



JANUARY, FEBRUARY, MARCH 2021



AGING & DISABILITY RESOURCE CENTER

SPECIAL INTEREST ARTICLES!

Free Tax Assistance - pg 2

Wisconsin Home Energy Assistance - pg 16

INSIDE THIS ISSUE...

- 3 New Year's Resolution Trivia
- 4-5 Nutrition, Health & Wellness Corner
- 6-8 Caregivers' Corner
- 9 Transitional Resource Services Corner
- 10-11 Elder Benefit Specialist's Corner
- 12 Disability Benefit Specialist's Corner
- 13 Avoid Becoming a Victim of Fraud
- 14 ADRC Corner



WE ARE STILL HERE TO HELP

Although things may look a little different, the ADRC of Washington County is still providing the same level of services. Our services are being provided via phone, email or any other electronic means that is available. We also have a drop box located outside of the public agency center to collect documents, if needed or can arrange for a socially distanced pick up or drop off of documents.

We would encourage you to call our office to speak with someone directly about your needs and determine the best way that we can assist so that we can all stay healthy and safe. In times like these we want to assure you that we will do our best to meet your needs and help you along the way.

Stay healthy, stay safe and be well.

Free Tax Assistance

Including Homestead Tax Credit



(Service provided by trained AARP volunteers.)

The schedule below is tentative as of this publication's print date.

Please do NOT call for Reservations until after 1/11/21. Individuals may check for sites at www.aarp.org

Note: Due to the Covid-19 outbreak, there will be limited contact protocol.

PLEASE BE AWARE OF COVID-19 SAFETY PRECAUTIONS: Anyone coming in for an appointment MUST wear a mask in accordance to the CDC guidelines. All volunteers will be wearing PPE.

You must fill out an intake form before your appointment time to turn in at the time of your first appointment which you will make when you call the phone number listed for the location. Bring all tax paperwork to this first appointment. It will be scanned in and given back to you. You will be given an appointment time for the following week to come back to that location to sign your tax forms and also given a hard copy. Please call the phone number listed below of the location you wish to make a reservation.

BEGINNING FEBRUARY 5 – APRIL 9, 2021 MENOMONEE FALLS LIBRARY W156N8436 PILGRIM RD, 1 BLOCK EAST OF CITY HALL, FRIDAYS **CALL 262-255-8460 AFTER 1/11/21 FOR REQUIRED RESERVATION.**

BEGINNING FEBRUARY 3 – APRIL 7, 2021 CEDARBURG - OZAUKEE COUNTY FAIR GROUNDS PAVILION W67 N866 WASHINGTON AVENUE, WEDNESDAYS **CALL 262-377-0750 AFTER 1/11/21 FOR REQUIRED RESERVATION.**

BEGINNING FEBRUARY 2 – APRIL 6, 2021 MEQUON - CROSSROADS PRESBYTERIAN CHURCH 6031 W. CHAPEL HILL ROAD, TUESDAYS **CALL 262-377-0750 AFTER 1/11/21 FOR REQUIRED RESERVATION.**

BEGINNING FEBRUARY 1 – APRIL 5, 2021 SUSSEX, THE GROVE AT VILLAGE PARK W244N6260 WEAVER DRIVE, MONDAYS **CALL 262-644-4171 AFTER 1/11/21 FOR REQUIRED RESERVATION.**

BE SURE TO BRING WITH YOU:

- **Must have photo i.d. (for both 1st and 2nd appt.)**
- Social Security card if not on Social Security
- last year's taxes
- all 1099 forms from banks
- Social Security, or annuities
- W-2 forms from any employers
- monthly Social Security amount
- original rent certificate or copy of property tax bill

Married couples must both attend appointments. For those not on Medicare, must have employer sponsored or ACA form (Affordable Care Act). The ACA form can be obtained from the Marketplace and shows how much was paid and what the credit was. If you would like direct deposit, bring a check with your account number and routing number. Tax forms can be obtained at the West Bend Library, your local post office, etc. Contact these locations ahead to confirm availability.



The due date for your 2020 Federal income tax return is Wednesday, April 15, 2021.

