Age Positive Vision

Programming for a Moving Target

Panel discussion with:
• **Moderator: Tina Uridge**, executive director, Clay County Senior Services
• **Kathy Armitage**, active lifestyle program director, Platte County Community Center South YMCA.
• **Dianna Englander**, community aging specialist, Northland Shepherd's Center.
• **Tane Lewis**, evidence-based program coordinator, Department of Aging and Adult Services, MARC
• **Danielle Wootton**, director of strategic initiatives, Kansas City Shepherd's Center.

Tweet about this event at #AgePositiveKC
EnhanceFitness is a proven community-based senior fitness and arthritis management program. It helps older adults become more active, energized, and empowered for independent living.
LIVESTRONG at the YMCA is an evidence-based program that helps adult cancer survivors reclaim their health and well-being following a cancer diagnosis.
IVANHOE
NEIGHBORHOOD
COUNCIL

Maintaining Connectivity:
Pivoting in a Pandemic
BACKGROUND
How did we get here?

Ivanhoe Neighborhood Council (INC) long standing history and impact is serving and supporting its 6,000 residents.
STRATEGIC POSITIONING

Safety and Security Purpose

Technology Based Engagement Process

Healthy Food and Prevention Resources

Daily and Weekly Support Plan
SYSTEM IMPLEMENTED TO REDUCE SOCIAL ISOLATION AND LONELINESS

Board Members
Community Resources

Staff
Government Resources

Funders

Education and Training
LEVERAGE POINTS

Organizational Strengths

Resident Relations

Challenges

Looking Ahead
ORGANIZATIONAL STRENGTHS

- Neighborhood Presence
- Working with Residents
- Dedication to Seniors
- Committed Staff
RESIDENT RELATIONS

- Safety First
- Healthy Living Initiatives
- Intergenerational Strategy
CHALLENGES

- Financial Resources
- Staff Capacity
- Unpredictable Environment
LOOKING AHEAD

- “New Normal” Flexibility
- Examine Roles & Services
- Neighborhood Outreach
- Internal Capacity Building
THE COVID RESPONSE AT NORTHLAND SHEPHERD’S CENTER

CORONAVIRUS
BREAKTIME CLUB BEFORE COVID
BREAKTIME CLUB IS A DRIVE THROUGH EVENT FOR NOW
TOGETHER WE CARE CAREGIVER
SUPPORT GROUP

THEN

NOW
MENTAL HEALTH DRIVE THROUGH
AGING MASTERY PROGRAM
AND
AGING MASTERY FOR CAREGIVERS

Evidence based 10 week educational program developed by NCOA, designed to focus on making lasting changes to live life to the fullest.
LEARNING AND LAUGHTER
Aging with Excellence Program

PEPPI and LIFT exercise class
Food Security

Emergency Pantry

Example Commodity Box

Farmers to Families and Mobile Food Pantry Produce boxes
Meals on Wheels

- 185 meals a day, on 16 routes, Monday – Friday
- Only possible because of the 90-95 dedicated volunteer drivers and two incredible MOW staff
TECHNOLOGY RESOURCES

Online technology page on the Northlandsc.org website: https://northlandsc.org/index.php/technology-resources/.
FIRST EVER VIRTUAL JAZZ FUNDRAISER
AUCTION AND BBQ MEAL
Quote from a grateful participant:

“Staff is very friendly, polite and thorough. I appreciate the assistance and understanding of your programs. Thank you for all you do!!! Hats off to Northland Shepherd’s Center!!!”
Dianna Englander
Phone: 816-256-8096
Email: Dianna@northlandsc.org
MARC supports virtual & remote Evidence-Based Programs
The challenge:

Transitioning from in-person to virtual EBPs

• Determine which EBPs can be offered virtually (licensing organization has offered an online version of program)
• Provide training to facilitators
• Determine technical assistance needed to transition
MARC’s
Integrated Care Network for EBP delivery

Our Vision:
For the Kansas City region to have a strong, sustainable and coordinated system to connect individuals with high-value community-based services.

Our Mission:
To build a sustainable, collaborative network of CBOs, providers and payers to improve the efficient delivery of high-value, community-based services resulting in demonstrable improvements in health outcomes and reductions in health care costs.
MARC offers an ongoing Request For Proposal (RFP) which can be found at: https://www.marc.org/Requests-for-Proposals

- CBO bids to become a service provider of EBPs.
- If bid is accepted MARC contracts with CBO to provide services.

MARC utilizes funds from Title III, grants and third-party payers to support our contracted service providers.

