

DARTS Journal

Fall 2002

DARTS Offers a New Caregiver Service

Eldercare Partners, a collaboration of six Twin Cities nonprofit organizations (including DARTS), is providing a new service for caregivers of older adults. The service focuses directly on the needs of family caregivers, so they have the knowledge, skills, training, and emotional support to stay balanced and confident throughout their caregiving journey. This personalized, one-on-one service is available at no charge to the caregiver.

At DARTS, service coordinators Lynn Cibuzar, Kathy Wickner, and Karna Levy are professional family consultants for this new service.

Family consultants provide caregiver coaching and counseling to spouses, adult children, grandchildren, nieces, nephews, and others who have taken on the role of caring for an older family member or friend 60+ years of age. These caregivers may be involved with round-the-clock care or once-a-week care. They may live with the care receiver or arrange care from miles away. No matter what the circumstance, the Eldercare Partners caregiver service can be of help.



Caregiving doesn't always come naturally, especially when the care receiver's health requires new skills for managing all the related issues. For instance:

- Understanding and dealing with behavior associated with Alzheimer's disease can be a challenge.
- Helping someone in a wheelchair get into and out of a car can be difficult without proper training.
- Asking other family members to pitch in with caregiving tasks may take extra strength and resolve.
- Getting a handle on financial issues related to long-term care can often be frustrating.

These are just a few of the practical, day-to-day issues a family consultant can help caregivers address.

The emotional side of caregiving has its own considerations. Family consultants will work with caregivers to help them understand the need to take care of themselves, which may mean getting a break (respite) from round-the-clock caregiving. It may also mean sharing feelings with the family consultant in a counseling role or getting involved in a caregiver support group suggested by the family consultant. Finally, it's possible

the family consultant can help bring families together to solve caregiving-related problems.

If you or someone you know could benefit from having a family consultant for information, counseling, coaching, and support during the caregiving journey, please call 651-234-2262 and talk to Colleen.

This new service is available to caregivers in Dakota, Hennepin, Ramsey, and Washington Counties. The service is free due to funding in part by the Metropolitan Area Agency on Aging (through the federal Older Americans Act) and in part by the Minnesota Department of Human Services. Voluntary contributions are welcomed.

The new Eldercare Partners caregiver coaching and counseling service has its own "care package" for caregivers – it's called a Caregiver Kit. Each kit contains tips, tools, and words of encouragement to ease the caregiving journey. Call Colleen at 651-234-2262 to request your free kit.

(The other members of Eldercare Partners participating in this service are Catholic Charities, HSI-Human Services, Inc., Senior Community Services, Volunteers of America of Minnesota, and Wilder Foundation.)

DARTS to Launch Online Neighborhood in Burnsville

On October 1, 13 intrepid Burnsville seniors became computer students and "Cyber Neighbors." As winners of a DARTS essay contest, the 13 have been loaned personal computers and been given basic computer instruction and volunteer "Cyber Buddies" to prepare them to participate in an "online" neighborhood. DARTS will launch a new web site, targeted to Burnsville residents, in November.



TAPEMARK donates laptops

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Some Reflections:

Good Organizations Pay Attention

By Dick Graham, President



“We need to pay attention” is the message of *The Good Society* by Robert Bellah et al. This book is about the ever-changing role of organizations in our lives. We can't live without them, and sometimes we think we can't live with them. *Good Society* makes the case that when organizations are working well, we don't think about them. But when doing their job demands attention, we're often led to believe that the world is going to the dogs.

Well-functioning organizations allow us to reach a level of independence as well as higher levels of living together. We couldn't use the restroom, go outside during the winter, or have water at the kitchen sink if it weren't for organizations that maintain sewer systems, miles of roads, and water supply systems.

And yet, we have all witnessed a decline in our trust of organizations – financial institutions, religious organizations, political parties, and more. The question might be, "At what point was the value of the common good set aside for self-serving priorities?" Or, at what point did the community change, and the organization didn't get it?

“At what point was the value of the common good set aside for self-serving priorities?”

The Good Society suggests that good organizations, from families to the federal government, are the building blocks of a good society. And, to be good, they understand that something is as (or more) important as next quarter's earnings report or some flashy publicity that only lasts a day. They believe it's really important to be concerned about the kind of world we're creating for current and future generations. That's the common good.

