

# Newsletter



UPDATES FROM HEARTLAND SENIOR SERVICES | SPRING 2019

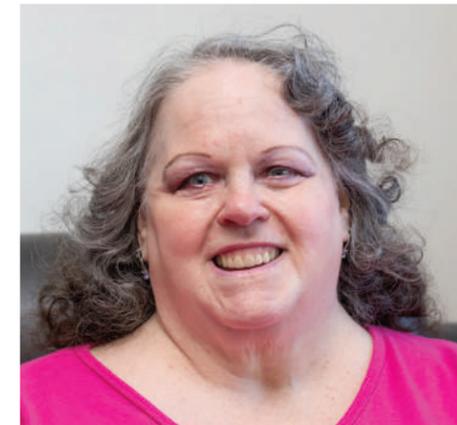
## From Surviving to Thriving: Heartland Partners with Immanuel Pathways to help a Senior in Need

Last year was a year of transformation for Diann Charlan. This 63-year-old woman moved to Iowa in 2016 to be closer to family. While she wanted to maintain her independence and remain close to her loved ones, she quickly became homebound, due to physical limitations and lack of resources.

After being discharged from Mary Greeley Medical Center last April, a social worker referred Diann to Heartland Senior Services Outreach staff. In addition to setting her up with Meals-on-Wheels, the Outreach staff went to work linking her to other services, including Immanuel Pathway's new PACE program (Program of All-Inclusive Care for the Elderly). Between PACE and the other assistance Heartland Senior Services provides, the quality of life for Diann started improving immediately.

Diann saw an impact in several areas of her life. Proactive medical care and physical therapy helped her improve and maintain her health. In fact, she lost 30 pounds since she started regular physical activity. This weight loss contributed to her transitioning from being diabetic to pre-diabetic.

The financial support she qualified for released a heavy burden of anxiety. And perhaps most important of all, Diann started to feel more connected with meaningful relationships on a regular basis. Between the home-care medical staff, Meals-on-Wheels delivery volunteers, other PACE participants, and the Outreach staff, her network of friendships has broadened significantly. In



Diann Charlan says Heartland completely changed her life.

December, Diann sent a Christmas card to Heartland Senior Services that read:

Dear Outreach Staff,

I just wanted to say thank you for all you have done for me! Without your help, I would be sitting here existing instead of living. I hope you have a wonderful Christmas and a very Merry New Year!

Sincerely,  
Diann Charlan

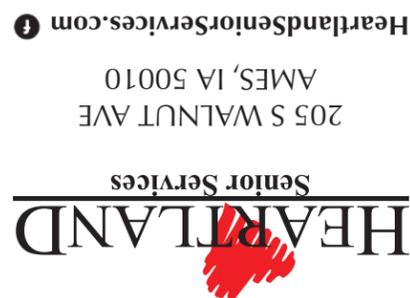
"Getting to see the individual impact of the services we provide is the reason I love coming to work each day," said Andrea Buchele, Outreach Specialist. "We are excited about partnering with nonprofits like Immanuel Pathways to provide services that help people stay independent and get the care they need in the comfort of their own home."

In addition to setting Diann up with Meals-on-Wheels and referring her to PACE, Outreach staff also assisted in helping Diann apply for and receive additional aid, including:

- **Senior Farmers' Market Nutrition Program**, which provides vouchers for Diann to use at participating Iowa farmers markets.
- **Supplemental Food Program for Seniors**, a program which provides Diann with a monthly box of shelf-stable supplemental food, along with nutrition education, delivered straight to her doorstep.
- **Iowa Rent Reimbursement Claim**, which reimburses low-income elderly and disabled renters the portion of rent that is assumed to cover property tax paid on the unit.
- **Low-Income Home Energy Assistance**, a federally-funded program designed to help low-income families meet the cost of home heating by making an annual one-time payment to the heating utility.

If you or someone you know might benefit from the services our Outreach Program provides, call us at 515-233-2906. Whether it's home-delivered meals or assistance with applications for financial assistance, we can connect you to the support you or your loved ones need.

