

2006

Shared Resource Guide



Heartland Health

Senior Health



Shared Resource Guide
2006
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AARP

700 W. 47th St., Suite 110, Kansas City, MO 64112

Toll free (866) 389-5627

www.aarp.org

AARP volunteers provide a myriad of community services including the AARP Tax–Aide Program, AARP Driver Safety Program, AARP Grief & Loss Program, Grandparents Raising Grandchildren, evidence–based research information and numerous volunteer opportunities. AARP Missouri provides information about health care, nutrition, Social Security, housing and resources to improve the quality of life for people.

AARP Driver Safety Program

To find a class near you, call toll free (888) 227-7669 or (816) 279-2013.

www.aarp.org/drive

The AARP Driver Safety Program is the nation’s first and largest classroom refresher course especially designed for experienced drivers. Participants learn driving strategies that take into account the physical changes people may experience as they age. The AARP Driver Safety Program looks at the most common crash situations and ways to reduce the chances of having a crash. Participants update their knowledge and understanding of today’s roads, vehicles and other road users.

Adult Basic Education

Ruth Huston Learning Center, 803 S. 13th St., St. Joseph, MO 64501

(816) 671-4020; (816) 671-4471 (fax)

Free classes for persons who wish to pursue a G.E.D., basic skills enhancement, basic computer skills and English as a second language. One–on–one tutoring is also available. To begin classes, please call the number listed above. For tutoring, please call (816) 671-4025.

Adult Physical Fitness

Western Institute, Spratt Hall, Room 105, Missouri Western State University

4525 Downs Drive, St. Joseph, MO 64507

(816) 271-4100

Exercise opportunities available throughout the school term. Supervised exercise classes include water aerobics, calisthenics and flexibility, country and line dance, aerobics, nautilus, free–weight circuit and racquetball. Educational opportunities, such as information on the meaning of blood pressure readings, stretching techniques, body composition and cholesterol, are included. Please call for details.

AEC Family Fitness Center

2808 Pembroke Lane, St. Joseph, MO 64506

(816) 364-5311

Featuring “Young at Heart” group fitness classes for older adults, those with special needs or those who want to work at a slower pace. Exercises can be done while standing or seated to improve strength, endurance, flexibility and balance. Fitness assessments and personalized programs are available from certified personal trainers and fitness specialists. AEC Family Fitness Center also offers nautilus, cardiovascular equipment, P.A.C.E. circuit training, nutrition and weight management seminars and spa, sauna and massage therapies.

AEC Weight Management Program

2808 Pembroke Lane, St. Joseph, MO 64506

(816) 364-5311

A program designed to help individuals lose weight by learning to read food labels, control food portions, stress management and healthy heart exercise. Personalized eating plans are provided using real food – not supplements or packaged meals. Weekly motivational and educational meetings are included. A small fee applies.

Albany Regional Center

525 Jules, Room 210, St. Joseph, MO 64501

(816) 387-2220 or (800) 671-1042

Utilizes a person-centered approach to assist individuals with mental retardation and developmental disabilities to find and use needed services and support programs. Also included are activities designed to promote high levels of independence and inclusion into the community.

Alpha Staffing

105 S. 4th St., Suite 300, St. Joseph, MO 64501

(816) 364-6655

Alpha Staffing specializes in placing retired seniors in the workforce. It also finds jobs for people who are interested in supplementing their income or staying active and getting paid for it. All types of jobs Alpha Staffing offers are tailored to fit individual needs. Part-time, temporary and full-time positions are available with no fee or obligation for services.

Alzheimer’s Association, Northwestern Missouri Chapter

P.O. Box 1241, St. Joseph, MO 64502-1241

(816) 364-4467 or (800) 533-7373; (816) 271-7068 (fax)

www.alz-heartofamerica.org

Alzheimer’s Association sponsors support groups in northwest Missouri for family members and others interested in obtaining information and getting suggestions on coping with this disease. Alzheimer’s Association publishes a newsletter and has a resource library of pamphlets, books and videos available for loan or purchase. The Northwest Missouri Chapter also has access to a larger resource library in conjunction with the National Alzheimer’s Association in Chicago.

American Cancer Society

P.O. Box 244, St. Joseph, MO 64502

(816) 232-2558 or (800) 356-3161

Patient Education and Resource Center

The Cancer Center, Department of Radiation Oncology Library

902 N. Riverside Road, St. Joseph, MO 64506

Provides information and education on ways to prevent cancer and to reduce the risk of developing cancer through tobacco control, nutrition, fitness and awareness. The American Cancer Society partners with local agencies to provide wellness and early detection screening information for breast and prostate cancer. It also offers wigs, turbans, nutritional supplement and transportation for cancer patients. The American Cancer Society's "Reach to Recovery®" visitation program pairs women volunteers who have had breast cancer with women who are living with the disease. All services are free of charge and originate from the Patient Education and Resource Center (listed above), which is staffed by volunteers on a part-time basis.

American Diabetes Association

Cure, Care Commitment

Toll free (888) 342-2383

The American Diabetes Association's mission is to prevent and cure diabetes and to improve the life of all people affected by the disease.

American Foundation for the Blind (AFB)

Toll free (800) 232-5463

Monday – Friday, 8 a.m. – 4 p.m.

Supplies information on non-medical aspects of visual impairment and blindness, answers questions regarding AFB services, publications and technology. Helps with coping aspects of vision loss.

American Heart Association, Northwest Region

Toll free (800) 323-7883

Monday – Friday, 8 a.m. – 5 p.m.

www.americanheart.org

Dedicated to reducing disability and death from cardiovascular disease and stroke.

American Red Cross

401 N. 12th St., St. Joseph, MO 64501–2384

(816) 232-8439

Monday – Friday, 9 a.m. – 4:30 p.m.

Emergencies: 24-hours a day

The American Red Cross is best known for providing disaster relief and disaster counseling, but the agency also offers health-related education including health and safety classes such as first aid and cardio pulmonary resuscitation (CPR). Call for a schedule of class schedule. In emergency situations, the American Red Cross also facilitates communication between family members and United States armed services personnel. Information and referrals are available.

Apria

4416 S. 40th St., St. Joseph, MO 64503

(816) 233-2449 or (800) 825-2169; (816) 233-8641 (fax)

Supplies oxygen, CPAPs, BiPAPs, home ventilators, apnea monitors, phototherapy units, beds, wheelchairs, walkers and other durable medical equipment including nebulizer treatments, home infusion and respiratory medications to people in homes or health care facilities throughout northwest Missouri and northeast Kansas. Home infusion services (IV medications) are available for in-home treatment of illness, according to physician orders. Medicare, Medicaid or and other insurance can be billed in most cases. Call to see if your particular need is covered.

Arthritis Community Services

802 N. Riverside Road, Suite 225, St. Joseph, MO 64506

(816) 271-7057 or (800) 443-8858

Arthritis Community Services is a source of information and referral. Their services include a speaker's bureau, lending library, literature, support groups, self-help aids, "Get Wet" water exercise classes, Arthritis Foundation self-help classes, chronic disease self-management course, "Range of Motion," "Arthritis: Basics for Change" (home study course) and Arthritis Foundation exercise classes.

Aseracare Hospice

The Fountains at Corby Place

102 S. 5th St., St. Joseph, MO 64501

(816) 676-2600 or toll free (866) 976-2600

Aseracare offers help and support to the patient and his or her family 24 hours a day, seven days a week. Patients receive in-home services from a nurse, social worker, chaplain or other member of the hospice team. Hospice offers palliative (comfort) rather than curative treatment and emphasizes quality, rather than length, of life. Hospice neither hastens nor postpones death; it affirms life and regards dying as a normal process. Hospice is a covered benefit under Medicare, Medicaid and most private insurance plans.

Bartlett Center

409 S. 18th St., St. Joseph, MO 64501

(816) 233-8201

Senior Center hours: Monday – Friday, 10 a.m. – 2 p.m.

A senior nutrition site that also offers fitness programs, tables games, crafts, volunteer opportunities and socialization. Meals are also available for the home-bound.

Bender's Total Home Health Care, Inc.

Pharmacy: 3829 Frederick Ave., St. Joseph, MO 64506

(816) 279-1668 or (800) 633-9781

Home Health: 1301–A Village Drive, St. Joseph, MO 64506

(816) 233-0171 or (800) 633-9781

Private Duty: 1301 Village Drive, St. Joseph, MO 64506

(816) 233-1746 or (800) 633-9781

Bender's provides a wide range of in-home health care services such as durable medical equipment, supplies, prescriptions and oxygen services. In-home nursing, physical therapy, occupational therapy, speech therapy and private duty care (personal care attendants and sitter companions) is also available. Medicare/Medicaid certified. Serving clients 24 hours a day, seven days a week.

