

DARTS Journal

Summer 2000

Technology Helps DARTS Work and Serve Better

Here we are in the 21st century with access to a myriad of technological tools. Cellular phones, pagers, and the Internet enhance communication means, and sophisticated technologies help us schedule time and manage tasks. What impact does this technology revolution have on the way DARTS delivers services? Plenty!

DARTS' phone system has voice messaging, conference call options, and call forwarding so that staff can communicate better with seniors and their families as well as other professionals. We have a special phone line for persons who speak Vietnamese so they can easily request rides on the DARTS bus. A similar system may soon be in place for Spanish-speaking riders.

Pagers and cellular phones allow some off-site DARTS workers to deliver services confidently because of access to a team of co-workers. Caregivers receiving DARTS respite care sometimes borrow pagers so they can be reached quickly if needed while away from home. And a welfare-to-work transportation program that DARTS participates in will soon distribute pagers to the volunteer drivers who provide rides, enabling better communication and efficiency in getting people to their jobs.

No discussion of technology would be complete without mention of computers, and DARTS has made great strides in this area in recent years. Remote access to our computer network allows off-site staff to stay informed and in touch with the main office. Internet e-mail has become a convenient communication tool among staff, volunteers, and some clients. The DARTS web site allows easy access to information about our services and interactive means to submit volunteer and job applications on-line. A database of client service information helps our quality assurance efforts as we track service utilization and survey results. In fact, computers are such an



accepted tool for doing business that some funders ask that grant proposals and reports be submitted on-line, which saves paper, mailing costs, and time. Transportation technologies at DARTS are a perfect example of how technology can open new doors. SMART DARTS, a cooperative technology initiative between DARTS and several federal and state agencies, has provided us the latest in computer-assisted transit routing and scheduling technology. This technology has helped DARTS be more efficient and productive in providing rides for seniors and has produced several unexpected benefits as well. First, DARTS developed an innovative new route in cooperation with the Dakota County Transportation Collaborative. This route, the Community Access Bus, tests a new transportation model called *flex routing* to help working families get to jobs and to child care sites in Dakota County. Second, DARTS is helping five community transportation

continued on page 6



INSIDE ▼

- Some Reflections 2
- Homemaking Service 4
- Transit Jottings 5
- One Size Doesn't Fit All 7
- Memorials 7

Some Reflections . . .

By Dick Graham, DARTS President

Robots that deliver meals on wheels? Lift people in and out of bed? Smile and elicit human emotions? Is this the way of our future? According to Max Donath, expert in the field of robotics and Director of the Intelligent Transportation Systems (ITS) Institute at the U of M, Japan has devoted major research resources to developing human-like robots to serve that country's rapidly growing elderly population. (Like the United States, Japan faces the challenges of an aging population and a diminishing younger workforce.) I can't imagine using robots for these person-to-person roles. Then again, thinking back to another time, would I have comprehended in 1900 someone saying we wouldn't need horses in the future because machines would plant and harvest the crops? Or that by the early 1950s you wouldn't need farm hands because machines would milk the cows? The new frontiers and challenges

of today are the result of human endeavors to make the world a better place to live. It's called progress. The United States and much of the industrialized world have developed unprecedented systems that allow people to live longer and healthier lives than ever before. We seem also to have developed insatiable appetites for the products of progress. A price society has paid for this progress is less time for family life and responsibilities. Most everyone and every organization look to technology for some help.

Don't expect to see robots driving the DARTS bus in the near future! However, technology is becoming an indispensable tool for DARTS to practice our mission of "working with others to pioneer and deliver high-quality services that support the full participation of seniors and all generations in community life." We always ask two questions when thinking about what is or isn't good for DARTS. First, will it help us provide better service and, second, will it keep our administrative costs down (our goal is to use 90 cents of every dollar for direct service). If we can say yes to both, then we think our community partners and constituents will be pleased.

The Y2K episode reminded us how dependent we are on technology. Yet we know that people are needed to make technology work, and that technology can't replace the family or dedicated value-driven professionals and organizations.

