

December 2018



From All of Us to All of You...

We at United Way Area Agency on Aging extend our sincerest wishes for a happy holiday season to the many fine people in Jefferson County we are privileged to work with and for. We approach every day in hopes of making someone's life a little brighter, and we look forward to touching even more lives in the coming year. We are here for you!

Holidays HAPPY

Daily Lunches Are Designed to Help Keep Seniors Strong, Healthy and Engaged



UWAAA's Senior Nutrition Program is a vital part of many area seniors' daily lives. **In fact, more than 387,000 meals were served in the past year!** The program provides seniors with nutritious

meals as well as the opportunity to be active and build new friendships. Meals are served Monday through Friday at Jefferson County Senior Centers in a social setting. And for homebound seniors who qualify, the **Meals on Wheels** home-delivery meal program is available.

Meals are free of charge for both homebound seniors and those who attend a Senior Center. UWAAA's commitment to the provision of hot, nutritious meals is based not only on fulfilling the dietary needs of seniors, but also on creating active engagement and healthy social interaction in a supportive and caring environment. For more information about the Senior Nutrition Program, [click here](#) or call **1-800-AGE-LINE** (1-800-253-5463).



UWAAA provides daily lunches at Jefferson County Senior Centers.



Meals on Wheels serves more than 800 homebound seniors five days a week.

Monitoring Quality and Standing Up for Patients' Rights at Long-Term Care Facilities

Elder abuse is a significant public health problem. According to the Centers for Disease Control and Prevention, **hundreds of thousands of seniors are abused, neglected or financially exploited each year.** And many victims are unable or afraid to disclose or report the violence. But for residents of Jefferson County nursing homes and other long-term care facilities, UWAAA's Long-Term Care Ombudsman program helps ensure that they receive the proper high-quality care and treatment they deserve.



An Ombudsman advocates for residents of long-term care facilities, and helps ensure quality care.



An Ombudsman works with individual residents as well as their families to resolve questions or problems that residents may be

An Ombudsman works with individual residents as well as their families to resolve questions or problems that residents may be

experiencing at their facilities. An Ombudsman also works to bring about policy changes at the local, state and national levels that will improve residents' overall care and quality of life.

Some of the concerns addressed by an Ombudsman include:

- quality of care
- financial information
- residents' rights
- admission, transfer and discharge
- questions regarding Medicare and Medicaid

We currently have two Ombudsman representatives, Sheree Head and Morgan Rhodes, both of whom are highly experienced and joined UWAAA earlier this year. They are dedicated to making ongoing visits to area facilities, consulting with management about improvements and meeting with residents and families about any concerns they may have.

If you have a loved one residing in a long-term care facility, and have questions about the quality of care or level of attention he or she receives, call us today at **1-800-AGE-LINE** (1-800-243-5463) or [click here](#) for more information on the Ombudsman program, including **volunteer opportunities**.



Sheree Head (left) and Morgan Rhodes are UWAAA's Ombudsman representatives.

Number Crunching

Numbers help tell UWAAA's story of providing vital programs and services to seniors and disabled individuals in Jefferson County. The following figures represent inquiries and needs fulfilled through key programs.

UWAAA Impact from October 2017 through September 2018:



- ADRC: 2,947 intakes; 4,889 referrals; 3,447 quick calls/repeat calls
- Alabama Cares: 1,250 clients served; 8,139 hours of respite provided
- Homemaker/Personal Care Program: 140 clients served; 3,050 hours of services provided
- Legal Assistance: 324 clients served
- Ombudsman: 65 complaints; 70 consultations; 165 resident visits
- Preventative Health: 350 clients served
- Senior Nutrition: 190,806 meals served at senior centers; 196,303 meals served by Meals on Wheels
- SenioRx: 371 clients served
- SHIP: 2,421 clients served

Upcoming Events

Be sure to mark your calendar for these events and call UWAAA at **1-800-AGE-LINE** (1-800-243-5463) for additional details. We look forward to seeing you!

Caregiver Support Group: UWAAA's Alabama Cares program offers assistance in coping with the challenges of caregiving. Open to all caregivers of a relative, partner or friend.

Third Tuesday of each month, 11 a.m. to Noon

United Way of Central Alabama 3600 8th Avenue
South Birmingham, AL 35222

Grandparents Raising Grandchildren Support

Group: UWAAA's Alabama Cares program offers assistance in coping with the challenges of raising grandchildren.

Third Wednesday of each month, 11 a.m. to Noon

United Way of Central Alabama 3600 8th Avenue
South Birmingham, AL 35222



Aging Matters is produced by United Way Area Agency on Aging, which provides services and programs to meet the challenges faced by older adults and disabled citizens in Jefferson County. For additional information, call 1-800-AGE-LINE or visit uwaaa.org.