



Monday, November 19, 2012

Medicare Open Enrollment Ends December 7
Compare Your Coverage Options Now—Go to <http://www.medicare.gov/>

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Because Caregivers Matter

ACL Administrator Greenlee blog on National Family Caregivers Month

What began as a celebration of family caregivers during the week of Thanksgiving in 1997 has grown into a month-long acknowledgement and celebration of family caregivers—those extraordinary people who make such a difference in the lives of their loved ones. Family caregivers provide more long-term care in our country than any other group, by far.

Family caregivers' roles vary greatly, ranging from transportation, meal preparation and housekeeping to more complex help, such as medication management, wound care, and financial planning. What's more, family caregivers are often the single constant in lives fraught with rapid change and uncertainty. Their commitment may be the only thing preventing the long-term institutional placement of medically fragile people. Supporting family caregivers is essential.

The Administration for Community Living (ACL) is proud to support the innovative Lifespan Respite Care Program, which provides states the opportunity to improve access to respite services for family caregivers, no matter the age of the person they are caring for.

This November, I encourage you to reach out to family caregivers to let them know they matter and thank them for all they do on behalf of their loved ones every day.

To read Administrator Greenlee's complete blog which includes details about the Lifespan Respite Care Program and other ACL-funded programs that support caregivers, go to <http://www.hhs.gov/acl/2012/11/13/national-family-caregivers-month/>

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Avoiding the Traps of Unscrupulous Insurance Agents during Medicare Open Enrollment

Each year Medicare beneficiaries are bombarded with information during the Medicare Open Enrollment period which runs from October 15 through December 7. For most beneficiaries this is the only time they can make changes to their Medicare Advantage (health plan) and/or prescription drug (Part D) coverage. Most have many choices and only this short timeframe to make comparisons and decisions. Unfortunately every year unscrupulous insurance agents and companies take advantage of beneficiary confusion during this Open Enrollment season. In an effort to stop this unwanted activity the Center for Medicare and Medicaid Services (CMS) has developed a toolkit that includes helpful education and outreach materials you can use to help CMS in its surveillance and enforcement efforts.

The toolkit includes:

Agent in My Home Fact Sheet: This consumer fact sheet explains how agents/brokers should conduct themselves when meeting with people with Medicare in their homes, and applies year-round (*includes Spanish and Chinese versions*). To download this fact sheet, go to http://www.medicare.gov/Publications/Pubs/pdf/MeetngAgntsOneonOne_fctsht_ENGLISH_link.pdf

SMART (Surveillance Marketing Allegation Response Team) Referral Form: Use this form to report suspicious marketing activities. For a blank electronic copy of this referral form, email a request to the Surveillance mailbox at Surveillance@cms.hhs.gov

Reminder: CMS has extended the Medicare enrollment period for beneficiaries impacted by Hurricane Sandy. After the midnight December 7 deadline, beneficiaries can call Medicare's 24-hour information line, 1-800-Medicare (1-800-633-4227). CMS representatives will be able to review available plans and complete the enrollment process over the phone.

To get answers to frequently asked questions, go to <http://capsules.kaiserhealthnews.org/wp-content/uploads/2012/11/CMS-Sandy-delay-letter.pdf>

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HHS Launches BeTobaccoFree.gov

In commemoration of the American Cancer Society's Great American Smokeout, recognized this year on November 15, the Department of Health and Human Services launched <http://www.BeTobaccoFree.gov> – the first comprehensive website that coordinates access to the best and most up-to-date tobacco-related information from across HHS into a single online location. The launch of this consumer website exemplifies the department's dedication to reduce the harms from tobacco use, which continues to be the number one cause of premature death and disease in the United States.

BeTobaccoFree.gov was built using responsive design, which makes information accessible anywhere, anytime on any platform, from smart phone to tablet to desktop. Additionally, the website's unique social media dashboard, "Say It - Share it," constantly updates the latest tobacco social media, including Facebook, Twitter, YouTube, Infographics, Podcasts, and Tumblr.

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Stay Informed

Upcoming Webinar Sponsored by the Aging Network's Volunteer Collaborative

Kids Eat – FREE – Concho Valley RSVP, San Angelo, TX (Rural)

Through the initiative of two RSVP volunteers, this best practice was a result of their efforts to make nourishing meals available during the summer months to school children. Originally developed to serve hunger-insecure children during the summer months, this program can be modified to help feed community members of all ages through community collaborations and partnerships.