The article on page 1 details how far DARTS has come in using technology to improve our delivery of services. Our technology accomplishments are



tributes to the work of Mark Hoisser, Executive Vice President. This year we celebrate Mark's 25 years of service at DARTS. His pioneering interest in technology, along with a genuine curiosity and hard work, has attracted a great staff and led the rest of us into areas of new skills and competency. If there is ever a robot involved in service delivery, I'm sure Mark will be pushing the buttons!

"The new frontiers and challenges of today are the result of human endeavors to make the world a better place to live. It's called progress."

The DARTS Journal

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DARTS ▶ *Homemaking: A Service You Can Trust*

DARTS is in its 7th year of providing homemaking assistance to seniors in Dakota County. Through statistics from our Information and Assistance calls, we've discovered that housekeeping help is often the first service a senior requests. Some seniors need the help because their physical abilities have changed, while others want the help so they can do something else with their "free" time. The number of seniors wanting this service is on the rise. At the beginning of this year, DARTS was providing 101 seniors with DARTS homemaking service and, in May, that number grew to 140. This is wonderful growth!

"We feel our homemaking clients have a sense of well being that comes from living in clean, well cared for homes," reports Christine Walters, Director of Enterprise Development at DARTS and coordinator of the DARTS homemaker team.

What prompts the decision to have a DARTS homemaker come into a home? Some seniors may be looking for companionship in their home along with light housekeeping or meal preparation. Other seniors are unwilling to ask family for assistance or to interfere with "quality family time." Still others choose DARTS homemaking because they are caring for a disabled spouse and need help with light housework.

DARTS homemaking service provides:

- On-going light housekeeping, such as dusting, vacuuming, and cleaning of the kitchen and bathroom

- Occasional heavier housekeeping tasks, depending on homemaker availability
- Washing and drying of laundry in the home
- Light meal preparation
- Grocery shopping
- Companionship
- Errands

DARTS screens and interviews homemakers, including background and reference checks. We employ those who enjoy working with seniors and who receive a sense of satisfaction from

knowing the work they do makes a difference in someone's life. Our homemakers are scheduled to provide light homemaking to each client on an ongoing basis. This ongoing match helps seniors develop a sense of trust and familiarity.

This helpful DARTS service is available to any senior, age 60 or older, living in Dakota County. Fees for the service are on a sliding scale. For more information about the homemaking service, call Vicky at DARTS, 651-455-1560. She will take some preliminary information. Staff will then follow up with more detailed information and scheduling needs.



Wanted: Reading Buddies Volunteers

DARTS Intergenerational Reading Buddies program has grown from one school involved in 1997 to seven participating this past school year. For the 2000-2001 school year, the program will be in five new schools, bringing the grand total to 12 schools. Because of the success and growth of this program, we need your help! DARTS is looking for Reading Buddies volunteers to play an active role in helping first through fourth graders with their reading and writing skills. Volunteers are asked to commit at least 1.5 hours per week in a local school in Dakota County to be a friend, mentor and reading helper. With participating schools in West St. Paul, South St. Paul, Inver Grove Heights, Eagan, Burnsville, and Apple Valley, there's sure to be an opportunity close to your home or work. If you'd like to volunteer for the Reading Buddies program, please call Stephanie at DARTS, 651-455-1560.

Transit Jottings

■ The new DARTS Rider's Guide will be mailed to all riders in the coming weeks. Having been compiled with the assistance of rider focus groups, the guide will provide information to current and new riders on how to access DARTS transportation services and what to expect when requesting a ride.

■ Total bus ridership to date is averaging 11,300 trips a month, which is 3 percent higher than last year at this time. The goal for this year is to provide 140,000 trips.

■ DARTS new Transportation Center construction is still on schedule. The rainy spring weather has only slightly delayed construction of the new garage and Transit office facility. Staff still expects to move in and be up and running in September to get ready for a busy fall.