Paying attention challenges us as citizens. Many times every day, we interact with organizations for our daily needs or as employees and supporters. "We should act as we want the world to be," Gandhi said. We can build a better world by expecting more from all the organizations we come in contact with.

DARTS looks to local organizations we respect and value as a benchmark for how we focus on the people we serve and provide the greatest good to the community. An important first step for us has been to create a checklist of our ongoing goals – a committed workforce, technology initiatives, financial strength, and a continuing bond with the community. Some people invest in DARTS because of our role in the community today – they connect and engage with us as valued constituents. Others invest in DARTS because "they might need us someday." That may be tomorrow or 22 years from now when we're celebrating 50 years of service. Each and every day, we'll be paying attention to our checklist of goals, so we can be ever changing, always responsive, and here for you.

Dick Graham

DARTS Giving Opportunities

- **Annual Appeals**
 - Spring Campaign
 - Year-End Campaign
- **Special Events**
 - Golf Tournament
 - Phone-A-Thon
 - Community-Hosted Fundraisers
- **Memorials/Endowment Gifts**
 - Honor someone special with a gift to DARTS
 - The DARTS endowment fund is a permanent, untouched fund that supports DARTS operations through the interest it generates
- **Planned Giving**
 - Leave **your** legacy...remember DARTS in your will
 - Appreciated assets (such as life insurance, 401K plans, stock)
- **Business/Corporate Sponsorships**
 - Golf Tournament Sponsorships
 - Bus Sponsorships
- **Matching Gifts**
 - Many businesses match the gifts made by their employee
 - Matches may be made for gifts of money or volunteer time.
 - Matching gifts make your contribution go even further!

For more information on how you can support DARTS year round, please contact Joelene Evenson (651-234-2221) or Jan Needham (651-453-9009).

The DARTS Journal

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*Online Neighborhood
continued from page 1*

The site will be housed within www.darts1.org and will offer seniors and other Burnsville citizens opportunities to learn more about the age-friendly status of their city and civic issues that impact seniors. A key component of the web site will be a bulletin board— a feature that invites participants to share their opinions on timely topics. DARTS invites Burnsville residents of all ages to become a Cyber Neighbor by logging on and participating in the online conversations. Check out the site mid-November or e-mail DARTS at info@darts1.org to get more information.



Burnsville seniors in computer class

This pilot project has support from the City of Burnsville and Independent School District 191. Funders include Ames Construction and ADC Foundation. Data Sales, a Burnsville business, and TAPEMARK, West St. Paul, donated computers to the project, and ATT Broadband will provide the Internet access.

▶ Burnsville seniors who have basic computer skills and would enjoy having a computer coach can contact DARTS about being matched with a Cyber Buddy. Cyber Buddies can work with people on computers at public sites, such as libraries or the Burnsville Senior Center, or at home.

▶ More Cyber Buddies are needed. If you're comfortable with Microsoft Word and Internet and e-mail programs and you have an hour to spend with a Burnsville senior about once a week (through May), contact Jason Sanders at 651-234-2222 or jason.sanders@darts1.org.

Volunteering Can Bring a Special Friendship Bond

Making a new friend is one of the many rewards of volunteering. Mary Quinn, a DARTS volunteer visitor, found that special connection with Imogene. The two women have developed a friendship filled with hours of “talking, pouring over magazines, sharing books, laughing, and eating our favorite soup, French Onion.”



Mary and Imogene

Mary Quinn began volunteering when she was 41 and the mother of two daughters, ages 18 and 14. In looking at volunteer opportunities, she decided that there was “probably a big need for the elderly.” Mary was referred to DARTS and then paired as a visitor for Imogene. It's now seven years later. Mary says she often forgets to fill out her volunteer time record because her visits with Imogene don't seem like work – “she is such a good friend.” Mary says that Imogene at 97 “is as open minded as a 20 year [old]. She is such a good listener.”

“What I love most about Imogene is her passion for living,” says Mary. That includes shopping! Mary helped Imogene shop for a new black coat because she always likes to look her best when they go out. Imogene has been known to treat herself to a silky new bathrobe or some fancy coffee cups because it “makes her feel elegant to drink out of them.” Mary says, “she really has taught me how to live.”