- MARC supplies or reimburses contracted CBOs for the cost of designated EBP’s materials / supplies for completers.
- MARC reimburses contracted CBOs at a per completer rate depending on the number of Leaders / Facilitators a CBO provides to implement a workshop.
- “Completer” is defined in the parameters of the EBP
Virtual Evidence-Based Programs
MARC Currently Supports

- AGING MASTERY PROGRAM (AMP)
- AMP FOR CAREGIVERS
- CHRONIC DISEASE SELF-MANAGEMENT EDUCATION (CDSME)
- TAI CHI FOR ARTHRITIS
- WALK WITH EASE (WWE)
Virtual Self-Management Workshops:
Living a Healthy Life with Chronic Conditions

- Building Better Caregivers (BBC)
- Chronic Disease Self-Management Program (CDSMP)
- Workplace CDSMP
- Tomando Control de su Salud (Spanish Language CDSMP)
- Chronic Pain Self-Management Program (CPSMP)
- Diabetes Self-Management Program (DSMP)
Options for delivery:

**Virtual**
- Online Platforms
  - Zoom
  - Teams
  - WebEx
  - GoToTraining

**Remote**
- CDSME Tool Kits with weekly conference calls
- AMP Teleconference
PHONE PAL PROGRAM

ADVENTURES IN LEARNING
Phone Pal Program

The Phone Pal program was created in April 2020 to address the increased isolation of older adults due to COVID-19. The program fights loneliness by providing conversation and friendship to older adults. Trained and background screened volunteers call isolated older adults twice a week for approximately 15 minutes. This provides socialization and a safety check.

- Provides two 15-minute phone calls a week.
- Provides socialization and connection to the community.
- It is also a safety check.
Phone Pal Program Volunteer Process

- Volunteers complete an application and release for a background screening.
- All volunteers have a background screening.
- Volunteers are emailed a volunteer handbook.
- Volunteer training is completed over the phone.
  - Participants – Who they are
  - Conversation Starters
  - Boundaries
  - Reporting Concerns
  - Confidentiality
  - Accountability
Phone Pal Program
Client Process

- We started with current and newly added Meals on Wheels clients.
- By word of mouth started getting referrals from the community.
- Criteria for a Phone Pal
  - 55 years or older
  - Live in the Kansas City Metro
  - Homebound
  - Want a friendly call twice a week.
Phone Pal Program
Client Process

- **Intake Form**
  - Completed over the phone
  - Asks for an emergency contact
  - Asks days NOT available
  - Asks best time of day for call
  - Make sure they give consent

---

First Name ___________________________________________ Last Name ____________________________

Address ________________________________________________
City __________________________________________ State ________ Zip ____________

Phone (____) _______________ Email __________________________

Emergency Contact __________________________________________ Relationship, ____________

Gender: ☐ Female ☐ Male Date of Birth __________________________
Race: ☐ Asian ☐ Black ☐ Hispanic/Latino ☐ White ☐ Other

What in home supports do you currently have:
☐ Meals on Wheels ☐ Home Health Care ☐ Transportation Services
☐ Other __________________________

Do you live alone? ☐ Yes ☐ No

Are you able to leave your home without assistance? ☐ Yes ☐ No

Are you able to hear when talking on the phone? ☐ Yes ☐ No

Would you like to receive a social phone call from a volunteer twice a week? ☐ Yes ☐ No

If yes:

Would you prefer to visit with a ☐ Female ☐ Male

What time of day is best for a phone call? ☐ Morning ☐ Afternoon ☐ Note: ____________

What day(s) would NOT work for you to receive a call?
☐ Monday ☐ Tuesday ☐ Wednesday ☐ Thursday ☐ Friday

Do you have any special interests or hobbies? __________________________

---

Do you give SCCIC permission to share your name and phone number with a trained volunteer who will call you twice a week? ☐ Yes ☐ No

Do you understand that it will be a volunteer contacting you to visit/socialize and that this is not professional counseling? ☐ Yes ☐ No

Do you understand that if your volunteer is unable to reach you they will contact SCCIC and we will contact your emergency contact? ☐ Yes ☐ No

Client Signature ___________________________ Date __________________________

☐ Assessment done over the phone. Verbal permission given.

Assessor ___________________________ Date __________________________
Phone Pal Matching

- Matches are made based on:
  - Interests
  - Time Availability

- Give the volunteer the clients phone number and set the day and time they will make the first call.

- Call the client and give them the volunteers name and the day and time they will be called.

- The volunteer and client set-up a schedule during their first phone call.
Phone Pal
Call Log

Call logs are completed online using www.JotForms.com
Submitted forms are emailed directly to program manager.

