



“Proudly Friendened” by E Joan Miller

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Earlier this year I was involved in a car accident and as a result had to sell my car. While this was very distressing, I decided to handle this difficulty in the same stoical way that helped me survive the depression of the 1930's in England and the tumultuous days of WWII, during which I completed my college studies. However, Pamela Reece told me about the good people of Faith in Action and as I learned about your services, I felt that we had a good fit here and maybe stoical wasn't necessary.

I learned that you have a mission to keep people like me independent and in their homes and I have a mission to stay there

and continue my academic work while also finishing part two of my memoirs. I soon discovered that you were so motivated and organized; you had backup people and a fine phone service. Your volunteers were looking for something useful to do. You were not resting and rusting! I was so impressed and decided to utilize your services. For seven months I used your drivers to take me to my physical therapy appointments. I also had wonderful transports for medical appointments and grocery shopping. You can imagine my delight when I asked for some help around the home and a woman with three lads came to fix my curtains and cleaned my kitchen floor!

An added bonus to my affiliation with Faith in Action is that I have a lovely new friend, Pam who is my principal volunteer. Pam drives me to many of my appointments and I have grown

quite fond of her and her family. I was even able to offer some suggestions to them as they planned to travel to England last year and I was delighted to give her some insights into my home country.

I so appreciate the wonderful way I have been treated by the Faith in Action friends I have made. I thank all of you for this help. You sustained me at a time of serious and hurtful change and I am most grateful and proud to be a part of your endeavor.

Rupert Brooke has an expression "...to be proudly friendened." This is what happened to me in my first year with you. Thank you for allowing me and all those you help to be "proudly friendened." May we all continue to prosper in the year to come.

Remarks by E. Joan Miller presented at the Faith In Action Volunteer Appreciation Dinner on April 22, 2010

**Mark your calendars
NOW!
SEPTEMBER 19th
Ice Cream Social
Come celebrate our 5
year anniversary**

Bobbi's Bytes

Summer seems to be a favorite time for family gatherings whether its family reunions, weddings, vacations, or holidays. We have more time in the summer to be with family and friends and catch up on life. This is certainly important for us. I hope that this summer you will decide to have a very important conversation with your loved ones to let them know about something I believe is essential to your peace of mind—your Five Wishes. I am referring to a conversation about your choices for end of life care—a living will. I know, not exactly a casual cookout topic, but important certainly. For the last month I have

been presenting the “Five Wishes” program around the community and it has generated some interesting and in-depth discussion about end of life care. The Five Wishes are the five areas that comprise a living will for an individual and include:

- **WHO** do you want to make health care decisions for you when you cannot. (Healthcare Power of Attorney)
- **WHAT** kind of medical treatment you want or don't want. (Life support and Resuscitation orders)
- **HOW** comfortable you want to be. (Pain management choices)

- **HOW** you want people to treat you. (Physical, spiritual, & emotional care issues)
- **WHAT** you want your loved ones to know. (Including your memorial and funeral plans)

I firmly believe that the Five Wishes can help start and structure crucial conversations about care in times of serious illness. It is my hope that more people will discuss this important topic with their loved ones and make preparations in advance so that they are not left guessing or wondering if they remember what Mom or Dad really wanted.

Aging with Dignity (www.agingwithdignity.org) is the company that produces this document which is used in all 50 states and meets the requirements for advanced directives in 42 states. I encourage you to check it out and if you would like more information or want to schedule a Five Wishes presentation, please call me at the FIA office. I will be happy to answer any of your questions. Don't let the summer pass you by without letting YOUR wishes be known.

Speaking of Wishes...Here is Our Office Wish List



A WISH FROM DINA-

That all transport volunteers would call in or email their availability for July and August. She is starting to panic

when she sees all the appointments that aren't covered yet! Please contact her and set her mind at ease. We REALLY need you this summer.

A WISH FROM DAVID-

That anyone who loves to grocery shop or visit the Farmer's Market would offer to take a care receiver a couple times a month. We have some still waiting for this wish to come true.

A WISH FROM DEE-

That our wonderful volunteers would turn in their time-

sheets or email their service hours to her so that she could compile the reports with the most accurate information possible and in a timely fashion.