Caregivers Home Care & Staffing Services

117 S. 7th St., St. Joseph, MO 64501

(816) 279-1010 or (800) 279-1013; (816) 279-0499 (fax)

Private home care including sitter companions, homemakers, personal-care aides, home-health aides, certified nursing assistants and skilled nursing. Employees may transport clients for shopping, doctor visits, etc. Community education is also available for groups free of charge. Caregivers Home Care & Staffing Services also facilitates temporary medical staffing for facilities including sitters, certified nursing assistants, licensed practical nurses and registered nurses. Private pay, private insurance, Medicaid Title 19 services and Social Service Block Grant accepted. Staff available 2 – 24 hours a day, seven days a week

Catholic Charities

902 Edmond, Suite 204, St. Joseph, MO 64501

(816) 232-2885 or (888) 629-2886; (816) 232-2607 (fax);

Catholic Charities provides a variety of services including professional mental health and substance abuse counseling for all age groups, recruitment and training of foster and adoptive parents, financial assistance for rent and utilities and Hispanic outreach services. Catholic Charities' "Turnaround" program ministers to persons in prison on probation or parole and their families.

Centers for Medicare and Medicaid Services and Department of Health and Human Services

(800) 633-4227

www.medicare.com

Provides a wealth of information for people with Medicare including comparisons of Medicare Prescription Drug Plans and nursing homes. Other helpful information, such as Medicare eligibility and coverage is also available.

City of St. Joseph, Community Development

1100 Frederick Ave., Room 101A, St. Joseph, MO 64501

(816) 271-4609; (816) 271-5365 (fax)

Housing Rehabilitation provides low-interest and deferred-payment loans for home or property improvements and assists with repairs to eliminate hazards that threaten the health and safety of seniors and persons with disabilities. Applicants must have owned their home for at least six months. (Income guidelines apply.)

CLAIM (Community Leaders Assisting the Insured of Missouri)

(800) 390-3330, if you are a resident of Missouri or Buchanan County

(800) 883-2549, if you are a resident of Kansas, for the SHICK program

A free service to help people sort through Medicare related paperwork and compare Medicare supplemental insurance policies. Medicare counseling, assistance and educational programs are available to residents of Buchanan County. Call the number listed above for the nearest CLAIM volunteer. If you are a Kansas resident, call the number listed above to speak with a representative from Senior Health Insurance Counseling for Kansas (SHICK).

Community Action Partnership

817 Monterey St., P.O. Box 3068, St. Joseph, MO 64503-3068

(816) 233-8281

Serving low-income individuals and families in Andrew, Buchanan, Clinton and DeKalb counties in Missouri. The Community Action Partnership provides a full range of services including “Head Start” as well as employment and training for adults and youth. Housing utility assistance, micro-enterprise and community resource projects are also part of the Community Action Partnership. Volunteers are needed in all areas of services provided.

Community Health Line

(816) 271-4000 or (800) 455-2476

Community Health Line is a registered-nurse hotline offering free, confidential medical advice 24 hours a day, seven days a week. The staff represents a broad base of nursing experience and expertise. Volumes of information concerning medications, symptoms, common complaints, wellness tips and chronic diseases are available through this service. Based on your need, Community Health Line nurses can also refer individuals to Heartland Health affiliated physicians. Or, if you prefer, call Community Health Line to request a *Physician Directory*, a free booklet that lists the names, addresses, phone numbers and certifications for more than 150 Heartland physicians.

Community Housing Ministry (CHM)

814 Faraon, St. Joseph, MO 64501

(816) 233-4250; Telecommunications Device for the Deaf (816) 233-2562; (816) 233-2580 (fax)

CHM manages six apartment complexes for seniors. In five of these complexes, rent is not to exceed 30 percent of the resident’s income. A service coordinator assists residents with special needs at four complexes. CHM also provides subsidized rent assistance through the United States Department of Housing and Urban Development (HUD).

Community Recreation & Resocialization Program, Inc. (CRR)

525 S. 10th St., St. Joseph, MO 64501

(816) 233-0430

A rehabilitative program that is available to individuals with serious and persistent mental illness and/or individuals with developmental disabilities. CRR offers activities such as cooking, photography, crafts, videos, table games and more. Community–integrated activities are also available such as softball, bowling, swimming and volleyball. In–home management assists clients with skills including budgeting, cooking, grocery shopping and other skills necessary to maintain independence. Employment training addresses the skills necessary to obtain competitive employment. Referrals and funding come from the Department of Mental Health, Albany Regional Center and Family Guidance.

Community Services

1203 N. 6th St., St. Joseph, MO 64501

(816) 364-1131 or (800) 365-7724; (816) 364-2304 (fax)

www.helpmenow.org

A 24–hour service connecting persons needing information or assistance with organizations providing services. Community Services matches the person calling for assistance with the organization or organizations that handle their particular need. When resources are not available, Community Services works to find alternatives. Typical requests include financial assistance with rent, utilities, food, housing and medical costs. Community Services maintains a directory of services available to the public on its Web site (listed above), which includes eligibility requirements, fees, hours of service and location. Community Services advocates and coordinates multiple services for individuals and features the following community–based programs: Community Clothes Closet, Furniture Exchange Program and the Adopt–A–Family Christmas Program

Congregate Meal Sites for the noon (11:30 a.m.) meal

Bartlett Center, 409 S. 19th St., St. Joseph, MO 64501

(816) 233-8201

Lindbergh Community Center, 2813 St. Joseph Ave., St. Joseph, MO 64505

(816) 232-7779

Wesley Senior Towers (Ground Floor dining area), 1002 Francis, St Joseph, MO 64501

(816) 232-2839

A donation is requested.

Covenant Compassionate Care

2400 Frederick Ave., Suite 507, St. Joseph, MO 64506

(816) 364-2600

It is our covenant to provide quality care and to assess and develop a care plan designed to specifically meet our clients' needs. Covenant Compassionate Care provides services from light housekeeping to skilled nursing care and chaplaincy and accepts private pay, Medicare/Medicaid and most major insurance.

Department of Health and Senior Services – Division of Senior and Disability Services – Home and Community Services, Region 4, State of Missouri

525 Jules St., #319, St. Joseph, MO 64501

(816) 387-2100 or (800) 392-0210 (24 hour elder abuse and neglect hotline)

Serves people age 60 or older and individuals age 18–59 who are disabled. The following services are made available through agreements with various providers: homemaker/chore, personal care, advanced personal care, respite, advanced respite, licensed practical nurse respite, registered nurse visits and counseling. Additionally, personal care services are provided through the Consumer Directed Services Program. Eligibility requirements vary with the funding source involved, and availability is subject to budgetary constraints.

Division of Family Services, Buchanan County

525 Jules St., #127, St. Joseph, MO 64501

(816) 387-2000

Responsible for determining eligibility for Medicaid, food stamps, supplemental aid to individuals with sight impairment and individuals who wish to receive a pension for the blind. The Division of Family Services provides medical coverage to eligible persons for doctor bills, hospital bills, nursing home expenses, etc. A Division of Family Services office is located in every county in Missouri.

ExcelCare Health Services, Inc.

111 S. 36th St. St. Joseph, MO 64506

(816) 671-1600

Toll free (866) 292-7900

ExcelCare Health Services, Inc., offers personal care, bathing and dressing assistance, transportation, light housekeeping, meal preparation, medication set-up and reminder, grocery shopping and errands, laundry, companionship and 2–24 hour care in the client’s home, where they are happiest and healthiest. Staff is trained, carefully screened, supervised, bonded and insured and includes certified nursing assistants and personal care attendants. Clients can take advantage of home exercise, hospice support, respite care, lab draws, injections and ostomy care. ExelCare accepts most major insurance including Veteran’s Administration, worker’s compensation, Medicaid and private pay. ExelCare is a licensed Home Health Agency serving areas in Kansas and Missouri for 13 years. Nurse owned and operated.

Faith in Action Volunteer Caregivers

Sponsored by Heartland Health and Heartland Foundation

528 N. 8th St., St. Joseph, MO 64501

(816) 271-7279; (816) 271-7045 (fax)

Faith in Action volunteers provide practical services for the frail elderly, chronically ill and disabled members of the community to help them remain living at home for as long as it is safe for them to do so. Services includes visitation for those who are unable to leave home as well as transportation for medical appointments and trips to the grocery store. Caregiver support is available to family members who need a volunteer to sit with their loved one while they take a break for a few hours.

Family Guidance Center for Behavioral Healthcare

510 Francis St., Suite 200, St. Joseph, MO 64501

(816) 364-1501

Emergency service: (888) 279-8188

Family Guidance Center for Behavioral Healthcare provides outpatient mental health assessment and evaluation, intervention and counseling for individuals and families. Residential and outpatient assessment and treatment of alcohol/drug dependencies is also available as well as intensive in-home services for children and their families. Community based services also exist for adults.

Family Planning Clinic

510 Francis, Suite 320, St. Joseph, MO 64501

(816) 364-1944

Medical examinations for women and men, hormone replacement therapy, breast exams, education and testing on sexually transmitted diseases, HIV counseling and mammogram referral. The clinic includes: Breast, Cervical, Cancer Control Project (BCCCP).

