



THE VOICE

The e-newsletter of National Consumer Voice for Quality Long-Term Care

July 9, 2019

Analysis Finds MN Assisted Living Residents Lost \$117K to Theft Over Five Years

According to a recent analysis by Eilon Caspi, research associate at the University of Minnesota school of nursing, assisted living residents in Minnesota lost more than \$117,000 to theft over the past five years. In a study prepared for Elder Voice Family Advocates, Caspi reviewed confirmed reports of theft between March 2013 and August 2018 and found that 116 residents were victims of theft. The average amount lost was \$1,130. Types of theft included theft of cash or jewelry or unauthorized use of credit, debit or gift cards. Electronic surveillance - including video from a resident's room, a store or ATM where a credit or debit card was used or a pawnshop where jewelry was sold - was used to catch the perpetrator in almost half of the cases. For more information, read the [article in the *Twin Cities Pioneer Press*](#).

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Calendar of Events

Thursday, July 18: [Consumer Voice Hill Day](#), 9:00am-3:00pm, Washington, DC

Dementia and their Caregivers

The National Alzheimer's and Dementia Resource Center (NADRC) is holding a webinar as a part of their series sponsored by the Administration for Community Living. The webinar - [Financial Capacity for People Living with Dementia and their Caregivers](#) - will be held Tuesday, August 6th at 2:00pm ET. The nature of dementia makes it incredibly important for people living with dementia, caregivers, and family to plan ahead. As dementia progresses, a person living with dementia will lose the ability to manage care and finances. Planning can include identifying health care and service options, determining how to pay for care, and reviewing legal resources. This webinar will discuss key aspects of financial, legal, and care planning that can help to ensure a more stable future for those living with dementia, and their caregivers.

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Supported Decision Making Across the Lifespan Grant from ACL

The Administration for Community Living (ACL) has announced a new grant opportunity - the [Supported Decision Making Across the Lifespan Grant](#). The purpose of these grants is to develop action plans for advancing strategies that will ensure self-determination of older adults and adults with intellectual and developmental disabilities through the use of a full range of decisional supports. Three to five state planning grants will be awarded at a federal share of approximately \$50,000 to \$75,000 each. Applications are due August 19th.

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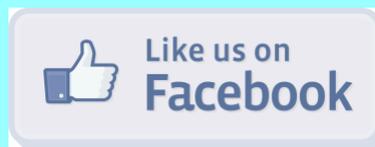
Deadline Extended for Leadership Award Nominations

Tuesday, August 6: [Financial Capacity for People Living with Dementia and their Caregivers](#), 2:00pm ET, Webinar from National Alzheimer's and Dementia Resource Center

October: [Residents' Rights Month](#)

November 3-6, 2019: [Consumer Voice Annual Conference](#), Crystal Gateway Marriott, Arlington, Virginia

Join the conversation and follow us on social media!



Last Week's Most Popular Post:

Wednesday, July 3:

["When you enter a nursing home or assisted living center, there is a stack of paperwork to sign. It likely includes an arbitration agreement requiring you to take any grievance with the home to an arbitrator instead of the courts..."](#)



Last Week's Most Popular Tweet:

Tuesday, July 2:

[New issue brief from @CMAorg - Implementing Jimmo v. Sebelius: An Overview - provides an](#)

Are you looking for a way to recognize a long-term care consumer, long-term care ombudsman, family caregiver, citizen advocate, or another individual for their advocacy on behalf of long-term care consumers? We encourage you to nominate individuals that are "standing for quality" and have made significant contributions to improving the lives of long-term care consumers.

Based on your nominations, Consumer Voice will recognize people who have demonstrated an exceptional commitment to improving the lives of long-term care consumers.

Visit our [website](#) for additional information about the awards and nomination process.

There are 3 easy steps to submit a nomination!

1. [Review the award categories and criteria.](#)
2. Complete the nomination form via [SurveyMonkey](#).
3. Submit a letter of recommendation from someone other than yourself.

Individuals and organizations may nominate people for an award. Awards will be presented at our [43rd Annual Conference](#), November 3-6, 2019 in Arlington, Virginia.

Nominations are now due by Friday, July 12!