NEW YEAR'S RESOLUTION TRIVIA

New Year's Day is a celebration filled with life-changing resolutions, giving and quality time with family and friends. Challenge yourself to see how much you really know about New Year's Day!

1. What is the number one New Year's resolution?
2. What percentage of people successfully achieve their New Year's resolutions?
3. About how many people gather in Times Square each year to watch the ball drop?
4. How much confetti is dropped on the crowd at Times Square at midnight?
5. What percentage of Americans admit to falling asleep before midnight on New Year's Eve?
6. What is the diameter of the Times Square ball?
7. In what year did America start recognizing Jan. 1 as the first day of the year?



What's Your New Year's Resolution?

Source: www.wheelsofwhishes.org

1. Losing weight is the number one resolution.
2. 8 percent of people are successful with their resolution.
3. One million people gather in Times Square to watch the ball drop each year.
4. 1 ton of confetti is dropped on the crowd at Times Square at midnight.
5. 22 percent of people admit to falling asleep before midnight on New Year's Eve.
6. The times square ball is 12 feet in diameter.
7. The American colonies and England recognized Jan. 1 as the first day of the year starting in 1752.

Answers:

3



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Aging & Disability Resource Center, West Bend, WI

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NUTRITION, HEALTH & WELLNESS CORNER

KRISTEN HOSKING, RD, CD

NEW YEAR RESOLUTIONS

It's that time of year where many of us make a resolution for the new year. Often times, that resolution revolves around eating habits or physical activity. We all know that being physically active has a ton of health benefits like: lowering your risk of heart disease; better bone health; better sleep and lowering blood pressure. So, let's talk a little bit about getting that activity into your daily routine!

Are you fitting in at least 150 minutes (2.5 hours) of heart-pumping physical activity per week? If not, you're not alone. Only about one in five adults and teens get enough exercise to maintain good health. Being more active can help all people think, feel and sleep better and perform daily tasks more easily. And if you're sedentary, sitting less is a great place to start!

These activity recommendations for adults are based on the [Physical Activity Guidelines for Americans, 2nd edition](#), published by the U.S. Department of Health and Human Services, Office of Disease Prevention and Health Promotion. They recommend how much physical activity we need to be healthy. The guidelines are based on current scientific evidence supporting the connections between physical activity, overall health and well-being, disease prevention and quality of life.

- Get at least 150 minutes per week of moderate-intensity aerobic activity or 75 minutes per week of vigorous aerobic activity, or a combination of both, preferably spread throughout the week.
- Add muscle-strengthening activity (such as resistance or weights) on at least 2 days per week.
- Spend less time sitting. Even light-intensity activity can offset some of the risks of being sedentary.
- Increase amount and intensity gradually over time.

Physical activity is anything that moves your body and burns calories. This includes things like walking, climbing stairs and stretching. Aerobic (or "cardio") activity gets your heart rate up and benefits your heart by improving cardiorespiratory fitness. When done at moderate intensity, your heart will beat faster and you'll breathe harder than normal, but you'll still be able to talk. Think of it as a medium or moderate amount of effort.

Examples of moderate-intensity aerobic activities:

- brisk walking (at least 2.5 miles per hour)
- water aerobics



- dancing (ballroom or social)
- gardening
- tennis (doubles)
- biking slower than 10 miles per hour

Don't worry if you can't reach 150 minutes per week just yet. Everyone has to start somewhere. Even if you've been sedentary for years, today is the day you can begin to make healthy changes in your life. Set a reachable goal for today. You can work up toward the recommended amount by increasing your time as you get stronger. Don't let all-or-nothing thinking keep you from doing what you can every day.

The simplest way to get moving and improve your health is to start walking. It's free, easy and can be done just about anywhere, even in place. Any amount of movement is better than none. And you can break it up into short bouts of activity throughout the day. Taking a brisk walk for five or ten minutes a few times a day will add up.

If you have a chronic condition or disability, talk with your healthcare provider about what types and amounts of physical activity are right for you before making too many changes. But don't wait! Get started today by simply sitting less and moving more, whatever that looks like for you.

The takeaway: Move more, with more intensity, and sit less.