Good Life Games

Heartland Health Club, 137 N. Belt Highway, St. Joseph, MO 64506

(816) 271-1033

An annual athletic competition for people age 50 or older that takes place annually in the fall. Events include track and field, swimming, tennis, horseshoes, football and softball throws, 8-ball, snooker, table shuffleboard, table tennis and more. Participants compete in as many events as they choose. Registration forms are available by mid-August.

Hands of Hope Hospice

105 N. Far West Drive, St. Joseph, MO 64507

(816) 271-7190

Albany office: Physicians Building, Highway 136 East, Albany, MO 64402

(660) 726-3488

Toll free (both offices) (800) 443-1143, ext. 7190

Hands of Hope Hospice provides quality, compassionate care for the terminally ill and their families. Professional staff includes nurses, nursing assistant, therapies, dietitian, social workers, chaplains and bereavement counselors. Volunteer services are also available. Services are covered by Medicare and Medicaid and often by private insurance. Patients are accepted regardless of ability to pay.

Health Educator

Patee Market Health Center, 2nd Floor, Health Department Administrative Offices
904 S. 10th St., St. Joseph, MO 64503
(816) 271-4659

www.mteliczanoci.st-joseph.mo.us

Provides resources to the community on health-related issues, such as HIV/AIDS, and provides free community educational programs on prevention of HIV and other sexually transmitted diseases.

Healthy Hikers

137 N. Belt Highway, St. Joseph, MO 64506
(816) 271-1033

Heartland Health Club sponsors this senior walking club, which meets weekly, April – November, to share good company and exercise.

Hearing Loss Association of America

(301) 657-2248 or (301) 657-2249

www.hearingloss.org

Self help for hard of hearing people (SHHH) has a mission to open the world of communication to people with hearing loss through information, advocacy, education and support.

Heartland Arthritis and Osteoporosis Treatment Center

802 N. Riverside Road, Suite 225, St. Joseph, MO 64506
(816) 271-7979 or (800) 443-8858

A center for arthritis, rheumatic disease and osteoporosis diagnosis and treatment. An arthritis nurse educator is on staff. Heartland Arthritis and Osteoporosis Treatment Center also includes juvenile arthritis outreach clinics (call for more information) and bone density diagnostic services (DXA) with physician referral. An arthritis outreach clinic is located at Cameron Community Hospital

Heartland Diabetes Center

901 Heartland Road, Plaza 2, Suite 4860, St. Joseph, MO 64506
(816) 271-6700; (816) 271-6701 (fax)

Inpatient and outpatient services focused on the treatment of people with diabetes. Inpatient services focus on blood sugar level management while a person is hospitalized. Outpatient services focus on education and counseling in the areas of blood sugar monitoring, insulin self-management skills, nutrition counseling and meal planning, exercise counseling and stress management.

Heartland Foundation

3620 Frederick Ave., MO 64506

(816) 271-7200

Heartland Foundation seeks innovative practices, programs and partnerships to build healthy, dynamic, and vital communities in northwest Missouri and surrounding counties in Kansas, Iowa and Nebraska. The Foundation's work has created opportunities for more citizens of all ages and backgrounds to get involved in their communities, and it continues to look for the best ways to invest in the children and communities in the region. Healthy Communities and the emPower Plant[®] are two examples of innovative practices that empower children and adults to improve their health and quality of life.

Heartland Health Club

137 N. Belt Highway, St. Joseph, MO 64506

(816) 271-1033

A free service of Heartland Health dedicated to helping inform and encourage people age 50 and older to remain as healthy as possible. Free memberships are available by calling the office. Member benefits include a bi-monthly newsletter, monthly health information meetings and discounts on selected health services.

Heartland Health Palliative Care

The Palliative Care consultation team is a resource available through Heartland Health to assist hospitalized individuals and their families who are dealing with critical, advanced, chronic or life-limiting illnesses. Individuals may continue to seek curative treatments while simultaneously receiving Palliative Care support for themselves as well as their loved ones. The team includes the patient's physician, the Palliative Care team medical director, a registered nurse, social worker, chaplain, pharmacist and other specialty roles and services. The team acts as a referral source to area home health agencies, nursing homes, hospices and Faith in Action Volunteer Services. The team approach helps to ensure that available medical and community resources are utilized to allow the best quality end-of-life care. The Palliative Care Consultation Team offers extra "TLC" and supports end-of-life goals and dignity for the patient and his or her family.

Heartland Health Spiritual Health Services

5325 Faraon, St. Joseph, MO 64506

(816) 271-6040

Provides information/education on health care treatment directives such as living wills and advance directives. Opportunities exist for those who are interested in volunteering for the pastoral visitation program, which includes a six-week training period.

Heartland Health Volunteer & Auxiliary Services

5325 Faraon, St. Joseph, MO 64506

(816) 271-7868 or (816) 271-7867 or (816) 271-6016

Volunteer opportunities in a variety of settings. Call for information or to schedule an appointment for an interview.

Heartland Heart Center

5325 Faraon, St. Joseph, MO 64506

(816) 271-6563 or (816) 271-7985

Provides a full range of specialized heart and vascular services including non-invasive diagnostic testing, pacemakers, implantable defibrillators, electrophysiology, cardiac catheterization and balloon angioplasty and stents. Cardiothoracic and vascular surgeons are available to consult patients for cardiac bypass, valve replacement, minimally invasive cardiac surgery, vascular and thoracic surgery. Qualified physicians are also available for diagnostic and therapeutic treatment of peripheral vascular disease. Cardiac rehabilitation programs coordinated by registered nurses are provided for both inpatients and outpatients. Smoking cessation classes are also available.

Heartland Home Health Services

105 N. Far West Drive, St. Joseph, MO 64506

(816) 271-7593

Provides a full range of services that are nationally accredited. Included are skilled nursing care, nurse's aides, physical therapists, speech therapists, occupational therapists, social workers and chaplains.

Heartland Senior Health

802 N. Riverside, Plaza 2, St. Joseph, MO 64507

(816) 271-7883

Heartland Senior Health has a mission to improve the lives of seniors in the community. Staffed with a full time registered nurse, information and referral are available.

Help at Home, Inc.

2411 N. Woodbine, St. Joseph, MO 64506

(816) 671-9100; (816) 671-9111 (fax)

Includes a range of services such as personal care, errands, homemakers, sitters and skilled nurse visits. Services are provided 24 hours a day, seven days a week in Andrew, Buchanan, Clay, Holt and Jackson counties. Help at Home, Inc., accepts private pay, insurance, Medicaid and Missouri Division of Aging, Social Services Block Grant.

Homeward Bound Health Services, Inc.

3501 Gene Field Road, St. Joseph, MO, 64506

(816) 232-6800

Services include skilled nursing, physical therapy, occupational therapy, speech therapy, home health aides and medical social services 24 hours a day, seven days a week in 11 counties in northwest Missouri: Andrew, Atchison, Buchanan, Caldwell, Clay, Clinton, DeKalb, Gentry, Holt, Nodaway and Platte. Care involves a total health assessment, patient/family teaching, wound care, IV therapy, post-operative care and individualized care. Homeward Bound Health Services, Inc., accepts Medicare, Medicaid and private insurance and will assist in filing insurance claims. Free in-home assessment and physician consultation is available.

Housing Authority of the City of St. Joseph

502 S. 10th St., P.O. Box 1153, St. Joseph, MO 64502–1153

(816) 236-8200

Provides rental assistance to low–income persons. Income guidelines apply. Applicants locate new housing or receive rental assistance where they currently live if it meets housing quality standards as set down by the United States Department of Housing and Urban Development (HUD).

Image Specialties

3410 Ashland Ave., St. Joseph, MO 64506

(816) 232-6459 or (888) 340-6459; (816) 232-6487 (fax)

Image Specialties features a full line of ostomy, wound–care and continence supplies as well as professional fittings for mastectomy, prosthesis, compression stockings and garments. Image Specialties also offers medical products, walkers and custodial–care products. Ongoing ostomy support, wound evaluation and other services are provided for a fee. Image Specialties will assist with billing to insurance, Medicare and Medicaid.

Inter–Agency Council on Aging

(816) 271-7883

The mission of the IACA is to convene an alliance of organizations to identify and address the needs of Seniors in Buchanan County and a vision to enhance the quality of life for Buchanan County Seniors. Service providers and community members work together to improve the quality of life for citizens age 60 and older. Service providers participate in a coordinated effort to assess and coordinate the delivery system and, together, bridge gaps.

InterServ

Calvin Center

1412 N. 3rd St., St. Joseph, MO 64505

(816) 232-7779.

Emergency Assistance

Food Pantry (Monday – Friday, 1 – 3:45 p.m.) provides free food orders to low–income individuals and families living or working in northwest Missouri and northeast Kansas. No appointment or referral is necessary.

Rent/Utility Assistance (Monday – Friday, by appointment only) offers a limited number of small, no–interest loans for individuals and families living or working in northwest Missouri and northeast Kansas.