A WISH FROM JERRY-

That those who want to befriend a senior as a friendly visitor will contact her at the office and let her know your preferences so she can work her matching magic.

A WISH FROM BOBBI-

If you are a State Farm employee or retiree, I wish that

you would offer your Good Neighbor Grant to Faith in Action. Call me for details if you want to make my wish come true.

A WISH FROM NAN R-

For clear plastic storage bins for our Gala supplies. Any sizes are welcome but large would be great!

OUR WISH FOR YOU-

A BLESSED & SAFE SUMMER CELEBRATING WITH FAMILY AND FRIENDS!

Become an FIA Shopper—You'll Be Glad You Did!



Glenna Christmann and her shopping buddies: Louise, Virginia and Kitty.

Reflections on the Joy of shopping from Glenna Christmann.

On a Sunday morning in December, 2005, Gene and I were in our pew at Epiphany Catholic Church and the announcement was made for a new volunteer organization called Faith In Action. This group was made up of all volunteers

that would assist seniors in staying independent and in their own homes by doing simple things like grocery shopping and driving folks to doctor appointments. Gene and I decided that this was something we needed to do. Since that Sunday morning in 2005 we have truly enjoyed providing this service to help

other people. Along the way, we have made some great memories and some very dear friends. We count it as a privilege to help these folks and it enriches our lives a great deal. In all, I would say that it has been our great pleasure.

Once a month, I go over to Angler's Manor – fondly known as “Faith In Action South” and I bring Louise, Virginia and Kitty to the grocery store. Over the course of several hours we laugh, swap stories and have a wonderful time. The only requirement from my ladies is that I give a BIG HUG after our trip. Now THAT is an easy job skill to develop.

I also enjoy my regular shopping excursions with my other group of ladies:

Carrie, Mattie and Juanita. My husband Gene has been a driver for Miss Stephanie for the last four years and once a month he loads all the groceries she has collected for Clare House into his car and together they deliver them to the smiling faces who so appreciate the generosity.

Both of us truly enjoy our time spent with all the people that Faith In Action has brought into our lives and we feel blessed to be able to serve them and share our hugs and our hearts.

If you want to try on the personal shopper hat, just email David at david@bnfia.org or call 827-7780.

Do you have a story of your volunteer experience to share?

We'd LOVE to hear it!

Please email it to david@bnfia.org. You may find it in one of our upcoming newsletters.

2010 Volunteer Orientation Dates

Volunteer Orientations bring people together to learn about the Faith In Action ministry. New volunteers are given the tools to serve our care receivers & learn about the policies and programs we offer. Orientations are held at the FIA office

at 410 N. Prairie St. (corner of Prairie and Market Streets) and come complete with snacks and/or a meal.

Please RSVP for one of the remaining dates for 2010:

• **Thursday, July 22th @ 5:30pm**

- **Tuesday, August 10th @ 9:30am**
- **Thursday, September 16th @ 5:30pm**
- **Tuesday, October 19th @ 9:30am**
- **Thursday, November 18th @ 5:30pm**
- **Tuesday, December 7th @ 9:30am**

FIA Rolls out the Welcome Mat...



*Mark your calendars
NOW!
SEPTEMBER 19th
Ice Cream Social
Come celebrate our 5
year anniversary*

Volunteers since our last newsletter- **Rebecca Brennan, Mike Craven, Becky Craven, Kristin Givens, Parker Lawlis, Virginia Bell, Betty Carlock Lyons, Dennis Gieseke, Ron Hartema, Marilyn Weisert and Marvin Weisert.**

Staff—Welcome Southern Belle, **Jerry Austin.** Jerry is helping us with the Friendly Visitor and Shopping ministries. She comes to us with plenty of FIA experience since she was a volunteer with the Bella Vista, Arkan-

sas Faith In Action program and LOVES FIA!

Here's a little bio from Jerry:

I'm a native of Atlanta, Georgia and my husband's job has brought us to Bloomington-Normal.

James, my husband, and I have one son, Benjamin, who lives in Atlanta and is working on a graduate degree at Georgia State University.