  Volunteer Name:
  Name of participant:
  Date:
  Duration of call:
  Short overview of call:
  Concerns or need referral:
  Date of next call:
Adventures in Learning

- Offered classes 40 Fridays a year.
- Have not met in person since March 2020.
- Moved to online classes in June.
- Use Zoom Pro Version
- Worked with Connecting for Good – PC’s for People to get computers to people who need them.
- Volunteers helped set-up computers and gave lessons on Zoom.
- Practice Zoom meetings were offered.
- Realizing we are not confined to local speakers know that we are online.

Stories of the Creation:
- Every civilization has its legends.
  - What an amazing thing that these ancient manuscripts, thousands of years old, were preserved.
- The Creation (oratorio, 1798).
  - Franz Joseph Haydn (1732-1809).
  - A product of the Enlightenment, deeply religious.
  - Story of his oratorios.
  - Written for England (in English!).
- Le création du monde (instrumental, 1923).
  - Darius Milhaud (1892-1974).
  - A product of the 20th century.
  - Note the jazz influences.
- Coyote Tales (opera, 1998).
  - Henry Mollicone (1946-).
  - The Coyote as the Creator (common with many Native American traditions).
- Current scientific views:
  - Astrophysical theories:
    - The “Big Bang.”
    - The early moments of the universe.
    - The still-expanding universe.
    - “Dark matter” and other mysteries.
Adventures in Learning

- Schedule emailed and snail mailed monthly.
- Weekly reminders are also emailed.
- Confirming email with Zoom link sent out again the morning of the program.
- There is no charge for online classes.
- When the speaker allows, classes are recorded and posted on our YouTube page.
  - https://www.youtube.com/user/Sccentralnews

Upcoming Classes At a Glance

**SEPTEMBER**

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Topic and Speaker(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wednesday, Sept 2</td>
<td>11:00 am</td>
<td>A History of the World According to Great Composers with Don Dagonais</td>
</tr>
<tr>
<td>Friday, Sept 4</td>
<td>10:00 am</td>
<td>News and Views with Dick Bellentine</td>
</tr>
<tr>
<td>Friday, Sept 4</td>
<td>11:00 am</td>
<td>Enjoy Tin Pan Alley and Swing with Linda Tilton</td>
</tr>
<tr>
<td>Friday, Sept 11</td>
<td>11:00 am</td>
<td>The Story of Randell Smith Jessee - &quot;Mr. TV of KC&quot;</td>
</tr>
<tr>
<td>Wednesday, Sept 16</td>
<td>10:00 am</td>
<td>2020 Supreme Court Blockbuster Decisions with David Achtenberg</td>
</tr>
<tr>
<td>Friday, Sept 18</td>
<td>11:00 am</td>
<td>Exercises You Can Do at Home with Monica Dietrich</td>
</tr>
<tr>
<td>Friday, Sept 25</td>
<td>11:00 am</td>
<td>Uplifting Stories from Hospice with the Rev. Chuck Murphy</td>
</tr>
</tbody>
</table>

There is no charge for online classes.

Your support through donations is important and appreciated.

<table>
<thead>
<tr>
<th>Wednesday, Sept 2, 9, 16, 23, 30</th>
</tr>
</thead>
<tbody>
<tr>
<td>11:00 am</td>
</tr>
<tr>
<td>A History of the World</td>
</tr>
<tr>
<td>According to Great Composers</td>
</tr>
<tr>
<td>with Don Dagonais</td>
</tr>
</tbody>
</table>

**DECISION TIME**

REGISTRATION IS REQUIRED

Use the register buttons below.
Thank you!

Feel free to contact me for more information:

Danielle Wootton
danielle@kcshepherdscenter.org
816-444-1121 ext. 109
QUESTIONS?

Look for an email with a link to a participant evaluation immediately following this session.

Tweet about this event at #AgePositiveKC
Additional Programming Examples

Art and Healing — Stuck at Home Together: www.artandhealing.org/stuckathome
DOROT — www.dorotusa.org
Pioneer Network — www.pioneernetwork.net
Circle Talk — www.circletalk.org
GetSetUp — www.getsetup.io
Connect2Effect — www.connect2affect.org

Tell us your ideas!
Do you have a program, technique or tool you’ve been using to connect older adults to each other and to the broader community? Tell us about it!

Share your idea with this group at https://tinyurl.com/APprogramming. Submit as many ideas as you like. We’ll compile them and send them out to conference attendees.
See you tomorrow!

The next session, “Resources to Help Navigate Through the Pandemic” will begin promptly at 9 a.m., tomorrow morning.

Upcoming sessions
Friday, Sept. 11:
• 9 a.m.: Resources to Help You Navigate Through the Pandemic
• 10:30 a.m.: Reframing Aging During COVID-19

Tweet about this event at #AgePositiveKC