■ DARTS will be continuing the contract with the Metropolitan Council for the Route 477 service from Mendota Heights to St. Paul for another year. Since DARTS took over the limited fixed route service from Metro Transit in June of 1998,

the regional service standards. Later in 2000, a 17-passenger bus will be added to the route to expand the service capacity; route changes to maximize this change will be researched.

■ DARTS and the University of Minnesota's Center for Transportation Studies (CTS) have recently completed the first of two phases in a project on Specialized Transit and Elderly, Disabled, and Families in Poverty Populations. This is a part of the United Way of Minneapolis funded initiative at DARTS to look at the future of specialized transportation and DARTS' role in providing logistics



New Transportation Center takes shape

services to support other community-based nonprofit transit providers.

The first phase included identifying the transportation accessibility issues for the three target groups of users. The sessions provided a forum for service providers, along with transit experts and researchers, to discuss needs, issues, and future plans for specialized transit. The initial findings show three common barriers exist among the groups: need for coordinated resources among all service providers; lack of flexible transportation options; and a need for transportation-oriented developments and better community planning.

The second phase of the project is currently underway and the final report publication is anticipated for late this fall.



Yea! Blue Sky and Sunshine! By Jan Needham, Major Gifts Officer

On June 5, 2000, DARTS hosted our 12th annual Business Golf Classic at Southview Country Club in West St. Paul. Participants enjoyed a day of golf and prizes while showing their support of DARTS programs and services. After days of rain and more rain before the event, we welcomed the blue sky and sunshine on June 5. Everyone was in a great mood to golf. Once again the tournament was full, with 152 golfers participating.

The golf classic is one of DARTS biggest fundraising events of the year. We raised nearly \$100,000 thanks to all the community businesses and organizations sponsoring this event. The best ever! Volunteers with their cheery smiles and "want to help" attitudes helped make all the work lots of fun. To you, thanks again for your incredible support! As DARTS moves into the new millennium and the need for services continues to increase, the need for your support increases as well. For information on how you can help, please call me anytime at 651-453-9009, or just send your donation to DARTS any day when you are thankful for "blue sky and sunshine."

Enrich your life by volunteering

Volunteers are a rich and vital part of DARTS' history and accomplishments. For 25 years, volunteers have participated in direct service roles and office support roles at DARTS. In recent years, volunteer involvement with intergenerational programs has flourished.

Volunteers assist Dakota County seniors with grocery shopping and errands, provide companionship by visiting a senior who may not have family and friends nearby, and give a caregiver a needed break from 24-hour-a-day care of their loved one. Senior volunteers make our Reading Buddies program work. Youth Service volunteers provide a helping hand to seniors needing outdoor chores done. No matter who the volunteer or the recipient is, the experience is usually rewarding for both.

The letter below typifies the comments we hear about the volunteer experience at DARTS. Volunteer Bobbi Dock wrote Barb Koenig, Volunteer Resources, to share some of her thoughts.

So, what's involved in being a volunteer at DARTS? Here are some answers to common questions.

- ◆ **What's the first step?** Volunteers fill out an application, an interview is done, and references are checked. Every volunteer receives an orientation packet and is asked to attend an orientation session.
- ◆ **What's the time commitment?** Most of the volunteer opportunities involve 2 hours, once a week. Respite volunteers go once a week for 4 hours.
- ◆ **How is the volunteer placed location wise?** Volunteers are best placed close to their own home or work so travel time is minimal. Location requests are honored whenever possible.
- ◆ **What support is available for the volunteer?** All volunteers are assigned a DARTS support person who introduces the volunteer to the senior



Volunteering: a rewarding experience

being assisted. Every 3 to 4 months volunteers receive a phone call, letter, or e-mail from the support person to see how things are going. Volunteers are encouraged to stay in touch with DARTS as well.

Volunteer gatherings are held four times a year so volunteers can share stories and experiences. A newsletter, *Volunteer News*, is sent out regularly to keep volunteers informed and, occasionally, a workshop or program is held for interested volunteers.