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Join Us in Washington, DC July 18th for the Annual Jackie Koenig Memorial Internship Program Fundraiser

Join the Consumer Voice staff and Board in Washington, DC for our Annual Open House and Fundraiser to support our Jackie Koenig Internship Program. Jackie Koenig was the Consumer Voice's First Communications Director who later became director of the National Long-Term Care Ombudsman Resource Center. As a treasured friend and co-worker, one of Jackie's many passions was mentoring new people in gerontology, a practice she began in the 1980s when she served as a local ombudsman in Ohio and

[overview of the Jimmo settlement, what it means in different care settings, CMA's work on the topic, and links and references to further resources and materials](#)

Long-Term Care Resources & News

- [Four Things You Need to Know About Texas v. United States Litigation](#), Analysis by Families USA

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as a member of the Consumer Voice's Board of Directors. She was passionate about her advocacy work and did not hesitate to pass on her enthusiasm to the many interns she had been privileged to tutor. For this reason, family and friends decided to honor Jackie's legacy by establishing a special fund to support the Jackie Koenig Memorial Internship Program. Jackie passed away in 1998, but the memories of her unique brand of heartening advocacy live on.

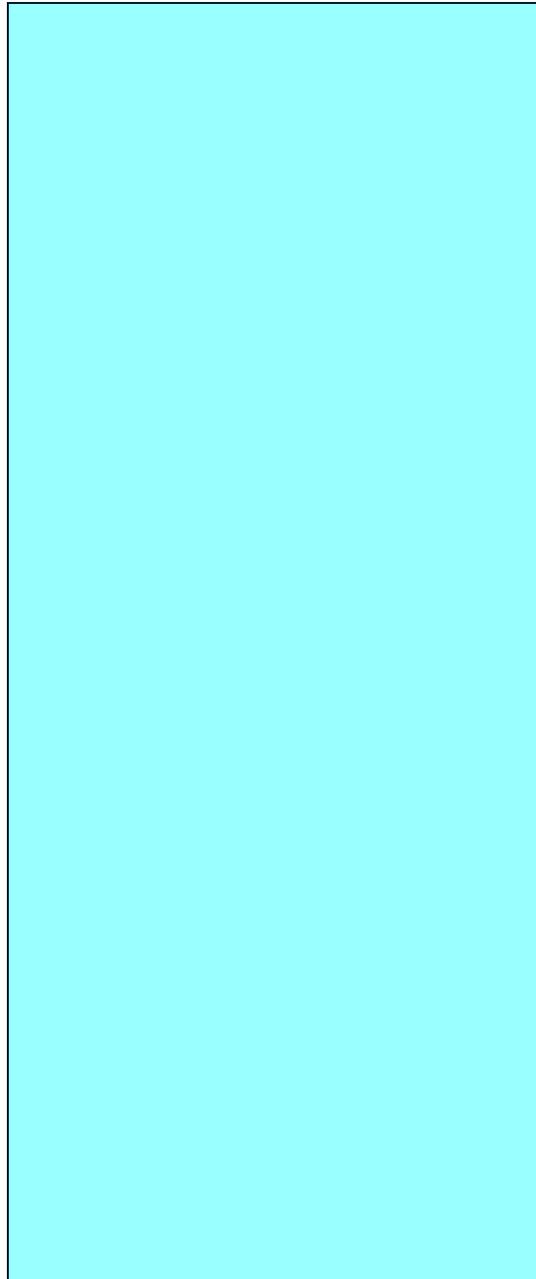
Throughout the year, students and recent graduates are selected to serve as interns at the Consumer Voice. Today, the organization hosts 2-4 interns each semester. Staff rely heavily on the support of interns to complete important advocacy and policy work and the students likewise gain valuable, real-world experience in consumer advocacy and public policy.

We look forward to seeing old and new friends at our event on July 18th in Washington, DC. RSVP to info@theconsumervoice.org by July 12th. Plus, [join us on Capitol Hill earlier that day](#) for a day of advocacy!

Unable to join us? [Please consider an online donation](#) (you can designate your gift to the Jackie Koenig Memorial Internship fund on our website)! The Consumer Voice's ability to advocate for long-term care consumers is made possible by the generous financial support of our donors.

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Spotlight on Resources



CONSUMER FACT SHEET 

How To Prevent, Detect and Report Financial Exploitation in ASSISTED LIVING FACILITIES

What is Financial Exploitation?