Source: American Heart Association

UPDATE ON THE WASHINGTON COUNTY SENIOR DINING PROGRAM

Due to the Coronavirus pandemic, the Aging and Disability Resource Center of Washington County has had to revise or suspend programs or services we provide to our community. The State of Wisconsin Department of Health Services has provided guidance to counties in assisting with decisions about services; including the Senior Dining Program. Based on the guidance provided, Washington County has made the decision to suspend the senior dining congregate program through the end of 2020.

For those 60 years of age and older, carryout meals are available at various meal sites during this time. Home delivered meals continue to be provided with increased safety measures to keep participants healthy.

Decisions regarding senior dining beyond 2020 will be made based on the pandemic and guidance from the State and local public health officials.

Washington County's seven community senior dining centers will remain closed for at site dining until further notice.

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Aging & Disability Resource Center, West Bend, WI

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CAREGIVERS' CORNER

RESILIENCE: A HELPFUL TOOL FOR CAREGIVERS - TAMMY DICKMAN, CBSW

When life takes a turn you weren't expecting and you find yourself in a place you'd rather not be, do you fall apart or face the situation with confidence and strength? There's nothing like a global pandemic to test your ability to cope. Add to that the regular challenges of being a caregiver and even the strongest person may falter. While your first reaction to these challenges might be fear and anxiety, adopting principals of resilience can help you respond more positively during hard times.

Resilience is the ability to cope when things go wrong. Some people are better at this than others, but all of us can learn to become more resilient by adopting these principles:

- 1.) Solve the right problems. Instead of mulling over things you are powerless to change, focus on what you can do. You can't make COVID-19 go away or somehow undo the fall your mother took. But you can find ways to add meaning to each day and add safety measures to prevent falls in the future.
- 2.) Find meaningful activities. As a caregiver, it is easy to lose your own individuality in the hubbub of what needs to get done, especially with the added challenges of the pandemic. However, it is vital to carve out time to do something you love; something that gives you energy and recharges your battery.
- 3.) Get connected. It is vital to stay connected to others and reach out for help when needed. Asking for help is not a sign of weakness but a sign of wisdom and strength. Even with COVID restrictions in place, a friend can drop off a meal or visit with you and your loved one by phone. Participating in a virtual support group or event can also connect you with others who are in a similar situation which can help you feel more positive about your situation.
- 4.) Remain hopeful. You can't change what has happened, but you can look positively toward the future. Set goals to focus on – both long term and everyday goals. Find a success in each day to keep you feeling optimistic and capable. Actively foster positive thoughts.
- 5.) Learn from experience. Reflect on how you faced hardships in the past and build on those



strategies that were successful. When you do make a mistake – like losing your temper – don't dwell on it. Figure out what led to the blunder – like a lack of sleep – and fix it. Find practical and correctable reasons for mistakes rather than focus the blame inward to yourself as a “bad” person.

- 6.) Believe in your ability to cope. It is easy to get overwhelmed with the responsibility of caregiving added to the challenges facing the world right now. Feelings of fear and anxiety are normal and okay; validate them. Then move forward and be aware of the personal strengths and resources you have.
- 7.) Take pride in your accomplishments. When you find success, whether big or small, give yourself credit. Acknowledging that an achievement was the result of your hard work and effort rather than just good luck helps you feel capable to deal with the hardships and setbacks that come your way.

Caregiving can be full of challenges and difficulties, especially with all the added stressors right now. Becoming a resilient caregiver will help you adapt to these tough times and become a stronger and more confident person in all you do.

If you have questions about your caregiving experience, please call Tammy Dickman at (262) 335-4497.

*Jane Mahoney
Caregiver Support Specialist
Greater Wisconsin Agency on Aging Resources*

CAREGIVERS' CORNER

BE PREPARED FOR COLD WEATHER - TAMMY DICKMAN, CBSW

The way to avoid hypothermia and frostbite is to plan for the extreme Wisconsin cold before it arrives. Don't get caught unprepared!

