a script that goes something like this: *Your VA profile was flagged for two potential benefits to the changes in the VA program. These are time sensitive entitlements. Please call us back at your earliest convenience.*

The voicemail includes a fraudulent call-back number for "veterans services." Potential victims who call the number are offered "benefits," such as loan modifications to their mortgages, then asked for personal information, including social security numbers, dates of birth and bank account numbers.

Scammers who gain access to such information can use it to steal money from bank accounts or credit cards, or sell the information to other bad actors for use in identity theft fraud."

Once again:

- Do NOT answer the phone if you don't recognize the number.
- If you do answer the phone and connect with a suspicious person or robotic voice, hang up!
- Do NOT engage these people in conversation! Don't worry about being nice!
- Do NOT give any personal information. Any agency with which you've been involved (such as Social Security, Medicare, Medicare Supplements, Medicaid, Veteran's Services / Veteran's Administration) has your identifying information. They don't need you to give your number!
- For emails or online contacts, look for strange URLs. Does it say ".com" when it should be ".org"?

- Is there a call back number or a prompt to click? Do NOT do it!!!! Get the number from your customer information, their legitimate webpage, or other reputable source. Do NOT use the link or the number from the message you received.
- Do NOT send gift cards, Wal Mart cards, ITune cards or other form of "payment".
- Contact your state's Attorney General, the police, the FBI, and/or the FCC if you think you've been scammed.

[Source: Used with permission – Thank you, Jennie, at FCC!  
<https://www.fcc.gov/veterans-targeted-benefits-scams>]

**SOCIAL SECURITY & MEDICARE CHANGES**  
**for 2020**

The Social Security Administration reports that there will be a 1.6% Cost of Living Adjustment in 2020.

Many people believe that the President determines whether or not there will be a Cost of Living Adjustment but this not the case. The Social Security Act has a formula for determining each Cost of Living Adjustment based on increases in the Consumer Price Index for Urban Wage Earners and Clerical Workers (CPI-W). CPI-Ws are calculated on a monthly basis by the Bureau of Labor Statistics.

For a broader explanation of the COLA determination, go to <https://www.ssa.gov/oact/cola/latestCOLA.html>.

Medicare Part B will go up to \$144.60 but those with higher incomes will pay more. The Part B deductible goes up to \$198.00.

[Sources: [www.ssa.gov](http://www.ssa.gov), [www.medicare.gov](http://www.medicare.gov)]

**SAVE THE DATES!**

**Spring Symposium – March 26, 2020**

A one-day symposium will be held at the Highland's Event Center with social work CEUs.

Details will be available soon! Contact Ann at 304 243-0996 to be contacted when information becomes available.

**Older Adult Expo - May 5, 2020**

Belmont County Adult Services Coalition's event which focuses on older adults and caregivers and offers exhibits with information on services, programs and opportunities for older adults. There is no fee to exhibit.

Contact Ann Kogler at 304 243-0996 for information or to be put on our contact list.

**WORKSHOPS PLANNED FOR 2020**

The workshop planning committee is working on the Spring Symposium and also on individual programs. Details will be available as plans are finalized!

**PROGRAMS HELD IN 2019**

Bethany College School of Social Work, WV Northern Community College, Altmeyer / CARE Funeral & Cremation Specialists, and Altenheim Resource & Referral Services were able to offer several quality workshops for social workers in 2019. We would like to offer our thanks to the speakers who graciously offered their time and expertise to provide quality information!

**RESOURCEFUL THINKING**

If you would like to receive an emailed copy instead of a snail mail copy (or if you would like a snail mail copy instead of the emailed version), please let us know. If you would like removed from the mail list, please call me at 304 243-0996 or email me at [akoegler1995@gmail.com](mailto:akoegler1995@gmail.com) and your name will be removed. You can also access our newsletter on the Altenheim website at [www.altenheimcommunity.com](http://www.altenheimcommunity.com).



Let us be  
 Your Gateway to Care for Older Adults!

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