Counseling & Case Management

Angels of Hope (Monday – Friday, by appointment only) provides budget and household management counseling to help seniors organize monthly bills, write checks, understand insurance statements, balance checkbooks and manage other household expenses.

Caregiver Support Services (Monday – Friday, by appointment only) offers training, emotional support and social service referrals free of charge to support family members and individuals providing care to senior adults age 60 and older.

Immigrant Services (by appointment only) provides case management and immigration assistance including translation, community referrals and documentation assistance to persons of all ages and ethnic backgrounds.

Elderly Nutrition

Office Hours: Monday – Friday, 8 a.m. – 5 p.m.)

Mobile Meals delivers a hot noon meal to homebound seniors age 60 and older and to the disabled.

Senior Meals Sites

Lindbergh Community Center – 802 Monroe St., St. Joseph, MO 64505

Wesley Senior Towers – 1002 Francis St., St. Joseph, MO 64501

(816) 232-2839

Offers a hot noon meal, educational activities and social interaction to seniors age 60 and older. Lunch is served from 11:15 a.m. – 12:30 p.m.

Retired & Senior Volunteer Program (RSVP)

Connecting seniors age 55 and older with volunteer opportunities in not-for-profit agencies across the community. Transportation to and from volunteer worksites is available.

Medicare D Assistance

Lindberg Community Center

Call (816) 232-7779 for a schedule of dates and times.

Tax Counseling for the Elderly (TCE) (February 1 – April 15) Trained RSVP volunteers prepare basic 1040's, 1040a and 1040EZ forms for federal and state filing and Property Tax Credit (PTC) applications free of charge. TCE is a qualified E-filer for rapid returns. Call (816) 232-7779 for a complete list of tax-preparation locations.

In-home Services

Providing respite care, personal care, and homemaker services to elderly clients in Buchanan, Andrew, Clinton and DeKalb counties. Services offered daily, weekly or monthly. Private pay clients are accepted.

Professional Medical Services

Call InterServ's Calvin Center for information on medication-management services, nutritional supplements, diabetic nail care and limited nursing assistance provided by appointment only.

SNAP Midtown Outreach

Bartlett Center, 409 S. 18th St., St. Joseph, MO 64501

(816) 390-5013

For information on neighborhood outreach and case management for elderly women in midtown St. Joseph, please call the Bartlett Center.

Joyce Raye Patterson Senior Center

100 S. 10th St., St. Joseph, MO 64501

(816) 271-4666; (816) 271-4735 (fax)

Monday – Friday, 8 a.m. – 5 p.m. and evenings as scheduled

Provides a variety of meetings, classes, music groups, dances, fitness center, card games, shuffleboard, billiards, computer lab and other activities for persons age 50 and older or the physically disabled. Cafeteria-style lunch is available to all ages from 11 a.m. – 12:30 p.m. Tuesday – Friday. Volunteer opportunities are also available.

Kendallwood Hospice

811 N. Woodbine, St. Joseph, MO 64506

(816) 232-2400; (816) 232-2426 (fax)

A not-for-profit agency specializing in the care of individuals facing a limited life expectancy. Under the direction of individual's physician, the following licensed professionals and other services are available: skilled nursing, home health aides, medical social workers, chaplains, volunteers, speech therapy, physical therapy, occupational therapy, registered dietician and bereavement for patients and families. Medicare, Missouri/Kansas Medicaid and many types of private insurance cover services. Special financial considerations may be made.

Legal Aid of Western Missouri

7th & Felix, P.O. Box 1086, St. Joseph, MO 64501

(816) 364-2325 or (800) 892-2101

Provides free comprehensive legal services, advice or representation, to low-income individuals with civil legal problems, consumer problems, landlord/tenant problems, utility problems and domestic violence problems. Assists individuals who have been denied government benefits in appealing their cases. Income guidelines apply, though medical and work-related expenses are taken into consideration. Present income guidelines do not restrict representation of individuals age 60 and older due to a grant received through the Area Agency on Aging. The St. Joseph office of Legal Aid serves 18 counties in northwest Missouri.

LIFELINE

105 N. Far West Drive, St. Joseph, MO 64506

(816) 271-7186

Persons contracting with Heartland Health's LIFELINE can have a personal response system installed on their telephone to link them to 24-hour emergency assistance. The rented unit is available on a month-by-month basis. Please call for a monthly fee schedule.

Life Long Learning Center, Inc.

1911 Jules, St. Joseph, MO 64501

(816) 232-2514

Private, in-home counseling to assist individuals and families with social, emotional, environmental and economic concerns which may interfere with health and well-being. Most major insurances accepted.

Lincare

St. Joseph, MO
(816) 233-9444

Lincare provides respiratory services such as home oxygen, nebulizers, unit-dose medication (Medicare patients only) CPAPs and BiPAPs. Lincare offers a free, comprehensive pulse-oximetry study that includes testing done at rest, while exercising and while asleep. Free patient education programs include Carecheck for patients with chronic obstructive pulmonary disorder (COPD) and Heartsteps for patients with congestive heart failure (CHF). Licensed registered nurses and licensed practical nurses administer both programs. Lincare provides emergency patient care 24 hours a day, seven days a week and free travel coverage for oxygen patients at more than 870 locations in 48 states. Services are covered by Medicare, Medicaid, self-pay and most private insurance.

Midland Empire Resources for Independent Living (MERIL)

4420 S. 40th St., St. Joseph, MO 64503
(816) 279-8558 or (800) 242-9326; teletypewriter (TTY) (816) 279-4943

www.meril.org

Helps persons with disabilities locate resources to promote independent living through its Independent Living Services Program. This program offers assistance with independent living skills training, advocacy, peer support and information and referral for persons with disabilities. MERIL works to remove attitudinal and physical barriers in addition to offering:

- deaf and hard of hearing services/interpreter referral services.
- counseling services and Social Security benefits counseling.
- technology assistance for people with modest vision and hearing impairments.

MERIL's In-Home Services Program puts hiring, training and scheduling of personal care in the customer's hands with support and technical assistance available from independent-living professionals. Eligibility requirements include Missouri residency, Medicaid eligibility, physical disability, 18 years of age and ability to self-direct care. Services include dressing, bathing, housecleaning, laundry, meal prep and similar services.

Missouri Bar Lawyer Referral Service

(573) 636-3635

Monday – Friday, 9 a.m. – 3 p.m. (except holidays)

Assists individuals in finding an attorney in their area to discuss legal matters. A \$25 administrative fee is charged for a referral to an attorney and up to 30 minutes of consultation during which the client may ask legal questions, get legal advice and arrange for further legal work, if necessary. There is no obligation to employ the referral attorney; however, if the attorney agrees to represent the client, he or she will charge for legal questions, advice and fees at his or her regular rates.

Missouri Division of Motor Vehicle Bureau & Drivers License Bureau

3702 Frederick Ave., St. Joseph, MO 64506

(816) 232-1211

Monday – Friday, 9 a.m. – 5 p.m.

Applicants who have a signed statement from their doctor saying they are qualified for the disabled placard or plate under state law may receive them here. Placards are renewable annually in September. Applicants can have two placards or one placard and license plate.

Missouri Career Center – Division of Workforce Development, Community Action Partnership of Greater St. Joseph, and Department of Elementary and Secondary Education

301 S. 7th St., St. Joseph, MO 64501-2284

(816) 387-2380; (816) 387-2029 (fax)

(800)320-2519, Regional Telephone Claims Center

A joint effort to provide integrated services to employers and job seekers. Provides training assistance through adult education, G.E.D., literacy classes, support and training funds for low-income adults, youth and laid-off workers. Individuals can place their resume on-line and use The Center's tools and guidance to look for work through an automated job/applicant match, resume assistance and the ability to access *Missouri Works!* which searches for jobs locally, statewide and through America's Job Bank. The Center serves as a referral resource for AARP's senior community service employment program, Job Corps and migrant and seasonal farm workers training programs. It also offers proficiency testing, career exploration, labor market information, veterans' services, employment counseling, trade adjustment assistance, obtaining and retaining employment classes. Call the Regional Telephone Claims Center at the number listed above to file Unemployment Insurance claims. Provides employment assistant for people on TANF (Temporary Assistance for Needy Families) referred by Family Support Divisions.

Missouri Veterans Commission

Missouri State Office Building, 525 Jules St., Room 320, St. Joseph, MO 64501

(816) 387-2841

Provides veterans, their dependents and survivors with information about all benefits administered by the Department of Veteran Affairs (VA) and assists them in completing appropriate applications for VA benefits.

Missouri Western State University

4525 Downs Drive, St. Joseph, MO 64507

(816) 271-4263

(816) 271-4100, The Western Institute

Provides free tuition to individuals age 60 and older. Students are responsible for an admission fee, books and other applicable charges. Students wishing to enroll in continuing education should contact The Western Institute.

