

SENIOR SERVICES DIRECTORY

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Compiled by **Metro Elder Services Association**

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www.metroelderservices.com

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▣ ADVOCACY, INFORMATION & REFERRAL SERVICES

- Adult Protection
<http://www.dhs.state.mn.us>
- Anoka County 763-422-7070
- Carver County 952-361-1600
- Dakota County 651-554-6000
- Hennepin County 612-348-8526
- Ramsey County 651-266-4012
- Scott County 952-445-7751
- Washington County 651-430-6457
- Advocacy Center for Long Term Care 952-854-7304
- Alzheimer's Association (MN-ND Chapter) 952-830-0512
www.alzmdak.org
- American Cancer Society 800-227-2345 / 651-255-8100
www.cancer.org
- American Parkinson Disease Association 888-302-7762
www.apdaparkinson.org
- Anoka County Senior Information Line 763-783-4707
www.co.anoka.mn.us
- ARC Great Rivers 651-523-0876
www.arcgreatrivers.com
- AARP – (MN State Office) 866-554-5381
www.aarp.org
- Brain Injury Association of MN 800-669-6442
www.braininjurymn.org
- Carver County Senior Info 952-937-0095
www.co.carver.mn.us
- Catholic Charities (Division of Aging Services Central Intake) 651-215-2246
www.ccspm.org
- DARTS (Dakota Area Resources & Transportation for Seniors) 651-455-1560
www.darts1.org
- Hennepin County Library (Outreach Services) 952-847-8500
www.hclib.org
- Meals on Wheels
- Anoka County 612-780-6751
- Carver and Scott 952-496-2125
- Dakota County 651-554-6115
- Hennepin County 612-870-3660
- Ramsey County 651-266-4006
- Washington County 651-430-2720
- Medical Assistance Services
- Anoka County 763-422-7200
- Carver County 952-361-1600
- Dakota County 651-554-5611
- Hennepin County 612-879-3030
- Ramsey County 651-266-3613
- Scott County 952-445-7751

- Washington County 651-430-6459
- MEDICARE 800-Medicare
www.medicare.gov
- Metro Elder Services Association 612-558-2642
www.metroelderservices.com
- Minnesota Funeral Directors Association 763-398-0115
www.mnfuneral.org
- Minnesota Health & Housing Alliance 651-645-4545
www.seniorcareconnections.com
- Minnesota Mental Health Ombudsman 800-657-3506 / 651-296-3848
www.ombudmhmr.state.mn.us
- Minnesota Stroke Association 763-553-0088
www.strokemn.org
- National Center on Elder Abuse 202-662-8690
www.elderabusecenter.org
- National Funeral Directors Association 800-228-6332
www.nfda.com
- National Multiple Sclerosis Association 612-335-7900
www.nmss.org
- Office Of Ombudsman For Older Minnesotans 800-657-3591 / 651-431-2555
www.health.state.mn.us/divs/fpc/consumerinfo/ombuds.htm
- Parkinson Association of MN 763-545-1272
www.parkinsonmn.org
- Senior Housing, Inc. 612-617-1022
www.seniorhousinginc.org
- Senior LinkAge Line® 800-333-2433
www.mnaging.org
- Seniors.gov 800-333-4636
www.firstgov.gov
- Social Security Online 800-772-1213
www.socialsecurity.gov
- United Way – First Call for Help 2-1-1
www.firstcallnet.org

▣ **ADULT DAY SERVICES**

daily fees average \$56.00 depending upon the area in which you live and the complexity of services provided.

DEFINITION

Adult Day Services are community-based group programs designed to meet the needs of functionally and/or cognitively impaired adults through an individual plan of care. These structured, comprehensive programs provide a variety of health, social, and other related support services in a protective setting during any part of a day, but less than 24-hour care. Adult day centers generally operate programs during normal business hours five days a week. Some programs offer services in the evenings and on weekends.

