

Partners in Care Project Information



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Introduction to *Partners in Care*

Welcome to *Partners in Care*! We are pleased that you have joined us. This resource “toolkit” is one of the ways we are “walking with” our project participants. We hope the following information on housing, transportation, home-delivered services, family caregiving, community resources, etc. will be a useful reference for you.

Key Project Contacts List

Normandale Center for Healing & Wholeness

Deborah Paone, Director -----952-929-1697, x45
Patti Hankes, Project Coordinator -----952-929-1697, x21
Candace Barrick, Resource Coordinator -----952-929-1697, x27
Meredith Holm, RN, Parish Nurse -----952-929-1697, x46
Shirley Pope, Care Team Coordinator -----952-929-1697, x31
Email contact: deborah@normluth.org

Our Lady of Grace Catholic Church

Beryl Schewe, Director of Pastoral Care -----952-929-3317, x106
Casey Warren, RN, Parish Nurse -----952-929-3317, x220
Email contact: berylschewe@olgparish.org

Edina Resource Center

Val Burke, Director -----952-848-3936
Email contact: valburke@edina.k12.mn.us

Project Background

Partners in Care is a collaborative project sponsored by the State of Minnesota, Department of Human Services. We officially began in October 2005 with 115 people who enrolled. In June and July 2007, another 65 people enrolled into the project. We

expect to continue through 2009. The focus of our collaborative effort is to help seniors and their family members:

- be more aware of information, volunteer support, and community resources and use this support to help them live independently in the community,
- maximize their wellness and learn about how to prevent falls, stroke and diabetes,
- plan for the future together, and help us learn from the “journey” about what works.

Throughout the year we have programs, events, and educational opportunities. We want to help you increase your knowledge about health, make a commitment to fitness/wellness, reduce your feelings of burden, learn about community resources, and understand how to best care for yourself and others.

This is also a research project. We want to demonstrate to the State of Minnesota that small neighborhood and parish-based organizations working in partnership with each other and with other larger service providers can help seniors be healthier and remain independent. In short, we want to see how/whether we can make a difference.

Toward this effort we are collecting data and other information from participants to help us understand seniors’ and family caregivers’ goals, issues, current needs, services used, and experiences with support received.

Project Partners

A goal of the project is to encourage better collaboration between service providers and agencies so that all of us can provide better services to seniors and caregivers.

Our project collaborative includes neighborhood and faith-based organizations, as well as health and service providers. In addition to the State of Minnesota, our partners include:

- Normandale Center for Healing & Wholeness
- Our Lady of Grace Catholic Church
- Edina Resource Center
- ElderCare Rights Alliance
- Fairview Health Services
- Hennepin County, Aging & Disability Services
- Metropolitan Area Agency on Aging
- Stratis Health

Other organizations may join us over time in our local efforts.

Walking With You

What do we mean when we say we want to “walk with you”?

We want to get to know you, through the assessment collection process and through other contacts, so that we can better understand your wants and needs and proactively suggest ways to address those wants and needs. We want you to think of us as a partner and resource that you can call on.

We also want your expertise and ideas. We know you have developed many strengths and acquired much knowledge over the years. As you participate in this project we hope you will share your knowledge with us and other participants. For example:

- How are staying healthy and managing at home?
- How are you planning for future needs?
- What type of support do you wish you had?

Additionally, we hope you will take advantage of the various activities and services we have to offer, including:

- **Care Team Support:** Volunteer care teams to help with errands, rides, friendly visiting, etc., often incorporating people from your own family or circle of friends.
- **Resource Coordination:** Free, confidential, one-on-one resource coordination to connect you with the resources you need, even if you’re not sure what you need.
- **Caregiver Support:** Caregiver education for families and seniors to create a plan together for facing issues related to aging.
- **Health Education:** Health screening and education sessions for stroke, falls, and diabetes management/prevention in conjunction with our Fairview partners, free for *Partners in Care* participants.
- **Wellness Activities:** Tai Chi, a walking club, Qi Gong, for strength and balance
- **Newsletter:** A *Partners in Care* newsletter to keep you up to date on project activities.