- **Follow the forecast.** Make checking the weather forecast with you favorite meteorologist a part of your regular routine so you know when to expect cold weather in our area.
- **Adjust your schedule.** If possible arrange your schedule to avoid being outside during the coldest part of the day (usually early morning).
- **Protect your pets and livestock.** If you have pets or farm animals, make sure they have plenty of food and water, and are not overly exposed to the extreme cold. Take precautions to keep your water pipes from freezing.
- **Fill up the tank.** Make sure your vehicle has at least half a tank of gas during extreme cold so that you can stay warm if you become stranded.
- **Dress for the outdoors, even if you don't think you'll be out much.**
- **Update your winter car survival kit.** Be sure your car survival kit includes the following:
 - **Jumper cables.** Flares or reflective triangles are great extras.
 - **Flashlights.** Replace the batteries before it gets too cold and pack some extras.
 - **First aid kit.** Also check your purse or bag for essential medications.
 - **Special needs gear.** If you or a family member has special needs, pack any special food or disposable undergarments.



- **Water.** Have at least one gallon of water per person a day for at least 3 days.
- **Basic toolkit.** Pliers, wrench, screw driver.
- **Pet supplies.** Food and water.
- **Radio.** Battery or hand cranked.
- **Cat litter or sand.** For better tire traction.
- **Shovel.** To dig out snow.
- **Ice scraper.** Even if you usually park in a garage, have one in the car.
- **Clothes.** Make sure you dress for the weather in warm clothes, gloves, hat, sturdy boots, jacket and an extra change of clothes for the cold.
- **Warmers.** Pack extra for body, hands, feet.
- **Blankets or sleeping bags.** If you get stranded in traffic or on a lonely road, you'll be glad to have it.
- **Charged cell phone.** Keep a spare charger in your car as well.

Adapted from the National Weather Service, weather.gov

Wisconsin has 580,000 family caregivers across the state

Are you one of them?



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COUNTY COMMUNITIES ON TRANSITION - REBA FREDERICKSEN

A County Community on Transition (CCoT) is a group of stakeholders who have made the commitment to collaborate around identifying barriers to transition planning, to organize the supports needed and to develop solutions for youth with disabilities in the local county they serve. The CCoT creates their own vision and mission as it relates to transition in their community. This partnership is essential to assist in the pathways for youth to explore employment, training and postsecondary education, and engage in skills to be independent in their home and community while building self-advocacy skills. Washington County CCoT members include but are not limited to:

- School Districts
- Division of Vocational Rehabilitation
- Aging and Disability Resource Center
- Adult Long-Term Care Organizations – It is and Managed Care Organizations

- Children's Long-Term Support
- Higher Education
- Youth
- Family Members and/or Guardians
- Business Members
- Transition Stakeholders that provide services to youth with disabilities.

The key to CCoT success is sharing the work as a local county, establishing effective communication practices and creating new relationships to better work together and increase collaboration. Each CCoT is unique and has its own history of providing opportunities in their county by way of transition events to benefit the students and families they serve.

Washington County CCoT

Mission - To support and empower

Washington Co. students with disabilities to explore their career and life passions with consideration of independent living opportunities through coordination and collaboration with families, educators, community/governmental agencies, and employers.

Vision - To assist students and families in our community to prepare for life after high school and provide inclusive opportunities to be contributing members of their communities.

If you are interested in learning more about the Washington County CCoT or becoming a member, please contact Washington County CCoT Chair -

Martha Merten -

mmerton@kewaskumschools.org

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This project was supported, in part by grant number 90MPPG0041-01-00, from the U.S. Administration for Community Living, Department of Health and Human Services, Washington, D.C. 20201.



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ELDER BENEFIT SPECIALIST'S CORNER

THE IMPORTANCE OF THE FLU VACCINE DURING THE PANDEMIC - JENNIFER FECHTER

It has been recognized for many years that people 65 years and older are at high risk of developing serious complications from flu compared with young, healthy adults. This risk is due in part to changes in immune defenses with increasing age. While flu seasons vary in severity, during most seasons, people 65 years and older bear the greatest burden of severe flu disease. In recent years, for example, it's estimated that between 70 percent and 85 percent of seasonal flu-related deaths have occurred in people 65 years and older, and between 50 percent and 70 percent of seasonal flu-related hospitalizations have occurred among people in this age group.