SERVICES

- Social activities
- Assistance with eating, walking, toileting, medicines
- Therapies - physical, speech, occupational
- Health monitoring - blood pressures, food or liquid intake, weight
- Nutritious meals & snacks
- Special diet
- Exercise
- Mental stimulation
- Personal care - bathing, shampoos, shaving

Information found using the National Adult Day Services Association - <http://www.nadsa.org>

□ CARE CONSULTATION

Fees vary by complexity of client needs and service choice

DEFINITION

Care consultation services are provided by a health care professional with a specialized body of knowledge and experience related to the care of the older adult. The consultant is an experienced guide and resource for families of older adults. The consultant develops personalized and compassionate recommendations based upon an extensive evaluation of the individual's physical, psychological, social and environmental needs.

SERVICES

- Evaluates the needs of the individual
- Guides planning
- Identifies service and housing options
- Sorts information; answers questions
- Advocates for the older adult and family
- Prevents unnecessary expenditures
- Assures continuity of care among services and professionals
- Identifies gaps and duplications in services

Information found using the National Association of Professional Geriatric Case Managers, Inc.
- <http://www.caremanager.org>

▣ **CERTIFIED PUBLIC ACCOUNTANT - ELDERCARE DEFINITION**

Certified Public Accountants (CPAs) specializing in ElderCare help people plan for the issues of aging. They also help acquire resources to either age in place or identify other places where a senior can live comfortably within their resources. They also can provide assurance to caregivers and other interested parties that specified services are delivered and goals are being met.

SERVICES

- Accounting and reporting
- Tax planning and preparation
- Evaluating financing options
- Gift and estate tax planning
- Risk management
- Arranging, monitoring, and paying care providers
- Assurance

▣ **COMPANION SERVICES**

costs range from \$17 – 23.00 per hour

DEFINITION

Companion Services offer a solution for seniors and others who aren't ready to leave their home for an institutional setting, but because of illness or chronic conditions that need support to remain at home. Those that benefit most can include those with diminished eyesight or hearing, arthritis, chronic obstructive pulmonary disease, those recovering from severe medical problems such as cancer or heart disease, or those who are dealing with memory loss or Alzheimer's disease. Many clients have a number of conditions together which make the everyday

SERVICES

- Preparing nutritious meals
- Medication reminders
- Light exercise
- Shopping and errands
- Transportation to doctor appointments, and other events
- Maintain
- Household cleanliness
- Companionship and support

▣ **CONSERVATORSHIP / GUARDIANSHIP**

Private Pay

DEFINITION

Conservator – someone appointed by a judge to oversee the financial affairs of an incapacitated person.

Guardian – someone appointed by a judge to make the personal and medical decisions for an incapacitated person.

SERVICES

A professional conservator can manage financial affairs. A professional guardian can help with personal matters, such as healthcare and living arrangements. Sometimes, one person is appointed to handle all these tasks.

▣ **DRIVING / ASSESSMENT & TRAINING**

fee based

DEFINITION

A service that provides approved medical assessments and road evaluations for clients with conditions that may be affecting their ability to drive safely.

SERVICES

- Vision testing
- Reaction time screening
- Thinking abilities
- On-the-Road driving assessment
- Achieve independence through driving lessons

▣ **DURABLE MEDICAL EQUIPMENT (DME)**

Private Pay, Medicare, Medical Assistance, Insurance

DEFINITION

Durable Medical Equipment is equipment that:

- can be used over and over again;
- is ordinarily used for medical purposes; and
- is generally not useful to a person who isn't sick, injured or disabled.

Examples of durable medical equipment includes equipment to help you move around: canes, crutches, walkers and wheelchairs, and needed to care for you at home: bed pans, heat lamps or pads, hospital beds, special toilet seats and machines that help make breathing easier.

How do you get Durable Medical Equipment?

Your doctor must first decide that you need one or more items of medical equipment and then write a prescription for it.

Information found using the State of Minnesota Department of Health -
<http://www.health.state.mn.us>

▣ ELDER LAW ATTORNEY

Private Pay

DEFINITION

Elder law is defined by the client to be served. In other words, the lawyer who practices elder law may handle a range of issues but has a specific type of clients--seniors. Elder law attorneys focus on the legal needs of the elderly, and work with a variety of legal tools and techniques to meet the goals and objectives of the older client.

