



NORTHWEST MISSOURI AREA AGENCY ON AGING

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Helping People by Lighting the Way

~~We truly appreciate feedback from our clients~~

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May 11, 2017

“Dear Friends,

I am so grateful for this help. So much needed as I am lucky to keep necessities paid for and do not have any way to take care of transportation to doctors, shopping, etc. Thank you.”

(A PAR Transportation Client)

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April 15, 2017

“Dear Staff:

Your competence and compassion are most gratifying. Thank you.”

(A PAR transportation client)

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March 22, 2017

“Thank you so much for making this Matter of Balance class available to us!” Alice, Harold, Marylee, Donna, Jeanie Y, Gene, Dorilee, Beverly, Marge, Delores, Junior, Ruth, Lea and Jeanie O.

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March 2017

“Dear (BEC Specialist),

Just wanted to drop you a note to say Thank you, Thank you, Thank you!! You have made my life so much easier. I can’t begin to tell you. You will be in my heart always. May God bless you.

Thanks Again,”

(BEC Client)

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December 2016

The following comments are from NWMOAAA’s Matter of Balance class participants:

“Thank you so much for making this Matter of Balance class available to us!”

“We feel that if we continue the exercises at home our balance will be good.” “Thank you for the opportunity to join the group and exercise.” “Great class, thanks.” “Enjoyed and learned.” “Think I will enjoy the class.” “Very nice and helpful. God bless!”

“Thank you very much – classes were helpful and enjoyable.” “Thank you so much!”

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September 19, 2016

“Dear Staff,

I am again at a loss for words! All my 84½ years of life have left me with a sincere gratitude for competent, compassionate people. That continues today. You and your Agency have made my life so much better.

I thank God for each and every one of you.

Sincerely,”

(A Transportation Client)

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May 17, 2016

“Dear Staff,

There is a song that starts ‘you’re marvelous, too marvelous for words...’ In my opinion that applies to each and every one of you!

Your willingness to help old folks like me is beyond marvelous!! God Bless,”

(A Transportation Client)

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March 23, 2016

“Because of being diagnosed with breast cancer, I have had to make extra trips to the city area in the last few weeks, but it was caught early and I’ve had surgery.

Thought I would send a donation. Thank you for providing this service.

I don’t know what I would have done without it. Thanks again”

(A Transportation Client)

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February 26, 2016

“... Your Agency does so much good for so many it seems inadequate to simply say, “Thank you.” I just add these words—“May God bless you each and every one.”

(PAR Client)

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January 26, 2016

“Dear Staff:

Once again I find it difficult to find adequate words to express my sincere gratitude for your continuing help. (PAR driver) is one fine gentleman. Sincerely,”

(A Transportation Client)

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December 3, 2015

“Dear Staff:

I am deeply grateful to each and every one of you for the services you provide to those of us in need. . . It is the season for giving and I give you my everlasting gratitude.”

(A Transportation Client)

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October 14, 2015

“ . . . Your organization and staff are ‘heaven sent.’
Gratefully,”

(A Transportation Client)

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July 17, 2015

“Dear (Care Coordinator),

I want to thank you for your time and all the valuable information you shared with my mother and (me) on July 9, 2015.

I cannot begin to tell you how precious your information of all the services in St. Joe is to me. I always worry about taking care of my mother. Now I know I have help in our journey.

Thank you again for being there,

Sincerely,”

(The Client’s daughter)

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July 2015

(To a Benefits Specialist)--

“Thank you so much for your time and help yesterday. I greatly appreciated the way you eased my way through this difficult task. I texted (the lady who referred me to you) about our visit to inform her of my progress, and to thank her as well for making our visit possible.

I look forward to our next meeting. . . My thanks also, for referring me to (the lady at) Faith in Action. Our meeting ended on a very positive note as well, so all in all, I am feeling more hopeful about the future, and most grateful for any help I receive from two such caring and compassionate women.

My sincere thanks and best regards,

A Buchanan County Client”

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May 2015

“Thank you so much. I couldn’t go without your help. And losing one’s eyesight is the worst thing imaginable.” (A Transportation Client)

March 2015

“Your services, competence and compassion far exceed anything I would ever expect from an agency such as yours! I am deeply grateful to all those I have been in contact with. I am absolutely convinced that God observes you each and every one as you go about your daily services.

Thank you”

(A Transportation Client)

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Anyone who would like to share a testimonial, concern or complaint with the Northwest Missouri Area Agency on Aging is invited to do so. Anonymous information can be mailed to NWMOAAA; PO Box 265; Albany MO 64402 or by calling toll free 888-844-5626.

Emails are always welcome, and the sender's identity will be kept confidential. The email address is nwmoaaa@nwmoaaa.org. We always enjoy hearing from clients.