Project Partner Profiles

Normandale Center for Healing & Wholeness

Located at Normandale Lutheran Church

6100 Normandale Road, Edina, MN, 55436

952-929-1697 www.healing.normluth.org

The Normandale Center for Healing & Wholeness is the *Partners in Care* lead organization and a guiding partner for this project. We are one of the two organizations in the project that is enrolling and “walking with” project participants.

The Center is a non-profit 501(c)(3) charitable organization that seeks to be a *welcoming place ministering in mind, body, and spirit to two generations*—seniors and their family caregivers. It was created in 1998 and is open to all (living in Edina, Bloomington, and parts of Eden Prairie and Richfield).

We seek to support seniors and their family members, assisting them through information, volunteer support, education, screening & prevention services, wellness programs and other collaborative programming. We try to support a “whole person” view of health and vitality.

The Center for Healing & Wholeness strives to help seniors’ maintain connections with their communities, alleviate isolation, extend independence, and improve quality of life.

For family caregivers, the Center strives to alleviate caregiver burden and improve caregivers’ capacity to continue in their supportive roles.

Services include:

- Parish nurse services
- Care Team Ministry
- Resource coordination
- Foot care clinic
- Medical equipment loan
- Caregiver training and support
- Health screenings & clinics
- Wellness classes
- Volunteer drivers
- Prayer shawl ministry
- CareRing telephone check-in

Most services are free. Some services may have a fee (e.g., flu shots, foot care).

Our Lady of Grace Catholic Church

Located at 5071 Eden Avenue, Edina, MN, 55436

952-929-3317 www.olgparish.org

Our Lady of Grace, specifically the Pastoral Care Ministry, is another *Partners in Care* guiding partner. As part of the Pastoral Care Ministry, OLG has created a Care Team Ministry volunteer program where neighbor helps neighbor. The Ministry has three areas of focus: presence, enrichment, and prayer.

Ministries of presence include:

- Care Team Ministry and Stephen Ministry
- Eucharistic ministers to the homebound
- Meals on Wheels
- Funeral hospitality ministry
- Senior card list
- Senior bus (Sunday option for rides to OLG)
- One-on-one Pastoral Ministry support

Ministries of enrichment include:

- Parish nurse services such as blood pressure screenings
- Grief and memory loss support groups
- Ministry to the separated and divorced
- Workshops and speaker series on health, wellness, and educational topics

Ministries of prayer include:

- Prayer for our sick and dead at Mass
- Prayer requests in the bulletin (River of Life), through the Living Rosary Prayer group, and written in the “Book of the Sick” outside the Adoration Chapel
- Adoration
- Sacrament of Anointing the Sick
- All Soul’s Mass (especially inviting those who have experienced a loss)
- Healing Mass (two times per year)
- Prayer shawl ministry

Most services are free. Some services may have a fee (e.g., some health screenings).

Edina Resource Center

Located at 5701 Normandale Road, Edina, MN 55424

952-848-3936 www.edinaresourcecenter.com

The Edina Resource Center (ERC) is a true “community” resource center. In partnership with the public and private organizations serving the community, ERC helps families and individuals in Edina connect with the information and resources they need through a family-centered, comprehensive system of health, education, social services, and informal community supports.

Services are free of charge, confidential, and provided in a professional and respectful manner. With a large, up-to-date database, ERC provides “one-stop” shopping for a comprehensive combination of information, services, and supports—both formal and informal. Personal follow-up with clients ensures a human approach to serving people.

ERC’s goal in the community is to strengthen individuals and families by providing:

- Information and connections to anyone who lives, works, or goes to school in Edina
- A critical link to health and human services
- Screening and program information for health care, child care, tax credits, food support, and energy assistance
- Tax preparation assistance, Cell phone distribution center
- Back-to-school, holiday, and general services partnering with VEAP (Volunteers Enlisted to Assist People)
- A welcome to new Edina families

Within the *Partners in Care* project, ERC provides resource coordination and information and referral. Some of the specific areas of service include:

- Senior housing options
- Homemaking/chore services
- Transportation services
- Home health care
- Walkers, wheelchairs, grab bars, etc.
- Support groups
- Help for family caregivers
- Medicare and Medical Assistance

ElderCare Rights Alliance

2626 East 82nd Street, Suite 230, Bloomington MN 55425

Contact: (952) 854-7304 www.eldercarerights.org

ElderCare Rights Alliance has over 30 years of experience as a non-profit organization serving elders and people with disabilities receiving long-term care. ECRA continues to advocate for quality and promotes Residents' Rights. In addition, ECRA provides guidance to family and friend caregivers seeking knowledge about rights, responsibilities, and resources within the long-term care system and helps with advocate coaching to empower individuals to advocate for themselves and make informed decisions.