SERVICES

Preservation/transfer of assets seeking to avoid spousal impoverishment when a spouse enters a nursing home

- Medicaid
- Medicare claims and appeals
- Social security and disability claims and appeals
- Supplemental and long term health insurance issues.
- Disability planning, including use of durable powers of attorney, living trusts, "living wills," for financial management and health care decisions
- Conservatorships and guardianships
- Estate planning - Probate
- Administration and management of trusts and estates
- Long-term care placements in nursing home and life care communities
- Nursing home issues including questions of patients' rights and nursing home quality
- benefits, survivor benefits and pension benefits

Information found using the National Academy of Elder Law Attorneys, Inc - <http://www.naela.com>

▣ **FALL PREVENTION – NRHAND BALANCE TRAINING**

Private Pay - \$60 - \$175 per visit

DEFINITION

About 25% of seniors in the community restrict their activity due to the fear of falling. This percentage can be improved by addressing fall prevention. The main causes of falls in older adults are: inner ear dysfunctions, vision problems, medications, low blood pressure, environmental factors, leg and trunk weakness, decreased balance and the fear of falling. Aging is not a cause of falls.

SERVICES

- Your physician can address many of the causes of falls.
- Environmental factors can be eliminated or lowered by a home safety assessment completed by an Occupational or Physical Therapist.
- Strength training for older adults is invaluable. People can join the YMCA or attend exercise groups in their community. Some companies can even come into the home and perform exercises one on one with the older adult.

▣ **FINANCIAL & MONEY MANAGEMENT**

fee based

DEFINITION

The management of money, banking, investments, and credit.

SERVICES

- Balancing your checkbook
- Paying monthly bills
- Organizing and reconciling health insurance statements
- Generating income and expense statements
- Preserving important documents
- Shredding unnecessary documents
- Creating a personal record book

▣ FUNERAL PREPLANNING & PREFUNDING

DEFINITION

Preplanning is when an individual prearranges for their own funeral celebration, including the services, the disposition of the body and the selection of cemetery property under less intense circumstances than if it were left for their survivors at the time of death.

Prefunding is allowed by establishing a bank funeral trust or purchasing a funeral insurance policy for the amount of the funeral estimate of costs or guarantee.

This information also contains the identity of the representative of the deceased – the person who is left to follow through with the preplanning instructions.

PREPLANNING FEATURES

- Peace of Mind – lessening your family's financial, emotional and physical burden that occurs at a time of death.
- Personal information may be better researched, more comprehensive and accurate.

PREFUNDING FEATURES

- Your funeral service may be carried out at little or no additional cost to your family.
- Funds may be immediately available to pay funeral costs, with no waiting period due to probate or other delays.
- May prevent other life insurance policies from being depleted at the time of a loved one's death.
- Allows you to consider cost-effective options at a time when you are better prepared to make sound, fiscally responsible decisions.
- Properly prearranged funeral contracts are not counted as assets for Medical Assistance spend-down purposes.

Information found at the Assurant Preeed Life Insurance Company - <http://www.assurantpreened.com/ap/assurantpreened/funeralplan/benefits.html>

▣ GERIATRICIAN

Private Pay, Health Insurance Plan

DEFINITION

A geriatrician is a general physician who specializes in the medical needs of older people.

FEATURES

A geriatrician knows about the syndromes of aging that are not in any particular specialty, like mental confusion, urinary incontinence, instability and gait disorders, failure to thrive and depression.

In many aspects, these may differ from those of midlife adults. Older people often have multiple medical problems. The geriatrician is trained to look at the problems as a whole and determine how they interact.

Information found using American Geriatrics Society (AGS) - <http://www.americangeriatrics.org>

▣ HEARING AIDS

Private Pay, Medical Assistance, Health Insurance Plan

DEFINITION

A hearing aid is an electronic, battery-operated device that amplifies and changes sound to allow for improved communication. Hearing aids receive sound through a microphone, which then converts the sound waves to electrical signals. The amplifier increases the loudness of the signals and then sends the sound to the ear through a speaker.

FEATURES

Many hearing aids have optional features that can be built in to assist in different communication situations.