Missouri Western State University Library

4525 Downs Drive, St. Joseph, MO 64507

MWSU's library has a variety of health-related books, magazines and databases. A fee for non-students applies when checking out materials, but they may be used in-house by anyone.

Mobile Medical Services, Inc.

306 S. Belt Highway, St. Joseph, MO 64506

(816) 232-2727 or (800) 310-2727

Offers residents of long-term-care facilities bedside diagnostic testing. Portable X-ray, EKGs and Holter Monitors are just a few tests Mobile Medical Services, Inc., offers. Medicare, Medicaid and private insurance covers all tests.

National Multiple Sclerosis Society – St. Joseph Branch

(816) 271-7560 or (800) 745-6148

Equipment loan closet, lending library, programs, seminars, information and referral are available for individuals with multiple sclerosis. The St. Joseph Branch of the National Multiple Sclerosis Society also coordinates quarterly social events. Contact the office for a schedule.

Northwest Missouri Area Agency on Aging

P.O. Box 265, Albany, MO 64402

(660) 726-3800

www.nwmoaaa.org

Provides service to senior citizens primarily through the purchase of service contracts with local provider agencies in an 18-county area of northwest Missouri. The following services are available: caregiver support, congregate meals, home-delivered meals, transportation, outreach, homemaker/chore, personal care, respite, information and referral, legal assistance, aging resource assistance, long-term-care ombudsman, telephone reassurance and health promotion services.

Northwest Missouri Psychiatric Rehabilitation Center

3505 Frederick Ave., St. Joseph, MO 64506

(816) 387-2300

Long-term in-patient adult mental health services.

OATS, Inc.

2921 N. Belt Highway, Suite L17, St. Joseph, MO 64506-8367

(816) 279-3131 and (800) 831-9219

Monday – Friday, 8 a.m. – 5 p.m.

Suggested contribution: \$1.50

Provides door-to-door transportation for medical appointments, nutrition, essential shopping and business. Call to schedule a ride.

Open Door Food Kitchen

510 Edmond, St. Joseph, MO 64501

(816) 364-1085

Free lunch is served Monday – Saturday, 11:30 a.m. – 1 p.m., including holidays.

Pony Express Association of the Blind

Missouri & American Councils

P.O. Box 711, St. Joseph, MO 64502–0711

(816) 364-4447

A social organization of the blind meets the second and fourth Thursdays of the month at 6:30 p.m. at the Joyce Raye Patterson Senior Center.

Randolph Medical Plus

139 N. Belt Highway, Suite I, St. Joseph, MO 64506

(816) 364-HELP (4357) or (877) 637-9988

Complete home health including respiratory, medical equipment and supplies, rehabilitation services, manual and power wheelchairs, scooters, walkers, hospital beds, bath safety, custom home modifications, wheelchair ramps and lifts. Twenty–four hour service and free evaluation and consultation are available. Randolph Medical Plus bills Medicare, Medicaid and most secondary and/or private insurance.

Reach to Recovery[®]

(816) 233-2558 or (877) 580-7095

An American Cancer Society visitation program is for women who have had breast surgery related to cancer. Women who have successfully recovered from breast cancer surgery visit women who have recently been diagnosed and treated. The visitors provide moral support, gifts of temporary breast prostheses and educational materials.

Road to Recovery[®]

(816) 271-7657

An American Cancer Society program developed in partnership with Heartland Foundation and The Cancer Center to meet the transportation needs of ambulatory cancer patients living within the service area. Volunteer drivers are trained for the program. Anyone needing transportation or wanting to volunteer may inquire.

Rolling Hills Consolidated Library

1904 N. Belt Highway, St. Joseph, MO 64506

(816) 232-5479

Monday – Thursday, 9 a.m. – 9 p.m.

Friday and Saturday, 9 a.m. – 6 p.m.

Sunday, 1 – 5 p.m.

Rolling Hills Consolidated Library, Savannah

514 W. Main, Savannah, MO 64485

(816) 324-4569

Monday, Wednesday, Friday and Saturday, 9:30 a.m. – 6 p.m.

Tuesday and Thursday, 9:30 a.m. – 8 p.m.

Services available at Rolling Hills locations:

- Books on tape
- Videos
- Large print reading material
- Books by mail
- Internet access
- Books
- Databases
- Videos/DVDs
- Computer Classes
- Newspapers
- Video conferencing (*Belt Branch only*)

St. Joseph Advisory Commission on Aging

City of St. Joseph, City Clerk (816) 271-4730

Identifies elderly needs and services, reviews applications for funding services for the elderly, evaluates current and future aging programs in the city and submits recommendations on these and related matters to the council.

St. Joseph Public Library System**East Hills Library**

502 N. Woodbine Road, St. Joseph, MO 64506

(816) 236-2136

Monday – Thursday, 9 a.m. – 9 p.m.

Friday and Saturday, 9 a.m. – 6 p.m.

Sunday, 1 – 5 p.m.

St. Joseph Public Library System***Washington Park Branch***

1821 N. 3rd, St., Joseph, MO 64505

(816) 232-2052

Monday, Wednesday, Friday and Saturday, 9 a.m. – 5 p.m.

Tuesday and Thursday, noon – 8 p.m.

St. Joseph Public Library System

Carnegie Branch

316 Massachusetts, St. Joseph, MO 64504

(816) 238-0526

Monday, Wednesday, Friday and Saturday, 10 a.m. – 6 p.m.

Tuesday and Thursday, 10 a.m. – 7 p.m.

St. Joseph Public Library System

Downtown

927 Felix, St. Joseph, MO 64501

(816) 232-7729

Monday – Thursday, 9 a.m. – 9 p.m.

Friday and Saturday, 9 a.m. – 6 p.m.

Sunday, 1 – 5 p.m.

Services available at all St. Joseph Public Library System locations:

- Books on tape
- Videos
- Large print reading material
- Books by mail
- Internet access
- Books
- DVDs
- Handicap access

St. Joseph Transit – The Ride

(816) 233-6700

Monday – Friday, 5:15 a.m. – 9:15 p.m.

Saturdays, 7:15 a.m. – 7:15 p.m.

Eight fixed routes through St. Joseph. Please call to assure a ride on the route-deviation bus system. Customers can call up to two weeks in advance of a planned trip. All busses are handicap accessible.

Salvation Army

Main office: 602 Messanie, P.O. Box 1417, St. Joseph, MO 64502–1417

(816) 279-2101

The Salvation Army offers emergency food and clothing at its location at 618 S. 6th St., Monday – Thursday, from 9 – 11:30 a.m. and from 1 – 3 p.m. It also operates a shelter at 618 S. 6th St., 24 hours a day, seven days a week for men, women and families. Meals, laundry facilities, counseling and referrals are available.

SeniorLink

(888) 531-4454 or (816) 753-4474

www.seniorlink.org

SeniorLink, an affiliate of UCP of Greater Kansas City, is a not-for-profit Geriatric Care Management Agency. Developed in 1993, SeniorLink maintains both a staff of professional geriatric care managers and a network of homecare provider agencies that serve seniors in the Greater Kansas City Metropolitan areas. SeniorLink offers assistance to seniors (and their family caregivers) to help them remain in the home of their choosing and avoid or delay custodial care. For more information, please visit SeniorLink's Web site, which is listed above.

Shape Shoppe

3306 Mitchell Ave., St. Joseph, MO 64507

(816) 232-7675

The Shape Shoppe offers massage services, exercise machines and a variety of exercise programs: *Heart Shape* is a specialized exercise program for people with arthritis and other health problems that includes warm up, range-of-motion exercises, abdominals, upper- and lower-extremity muscles. This class increases flexibility, endurance and strength and can be done sitting in a chair. *Tai Chi* is an exercise program designed to reduce high blood pressure, strengthen the immune system and create hormonal balance with an emphasis on deep breathing and relaxation. *Yoga* is an entire physical, emotional and mental well-being program that coordinates the interaction of mind and body to reduce tension and strain and promote total relaxation. Monthly rates are available.

Self Help and Resource Exchange (S.H.A.R.E.)

New Life Full Gospel Church

(816) 364-1093 or (816) 279-5060

Your payment of \$17 (food stamps are accepted) provides at least \$30 – 35 worth of nutritious food each month. Customers sign up for the service at the beginning of the month, complete two hours of volunteer work during the month and pick up food later in the month at the distribution site.

Social Security Administration

2921 Belt Highway, St. Joseph, MO 64506

(816) 233-2511 or (800) 772-1213 or Teletypewriter (TTY) (800) 325-0778

Help with questions about eligibility for and enrolling in Medicare, Social Security retirement benefits or disability benefits.

Social Welfare Board

Patee Market Health Center
904 S. 10th St., St. Joseph, MO 64503
(816) 233-5188

Provides medical and dental care for low-income patients, free mammograms and gynecologic care, crises and diet counseling, transportation to medical facilities, referrals to food pantries and a cardiovascular program. The Patee Market Health Center tries to fill gaps that Medicare/Medicaid do not cover. Serves St. Joseph and Buchanan County. Women's Clinic serves individuals living in Missouri.