Three years ago, Mary was diagnosed with breast cancer. “The person I was most worried about telling was Imogene. She had experienced so many losses over the years and now there was a chance that she could lose her visitor. [When I told her] she was such a trooper – she immediately went to her bedroom and got me two large scarves to wear over my head when I lost all my hair. I wore those scarves over and over again.” Mary survived breast cancer due to “a lot of support from my family and Imogene.”

Imogene has a wonderful sense of humor and “loves to hear funny stories.” The two have laughed a lot over the years. Whether chatting about their families or rearranging living room furniture “just for something different,” the bond between these two is unmistakable.

For Mary, “I have gotten so much out of my visits to Imogene. She has become such an important part of my life.” And to think it all started with the simple decision to do some volunteer work!

To learn more about being a volunteer visitor at DARTS, call Barb Koenig at 651-455-1560. Visit www.darts1.org to learn about all the volunteer opportunities at DARTS – you can apply to be a volunteer by filling out the online application.

New Bus Fare During Peak Hours in 2003

Metro Mobility of the Metropolitan Council is requiring DARTS to conform to the regional fare structure for all bus rides, including ADA service. Therefore, effective January 2003, DARTS will establish a new fare of \$2.50 for each one-way ride taken during the “peak hours” of the day. Peak hours are 6:00 a.m. to 9:00 a.m. and 3:30 p.m. to 6:30 p.m., Monday through Friday. The fare will stay at \$2.00 for each one-way ride during the nonpeak hours of 9:00 a.m. to 3:30 p.m., Monday through Friday, as well as all day Saturday, Sunday, and holidays.

Many of DARTS’ senior riders are already very flexible in their schedules and take most trips during the nonpeak hours of the day, so we’re hopeful the impact of this change will be minimal.

Because of the fare change, DARTS will be redesigning ride cards to show the additional 50-cent charge for peak-time trips. The new card will not include the “free ride” option because we need to better account for each trip and each fare. However, DARTS will still have ride cards available at reduced rates for seniors with greater needs if they contact the DARTS office or purchase them through other senior service agencies.

We encourage all riders for whom this fare change may create a hardship or who may qualify to have ride fares paid (such as through Medical Assistance) to let DARTS know by calling 651-455-1339. This will help us provide all the needed rides and receive the revenue required to keep our buses on the road.

Transportation Tidbits

• *Rider ADA certification update* –

To date, approximately 65% of all DARTS active riders have applied for and received their ADA certification. This is nearing the 80% goal for December. The ADA registration helps DARTS receive full reimbursement for any trip provided to eligible riders, especially those riding the DARTS buses evenings and weekends. Drivers have been getting application forms to riders, and transportation office staffers are answering questions about the process and how to submit the information. If you haven’t yet registered for ADA service, please call 651-455-1339 or let a driver know.



**WE
NEED
YOU!**

• *Transit collaborative* – DARTS, with United Way funding, has been supporting a Minneapolis-based, five-provider transit collaborative for the past 2 years. As of October, DARTS is now under contract with two of the collaborative members to provide their dispatching and scheduling operations – DARTS’ staff will oversee the project. This operation support will improve the level and availability of service to seniors in the agencies’ respective communities and better maximize DARTS’ investment in technology.

• *County transportation collaboration* – In Dakota County, DARTS and members of the Dakota County Transportation Collaboration have completed an interim report on the level and cost of specialized community-based services provided by the many county departments. The report identifies current system issues and offers options for providers to work together to help the County create the best method of providing transportation services.

• *Smart DARTS technology update* – In July, DARTS launched Phase III of the Smart DARTS project, which involves placing mobile data and global positioning units in five of the 35 DARTS buses. This technology allows drivers to receive their schedules electronically when they start in the morning and gives the dispatch office “real-time” status and location information throughout the day. By December 1, the remaining 30 buses will be similarly equipped. When fully implemented, DARTS will share this technology and expand to 50 mobile units, allowing DARTS to offer same-day ride service for those riders who were unable to call in advance to schedule a ride. This is an experimental project with many partners. It will be a model for the metropolitan area and entire state as transit providers seek better ways to coordinate their services through technology.

Family and Corporate Volunteering on the Rise at DARTS!