Together with Normandale Center for Healing & Wholeness, we provide *Partners in Care* participants with information how to collaborate with family, friends, local services, and volunteers to promote independence using a "Share the Care" model.

Metropolitan Area Agency on Aging/ Senior Linkage Line

2365 N. McKnight Rd., Suite 3, N. St. Paul, MN 55109

Contact: 1-800-333-2433 www.tcaging.org

The Metropolitan Area Agency on Aging (MAAA) serves as an information and assistance resource via the Senior LinkAge Line (SLL) to the 7-county metro area.

The SLL call center provides comprehensive information and assistance services to seniors, caregivers, and community professionals, focusing on providing real assistance to callers. Assessment, advocacy, 3-way calls and connections, explanations of resource options, and follow-up services are key components of the service.

Certified staff and volunteers offer objective counseling on Medicare, other health insurance coverage, and prescription expense assistance to persons of all ages eligible for these benefits. Another specialty area is long-term care insurance counseling.

Community outreach is another important service. Outreach workers provide education to seniors, caregivers, and professional groups on a variety of topics such as community resource finding, Medicare, health care directives, and others.

Fairview Health Services

www.fairview.org

Fairview Health Services is our healthcare partner, providing the health education and screening component of the *Partners in Care* project around falls prevention, stroke awareness, and diabetes prevention.

Falls Prevention

Contact: 952-892-2631

We have worked with the Fairview “Preventing Falls in Older Adults Program” to offer community health education, simple screening for risk factors, and to provide in-home falls risk and home safety evaluations for those *Partners in Care* participants who screen at highest risk of falls.

Fairview Southdale—Stroke Prevention Program

Contact: Lindsey McDivitt, 952-924-8434

The stroke program at Fairview Southdale Hospital, known as one of the top stroke hospitals in the country, is a key component of the Fairview Southdale Heart, Stroke, and Vascular Center. A free stroke screening and education clinic is offered to *Partners in Care* participants. The screening includes cholesterol and blood sugar testing and an individual consultation with a Fairview healthcare professional to assess personal risk for and advise on how to reduce risk of stroke.

Hennepin County, Aging & Disability Services

www.co.hennepin.mn.us

Contact: 612-348-4500

Hennepin County Aging & Disability Services provides the following resources for seniors, people with disabilities, and their family caregivers:

- Resources to help them stay in their homes
- Resources to help with financial and legal issues
- Resources to improve their quality of life
- Caregiver resources including adult day care, respite care, and support groups

If you live in Hennepin County, you are eligible for our assistance in determining your needs and identifying your options. We will help determine if you are eligible for additional county, state, and federal services and programs. Eligibility varies depending on age, range of needs, and income levels. Medical assistance is needed to qualify for some, but not all, programs.

For the *Partners in Care* project, Hennepin County is a referral resource for long-term care consultations and community-based services. The county also is assisting in the development of a statewide resource on the Internet called www.minnesotahelp.info

Stratis Health

Contact: Sue Severson, Project Manager, 952-854-3306

www.stratishealth.org

Stratis Health, based in Bloomington, Minn., is a non-profit independent quality improvement organization that collaborates with providers and consumers to improve health care.

Minnesota Department of Health (MDH) has provided Stratis Health with a grant to facilitate the development of a pilot personal health record system to manage chronic disease in the community of Willmar in west-central Minnesota (around medical needs).

Stratis Health will be working work with two professors of health informatics from the University of Minnesota, to assist *Normandale Center for Healing & Wholeness* to develop an Internet-based Personal Care Resource for *Partners in Care* project participants.

State of Minnesota, Department of Human Services

www.dhs.state.mn.us (click on Aging)

The State of Minnesota, Department of Human Services supports quality care and services for older Minnesotans so they can live as independently as possible. The State is sponsoring and funding the *Partners in Care* project as part of its effort to enhance home- and community-based services for older adults.