Some options are:

- Directional Microphone
- Telephone Switch
- Direct Audio Input

Information found at the National Institute on Deafness and other Communication Disorders
<http://www.nidcd.nih.gov/health/hearing/hearingaid.asp>

▣ HOME HEALTH CARE SERVICES

Private Pay, Medical Assistance, Medicare, Health Insurance Plan

DEFINITION

Health care services provided in the home on a part time basis for the treatment of an illness or injury. Medicare pays for home health care only if the type of care needed is skilled and required on an intermittent or part-time basis, and is intended to help people recover or improve from an illness or injury.

SERVICES

- Available 365 Days a Year
- Live-In/24 hours Care
- Companionship and support
- Bathing and dressing
- Personal hygiene
- Assistance in the bathroom
- Monitoring oxygen use
- Respite Care
- Monitoring of Ambulation
- Medication reminders
- Meal preparation and cooking
- Home safety supervision
- Alzheimer's Care
- Light housekeeping
- Laundry
- Shopping and Errands

Information found using the National Association for Home Care & Hospice - <http://www.nahc.org>

▣ **HOSPICE**

Medicare

DEFINITION

Hospice is a special concept of care designed to provide comfort and support to patients and their families when a life-limiting illness no longer responds to cure-oriented treatments. Hospice care neither prolongs life nor hastens death. Hospice staff and volunteers offer a specialized knowledge of medical care, including pain management.

SERVICES

Hospice covers all services, medications and equipment related to the illness. These include:

- Physician services
- Nursing services
- Home health aides
- Medical appliances and supplies
- Spiritual, dietary, and other counseling
- Continuous care during crisis periods
- Trained volunteers
- Bereavement services

Information found using the Hospice Foundation of America - <http://www.hospicefoundation.org>

▣ **IN-HOME FOOT CARE**

Private Pay - \$20 to \$40 per visit

DEFINITION

Foot care involves taking special steps to avoid foot problems such as sores, cuts, bunions and calluses.

People with diabetes have to take special care of their feet because nerve damage and reduced blood flow sometimes mean they will have less feeling in their feet than normal. They may not notice cuts and other problems as soon as they should.

SERVICES

These include:

- Foot bath
- Trim toenails
- Remove corns, calluses
- Foot massage

Information found using the American Podiatric Medical Association, Inc. - <http://www.apma.org>

□ LIVING OPTIONS

□ ASSISTED LIVING

Monthly costs average \$2,651.00 and depend upon the area in which you live and the complexity of services provided.

DEFINITION

An Assisted Living residence is a special combination of housing, personalized supportive services and health care designed to meet the needs -- both scheduled and unscheduled -- of those who need help with activities of daily living. Assisted Living residents can be young or old, affluent or low income, frail or disabled. Residents may suffer from Alzheimer's disease or other memory disorders. Residents may also need help with incontinence or mobility

SERVICES

- Three meals a day served in a common dining area
- Housekeeping services
- Transportation
- Assistance with eating, bathing, dressing, toileting and walking
- Access to health and medical services
- 24-hour security and staff availability
- Emergency call systems for each resident's unit
- Health promotion and exercise programs

- Medication management
- Personal laundry services
- Social and recreational activities

Information found using the Assisted Living Federation of America - <http://www.alfa.org>

▣ CONTINUING CARE RETIREMENT COMMUNITY

Monthly costs depend upon the area in which you live and the complexity of services provided.

DEFINITION

Continuing Care Retirement Communities are designed to offer active seniors an independent lifestyle from the privacy of their own home. The community offers them access to coordinated social activities, dining services and health care when and if the course of aging raises the need. Continuing Care Retirement Communities provide an opportunity for a continuum of care provided by or within one community.