Have a heart for Heartland.  
Your support is needed and appreciated.



## ISU Green Energy Challenge

We are excited to announce that a team of students from Iowa State University selected Heartland Senior Services as this year's International Green Energy Challenge! With the help of local NECA partners and sponsors, they will be designing a theoretical upgrade for the building to improve energy efficiency, with the design goal of creating a "Net Zero" building.

While they won't be able to implement this design in reality, we are excited to have them volunteering around the facility and teaching seniors about ways they can improve energy efficiency in their homes and apartments! And keep your eye out for an upcoming 'Lunch and Learn' program prior to the congregate meal program where we will be featuring these eco-conscious experts!



Team (Left to Right): Devin Gaudette, Kayla Youngblood, Nathan Pals, Carisa Moyna, Leo Brocka, Lauren Wibe, Grace Mergens, Jordan Girolamo, Parker Lloyd, Collin Blatchford

### BOARD OF DIRECTORS

Winnie Gleason, *President*  
Nicole Facio, *President-Elect*  
Tim Tryon, *Treasurer*  
Paula Toms, *Secretary*  
Linda Glantz Ward, *Past President*

Bob Gelina  
Peter Martin  
Leo Milleman  
Harold Pike

### STAFF DIRECTORS

Nancy Carroll, *Executive Director*  
Shala Harsh, *Outreach & Nutrition*  
Amy Abel, *Activities*  
Laurie Yocum, *Adult Day Center*

Meet all our staff on our website at: [HeartlandSeniorServices.com](http://HeartlandSeniorServices.com)

### IN THIS ISSUE:

- Notes from Nancy
- Meet Our New Activities Coordinator, Amy Abel
- Bethany Life's LifeChoices & Heartland Activities
- ISU Green Energy Challenge

## Note from Nancy



You may have been hearing more about the Healthy Life Center in the local headlines recently. As we continue our fundraising efforts, plans for the Healthy Living Center continue

to move forward. We are excited for all the ways this one-of-a-kind wellness center will help all ages in our community and the seniors we serve to live well and age well. To keep updated on the most recent HLC news, please visit the City of Ames website at [www.cityofames.org/about-ames/healthy-life-center](http://www.cityofames.org/about-ames/healthy-life-center).

Speaking of living and aging well, I was inspired recently when I came across an article highlighting some famous people who achieved major milestones later in their lives. It was a great reminder that most people who live long, healthy lives are folks who refuse to equate age with illness and inactivity. For example,

- Astronaut John Glenn returned to space when he was 77-years-old.
- Julia Child had her TV debut at age 51 and wrote a cookbook when she was 87.
- Frank Lloyd Wright was still working at age 91.
- Ronald Reagan turned 73 when he was elected to his second term as president.
- Dr. William Worrall Mayo founded Mayo Clinic at age 70.
- Recently, Robert Merchand set a new world record for his age group by bicycling nearly 17 miles in one hour. Mr. Merchand is 102-years-old!

If you or anyone you know would benefit from the services and programs we offer at Heartland Senior Services, please stop down and visit us in person or give us a call at 515-231-4354. I hope you have a wonderful and active Spring!

Sincerely,

Nancy Carroll, Executive Director

## Meet Our New Activities Coordinator, Amy Abel

You may have seen a new face here at Heartland recently. Amy Abel joined our staff as the new Activities Coordinator. Find out more about Amy below.

### Tell us a little about yourself, Amy!

"I'm a crafty girl with a big heart. I love spending time at home with my husband and three dogs. Wisconsin is where I was born, but I moved to Des Moines when I was 13. I attended Iowa State University for college, so I definitely claim Iowa as "home." When I'm not coordinating activities at Heartland, you can likely find me baking bread, reading, watching movies, and making cards with rubber stamps and doing other paper crafts."