It's for agencies and volunteer coordinators who wish to engage a unique population in volunteer service, including those 55 and older serving through RSVP.

What you will learn:

- Why and how the Kids Eat FREE program was started and how the RSVP volunteer driven program has grown.
- How you can replicate Kids Eat Summer Feeding Program in your communities and modify it to serve your population.
- How to effectively engage adults 55+ in leadership roles in both the program design and development enhancing RSVP recruitment efforts
- How the program is funded – both cash and in-kind support
- The importance of the first organizational meeting and how churches have been an integral partner in the Kids Eat FREE initiative
- How the neighborhood feeding sites were chosen

Date: Wednesday, November 28, 2012

Time: 2:00 p.m. – 3:00 p.m. EST

[REGISTER!](#)

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NCOA Webinar on Evidence-Based Physical Activity Programs

Interested in offering a proven physical activity program within your organization? Join the National Council on Aging (NCOA) to learn about two widely implemented evidence-based physical activity programs, EnhanceFitness and Fit and Strong!

Speakers:

Susan Synder, [EnhanceFitness](#)

Sue Hughes, [Fit&Strong!](#)

Date: Thursday, November 29, 2012

Time: 3:00 p.m. - 4:30 p.m. ET

[Register](#)

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Hunger and Nutrition: What's at Stake for Children, Families & Older Adults

Join Generations United on December 4 for a provocative discussion on how to address hunger and improve nutrition across the generations. Hear first-hand

accounts of innovative approaches in communities across America and re-examine the issue of hunger through the eyes of a family.

Generations United's new report, *Hunger and Nutrition: What's at Stake for Children, Families and Older Adults*, challenges traditional approaches to addressing the problem of hunger and elevates intergenerational solutions that strengthen our families and communities. The report examines the results of a new public opinion survey on the current state of hunger among families of all ages and makes recommendations for policymakers, community leaders and the business community to reduce hunger across the generations.

When: Tuesday, December 4, 2012
9:30 a.m. to 10:30 a.m. EST

Where: National Press Club Holeman Lounge
529 14th Street NW, Washington, DC 20045
Nearest Metro: Metro Center (Red Line) or McPherson Square
(Blue/Orange Line)

Register at ow.ly/f69gD

Note: This event will not be live-streamed. Registration is for people planning on attending the event in person.

For more information, contact Generations United at 202-289-3979 or gu@gu.org

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Webinar Reminders

Webinar on Strategies to Help with Tough Issues: Driving, Bathing, and Managing Meds

Sponsored by the American Society on Aging, this webinar will discuss typical caregiver behavior by people with dementia related to driving, bathing and medication management.

Participants will learn techniques that are helpful in promoting interactions and desired activity or conversation; including how you talk, what you say and how to respond.

Date: November 26, 2012
Time: 11:00 a.m. – 12:00 p.m. Pacific Time

To register, go to <http://asaging.org/november-26-2012>

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Webinar on Addressing Domestic Violence in Home Visitation Settings: Screening, Assessment & Safety Planning

This webinar is co-sponsored by the Health Resources and Services Administration's Office of Women's Health, Family Violence Prevention and Services Program and Futures Without Violence

The new federal benchmarks for home visitation require that programs document screening, and track referrals. We know that many home visitation programs are continuing to prioritize domestic violence screening, referral, and building partnerships with local domestic violence programs. Home visitors have a unique opportunity to improve positive outcomes for their families by building partnerships and learning more about tools, and assessment strategies for integrating screening for domestic violence.

This webinar will help home visitors understand how to screen, refer and document these activities as part of routine programming.

Date: Monday, November 19, 2012
Time: 2:00-3:30 P.M. Eastern Time

Register for this conference:

http://bwjp.ilinc.com/perl/ilinc/lms/register.pl?activity_id=zshwhmp&user_id=

=

Primary Dial-In: 1-888-447-7153
Alternate Dial-In: 1-719-387-1138
Passcode: 469456

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Tools & Information

SMP Draws Attention to Hurricane Sandy Scam

Thanks to the diligent work of the Administration for Community Living/Administration on Aging-funded SMP (Senior Medicare Patrol) Project, a bright light has been cast on a potential scam opportunity in the wake of Hurricane Sandy.