A Flu Vaccine is the Best Protection Against Flu

Flu Vaccine Reduces Risk of Flu Illness and Serious Outcomes

Flu vaccination has many benefits. It has been shown to reduce flu illnesses and also to reduce the risk of more serious flu outcomes that can result in hospitalization or even death in older people. Flu vaccination has been shown in several studies to reduce severity of illness in people who get vaccinated but still get sick.

The best way to protect against flu and its potentially serious complications is with a flu vaccine. CDC recommends that almost everyone 6 months of age and older get a seasonal flu vaccine each year by the end of October. However, as long as flu viruses are circulating, vaccination should continue throughout flu season, even into January or later.

Flu vaccination is especially important for people 65 years and older because they are at high risk of developing serious complications from flu. Flu vaccines are updated each season as needed to keep up with changing viruses. Also, immunity wanes over a year so annual vaccination is needed to ensure the best possible protection against flu. A flu vaccine protects against the flu viruses that research indicates



will be most common during the upcoming season. Flu vaccines for 2020-2021 have been updated from last season's vaccine to better match circulating viruses. Immunity from vaccination fully sets in after about two weeks.

Because of age-related changes in their immune systems, people 65 years and older may not respond as well to vaccination as younger people. Although immune responses may be lower in older people, studies have consistently found that flu vaccine has been effective in reducing the risk of medical visits and hospitalizations associated with flu.

People 65 years and older should get a flu shot, not a nasal spray vaccine. They can get any flu vaccine approved for use in their age group with no preference for any one vaccine over another. There are regular flu shots that are approved for use in people 65 years and older and there also are two vaccines designed specifically for this group:

High Dose Flu Vaccine

The high dose vaccine (brand name Fluzone High-Dose) contains four times *(Continued on next page)*

ELDER BENEFIT SPECIALIST'S CORNER (CONTINUED)

the amount of antigen (the inactivated virus that promotes a protective immune response) as a regular flu shot. It is associated with a stronger immune response following vaccination (higher antibody production). Results from a clinical trial of more than 30,000 participants showed that adults 65 years and older who received the high dose vaccine had 24% fewer influenza illnesses as compared to those who received the standard dose flu vaccine. The high dose vaccine has been approved for use in the United States since 2009. Learn more about high dose flu vaccine [here](#).

Adjuvanted Flu Vaccine

High Dose and Adjuvanted Flu Vaccine Side Effects
The high dose and adjuvanted flu vaccines may result in more of the temporary, mild side effects that can occur with standard-dose seasonal shots. Side effects can include pain, redness or swelling at the injection

site, headache, muscle ache and malaise, and typically resolve with 1 to 3 days.

Get pneumococcal vaccines

- People who are 65 years and older also should be up to date with pneumococcal vaccination to protect against pneumococcal disease, such as pneumonia, meningitis, and bloodstream infections. Talk to your health care provider to find out which pneumococcal vaccines are recommended for you.

Pneumococcal pneumonia is an example of a serious flu-related complication that can cause death. You can get the pneumococcal vaccine your provider recommends when you get a flu vaccine.

Source: [CDC.gov](#)

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DISABILITY BENEFIT SPECIALIST'S CORNER

SOCIAL SECURITY ACRONYMS AND WHAT THEY MEAN BY HOLLIS SECOR, MSW

Some of the terms and acronyms people use when they talk about Social Security can be a little confusing. The Plain Writing Act of 2010 requires federal agencies to communicate clearly in a way “the public can understand and use.” This can be particularly challenging when talking about complicated programs like Social Security, Supplemental Security Income, and Medicare. If there’s a technical term or acronym that you don’t know, you can call the ADRC and ask for assistance or you can find the meaning on Social Security’s online glossary.

Below are a few common terms and acronyms used to get you started.