DARTS always needs volunteers who are available during daytime hours. Summer is a time when more volunteers are needed as well. As more and more seniors stay in their homes longer, the need for volunteers will continue to grow. If you want to become a volunteer or simply learn more, call Volunteer Resources at 651/455-1560 or visit our web site at www.darts1.org. There you can learn about the various opportunities and, if you choose, fill out a volunteer application on-line.

As we discussed, I'd like to provide you with information regarding my experience as a volunteer with DARTS. I began volunteering several years ago. DARTS is the organization I wanted to join. I really wanted the experience of working with seniors. After all, they possess an enormous amount of history and wisdom. Having no living grandparents of my own, the decision was an easy one.

I currently volunteer as a visitor. Every Tuesday, I visit a wonderful 81-year-old senior who lives alone. Bill is an absolute joy to be around. We play cards, go to Baker's Square for pie, or just sit and visit with each other. I love hearing stories about his childhood, and I can tell he enjoys telling me. It seems so ironic that he is grateful for my visits, yet I feel I'm the one who's benefiting from our friendship.

I have learned a great deal from Bill over the years. He lost his lovely wife, Dorothy, a year ago February. Although it was difficult time, I am blessed that I could be a part and witness the love surrounding Bill's family. The way they supported one another and the strength and peace Dorothy possessed in her final days has truly taught me a lot. I would never give up my time with Bill. He is like another grandfather. What a wonderful way to pull two generations together to learn, live, and laugh with each other.

One Size Doesn't Fit All

Lynn Cibuzar,
DARTS Service Coordinator

Realistically, no one wants to reside in a nursing home, and most caregivers - don't want to move a loved one into such a place. However, even when a caregiver is committed to keeping someone at home, and has no intention of using the services of a nursing home, circumstances may arise that make moving the loved one a necessity, not a choice.

Like so many issues in caregiving, the decisions surrounding this process involve very practical considerations underscored by various emotions. Even when caregivers know they've made the correct decision, many think of the day they moved their family

member into a nursing home as "the worst day of my life." Feelings of sadness, relief, guilt, and failure all can be experienced when the time comes to put a loved one in a nursing home.

As a DARTS service coordinator, I have seen first hand the conflicting emotions people experience in making decisions about their loved ones. Typically, moving someone to a nursing home is an agonizing, last resort decision when an illness overwhelms the caregiver's ability to handle everything. I respect families who determine the best place for their loved one is in a health care facility or an assisted-living facility. I also have deep respect for a senior who determines he or she needs such an alternative and acts upon it.

Recently, a caregiver called to express her dismay after receiving a mailing from DARTS that emphasized our

services to "keep seniors independent at home." This message is a dominant one in the aging field. For this caregiver, such a message overlooks the fact that a nursing home can be an appropriate adjunct to caregiving and can also indirectly contribute to feelings of failure and guilt. In the case of this caregiver, her husband is living in a healthcare center and doing quite well. She believes she is a more patient and loving wife because others are taking care of his physical needs, allowing her to provide the nurturing and support that only family can supply.

DARTS and all aging service providers benefit from the reminder that one size doesn't fit all when it comes to senior care and support. We serve people wherever they reside as we continue our mission of promoting the full participation of seniors and all generations in community life.

Memorials & Special Gifts to DARTS

January 1 to
June 30, 2000

Elaine Aldridge

Anne Weirick

Lydia Anderson

Judie Atchison

Roger Anderson

John & Evelyn Evazich
Warren & Jane Peterson
Robert & Sylvia Scheerer

Vernon Anderson

Agnes Frank
Vernetta Krengel

Bessie Balsimo

Irene Szymanski

Richard Bartl

Steve & Mary Alencich
Mr. & Mrs. Alfred Bartl
Betty Bartl
Hanna Behrendt

Thomas & Violet Mitchell

James & Bettie Scheerer
Walter & Eleanor Sneitzer
William & Joanne Sobaski
Robert & Dolores Young

Dolores Batzloff

Juanita Brown
Clara Howge
Eldie May
Laura Scholz

Ruth Benz

Jane & James Peterson

Hazella Blackbird

Shirley Blackbird Pepin

Virgil Bliss

Virgil Bliss Family
Disabled American Veterans
Gerald & Trudy Griebie
Elizabeth & Michael McCann