### Tell us about your role as an Activity Coordinator.

"My main goal is to build relationships with the people who attend our activities and to provide them with recreation that enriches their lives. On a day-to-day basis, I ensure each of the programs and activities have all the supplies and support they need to run successfully, I meet with the seniors to gain insight on what new activities and programs they would like us to offer. I'm beginning to plan for more fun and exciting programs that will ensure our seniors are enjoying themselves as they socialize with their friends at our facility. And, I'm always looking for new activities to try so I always encourage folks to contact me with their ideas!"

### Where did you work before joining the Heartland Team?

"Previous to working at HSS, I worked at the Goodwill of Boone, IA. My favorite part of the job was definitely the customers—an assortment of very nice people, many of whom were elderly. Prior to that, I worked for a couple of different seed companies,



in insect rearing and as a research assistant with plants and insects."

### What do you love about living in Story County?

"I love Story County because there are always things to do. There is always something going on—through the Ames Public Library, Iowa State University, the Ames Park and Recreation Department, and so much music at venues throughout town. There is no reason for a person to ever get bored."

### Did you have any key relationships that led you to a desire to work with seniors?

"In my early teens, I used to visit my grandmother in her nursing home almost every day. She moved to our town from Pennsylvania. After school, I rode my bike about three miles to the nursing home. Sometimes I even took the family cat in a basket in the front of the bike! I have so many fond memories of her playing the piano and singing songs together. Other times, we'd just sit and she'd tell me stories about her childhood."

### What do you love most about working at Heartland?

"I love working at Heartland because of the people. The staff here has been so kind and welcoming. The seniors that come in for the activities are some of the sweetest men and women I have ever met. They have valuable thoughts, ideas, advice, and stories to enrich my life. I am thankful for these lovely people every time I come to work."

## Bethany Life's LifeChoices & Heartland Activities

"Just knowing that someone would be there (through LifeChoices), in a heartbeat, is a huge peace of mind to both us and our family members."

— Marge Kannel



LifeChoices members Ed and Marge Kannel and their advocate, Paige Halsted

We are fortunate to have so many resources for seniors in our community to be able to age well at home. This is the mission of Bethany Life's LifeChoices program, and the driving mission behind Heartland's Outreach program as well. Participants can use both services and thrive independently for as long as possible.

This is certainly the case for Marge and Ed Kannel, a retired couple with a heart to help others. They first got involved with Heartland Senior Services as volunteers for the Meals on Wheels program, serving as a substitute meal delivery driver about three times a week. Being able to bring others a warm meal was an enjoyable and rewarding part of their weekly routine, not to mention an easy way to stay active.

Through volunteering at Heartland, Marge and Ed learned about all the ways Heartland provides Outreach services to help keep seniors independent and thriving. Bethany Life's continuing care at home program, LifeChoices, especially piqued their interest.

LifeChoices at Bethany is a unique membership model program. With a focus on wellness, independence, and asset protection, this program was designed to keep seniors at home and independent as long as possible. Members pay an entry fee and a monthly fee, and entry fees are based solely on age, not health condition.

Despite having long-term care insurance already, Marge and Ed didn't have the peace of mind they were hoping for. Many insurance programs rely on a "check and see" system, utilizing nationwide call centers and an indirect approach. Some requests for assistance could take weeks or months to fulfill. In some cases, help could come too late.

"Just knowing that someone would be there (through LifeChoices), in a heartbeat, is a huge peace of mind to both us and our family members," remarked Marge. That assurance is what helps them feel more confident about doing what they do and planning ahead for the future.

LifeChoices<sup>®</sup>  
at Bethany  
Life Care at Home

Bethany Life, which is a premier sponsor of Heartland Senior Services, does everything they can to keep seniors in their homes as long as possible. If the time ever comes that one would need to relocate to a nursing home, however, individuals participating in the LifeChoices program would be able to reap the benefits of only paying their monthly LifeChoices dues—saving thousands of dollars a month compared to the average cost of long-term care.

**Want to learn more about LifeChoices at Bethany? Join them for a Lunch and Learn on March 19th at Ames Golf and Country Club at 12:00 pm. Please RSVP to 515-290-6756.**

THANK YOU TO OUR PREMIER SPONSORS' SUPPORT