FEATURES

Provides residents with long-term security and lifelong assurance for care.
Services usually include:

- Nursing and other health care services;
- Meals and special diets;
- Housekeeping;
- Transportation;
- Emergency help;
- Personal assistance;
- Assisted living; and
- Recreational and educational activities.
- Information found -

<http://www.retirementhomes.com/homes/minnesota-continuing-care.html>

▣ INDEPENDENT LIVING / SENIOR APARTMENTS

Private Pay – monthly costs range from \$800 – \$1,500

DEFINITION

Independent Senior Living and Senior Apartments are designed specifically with the senior in mind. They may include specific physical attributes such as grab bars, emergency response systems, roll-in showers, wheel chair accessible vanities, senior friendly appliances, temperature controls, etc. In addition they frequently include special services such as shuttles, meals on site

SERVICES

Varies by community. In general, they can provide:

- Three meals a day served in a common dining area
- Housekeeping services
- Transportation
- Assistance with eating, bathing, dressing, toileting and walking
- Access to health and medical services
- 24-hour security and staff availability
- Health promotion and exercise programs
- Medication management
- Personal laundry services
- Social and recreational activities

▣ RESIDENTIAL CARE HOMES

AC/EW, Private Pay, LTC Insurance – monthly costs range from \$5,000 – \$9,500

DEFINITION

These are Care Homes in which 4-10 residents live and receive services in a residential home setting and neighborhood.

Typically personalized and can specialize in Alzheimer's, Parkinson' and other supportive services and health care designed to meet the needs of those who need help with activities of daily living.

SERVICES

- Three meals a day served in a common dining area
- Housekeeping services
- Transportation
- Assistance with eating, bathing, dressing, toileting and walking

- Access to health and medical services
- 24-hour security and staff availability
- Health promotion and exercise programs
- Medication management
- Personal laundry services
- Social and recreational activities

▣ SKILLED NURSING FACILITY

AC/EW, Private Pay, LTC Insurance – monthly costs range from \$3,000 – \$8,500

DEFINITION

A skilled nursing facility, (i.e. nursing home) is a residence that provides a variety of services such as a room, meals, recreational activities, assistance with activities of daily living and protection / supervision to residents.

Skilled nursing facilities are licensed by each state and are required to follow both state and federal regulations.

SERVICES

- Three meals a day served in a common dining area
- Assistance with eating, bathing, dressing, toileting and walking
- Access to health and medical services
- 24-hour security and staff availability
- Medication management
- Social and recreational activities

▣ MOVING SERVICES

Private Pay

DEFINITION

Companies that specialize in senior moves. These companies help seniors downsize and move to a senior community – independent senior living, assisted living, continuing care community, or skilled nursing facility. Or simply a move to another house or apartment. A company specializing in senior moves is a one-stop resource for the senior or their care giver. The company will attend to all the details of leaving one home and creating another.

SERVICES

- Plan
- Arrange the move
- Pack
- Unpack, setup, put things away.
- Take care of unneeded possessions: ship to family/friends, sale, and donation.
- Closing the old home

▣ PERSONAL EMERGENCY RESPONSE

Private Pay

DEFINITION

A Personal Emergency Response System (PERS) is an electronic device designed to let you summon help in an emergency. If you are a disabled or an older person living alone, you may be thinking about buying a Personal Emergency Response System (also called a Medical Emergency Response System).

FEATURES

When emergency help (medical, fire, or police) is needed, the Personal Emergency Response user presses the transmitter's help button. It sends a radio signal to the console. The console automatically dials one or more pre-selected emergency telephone numbers. Most systems can dial out even if the phone is in use or off the hook.

Information found at the Federal Trade Commission -
<http://www.ftc.gov/bcp/online/pubs/services/pers.htm>

▣ SENIORS REAL ESTATE SPECIALIST

Commission Based

DEFINITION

Seniors Real Estate Specialists® are realtors qualified to meet the special needs and concerns of maturing Americans. A national program since 1998, The Senior Advantage Real Estate Council offers a specific designation, Senior Real Estate Specialist, to identify those members

who have successfully completed its education program along with other prerequisites.

BENEFITS

By earning the Senior Real Estate Specialist designation, your realtor has demonstrated necessary knowledge and expertise to counsel senior clients through major financial and lifestyle transitions involved in relocating, refinancing, or selling the family home. Your realtor has received special training, gets regular updates, and is prepared to offer the options and information needed in making life changing decisions.

Information found using. <http://www.seniorsrealestate.com>

The Metro Elder Services Association (MESA) is an association of senior-service professionals serving the Twin Cities. We work together to inform the public and professionals about the issues impacting seniors and the services available to provide solutions to their needs.

www.metroelderservices.com