Social Security beneficiaries have again become the intended targets of an identity theft scheme. In one particular incident reported by the Rhode Island SMP to the Social Security Administration (SSA), a woman received a call from

a person claiming to be from SSA. The caller informed her that her husband's Social Security payments would be delayed for several months due to computer damage caused by Hurricane Sandy—unless she provided her husband's Social Security number over the phone. Fortunately, the woman heeded the information she had received from the Rhode Island SMP—she hung up and reported the incident.

As a follow up to this incident, SSA issued the fraud advisory, *Social Security Inspector General Warns Public about Hurricane Sandy Phone Scheme*. To read the full advisory, go to <http://oig.ssa.gov/newsroom/news-releases/ssa-inspector-general-warns-public-about-hurricane-sandy-phone-scheme>

To learn more about the Administration for Community Living/Administration on Aging SMP Program, go to http://www.aoa.gov/AoARoot/AoA_Programs/Elder_Rights/SMP/index.aspx

You can read more about identity theft [here](#) and [here](#)

TeamSTEPPS® for Long-Term Care

Improving the safety of health care is a key goal for health care organizations today. Coordination, interaction and communication among clinical staff can reduce the number of medical errors in the hospital, nursing home or medical office setting. TeamSTEPPS® for Long-Term Care, developed by the Department of Health and Human Services Agency for Healthcare Research and Quality (AHRQ) and the Department of Defense (DOD), is designed to support the training of health care personnel in team and communication skills to reduce patient safety risks and hazards in nursing homes.

TeamSTEPPS for Long-Term Care was created specifically for nursing home staff, but can be adapted and applied to other long-term care settings such as assisted living communities. This release is a new addition to the TeamSTEPPS curriculum, which has improving patient safety as its goal. It includes new materials to demonstrate how to use communication tools in quality improvement projects.

TeamSTEPPS Long-Term Care is available in DVD format and includes PowerPoint presentations, teaching modules, exercises, and video vignettes that can be used to train staff. In addition, it is available on AHRQ's Web site.

To order copies of the DVD, contact the AHRQ Publications Clearinghouse at AHRQPubs@ahrq.hhs.gov or call (800) 358-9295. Copies are also available at <http://www.ahrq.gov/teamstepstools/longtermcare/>

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Share Your Voting Experience with NCD

The National Council on Disability (NCD) wants to hear about your voting experience in the 2012 general election. Through [a brief, open-ended questionnaire](#), NCD and its partners, the National Disability Rights Network and EIN SOF Communications, Inc., will collect information about your experiences, including any physical, attitudinal, or other barriers you may have faced when attempting to exercise your constitutional right to vote.

A Government Accounting Office [report](#) found in 2008 that only 27 percent of polling places were fully accessible to people with disabilities. The Federal Election Commission reported in 2008 that, in violation of state and federal laws, more than 20,000 polling places across the nation were inaccessible, depriving people with disabilities of their fundamental right to vote. NCD and its partners would like to learn how people with disabilities fared in this election, four years later.

To take or share the questionnaire, please go to:
<http://www.surveygizmo.com/s3/1053447/Voting>

Alternately, you may print a hard copy of the questionnaire to complete and mail it to: NDRN, 900 Second Street, NE, Suite 211, Washington, DC 20002.

If you have any questions, please contact NDRN at 202.408.9514, ext 130.

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Join the Conversation and Win

Join the conversation and be a part of the American Society on Aging's (ASA) social network between November 14 and December 17 for a chance to win a FREE **Aging in America Conference** registration!

Here's how:

- Tag **ASA on Facebook** in a post about the 2013 Aging in America Conference
- Mention **@asaging** on Twitter in a tweet about the 2013 Aging in America Conference (use hashtag **#aia13**)
- Recommend **Aging in America on LinkedIn**
- Share ASA Update (check your email inbox or **sign up to receive our weekly newsletter**)

That's all there is to it. You share, tweet, tag, and/or recommend and ASA will take care of the rest! A winner will be announced after December 17.

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SSA Commissioner Astrue Receives 2012 President's Award from The Arc

Michael J. Astrue, Commissioner of Social Security, received the 2012 President's Award presented by The Arc, one of the largest charitable organizations in the United States that serves and advocates for people with intellectual and developmental disabilities (I/DD). The President's Award honors those whose work makes a positive impact upon The Arc, its future, and the people they serve.