Seniors Organized to Restore Trust (SORT)

(888) 515-6565 or (660) 726-3800

SORT is a program comprised of retired professionals who are trained to identify potential fraud and abuse of the Medicare/Medicaid system and report it. SORT specialists are also intensively trained to provide insurance counseling services. Call to speak with a SORT volunteer free of charge regarding complaints or concerns about Medicare, Medicaid, supplemental insurance and health care fraud.

Southview Homecare

1317 Village Drive, St. Joseph, MO 64506
(816) 387-9300

Southview Homecare provides skilled nursing, rehabilitative therapies (physical, occupational and speech), home health aides and medical social services. A registered nurse is on call 24 hours a day, seven days a week. Call for a free in-home evaluation to assess home health care needs. Southview Homecare will bill Medicare, Kansas Medicaid and private insurance. Serving counties in northwest Missouri and northeast Kansas.

State Health Insurance Assistance Program

(800) 390-3330

Provides help with questions about appeals, buying insurance, choosing a health plan, buying a medigap policy, Medicare rights and protection.

St. Joseph–Buchanan County Health Department

904 S. 10th St., St. Joseph, MO 64503
(816) 271-4636 or (816) 271-4725 for clinic services

The health department offers services for infants, children and adults of all ages. Some services are specific to age groups that meet program criteria. Most services are free or have a nominal charge. Services offered include blood pressure checks, head lice checks, immunizations, communicable and contagious disease follow-up and referral, tuberculosis clinic, sexually transmitted disease clinic, prenatal case management, WIC (Women–Infant–Children) nutrition program, HIV case management, lead program, birth and death records, septic tank inspections, environmental services, food inspections, health educator, animal control and rescue and a speaker's bureau, which is available for health-related programs.

The Cancer Center

902 N. Riverside Road, St. Joseph, MO 64507

Department of Medical Oncology (816) 271-1301

Department of Radiation Oncology (816) 271-7280

Provides high-quality cancer-related patient care including radiation therapy and chemotherapy to residents of northwest Missouri and bordering states of Iowa, Kansas and Nebraska. Caring support services and public education are also available.

The Center

902 Edmond, Suite 203, St. Joseph, MO 64501

(816) 364-4300

Offers mental health outpatient counseling and psychiatric evaluation/treatment. Provides individual, couple and family therapy to all ages. The Center has limited ability to offer fee adjustments according to income.

The Helping Hand of Goodwill Industries

200 S. 8th St., St. Joseph, MO 64501

(816) 232-3108

Serves persons who are disadvantaged and those with disabilities by providing vocational evaluations and job placement assistance.

Tiffany In-Home Services

(816) 364-0525; (816) 364-0496 (fax)

Skilled, thoroughly trained personnel provide five types of in-home services: Respite Care, Personal Care, Advanced Personal Care, Homemaker/Chore Care and registered nurse visits. All services are qualified for Medicaid reimbursements and Social Service Block Grant or are available on private-pay basis.

Valley Community Center

909 W. Valley, St. Joseph, MO 64504

(816) 238-1709

Neighborhood assistance and clothing assistance, call Monday – Thursday before 6:15 p.m. Open food kitchen, Monday - Friday, 5:30 – 6:30 p.m.

Vintage @ Home

(816) 387-8881 or (816) 387-8884

Our mission at Vintage @ Home is to simplify, support and restore each seniors' life at home. From around-the-clock care to assistance for just a few hours each week, Vintage @ Home can help clients with the services and schedules that meet their needs. Highly qualified nurses, personal care assistants and companions treat our clients with the respect and dignity they deserve.

YMCA

315 S. 6th St., St. Joseph, MO 64501

(816) 232-3344

Special programs include:

- Water exercise and Arthritis Foundation/YMCA Arthritis Aquatic Exercise
- Promenaders Square Dance Club
- “Forever Fit,” a low–impact exercise class
- Walking club
- PACE, a program for people with arthritis

The YMCA’s state–of–the–art fitness center includes weights, cardiovascular equipment and FitLinx, an interactive network that motivates and tracks progress through personalized exercise programs.

YWCA

304 N. 8th St., St. Joseph, MO 64501

(816) 232-4481

Special programs include:

- Water exercise, modified water exercise class (slower pace) and MEAC (Midland Empire Aquatic Center) approved Arthritis Aquatic Exercise
- ENCOREplus breast and cervical cancer education, outreach and referral services for mature women
- Universal machines, treadmills, bikes and steppers

Recreation includes:

- Book club
- Women’s interior luncheons and scrap booking
- Y–Women (a social group for mature women with a program and luncheon)

YWCA Shelter offers 24–hour protective housing for victims of domestic violence, elder abuse and sexual abuse. Counseling and support groups are also available. Volunteer opportunities are available with the Shelter, Rape Crisis, Carefind, ENCOREplus, main office and to serve on committees. Senior citizen membership (age 65 and older) is \$15 per year.

Support Groups/Educational Groups

Alzheimer's Disease Support Groups

(816) 364-4467 or (800) 533-7373

Family support groups held in 18 community locations in northwest Missouri. Contact the Alzheimer's Association Northwest Missouri Chapter for the nearest support group.

Arthritis Community Service

(816) 271-7057

Call for more information regarding osteoporosis and osteoarthritis educational programs.

Arthritis Exercise Classes

(816) 271-7057 or (800) 443-8858

Water-based exercise classes are held throughout the month.

Bereavement Support Groups

Heartland Hands of Hope Hospice

(816) 271-7190 or (800) 443-1143, Ext. 7190

Offers a variety of support groups and activities for persons who have experienced the loss of a loved one to cancer or other illnesses. The groups and activities are open to all persons and are free of charge. Group meetings occur in Albany, King City, Stanberry, Savannah and St. Joseph.

Kendallwood Hospice

(816) 232-2400 or (800) 757-7504

Offers a variety of grief support options including luncheons, small support groups and memorials. Staff is available to provide additional information for community resources.

Out of the Darkness

Wyatt Park Christian Church, 27th and Mitchell, St. Joseph, MO 64507

(816) 232-3374

A support group for people who have lost loved ones to suicide (meets the second Thursday of the month at 6:30 p.m.).

Hope House Center for Grief and Loss

528 N. 8th St., St. Joseph, MO 64501

(816) 271-7289

Monday – Friday, 10 a.m. – 3 p.m.

A community bereavement resource that offers free caring conversations with a trained bereavement counselor by appointment and a resource center with bereavement information and access to on-line information about grief and loss. Companions in Loss, are trained volunteers who provide telephone support, support group information and a grief education series.

Breast Cancer Support and Education Group “Hope Burning Bright”

Heartland Regional Medical Center
5325 Faraon St., St. Joseph, MO 64506
(816) 271-7265 or (800) 443-0609

The breast cancer support and education group provides education and support for women and their adult family members. Topics include information about breast cancer, treatment, side effects of treatment and coping with the disease. Meetings are held the second Tuesday of the month from noon – 1:30 p.m.

Colorectal Cancer Screening

(816) 271-7284 or (800) 447-3706

www.heartland-health.com

Colorectal cancer is the second leading cause of cancer death in the United States. Early detection is the best weapon to fight colorectal cancer. Join us annually in March to request your free screening kit during this health maintenance screening. If you prefer, your local health care provider may also have FREE kits.

Congestive Heart Failure Education Classes

Heartland Regional Medical Center, Cardiac Rehabilitation Department
5325 Faraon, St. Joseph, MO 64506
(816) 271-7835

The Congestive Heart Failure Education Class is open to the public and meets every Monday at 2:30 p.m. Registration preferred.

Emotional Supportive Care

(816) 271-6040 or (816) 271-7657 or (800) 443-0609

Emotional Supportive Care is available for adults with cancer as well as their family members and friends. A care group is formed for individuals with cancer and may include members of their support system. It is designed to offer emotional support and help develop coping skills through sharing information and experiences. Services are offered through The Cancer Center by Heartland’s Spiritual Health Services Department. Meeting dates, times and places are arranged individually at participants’ convenience.

ENCOREplus

YWCA
304 N. 8th St., St. Joseph, MO 64501
(816) 232-4481

A breast cancer program providing outreach, education, referral, transportation, childcare and free mammograms to women who qualify.

Heartland Diabetes Support Group

For more information or to confirm meeting days and times call (816) 271-6700.

I Can Cope®

The Cancer Center

902 N. Riverside Road, St. Joseph, MO 64506

(816) 271-7657 or (800) 443-0609 or (816) 233-2558 or (877) 580-7095

The American Cancer Society's I Can Cope, an education and support program for adults with cancer and their family members and friends, is presented in partnership with Heartland's Radiation Oncology Department. I Can Cope is designed to help people with cancer learn more about their disease and to cope with the impact cancer has on their lives. Classes include information about cancer and its treatment, medical terminology, managing symptoms and side effects, communication, well being (diet, stress and exercise) and locating community resources.