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NWMOAAA Benefits Counselors make a tremendous impact on the lives of clients, and they have some amazing experiences to share. Many people are not aware of the assistance and benefits that are available for them, and counselors screen them, help determine eligibility and then help with applications. The amount of money that is being returned to these 11 clients is pretty impressive. However, the peace of mind they receive cannot have a price put on it. We call these Success Stories... and here are some of them:

>Client 1's monthly rent is \$350, and she did not know about Missouri Property Tax Credit (Mo-PTC.) A Benefits Counselor was able to help her apply for Energy Assistance--which applied \$214 to her gas bill; help with Part B premium—that put \$104.80 back in her monthly social security check; and Mo-PTC with a total refund of \$2250 for the past three years. Her reaction was pure gratitude, and she was shocked and nearly speechless. The counselor felt privileged and happy to help her, and returned the hug from the overjoyed client.

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>A flyer that Miss P received with her home delivered meal sparked her interest in QMB. Because transportation is a problem for her, the Counselor went to her home. Screening revealed that she is eligible for Mo-RX, LIS and MSP, so applications were submitted. Early in October Miss P called to apply for LIHEAP. She was so happy that she had been approved for MSP and LIS. During the appointment, the counselor mentioned helping her with Mo-PTC in February. Her response was amazement that Benefits Counselors can do that, since each year she has been paying \$40 to have it prepared for her.

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>Because a major part of Mrs. B's income ended, she became eligible for Specified Low Income Medicare Beneficiary (SLMB). With MoHealthNet becoming her secondary insurance, the required spend down is less than what she paid each month for her supplement. By taking advantage of those two suggestions made by the Benefits Counselor, she is now saving over \$300 each month. She rarely sees a doctor, so her spend down will be met with incurred costs, rather than being spent on an unnecessary premium.

>Mrs. B had never applied for Mo-PTC/Rent Rebate (or LIHEAP) until she received a flyer in her home delivered meal. The Benefits Counselor helped her complete the Medicaid application she brought to her appointment. She did an NCOA benefits screening and helped her complete SNAP, MoHealthNet and LIHEAP applications. Because she had not been able to keep her utility bills paid and was struggling to purchase food, the Counselor referred her to emergency food sources-- CSFP, TEFAP and Food Pantries--as well as telling her about LifeLine phone service. She helped her with a CAP agency application and faxed it for her to apply for emergency help. Her Rent Rebate will be \$750. She left feeling overwhelmed, and she hugged and thanked the counselor. Once again the counselor appreciated the privilege to assist her.

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>Client 2 arrived at her appointment without all the correct documentation to apply for her MoPTC. She wondered aloud if it would be worthwhile to return and apply, until the Counselor told her she should get back about \$3000 for the three year period for which they would file. As it all sank in, she began to cry and was very grateful for the information.

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>Mr. O moved to Missouri from Texas. After he received a flyer regarding Medicare Part B and D assistance, he met with a Benefits Counselor and was amazed at the number of programs for which he was eligible. During his appointments, they completed a QMB application, Extra Help from Social Security, his Mo-PTC claim, MoRX and SNAP. He was so humble and excited that he said –direct quote—that now he might be able to buy meat.

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>With a court order for back child support which took half his disability check, Mr. Z needed help paying his bills, which included insurance on his home. The NCOA benefits checkup showed items for which he qualifies that save on utility bills, medicine, food, a telephone and his Medicare Part B and D premiums. This should free up enough of his income to pay the insurance bill and allow him to pick up all of his medicine, which he had not been able to afford.

>Because he struggles with reading and completing paperwork, he was beyond happy and grateful after she completed a Medicare Part D comparison, switched his coverage to a better plan for him, and helped him apply for LIS. He wondered aloud why nobody else had told him about the benefits or helped him apply. After thanking

the Counselor for her help, he told her that he is going to tell others about the help that is available at NWMOAAA

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>Mr. C moved to Missouri from Louisiana, and he was homeless until he recently purchased a mobile home. At the appointment with a Benefits Counselor, he stated how much he dislikes agencies, so he was not hopeful that he would receive the help he needed. After helping him with a Medicaid app and completing the NCOA screening, the Counselor offered help with SNAP and LIHEAP applications. Before he left, he decided he still didn't have much faith in agencies, with NWMOAAA being the exception. The Counselor was very pleased to be able to assist this gentleman.

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>Miss F fell and broke her wrist, so when her Medicaid renewal form came in the mail she needed help completing it. A Benefits Counselor scheduled a home visit and learned that Miss F was paying for her Medicare Part B, plus a supplement. She explained QMB benefits, and they completed the application. The result is more money in her social security check, QMB helps pay her medical bills, and she no longer has to pay for her supplement.

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>One of the NWMOAAA Care Coordinators referred Mr. R to a Benefits Counselor to help him, because he received a gas shutoff notice. He had used LIHEAP and CAP assistance, but he has never filed for Mo-PTC. He will be able to pay his gas bill and have some money left over, with the \$1500 total refund from 2013 and 2014.

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>Mrs. P called the Governor first. She had not signed up for Medicare, and he was able to help her get that taken care of. Then, because her income was very low, she was worried about paying the cost of it. She met with a Benefits Counselor who helped her with MSP, LIS, MoHealthNet and SNAP, then informed her about CSFP Boxes, Commodities, a Lifeline phone, MoRx and help with weatherization. She was thankful and overwhelmed that so much assistance was available for her, and she has referred two friends to the Agency to also receive help. She remains in touch with the Benefits Counselor via email.

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