In 2002, DARTS’ volunteer outreach has targeted both family and corporate volunteering. More and more families are choosing to do volunteer work together – perhaps as visitors or grocery shoppers for a homebound senior. And the number of companies serving their community through DARTS volunteer work is growing. In recent months, employee groups from several companies have done outdoor chore projects for seniors living in Dakota County. Edina Realty, Williams Pipeline, Bloomingdale’s, State Farm Insurance, Imation, and Total Compensation have participated. The yards of many seniors have been spruced up, and the volunteers have come away feeling good about helping someone in need.

Help with outdoor chores is just one of several volunteer services DARTS provides to area seniors and their families. If you, your family, or your company would like to make a difference in your community and want to learn more about volunteering through DARTS, call 651-455-1560 or visit www.darts1.org.



Imation employees

Community Services Tidbits

Savvy caregivers

“My husband is driving me crazy with his constant questions. What can I do? I know he has Alzheimer’s disease, but I think he is doing it intentionally,” said a caregiver wife of 45 years. She and many other caregivers experience some distress in caring for someone with dementia. To help educate these caregivers, DARTS recently partnered with the Wilder Foundation, Living at Home/Block Nurse Program and FamilyMeans to help caregivers get “savvy.” The 6-week Savvy Caregiver program targeted family caregivers caring for a person with dementia. Developed by the University of Minnesota, the program was designed to increase the knowledge and skills of family caregivers – the goal being that if they understand fully how Alzheimer’s affects their loved one, they can have less stress and more confidence. Sixteen caregivers participated in the program and walked away more savvy. DARTS may offer this program again in the future.

Seniors and chemical dependency

As part of DARTS’ Chemical Dependency Services, support and aftercare groups for recovering alcoholics (and other addictions) meet weekly at two area churches. Called “Seniors Growing in Recovery,” the program is a free service to Dakota County residents aged 55 plus. One group meets every Wednesday at 1:00 PM at St. Anne’s Episcopal Church (Hwy 110 and Charlton St.), Sunfish Lake, and the second meets every Thursday at 1:00 PM at St. John Neumann Church (4030 Pilot Knob Road), Eagan. Guided by chemical dependency professionals and trained volunteers, the groups’ weekly meetings provide a chance for personal growth in a safe and sober environment, as well as friendship and social opportunities. To sign up for a group, or for more information, call Jackie or Alicia at DARTS, 651-455-1560.

DARTS was recently awarded a grant from the Metropolitan Area Agency on Aging to enhance our Workplace Eldercare offerings. We’ll be contacting small and mid-sized businesses to make seminars, web sites, newsletters, caregiver kits, and caregiver consulting services available to their employees. We’ll also be developing six new eldercare seminars to complement the existing four. These efforts will help us reach working caregivers and provide vital information on how they can thrive in their caregiving role. To date, some 500 employees from eight different work sites have attended a DARTS eldercare workplace seminar in their workplace. If you or your company would like more information about the seminars available or would like to schedule a presentation at your office, call 651-455-1560 or visit www.darts1.org.

Hastings-based consortium

Service coordinator Karna Levy represents DARTS in a consortium of Dakota County service providers to the Hastings area. Other participants are CareMate Home Health Care, CommonBond

Communities, and Oak Ridge Assisted Living. The consortium team is developing a comprehensive approach to identifying and delivering Alternative Care and Elderly Waivered (AC/EW) and other services within the city of Hastings. Consortium members will coordinate AC/EW services for existing clients and identify and serve between 35 and 45 new clients. If you live in Hastings and would like more information about this project, call Karna Levy at DARTS, 651-455-1560.

Community Services circles

DARTS Community Services has started a new collaborative effort to meet the needs of family caregivers. DARTS Circle West and Circle North are groups of key community members who advise and act as a liaison between their community and DARTS to ensure we effectively support and educate caregivers throughout Dakota County. Community members understand the needs of families and seniors and are willing to explore new ways of empowering them. Circle West has members from Burnsville, Lakeville, Farmington, Rosemount, Eagan, and Apple Valley. Circle North includes West St. Paul, South St. Paul, Inver Grove Heights, Mendota, and Mendota Heights. The Circles meet twice a year and have provided wonderful insights and support for our caregiver services. For information on Circle West, call Lynn Cibuzar at 651-234-2248; for Circle North, call Kathy Wickner at 651-234-2247.