The Arc honored Commissioner Astrue for his steadfast commitment to people with disabilities, including people with I/DD, since the beginning of his tenure in February 2007. Under his leadership, Social Security has reduced the average length of time applicants wait to receive a decision on their claim for Social Security disability benefits.

To read more, go to <http://www.socialsecurity.gov/pressoffice/pr/2012-presidents-award.html>

Recent Legal Actions Regarding Persons with Disabilities

Justice Department Files Civil Rights Lawsuit against the City of San Jacinto, California, Alleging Discrimination against Persons with Disabilities

The Justice Department recently filed a lawsuit against the city of San Jacinto, Calif., alleging violations of the Fair Housing Act and the Americans with Disabilities Act based on its treatment of group homes for persons with disabilities. This lawsuit is part of the Justice Department's continuing effort to enforce civil rights laws that require states and municipalities to end discrimination against, and unnecessary segregation of, persons with disabilities.

To read more about this action, go to <http://www.justice.gov/opa/pr/2012/November/12-crt-1348.html>

Interstate Distributor Company to Pay Nearly \$5 Million to Settle EEOC Disability Suit

The US Equal Employment Opportunity Commission (EEOC) announced recently that the Tacoma, Washington-based Interstate Distributor Company will pay \$4.85 million and provide other significant relief to settle a nationwide class disability discrimination lawsuit. The EEOC's suit said the nationwide trucking firm unlawfully denied reasonable accommodations to hundreds of employees and fired them pursuant to Interstate's maximum leave policy.

To read more about this settlement, go to
<http://www1.eeoc.gov/eeoc/newsroom/release/11-9-12.cfm>

*Rite Aid to Pay \$250,000 to Settle EEOC Disability and Retaliation
Discrimination Lawsuit*

Rite Aid, one of the nation's largest drug store chains, will pay \$250,000 and furnish other relief to settle a disability and retaliation discrimination lawsuit filed by the US Equal Employment Opportunity Commission (EEOC), the agency recently announced.

The EEOC charged that Rite Aid Corporation terminated Christopher Fultz from his position as a pharmacy order picker at Rite Aid's Mid-Atlantic Customer Service Center in Perryman, Md., because of his disability, epilepsy, and because he had previously filed a discrimination charge with the EEOC alleging that he had been denied promotions because of his disability.

To read more about this settlement, go to
<http://www.eeoc.gov/eeoc/newsroom/release/11-7-12c.cfm>

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Recent Reports

*Personal Care Services: Trends, Vulnerabilities and Recommendations for
Improvement*

<https://oig.hhs.gov/reports-and-publications/portfolio/portfolio-12-12-01.pdf>

Source: Department of Health and Human Services Office of the Inspector
General

Date: November 2012

*The Great Recession: Pressures on Public Pensions, Employment Relations and
Reforms*

[http://www.nirsonline.org/index.php?option=com_content&task=view&id=730
&Itemid=49](http://www.nirsonline.org/index.php?option=com_content&task=view&id=730&Itemid=49)

Source: National Institute on Retirement Security

Date: November 2012

*Quality Improvement Measurement of Outcomes for People with Disabilities
(Number 208 of the AHRQ Closing the Quality Gap: Revisiting the State of the
Science Series)*

[http://www.effectivehealthcare.ahrq.gov/ehc/products/336/1282/EvidenceRe
port208_CQG-Disabilities_ExecutiveSummary_20121012.pdf](http://www.effectivehealthcare.ahrq.gov/ehc/products/336/1282/EvidenceReport208_CQG-Disabilities_ExecutiveSummary_20121012.pdf)

Source: Department of Health and Human Services Agency for Healthcare
Research and Quality

Date: October 2012

Vital Signs: Racial Disparities in Breast Cancer Severity — United States, 2005–2009

<http://www.cdc.gov/media/releases/2012/docs/dpk-breast-cancer-disparities-MMWR.pdf>

Source: Centers for Disease Control and Prevention

Date: November 13, 2012

The Influence of Social Environmental Factors on Re-hospitalization among Patients Receiving Home Health Care Services

http://journals.lww.com/advancesinnursingscience/Fulltext/2012/10000/The_Influence_of_Social_Environmental_Factors_on.7.aspx

Source: Advances in Nursing Science

Date: October-December 2012

College Students Speak: A Survey Report on Mental Health

http://www.nami.org/Content/NavigationMenu/Find_Support/NAMI_on_Campus1/collegereport.pdf

Source: National Alliance on Mental Illness

Date: November 2012

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