Magdalene Helen Bogit

Robert & Marie Dufour

Jeanette Bozivich

Elaine Clausen
Lenore Hartmann

Gordon Brown

Ray Wheeler

Robert Bruce

Helene G. Seidl

W. Roger Cammack

Thomas G. Mairs

Robert E. Canton

Lorraine E. Boehmer

Edna Chapple

Fred & Bernice Glassing

Jeffrey Chapple

Ken & Shirley Pike

Wilbur Dahl

Emma I. Morton

Kenneth W. Deason

Laura Cordek
Henriette Johnsen
Deborah Klingel

Carol Donovan

Sharon Babcock
Ardell Davis

Betty Lemley

Elaine M. Smith

John & Sally White

Sylvia Duren

Sheila R. Barnholdt
George & Laurie DalGLISH
Mary Enney & Michelle Reed
Sandra Hueller
Richard & Anna Jungwirth
Jeannie K. Lynch
Joseph Monsour
Douglas & Joan Russell
Richard Stickler
Charles D. Ward &
Anne Hadler-Ward

Robert Eggleton

Mary Ann Anderson
Patricia Donlin

Gregory J. Donlin & Maureen
McKasy-Donlin

Bonnie Eggleton

Patricia M. Ganyaw

Lowell Hesse

M.D. & R.A. Larson

Eldie May

Ann Ouradnik

Marcella Poeschl

Mr. & Mrs. Gary Sommerland

Frances Wallraff

Loretta Engelmann

Janet Plefkey

Josephine Esparza

Earl & Karen Krueger

Arthur & Freida Reichstadt

Kay Fahey

Evelyn McClung

John Frank

Florence Kostka

Ernest Wm Freiling

Fred & Bernice Glassing
Catherine Nyberg

Forrest Glewwe

James & Dorothy Quirk

Hilda Glewwe

Fred & Bernice Glassing

Joann Goossen

Charlotte Gautschi

continued on page 8

Joseph Grove
Jules Herman & Lois Herman

Betty Grieder
James & Jane Peterson

Marjorie Hathaway
Sharon Cherney

Charles W. Houck
James & Jane Peterson

Phil Hesli
Tom & Martha Garrett

Bessie Irish
Bertha Ojanpera

Mrs. Johansson
Robert Curry

Anne Dorthea Johnson
Marcella Proffitt
Ellen Thompson
Anne Margaret Townsley

Adele Johnson
Dorothy Stoven

Ruth Johnson
Mahlon & Karen Schneider

Martin Jungemann
Irene Szymanski

Betty Katzenmaier
Donald & Naren
Canty Bauer
Myrtle Carlson
Gloria & Jay Chadima
Lorraine Edwards
Thor & Roberta Erickson
Steven & Kathy Flood
Daniel B. Gallagher
Pauline Henrickson
David & Nancy Kachel
Lilah & Antoinette Mangan
James C. Mattaini
Don & Susan Mattson
Leon & Elaine Oman
James Pomush
Linda Skillingstad &
James Keifenheim
George A. Slipka
Dorothy Truman
Bona Faye Venburg
Donald & Shirley Wechsler
Fran Wiatros
Frank & Evelyn Winkler

Ruth Keagle
Denny & Jan Needham

John & Margaret Kennelly
Jack Kennelly, Jr.