Social Security Alphabet Soup Making Sense out of all the Acronyms



| | |
|---|---|
| COLA (Cost of Living Adjustment) | Social Security benefits and Supplemental Security Income (SSI) payments may be automatically increased each year to keep pace with increases in the cost-of-living (inflation). |
| Credits (Social Security Credits) | Previously called "Quarters of Coverage." As you work and pay Social Security taxes, you earn credits that count toward your eligibility for future Social Security benefits. You can earn a maximum of four credits each year. Most people need 40 credits to qualify for benefits. Younger people need fewer credits to qualify for disability or survivors benefits. |
| Evidence (Proofs) | The documents you must submit to support a factor of entitlement or payment amount. The people in your Social Security office can explain what evidence is required to establish entitlement and help you to get it. |
| Insured Status | If you worked and earned enough Social Security credits to be eligible for retirement or disability benefits or enable your dependents to be eligible for benefits due to your retirement, disability, or death, you have insured status. |
| Protective Filing Date | The date you first contact us about filing for benefits. It may be used to establish an earlier application date than when we receive your signed application. |
| Retroactive Benefits (Back Pay) | Monthly benefits that you may be entitled to before the month you actually apply, if you meet the requirements. |
| Supplemental Security Income (SSI) | A federal supplemental income program funded by general tax revenues (not Social Security taxes). It helps aged, blind, and disabled people who have limited income and resources by providing monthly cash payments to meet basic needs for food, clothing, and shelter. |

AVOID BECOMING A VICTIM OF FRAUD

If we haven't experienced it ourselves, we have all at least heard of someone (or know someone personally) who was a victim of a financial scam. Older Americans are especially at risk, with people over 65 years of age 34 percent more likely to be victims than those in their 40s.

According to a 2015 report, older adults lose more than \$2.9 billion each year to financial scams. And given that most people are too embarrassed to report the crime, that number is likely much higher.

Due to their overall high net worth, the elderly are frequently targeted by scammers with all kinds of schemes to separate them from their money. Unfortunately, these scams often work. Advanced technology and convincing emails and phone calls can be challenging for seniors to keep up with because they are often lonely, willing to listen, and are more trusting than their younger counterparts. The con artists use a variety of tactics to get the elderly to give up credit card numbers, Social Security numbers, bank account information, and cash.

Scammers don't just make phone calls. Many schemes are performed via e-mail, door-to-door, and through bogus adver-

tisements. These may be in the form of fake credit card offers, charity donation requests, home improvement offers, investment opportunities, banking, online shopping, wire transfers, insurance offers, health products, sweepstakes, and contests.

Top 6 Scams to Watch For

Be aware of these top scams affecting one out of ten adults ages 65 and older, and make sure to inform friends and family about them so that they can be aware.

1. Social Security Scam. Fraudsters will pretend to work for the Social Security Administration and ask for the person's Social Security number, date of birth, and other personal information. The Social Security Administration will rarely call unless there is ongoing business with them, and they will never threaten.

2. Grandparent Scam. Imposters call older adults pretending to be a grandchild who's been involved in an accident, being held hostage, or is in legal trouble and who needs money immediately. They will ask for cash or a wire transfer, and never call back. *(Continued on Page 15)*


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ADRC CORNER

GETTING TO KNOW OUR ADRC STAFF - MEET TAMMY DICKMAN, DEMENTIA CAREGIVER SUPPORT SPECIALIST

Greetings! My name is Tammy Dickman and I am Washington County's Dementia Caregiver Support Specialist. The past five years at the ADRC have been a true blessing to me; I work with an outstanding team of professionals that have so much compassion and care for the residents of Washington County that I am so grateful to be a part of this organization!

Born and raised in Washington County, I attended school at the University of Wisconsin-Eau Claire where I earned my Bachelor of Social Work degree and found my love for caring for the elderly, particularly those living with dementia. After receiving my certification to practice social work in Wisconsin, I spent over 20 years working in long-term care settings, with the majority of that time spent working with people living with dementia and their families. An opportunity to work part-time after the birth of our oldest daughter led me to the Alzheimer's Association. I was afforded the opportunity to play a role in the former Memory Assessment Center at the West Bend Clinic where I met with patients and families upon receiving results of their testing to provide support, resources and begin planning for the future. After the Alzheimer's Association, I spent time working as a care coordinator for an in-home care agency and developed my skills as a care manager.

In 2013, the Wisconsin Department of Human Services piloted the grant-funded Dementia Care Specialist (DCS) Program which began expansion in 2014. The ADRC of Washington County created a similar position – the Dementia Caregiver Support Specialist – to be included in the 2015 budget. This position was not grant-funded and was expanded to include the caregiver support programs. I had the fortune to interview for and accept the position and have enjoyed every moment of the job. I look forward to continuing my work with the ADRC of Washington County for years to come!