Financial exploitation happens when someone illegally or improperly uses your money or belongings for their personal use. Financial exploitation is the fastest growing form of elder abuse. It is a crime and is often not reported. Learn how to protect yourself. The four steps below will help you prevent, detect and report financial exploitation.

- 1. KNOW Your Rights**

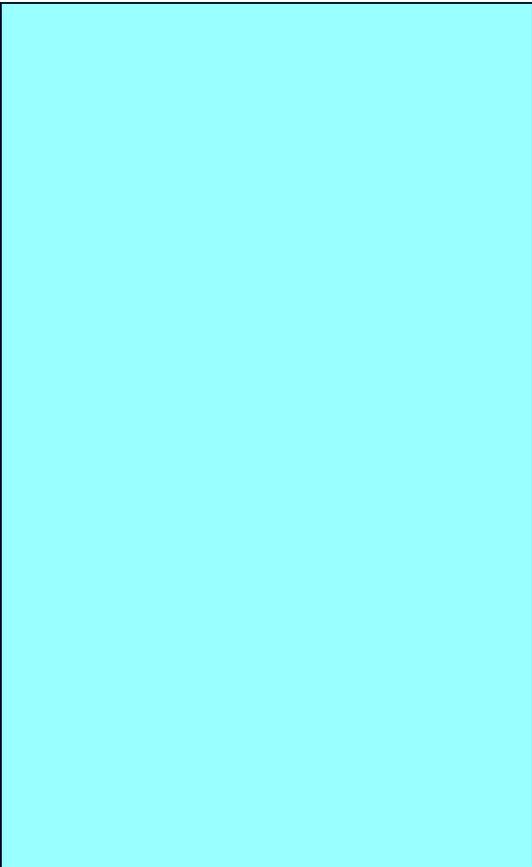
There are no federal regulations for assisted living facilities (also known as board and care or residential care facilities), and requirements are different in each state. All states require facilities to protect residents from abuse, neglect and exploitation. For more information about your state's assisted living regulations speak with the facility administrator or contact your local ombudsman program or state licensing and certification agency (contact information below!)
- 2. PROTECT Your Financial Information**
 - If you need help managing your finances ask someone you trust to act as your agent (for a power of attorney), use a daily money manager or a representative payee for Social Security benefits.
 - See an Elder Law attorney if you need legal help protecting your money (e.g. estate planning).
 - Receive your benefits (e.g. pension checks) by direct deposit.
 - Protect your personal information. Do not give out personal information like your Social Security or bank account numbers unless you contacted the person asking for that information.
 - If you do not understand a document, seek help before signing.
 - To reduce telemarketing calls, sign up on the National Do Not Call Registry (www.donotcall.gov or 1-888-382-1222).
 - Tear up or shred financial documents (e.g. receipts, statements) before throwing them away.
- 3. REVIEW Your Financial Information**

It is important to check your finances and benefit offers and look for warning signs of financial exploitation. Some common warning signs include:

 - The person helping you does not do what you ask with your money (e.g. purchase items for you, show you your bank statements, pay for your care and services).
 - The facility gives you a discharge notice due to non-payment.
 - You notice unfamiliar charges to your credit cards or receive statements for credit cards or accounts you did not open.
 - A caregiver asks for, demands or takes money or gifts.

1. Links to assisted living and nursing home regulations for each state is available on the NLC Help Page website: <http://www.nlc.org/assistedlivingregulations>, 2e. State: 06/2019/06/2019/06/2019

Consumer Voice and the National Ombudsman Resource Center have a multitude of resources available online covering a wide range of long-term care topics. Visit the [Consumer Voice](#) and [NORC websites](#) to explore all the available resources. Check out this week's



highlighted resource:

[How to Prevent, Detect, and Report Financial Exploitation in Assisted Living Facilities](#)

Also available in [Spanish](#) and [Chinese](#)

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About The Voice

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Consumer Voice is the leading national voice representing consumers in issues related to long-term care, helping to ensure that consumers are empowered to advocate for themselves. We are a primary source of information and tools for consumers, families, caregivers, advocates and ombudsmen to help ensure quality care for the individual. Consumer Voice's mission is to represent consumers at the national level for quality long-term care, services and supports.

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