We dote on our two beautiful little Chinese Crested Hairless dogs, Quincy and

Lilly. Quincy won first place for best Halloween costume last October while we were living in Bella Vista, Arkansas. He was the cutest pumpkin ever!

I love music, books, gardening and most of all I love people. I am looking forward to meeting all of you.

*WELCOME JERRY.
WE ARE HAPPY TO
HAVE YOU IN THE
FLA FAMILY*

Watch Out for Health Care Reform Scams!

With the beginning of any new program or benefit to help consumers, scam artists jump to action to find ways to swindle people out of their hard-earned money or benefits. The enactment of the new health care reform law is no exception. Over the last several months, consumers have been bombarded with information (and misinformation) about this Act from a variety of angles, leaving many people confused. As a result, scam artists are already hard at work. Here are a few examples already reported:

“New Medicare card” scam:

Medicare beneficiaries in several states have been receiving phone calls from people telling them that because of health care reform, they need to be issued new Medicare cards. The caller asks the person for his/her Medicare number. In a similar scam, residents in at

least six states have experienced phone calls from someone telling them that they need to re-register for Medicare because of health care reform, and the caller asks for the person's Medicare number and personal information. SMP programs have also reported incidents of this “new Medicare card” scam where the caller “spoofs” the phone number on the consumer's caller ID to show the following number: (866)234-2255. The caller claims to be calling “from Medicare” and requests the person's bank account information.

“Buy ObamaCare” scam:

As early as the day after the passage of the health care reform bill, SMP programs have been hearing about insurance agents who have told consumers that they need to change their insurance plan (Medicare supple-

ment plan, prescription drug plan, Medicare Advantage plan, or private insurance plan) because of health care reform. Some agents have even claimed to sell “ObamaCare” policies.

Home Health scams: A representative from the Centers for Medicare and Medicaid Services in Chicago reported incidents in which Medicare beneficiaries have received phone calls and/or home visits from home health company representatives who tell the consumers that, as part of health care reform, the President requires that they take “new” home health benefits that the company offers.

\$250 Rebate scams: Beginning in June 2010, most Medicare beneficiaries who reach the “donut hole” in their Medicare prescription drug coverage will receive a \$250 rebate check from the government. We ex-

pect that a variety of scams may emerge related to this, ranging from phone scams asking for bank account numbers to deposit the rebate to mail fraud involving fake checks.

To avoid falling victim to one of these or other health care reform scams, consumers should remember that the government does not solicit for any reason.

Do not give ANY personal information to someone who calls or comes to the door without an invitation, and contact the Illinois SMP program at (800)699-9043 with questions about or to report a potential health reform scam. Information about the Illinois SMP program is available on our website:

www.illinoismp.org. Reprinted from Illinois Attorney General's “Silver Beat” program.

Dee Griffin-Volunteer of the Year, 2010



In her own words: It has been a joy to work with Faith In Action. The Care Receivers are so appreciative of everything we do for them. Many times I have had Care Receivers tell me they don't know what they'd do without Faith In Action. For the first several years, I helped

transport Care Receivers to appointments but after awhile I felt I needed a change of pace so I have been working in the office since then. I have been working two afternoons a week doing data entry of the time sheets for the last year—in an office that is often hectic, sometimes

crazy but which is fun and satisfying to be in. I would definitely recommend working with FIA, not only for the satisfaction it brings but also for the wonderful people who give their time to help others.

*Thanks, Dee
We Love You!*

FIA needs your updated insurance cards!

In order to comply with our Faith in Action insurance requirements, we need ALL of our volunteers who drive our care receivers to send in a copy of their most current auto-

mobile insurance cards. Please fax copies to 309-828-7038 attn: FIA, OR scan, or email a copy to us, drop in the mailbox, or come in to the office and

let us make a copy of your card. Thank you so much for taking care of this important matter. As always, we are so grateful for all that you do to help our FIA

Download Time Sheets from our Web Site!!!
bnfia.org
And don't forget our new e-mails:
dina@bnfia.org
david@bnfia.org
bobbih@bnfia.org

Beware of Medicare Scams as \$250 Rebate Checks Go Out

How does the Medicare scam work? The recent mailing of \$250 rebate checks to participants in Medicare's drug program has given scammers a new opportunity to take advantage of seniors and other Medicare recipients. In this latest scam, Medicare recipient receive a call from a con artist claiming to be a Medicare representative. The scammer then tells each recipient that they need to provide personal information, such as their Social Security number and bank account number, in order to receive their rebate check. In

reality, the scammers need this information to gain access to the recipient's bank account and empty it.