When I am not working, I enjoy spending time with my husband, Henri as we watch our teenaged daughters, Delaney and Megan participate in activities including volleyball, softball, soccer and dance. We also have a feisty and loveable little Chihuahua named Nacho that demands our affection and lots of time on our laps. Our faith is also very important to our family and we are very active in our church; I have been teaching Sunday School for over 18 years and I'm so proud that Delaney has been helping with our church's pre-schoolers for the past three years. I am so grateful for the opportunities we've been given and I am so thankful to be a part of this amazing ADRC team.

To contact Tammy – call the ADRC at
262-335-4497
or email

tammy.dickman@washcowisco.gov

AVOID BECOMING A VICTIM OF FRAUD (CONTINUED FROM PAGE 13)

The FTC warns that if you or a loved one receives one of these calls, call the grandchild back on their correct phone number and verify their whereabouts. If you've mailed cash, report it immediately to the USPS or shipping company. Sometimes the delivery can be stopped.

3. IRS Fraud. Imposters trick the elderly into paying money they do not owe for back taxes. The offenders threaten their victims with arrest, foreclosure, or deportation if payments are not made. According to the IRS, more than 14,700 taxpayers have lost more than \$72.8 million since 2013.

4. Sweepstakes/Lottery/Inheritance scam. Each of these false claim that seniors have gotten a windfall and need to pay a fee to collect the funds.

5. Computer Tech Fraud. A screen appears on the computer screen notifying the user of a virus with a phone number to call. Scammers pretend to work for companies like Microsoft or Apple, convince victims that their computer has a virus, and persuade them to provide personal information and bank account numbers.

6. Natural Disaster Scam. Natural disasters are an opportunity for scammers to target the affected as well as those wanting to offer support. Natural disaster scams typically begin with unsolicited contact by phone, social media, email, or in person.

Unfortunately, this list only scratches the surface of the ways fraudsters will attempt to drain your bank account.

Things to Remember

- Scammers try to force you to make quick decisions and often threaten.
- Scammers use fake caller IDs and sometimes mimic government phone numbers.
- Swindlers often pretend to be government agencies.
- Never give out personal information to unsolicited callers.
- Ask friends or family for advice before giving out personal information or sending money.

If you are ever unsure if something is a scam or not, call AARP's Fraud Watch helpline at 877-908-3360 or the U.S. Senate Aging Committee's fraud hotline at 855-303-9470.

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Sign up to have our newsletter emailed
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ENERGY ASSISTANCE WILL KEEP YOU WARM AND HAPPY THIS WINTER!



Through the Wisconsin Home Energy Assistance Program, qualified Washington County residents receive a one-time payment* to make your heating and electric bills more affordable.

RECEIVING ENERGY ASSISTANCE IS AS EASY AT 1 - 2 - 3!

1. **Call Client Registration staff at (262) 335-4677** to schedule your appointment.
2. An Energy Assistance representative will call you and review the application questions. NOTE: Our callers will request Social Security Numbers for all new applicants. If you are not comfortable providing this over the phone, inform the caller to make alternative arrangements.
3. After the application is complete and all documents have been signed, a payment will be applied to your energy bill.

You may also qualify for services like furnace repair, weatherization and crisis services.

*Funding covers a portion of the energy costs. It is not intended to pay your entire energy bill. How much funding you receive depends on several factors including: your income, usage and family size.

CONTACT INFORMATION

AGING & DISABILITY RESOURCE CENTER OF WASHINGTON COUNTY

333 E. Washington St, Suite 1000
West Bend, WI 53095
Phone: 262-335-4497
or 1-877-306-3030
Fax: (262) 335-4717
Hours of Operation:
Monday: 8:00 am – 7:00 pm
Tuesday – Friday: 8:00 am – 4:30 pm
Closed Jan. 1

HARTFORD RESOURCE CENTER

1121 E. Sumner Street
Hartford, WI 53027
Phone: (262) 673-0200

Email:

ADRC@washcowisco.gov

Website:

www.washingtoncountyadrc.org

Facebook:

www.facebook.com/washcoADRC

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