Investment Clubs

YWCA

304 N. 8th St., St. Joseph, MO 64501

(816) 232-4481

Teaches women learn-by-doing investing. After preparing stock studies, members invest the assets of the membership in securities for the benefit of its members.

Living Loss Support Group

(816) 232-9874

Meets the third Monday of the month at 4 p.m. at Saxton's Riverside Care Center, 1616 Weisenborn Road, St. Joseph, MO 64507. Open to families of persons with Alzheimer's and other related disorders.

Look Good ... Feel Better®

The Cancer Center, American Cancer Society's Patient Education and Resource Center

902 N. Riverside Road, St. Joseph, MO 64506

(816) 233-2558 or (877) 580-7095

American Cancer Society's Look Good ... Feel Better program is for women who may have experienced appearance-related changes due to cancer and/or its treatment. Trained cosmetologists conduct classes include make-up and hair styling techniques and wig selection and care. The program meets monthly. Call for a schedule of class dates and times.

Multiple Sclerosis Self-Help Group

For information on dates and locations, call the MS office at (816) 271-7560 or (800) 745-6148.

Myasthenia Gravis Support Group

Contact (816) 279-8291

donnasjmo@yahoo.com

Meets quarterly at the Joyce Raye Patterson Senior Center. Please send a message to the e-mail address provided above for a schedule of meeting dates and times.

Prostate Cancer Screening

(816) 271-7286 or (800) 447-3706

www.heartland-health.com

Prostate cancer is the second leading cause of cancer-related deaths in men. Watch for the annual September campaign and make an appointment to participate in this important screening.

Traumatic Brain Injury Support Group

MERIL

4420 S. 40th St., St. Joseph, MO 64503

(816) 279-8558

This support group is for anyone who has a brain injury or supports someone who has a brain injury. The group meets the third Thursday of the month at 6:30 p.m.

Medicare Insurance Basics (Centers for Medicare and Medicaid Services, *Medicare and You 2006*)

Medicare is a health insurance program for:

- people age 65 and older.
- people age 65 and younger with certain disabilities.
- people of all ages with end-stage renal disease (permanent kidney failure requiring dialysis or a kidney transplant).

Medicare has three parts. They are:

- Part A – Hospital insurance
 - Most people don't pay a premium for Part A because they or a spouse already paid for it through their payroll taxes while working.
- Part B – Medical insurance
 - Most people pay a monthly premium for Part B.
- Part D – Prescription Drug Coverage
 - Most people will pay a monthly premium for this coverage.

Medicare Part A

Medicare Part A helps cover medically necessary:

- hospital stays.
- skilled-nursing facility.
- home-health care.
- hospice care.
- blood.

Medicare Part B

Medicare Part B helps cover doctors' services and outpatient care. A premium is paid each month. In some cases, this amount may be higher if the individual didn't sign up for Part B when he or she first became eligible for it. Except in special cases, you will pay this penalty as long as you have Part B.

Medicare Part B helps cover medically necessary:

- clinical laboratory services.
- home-health care.
- outpatient hospital services.
- blood.

Medicare Part B covers the following preventative services:

- Annual bone mass measurements, to determine if you are at risk for broken bones
 - Cardiovascular screenings, to help prevent heart attack or stroke (cholesterol, lipid and triglycerides every five years)
 - Colorectal cancer screening, to help find pre-cancerous growths (frequency based on type of test and level of risk).
 - Diabetes screenings, to check for diabetes (based on risk factors, an individual may be eligible for up to two screenings each year)
 - Annual flu shot, to prevent influenza
 - Glaucoma test, to help find the eye disease glaucoma (every year for those at risk)
 - Hepatitis B shots, a series of three shots to protect against Hepatitis B
 - Pap test, pelvic exam and clinical breast exam, to check for cervical and breast cancers (every two years or annually for women at high risk)
 - Pneumococcal shot, to help prevent pneumococcal infections (one in a lifetime)
 - Annual prostate screening, to help find prostate cancer, digital and rectal exam
 - Annual mammogram, to check for breast cancer
 - “Welcome to Medicare,” one-time review of an individual’s health as well as education and counseling about the preventative services needed including screenings and shots.
- Important: Individuals *must* have a physical exam within the first six months they have Medicare Part B.**

Medicare Prescription Drug Coverage: Medicare Part D

- Starting January 1, 2006, Medicare prescription drug coverage will be available to everyone with Medicare.
- This coverage may help lower prescription drug costs and help protect against higher costs in the future.
- Medicare Prescription Drug Coverage is insurance that is provided by private companies that are approved by Medicare.
- People choose the drug plan (based on the medications that they take) and (typically) pay a monthly premium.
- Like other insurance, if an individual decides not to enroll in a drug plan when first eligible, a penalty may apply if he or she chooses to join later.

Assistance Choosing Medicare Prescription Drug Coverage

Personalized help choosing the best Medicare prescription drug coverage is available via the following sources:

- Call InterServ’s RSVP at (816) 232-7779.
- Visit www.medicare.gov on the Web.
- Call (800) 633-4227 (teletypewriter (TTY) users please call (877)-486-2048. Please have your Medicare card, a list of the drugs you take and the name of the pharmacy you use ready before calling.
- Call the State Health Insurance Assistance Program at (800) 390-3330.

More about Medicare

If you have Medicare Part A and/or Part B, you will have to pay a part of the services you get. Below is a list of some of the costs you may have to pay. These costs are for 2006 and might change January 1, 2007. If you want to know the costs for a specific service, visit www.medicare.gov on the internet or call (800) 633-4227 and ask for a free copy of “Your Medicare Benefits.”

- \$124 Medicare Part B deductible
- \$952 for a hospital stay of 1 – 60 days each benefit period
- \$238 per day for days 61 – 90 of a hospital stay each benefit period
- \$476 per day for days 91 – 150 of a hospital stay each benefit period
- All costs for each day of a hospital stay over 150 days
- \$0 for the first 20 days of a skilled nursing facility stay each benefit period
- \$119 per day for days 21– 100 of a skilled nursing facility stay each benefit period
- All costs for each day of a skilled nursing facility stay after day 100 in the benefit period
- \$0 for Medicare–approved home health services
- \$0 for Medicare–approved clinical laboratory services
- 50 percent for most outpatient mental health services

Benefit Period: The way that the Original Medicare Plan measures your use of hospital and skilled nursing facility services. A benefit period begins the day you go to a hospital or skilled nursing facility. The benefit period ends when you haven’t received any hospital (or skilled care) for 60 days in a row. If you go to the hospital or a skilled nursing facility after one benefit period has ended, a new benefit period begins. You must pay the inpatient hospital deductible for each benefit period. There is no limit to the number of benefit periods you can have.

Source: Centers for Medicare and Medicaid Services Medicare and You 2006

Definitions: Levels of Care

Intermediate Care Facility (ICF): Provides 24-hour accommodation, personal care and basic health and nursing care services under the daily supervision of a licensed nurse and under the direction of a licensed physician.

Skilled Nursing Facility (SNF): Provides 24-hour accommodations, skilled nursing care and treatment services under the daily supervision of a registered nurse and under the direction of a licensed physician. Skilled nursing care and treatment services are defined as those that require substantial specialized judgment and skill.

Residential Care Facility I: Provides 24-hour accommodation, protective oversight, assistance with personal care and medication administration.

Residential Care Facility II: Provides 24-hour accommodation, protective oversight and assistance with personal care and medication administration. A licensed nurse monitors general health care.

Independent Living/Senior Housing: Provides independent living for seniors. Some offer amenities and require no licensure/oversight by the state.

Home Health: Includes skilled nursing care, as well as other skilled care services, like physical and occupational therapy, speech-language therapy, and medical social services. These services are given by a variety of skilled health care professionals at home.

Hospice: Hospice is a special way of caring for people who are terminally ill, and for their family. This care includes physical care and counseling.

- ICF, SNF and RCF II all require a full-time Nursing Home Administrator licensed by the state of Missouri.
- RCF I and II residents must be able to independently exit the building in the event of an emergency.
- Assisted living facilities include licensed (RCF I and RCF II) as well as unlicensed facilities.

Levels Of Care: Skilled Care vs. Intermediate Care

Skilled Nursing/SNF/Medicare Part A

- Not a new/permanent residence
- Intended to be a relatively short stay for a specific medical/skilled nursing need including but not limited to IV meds, wound care, etc.
- Medicare does pay for SNF level based on RUG (Resource Utilization Group) category – essentially based on the needs and resources required.
- Medicaid pays same as for ICF level of care
- Commercial insurance pays if benefits are available.
- Requires a 3–day acute hospitalization either just prior to SNF or within the past 30 days and admission for related diagnosis
- Physician/APN (Advance Practice Nurse) can bill Medicare for weekly visits or anytime for a new problem.
- Not intended to meet basic ADL (activities of daily living – bathing, dressing, grooming) needs only

Intermediate Care/ICF/Nursing Home

- Usually a new residence, but may be attempted as a short stay initially
- NO Medicare benefit for room and board
- Private pay or Medicaid, if eligible
- Does not require a qualifying acute stay
- Can be admitted directly from home, emergency room, doctor’s office, etc.
- Meets ADL (activities of daily living. – bathing, dressing, grooming) needs, safety needs, medication compliance and basic nursing care
- Therapies can be provided and billed to Medicare under Part B/outpatient benefit if available.
- Physician/APN (Advance Practice Nurse) sees resident every 60 days.