DARTS homemaker Cindy Reardon finishes up some laundry at her client's home – just one of many tasks she performs during her 2-hour housekeeping assignment. Cindy is one of DARTS 25 homemakers ready to assist Dakota County seniors with housekeeping chores. To learn more, call Kathy Hamilton at 651-455-1560 or visit www.darts1.org.

Annual Report Goes On-Line



DARTS has an ongoing goal of using technology to better serve the community and better inform our supporters of the work we're doing. Rather than print a costly 2001 annual report, we used our web-based technology to post complete audited financial statements for 2001 (and comparative 2000) on www.darts1.org. (These financial statements are also available in print form by contacting DARTS.)

However, because of privacy concerns related to posting names on the Internet, DARTS is not listing 2001 donors on our web site. Development staff will be exploring how we may best acknowledge our donors as we use this new annual report format in future years. Your thoughts about this are important. We want to hear how you'd like to be acknowledged for your gift to DARTS, so we can learn and improve as we go. Please direct your feedback to Joelene Evenson at joelene.evenson@darts1.org or by calling 651-234-2221.

Below, you'll find some 2001 program highlights for our Community Services, Transportation, and Volunteer Resources areas.

Community Services 2001 at a glance...

| | |
|---|-------|
| Information and assistance calls | 2,664 |
| Direct service clients (seniors and caregivers) | 1,222 |

| Services provided: | People served: |
|---|-----------------------|
| Service coordination and assisted living for senior housing residents | 399 |
| Homemaking | 198 |
| Help with chores | 77 |
| Chemical dependency support | 116 |
| Visiting | 112 |
| Grocery shopping/errands | 84 |
| Respite for family caregivers | 55 |
| Caregiver support | 140 |

2001 Program Highlights

- Held 24 caregiver education presentations (both workplace and community); 496 attendees
- Performed nutritional assessment of area seniors with educational follow-up (though a grant from Blue Cross Blue Shield)
- Worked with Dakota County in performing a gaps analysis study of service needs for seniors and participated in the county's aging-initiative planning
- Launched www.caregiverMN.org, a web site for family caregivers of seniors; site was a featured "service through technology" project by the United Way

Transportation 2001 at a glance...

| | |
|--|--------------|
| Total trips provided | 155,902 |
| Increase over 2000 | 9,258 (6.3%) |
| Trips by senior ADA (Americans with Disabilities Act) riders | 30,141 |
| Trips by other ADA riders | 65,572 |
| Number of riders | 2,768 |
| New riders | 1,104 |
| Riders using DARTS to get to work | 38% |
| Number of buses in fleet | 35 |

2001 Program Highlights

- Provided driver training classes to some 50 drivers from other community organizations
- DARTS mechanics serviced over 160 vehicles from 45 community nonprofits, saving these agencies over \$40,000 in labor costs and \$25,000 in parts
- Developed EZ-Trip scheduling software for small paratransit operations
- Awarded an MAAA grant to expand adult day care service trips throughout the county

Volunteer Resources 2001 at a glance...

| | |
|--|--------|
| Active volunteers | 868 |
| Volunteers providing direct service to seniors | 248 |
| Office volunteers | 78 |
| Intergenerational volunteers | 190 |
| Court-referred youth volunteers | 147 |
| Special event/other volunteers | 205 |
| Hours of volunteer service provided | 30,146 |

2001 Program Highlights

- Filled 179 new requests from seniors for assistance
- Recruited, trained, and placed 128 new volunteers
- Expanded Reading Buddies program from 14 schools to 21 schools with 177 volunteers helping some 3,000 elementary school children improve their reading skills.
- Created volunteer Greeter position to greet visitors to DARTS and others doing business at DARTS

Did You Know...

The August 20 edition of the *Washington Post* reported that care for elderly parents or relatives has become a "key issue" for many federal employees, whose average age has increased from 42 in 1990 to 46 today. An Office of Personnel Management study presented to Congress found that 21.7% of the 1,472 federal employees surveyed said they provide care for an elderly relative, and about 43% said they will have such responsibilities within the next 3 years. Focus group interviews found that federal employees cited "balancing work and elder care" as their "biggest challenge." The report also found that employees with caregiver responsibilities require information on medical, legal, and health insurance issues, as well as flexibility from their supervisors and in their work hours.