Marion Kirby
Royal & Dorothy Bruce
Margaret Griffin
George & Virginia Griffin

Anna Kirkpatrick
Ethel Shields

Dr. Paul Koppas
Jeanne Buckley

Alvin Krech
Fred & Bernice Glassing

Fred Kuehne
Authur & Cheryl Todd

Norman Lindman
Joanne Lindman

Robert Lowenberg
Tom & Martha Garrett
Lois & R.A. Grossmann
Eileen Rauchwarter & Family

Wendy Mace
Vern & Kathleen Anderson
Kenneth T. Fitzgerald

Rolland Maine
Scott & Lisa Christensen
Shirley De Vries
Irene Domico
Donald C. & Trudy E. Emory
Charles & Margaret Fairhurst
Dick & MaryAnn Gapinski
Ed & Rose Kuntz
Richard & Dorothy Lencowski
Rosemary Piekarski
Maxine Piekarski
Maureen Piekarski
Spitz & Vernie Rohling
Mark & Susan Scharenbroich
Leslie Stewart &
Carolyn Sparks

Marjorie Mairs
Martha H. Foote

Ruiy McFarland
Emma I. Morton

Norman McVeigh
Missie R. Stone
Eldie May

Ann Mears
J. F. Asbury

Joseph Meisinger
Jim & Judy Snyder

Gloria Milon
Denise J. Bittle
Orin & Carrie Chein
Eileen Donahue
J. Donald & M. Cathy
Donahue
Anthony & Janet Fiola
David & Barbara Franz
Richard Jensen
John & Mary Leak
Roger & Donna Leak
Donna & Eugene Lindstrom
Peter & Bernadette McLean
Mr. & Mrs. William Milon
Lee & Bernardine Prostko
Vincent & Jane Quigley
Theresa & Scott Raynor
John & Bonnie Rolig
Margaret Rolig
Kermit Uggen
Eberhard & Kathleen
Werthmann
RunnemedEducationAssoc
Williamson Hospitality
Services, Inc.

Margaret Mohs
Bernice Mamula

Margaret Oelson
Elizabeth Schreiner

Edward Peterson
Royal & Dorothy Bruce
Edward & Gladys Ramsay
Mr. & Mrs. Charles Seidl
Robert E. & Dolores A. Young

Peggy Pieczka
Fred & Bernice Glassing

Mary Piekarski
Charles & Margaret Fairhurst
Emily Solberg

Margaret Rehpohl
Willard Rehpohl

Beverly Richter
Lynn Anderson

Emma Rodrique
United Steel Workers of
America

Albert Rothenberger
Fred & Bernice Glassing

Emilie Rouse
Anne Weirick

Lula Rudor
Laurence & Marjorie Rewitzer

James Sanford
Joyce L. Goodell

Emily Schmitz
Evelyn McClung

Ethelen Schneider
Joan Schwan

Ellen Schroeckenstein
Hartland Korfhage

Ray Schult
Brian & Eleanor Peterson

Walter Schuno
Alliance Bank
Adolph & Jane Degler
Deborah Maurstad Dreher
Glenn & Colleen Grieder
Joanne Lindman
Paul & Maryetta Lindgren
Leo & Barbara Loch
Bonna L. Lysdale
Dorothy Lysdale
Gary Lysdale
Joyce Maddox
Debra Mauer
Darla Oney
Cynthia & Dennis Sapletal
Jennifer & Daniel Schaefer
Dale & Joyce Stedt
James & Karen Thompson

Horace Smeby
Fred & Bernice Glassing

William Sobaskie
Joyce Goodell
Delores Tvedt

Mark Stanek
Elizabeth Schreiner

Orville Stensgard
Earl & Karen Krueger

Avis Stuntebeck
Ken & Shirley Pike

Leo Swaser
Irene Szymanski

Bryce Thiel
Anne Guessford

Laura Tounignant
Emily Solberg

Kenneth Trapp
Vern & Kathleen Anderson

Beatrice Uecker
Fred & Bernice Glassing
Joyce L. Goodell
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James & Dorothy Quirk

Lois Wenda
Audrey Burington
Clarence & Wanda Pechous

Ralph Winblad
Ethel F. Shields

Dora Wombill
Robert & Jodelle Ista
Charlotte Gautschi
Elizabeth Hallgrimson
Donald & Carol Trace