Common Misconceptions about Skilled Care

- “Because the doctor orders skilled level of care, it will be paid for by Medicare”
Correction: Skilled level of care does require a physician order, but Medicare will only pay for it if the patient qualifies.
- “Since Medicare pays 100 percent for the first 20 days in SNF, the patient can stay 20 days regardless of their needs.”
Correction: Medicare pays days 1 – 20 days at 100 percent and days 21 – 99 at 80 percent, but **only** if the patient qualifies for a skilled service/criteria which is determined by the facility and based upon patient’s progress and treatment plan.
- “Because the pt needs a 3–day acute hospitalization to qualify for skilled care, he or she can be admitted to the hospital without an acute reason or criteria, or to MOPs (monitored outpatient)” **Correction:** If the patient is admitted to acute in the hospital, he or she must meet Medicare criteria to qualify. If he or she does not meet criteria, Medicare will not cover/pay for the hospitalization regardless of how many days he or she stays and this stay will not meet the 3–day acute stay required for SNF.
- “The patient can remain hospitalized for three days to meet the skilled rule, even if he or she is able to transfer to a lower level of care before that.”
Correction: Medicare criteria do not allow/pay for a patient to remain hospitalized just to meet the 3–day qualifier for SNF. If that occurs and the chart is reviewed, the hospital risks losing reimbursement if it is determined that acute criteria was not met. The SNF in that case would not have a qualifying stay and therefore would not be paid by Medicare.

Levels of Care at Area Facilities

ICF	SNF	RCF I	RCF II	Senior Apartments/ Independent Living
Arbor View	Arbor View	Heartland I	Bliss Manor	Chilton Place
Carriage Square	Carriage Square	Heartland Residential Care	Carriage Square	Country Squire
Citadel	Citadel	Hospitality House	Eastgate Manor	Danford Hall
Saxton's Care Chateau	Saxton's Woods	McDonald Boarding House	Heartland 2	Eastgate Manor
Saxton's – Riverside*	The Living Community of St. Joseph	Nesa House	Meadowview	Eastridge Manor
Saxton's Woods		Shepherd House	Oak Tree Manor	King Hill Apartments
The Living Community of St. Joseph		Silcott Northside	Saxton's Country Villa (Riverside)	St. Francis Apartments
		Star Care	The Living Community of St. Joseph	The Living Community of St. Joseph
		Thomas II	Vintage Gardens	Wesley Senior Towers
		Thomas III	Vintage Park	Village East

* *Special Care Unit (Dementia/Alzheimer's Care)*

Facilities

The following list is a list of the various facilities in the St. Joseph, Mo., area. It may not be inclusive of all facilities. Heartland Health has made no independent evaluation of the quality, training or experience of any facility not affiliated with Heartland.

Arbor View

1317 N. 36th St., St. Joseph, MO 64506
(816) 676-1630

Bliss Manor

2929 Lafayette, St. Joseph, MO 64503
(816) 233-2418

Carriage Square Apartments and Assisted Living

Woodbine & Gene Field Roads, St. Joseph MO 64506
(816) 364-1526 or (816) 364-1528

Chilton Place

415 N. 10th St., St. Joseph, MO 64501
(816) 233-8852

Citadel Health Pavilion

5026 Faraon St., St. Joseph, MO 64506
(816) 279-7973

Country Squire Retirement

1602 Buckingham St., St. Joseph, MO 64506
(816) 233-4200

Danford Hall

2608 Penn, St. Joseph, MO 64506
(816) 232-7597

Eastgate Manor

2102 Village Dr., St. Joseph, MO 64506
(816) 233-2141

Eastridge Manor

1501 Village Dr., St. Joseph, MO 64506
(816) 233-3460

Fountains of Corby Place

422 Felix, St. Joseph, MO 64501

(816) 233-4600

Heartland Residential Care

1311 Francis St., St. Joseph, MO 64501

(816) 233-5779

Heartland 2 (RCFII)

117 S. 15th St., St. Joseph, MO 64501

(816) 676-1505

King Hill Apartments

6010 King Hill Ave., St. Joseph, MO 64504

(816) 238-9301

McDonald Boarding Home

438 N. 17th St., St. Joseph, MO 64501

(816) 233-7060

Meadowview Residential Care

101 N Far West Dr., St. Joseph, MO 64506

(816) 232-2675

Nesa House

108 N. 16th St., St. Joseph, MO 64501

(816) 233-9623

Oak Tree Manor

3919 Messanie St., St. Joseph, MO 64506

(816) 233-4463

St. Francis Apartments

1602 S. 38th St., St. Joseph, MO 64507

816/233-5304

Saxton's Care Chateau

811 N. 9, St. Joseph, MO 64501

(816) 233-5164

Saxton's Riverside

1616 Weisenborn Rd., St. Joseph, MO 654506

(816) 232-9874

Saxton Woods

3002 N. 18th St., St. Joseph, MO 64505
(816) 364-4200

Silcott's Northside

431 N. 17th St., St. Joseph, MO 64501
(816) 390-8856

Star Care

1606 S. 38th St., St. Joseph, MO 64507
(816) 390-8941

The Living Community of St. Joseph

1202 Heartland Road, St. Joseph, MO 64507
(816) 671-0015

Thomas II, RCFI

119 Virginia St., St. Joseph, MO 64504
(816) 238-5266

Thomas III

1415 Olive St., St. Joseph, MO 64507
(816) 676-0390

Wesley Senior Towers

1002 Francis, St. Joseph, MO 64501
(816) 232-2839

Village East

1218 Village Dr., St. Joseph, MO 64506
(816) 364-5593

Vintage Gardens of St. Joseph

3310 N. Woodbine, St. Joseph, MO 64506
(816) 279-0774

Vintage Park of St. Joseph

3302 Woodbine Road, St. Joseph, MO 64506
(816) 390-9555

Elder Abuse

Elder Abuse and Neglect Hotline: (800) 392-0210 24 hours a day, seven days a week

Thirteen Social Service workers staff the Elder Abuse and Neglect Hotline. They respond to reports of alleged abuse, neglect or financial exploitation of persons age 60 and older and other eligible adults age 18 – 59. The program provides investigation, intervention and follow-up services to victims and stresses the mentally competent adult's right to make his or her own decisions.

Reports of abuse, neglect or other complaints regarding long-term-care facilities are also registered at the Elder Abuse and Neglect Hotline. Long-term-care survey staff around the state investigate these complaints.

Elder abuse of individuals in the community takes many forms, and in most cases victims are subjected to more than one type of mistreatment. In Missouri, over 50% of elder abuse reports allege physical neglect (to include self neglect); 10% allege financial exploitation; 8% allege physical abuse; and over 9% allege emotional abuse.

- **Abuse** – the infliction of physical, sexual, or emotional injury or harm including financial exploitation by any person, firm, or corporation.
- **Neglect** – the failure to provide services to an eligible adult by any person, firm or corporation with a legal or contractual duty to do so, when such failure presents either an imminent danger to the health, safety, or welfare of the client or a substantial probability that death or serious physical harm would result.
- **Eligible Adult** – a person sixty years of age or old who is unable to protect his or her own interests or adequately perform or obtain services which are necessary to meet his or her essential human needs or an adult with a disability, as defined in section 660.053, between the ages of eighteen or fifty-nine who is unable to protect his or her own interests or adequately perform or obtain services which are necessary to meet his or her essential human needs.
- **Disability** – a mental or physical impairment that substantially limits one or more major life activities, whether the impairment is congenital or acquired by accident, injury or disease, where such impairment is verified by medical findings.
- **Financial Exploitation** - A person commits the crime of financial exploitation of an elderly or disabled person if such person knowingly and by deception, intimidation, or force obtains control over the elderly or disabled person's property with the intent to permanently deprive the elderly or disabled person of the use, benefit or possession of his or her property thereby benefiting such person or detrimentally affecting the elderly or disabled person.

Source: State of Missouri Department of Health and Senior Services, www.dhss.mo.gov/elderabuse, 2006

Helpful Online Information

Missouri Aging Information Network\
www.moaging.com

Medicare information
www.medicare.gov

Social Security information
www.ssa.gov

American Cancer Society
www.cancer.org

American Lung Association
www.lungusa.org

Arthritis Foundation
www.arthritis.org

Centers for Disease Control and Prevention
www.cdc.gov

Healthy food choices
www.mypyramid.gov



Heartland Health

Senior Health

802 N. Riverside Rd., Plaza 1

St. Joseph, MO 64507

Beth Cobb

(816) 271-7883