Caregiver Library
Books and videos are
available for loan.
Call 651-455-1560 or
visit www.darts1.org

Training and Education Successes at DARTS

Having an audience come away from a training session saying the time was well spent and much was learned is music to the ears of the trainer/presenter. Janie O'Connor, DARTS Training and Education Manager, works with DARTS staff to make it happen. Janie helps staff design, develop, and implement presentations that range from in-service programs to community outreach seminars to business-to-business training opportunities. Some successes to date include a new training presentation for Reading Buddies volunteers, as well as a revised and enhanced volunteer orientation program – both include audience participation and interaction. In-service programs developed under Janie's guidance include customer service and substance abuse training for transportation staff and harassment prevention training for all DARTS employees. Finally, presentations being developed for use in the community as well as with professional peers include workplace eldercare sessions for caregivers, memory-related education programs offered by community services staff, and preventive maintenance training for other transit providers. As you can see, DARTS continues to promote internal as well as external educational and training opportunities – evidence of our commitment to high-quality services and ongoing staff development.

Environmental and Community Passions - A Lesson for Us All

"Air and water are the two most important things we have on earth," says Clifford Timm, a long-time resident of West St. Paul who is passionate about respecting the environment. But he does more than speak about his passion – he acts upon it. This community-minded man has spent countless hours trying to preserve local area lakes so both the fish and the fisherman can thrive. He targets both phosphorus contamination and poor aeration of the water. Mr. Timm campaigns against two causes of phosphorus in lakes – lawn fertilizer and Canada geese (goose droppings) – by educating state agencies and lawmakers and proposing solutions that can bring rewards to all concerned.

In his 80s, Mr. Timm feels strongly that "when I leave this world, it should be at least as good as when I came into it." And he wants others to join in the cause because "it feels good to give something back." His support of DARTS is a testament to that thinking. Several years ago, a DARTS bus transported his wife (who was in a wheelchair) to and from doctor appointments. He's never forgotten that service and speaks knowingly of DARTS as a low cost, local resource for seniors. A St. Paul resident recently told him, "[your community] is lucky to have DARTS."

His philosophy of giving to various organizations and causes stems from a desire to "set things up while I'm still living."

The wisdom he'd most like to share with seniors and others is that "you have to support the things you enjoy." It's a given that Mr. Timm's many contributions to the community will be evident for many years to come.



Clifford Timm

To learn more about ways to support DARTS' programs through contributions, such as a planned gift, call 651-455-1560 or visit www.darts1.org.

DARTS is:



- Information & Assistance
- Transportation
- Caregiver Support
- Help at Home
- Volunteer Opportunities
- Chemical Dependency Services
- Independent Living Program
- Care Management
- Education Programs



Robert Chandler (Chandler & Mason Ltd.)
and George Mairs (Mairs & Power Inc.)

*...a gift annuity can offer
[you] a substantially higher
payment while supporting
DARTS at the same time.*

Giving a Gift that Brings a Return

It's a roller coaster time – an uncertain economy, corporate accounting scandals, and international concerns. Recently, George Mairs and Bob Chandler spoke about these issues at DARTS. Their main focus was to put concerns about the economy in perspective and suggest charitable giving options that can work for you in uncertain times.

One such option is a charitable gift annuity. This form of gift gives you a lifetime income, offers an immediate tax deduction, and guarantees that the remaining balance will support the chosen charity's endowment fund upon your death. Some frequently asked questions about gift annuities are:

- Is my annuity rate affected by the economy or stock market?
No - after your annuity is signed, your yearly return will stay the same.
- How often will I receive payments?
You decide - payments can come to you monthly or periodically for the rest of your life.
- Does my gift have to be cash?
No - it can include cash, appreciated securities, or other assets.

Currently, a 1-year CD averages only a 2.68% return. Compare this to a charitable gift annuity established with DARTS through The St. Paul Foundation. Besides the benefits above, a gift annuity can offer a substantially higher payment while supporting DARTS at the same time. To learn more, please call Dick Graham, 651-234-2229, or Jan Needham, 651-453-9009, at DARTS. Both can answer your questions and provide a free, no-obligation gift annuity illustration.