Lucy Yanish
James & Jane Peterson

Margaret Zahradka
Ernest & Geraldine Zahradka

Lorraine Zinzer
South West Lioness Club

**In Memory of Past
Members**

West St. Paul Senior
Citizen Club

**Lenora Volkert –
Happy 90th Birthday**
Fred & Bernice Glassing

**Frances Schrader –
Happy 80th Birthday**
James & Karen Taylor

**Mary Heuer –
Happy 94th Birthday**
Roger & Judith Heuer

**In Honor of
Jeannine Churchill**
Carole Brekke
Keith Melton

**In Honor of
Jan Glassing**
Eldie May

**In Honor of
Michelle Barron**
Eldie May

Technology

continued from page 1

providers in Minneapolis coordinate services for their 12,000 clients. Finally, DARTS is helping the Minnesota Department of Transportation implement scheduling and routing software in rural Minnesota.

In the future, the mapping technology we use to schedule buses efficiently may also be used to geographically link volunteer and staff resources with clients in need. It will help us match a neighbor who wants to help with a neighbor who needs help, thereby building community and strengthening neighborhoods while providing needed services.

Community Services at DARTS is investigating web-based technology and expansion of the DARTS web site to provide a broad resource for caregivers of seniors. One component would be to create a bulletin board where caregivers could share tips, exchange adaptive equipment, and access DARTS' newsletters and library lists. DARTS' professional service coordinators would initiate discussion topics pertinent to caregivers and monitor the bulletin board.

As to technology plans DARTS hopes to achieve, we need a good scheduling software tool to help schedule the homemakers who provide our housekeeping service. Scheduling was an easy manual task when the service first started, but has proven cumbersome due to the number of clients and workers involved in this service growing significantly.

Another need is lap-top computers for our service coordinators. This would allow more timely and effective recordkeeping when visiting clients in their homes. Service coordinators could record needed information on the spot, provide stored information about

resources, and initiate DARTS services promptly. Paper work and travel time would be reduced, resulting in faster service response.

DARTS' goal is to use technology to enhance the personal connection that

makes our services work best. Indeed, our vision of the future springs from the 25 years of hard work that DARTS staff and volunteers have dedicated to build a premier senior services agency in Dakota County. DARTS is synonymous with excellent service and with being a

DARTS ▶ *For your information*

Free education and support programs for caregivers

If you're a caregiver for a frail or disabled senior, set aside some time to attend an educational program that can help with the many challenges you face each day. Three upcoming programs will be held at **Augustana Lutheran Church**, 1400 South Robert Street, West St. Paul:

- **Choices for a Sandwich Generation: A Hero or a Sub?** discusses how to help your parents in their later years. Held August 22, 7:00 - 8:30 PM.
- **Lifesavers for Seniors** discusses service options beyond nursing homes. Held August 29, 7:00 - 8:30 PM.
- **Advice on Eldercare Legal and Financial Issues**, held September 5, 7:00 - 8:30 PM.

A program on **Understanding Memory Loss** (for those caring for an older person with memory loss or confusion) will be held September 19, 7:00 - 9:00 PM, at Mississippi Terrace Senior Apartments, 301 Ramsey Street, Hastings. DARTS may be able to arrange for a volunteer to stay with your family member while you attend a program. Call Vicky, 651/455-1560, for information or to receive a brochure on all education and support programs for the remainder of 2000. See our web site - www.darts1.org - for more information about how we help caregivers and their families.

Annual meeting welcomes new board members

At the DARTS annual meeting on May 30, Barb Blumer was recognized for her service as Board of Directors Chair and Doug Differt was presented as the new Board Chair. New board members Kris Hopko and Katherine Lilly were also recognized.

Barb Linkert received the Friend of DARTS Award and Evelyn McClung was honored for her years of DARTS service. Staff who have completed 5, 10, 15, and 20 years of service were also acknowledged.

Make your mark at DARTS

If you enjoy helping others, like to spend time with seniors, and want to work with people who make a difference in the community, consider working at DARTS. Typical positions include drivers, homemakers, administrative support, and professional. Whether you're a college student, a retiree, or someone simply looking for a rewarding job, start your search at DARTS. Call Cathleen in Human Resources, 651/455-1560, for more information or see our web site - www.darts1.org - for an online application form.