What are the rebate checks? The \$250 Medicare rebate checks are part of the recently enacted health care reform package, and are intended to help close the coverage gap (or "doughnut hole") in Medicare's prescription drug program.

The checks are mailed automatically—you do not need to provide any personal information to receive them. The first of these tax-free checks were mailed the second week of

June. Additional mailings are scheduled to go out as more recipients hit the doughnut hole, so remain alert in the months ahead!

What should you do? Never give out personal information over the phone, unless you initiated the call and you know the person with whom you are speaking. Remember—con artists will stop at nothing to steal your personal information, and often devise new scams to exploit the confusion surrounding changes in public benefits programs.

If someone posing as a Medi-

care representative attempts to solicit your personal information, you should report them immediately by calling 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048. Also, if you believe you've been a victim of a Medicare scam, please contact the Illinois Attorney General's Senior Consumer Fraud Hotline at 1-800-243-5377 or 1-800-964-3013 (TTY) to file a consumer fraud complaint. Help us spread the word! Education is the best prevention!

Reprinted from Illinois Attorney General's "Silver Beat" program.

Thanks to Our Dedicated Donors for Putting Their Faith Into Action—

Thank you to everyone who donated since our last newsletter.

Partner of Faith In Action \$500-\$999

First Presbyterian Church
Holy Trinity Catholic Church
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State Farm Insurance

Advocate of Faith In Action \$250-\$499

Our Redeemer Lutheran Church
St Luke Union Church
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Filomena Vergara
Elma Voorheis
Barbara Weer
Laura Whiteman
Marcella Wilson
Kathryn Witko
Jeannette Wood
Margaret Woodburn
Mattie Young

In loving memory of Mary Ann Plattner:

Mildred Allen
John & Karna Croft
Linda Crowley
Colleen Doering
Margaret Eckhardt
Harold & Mary Haab
Robert & Carol Hajek
Timothy & Deni Kieser
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Lorraine Palen
Sterven & Deborah Paullin
Larry & Jane Phillips
John Plattner
Vicky & Larry Ryan
Jana & Rusty Schopp
Edward & Sharon Schrof
David & Kristie Wait
Scott Wait

In loving memory of Carl B.

Kintzle:

Don & Valerie Fritson



Please consider including FIA in your estate planning. Contact Bobbi Hynes to discuss this opportunity to help seniors remain independent and keep the mission of Faith In Action going strong.

Faith in Action of Bloomington-Normal is a 501(c)3 tax exempt organization recognized by the state of Illinois and the federal government.

Sandy Holcomb—FIA Insights

2010 Faith In Action Board of Directors

President: Sandy Holcomb
 Vice-President: Greg Alford
 Treasurer: John Plattner
 Secretary: Kay Marvin
 Members at Large: Gary Brandenburg, Georgia Brooks, Madonna Courtright, Gerry Decker, Father David Halt, Pat Parmenter, Linda Sorrells and Bob White

Five years ago a group of parish nurses put together a grant request to the Robert Wood Johnson Foundation to ask for start up funds to bring Faith in Action to Bloomington-Normal. To their surprise and delight they received one of the last grants to be awarded. With the prayerful and exuberant guidance of Executive Director Bobbi Hynes, the community became aware of the valuable services that Faith in Action volunteers provide. This ministry continues to grow and flourish thanks to the support of the most wonderful volunteers on

Earth. Thanks to the generosity of Second Presbyterian Church, Faith in Action has an office from which to operate. The initial grant from the Johnson Foundation got us started but it is the support of individuals, community sponsors and coalition churches, who provide the funds necessary to keep operations going. The Faith in Action Board of Directors would like to thank all who have contributed to the success of this wonderful program.

With the budgetary constraints of the state, senior programs such as those offered through Commu-

nity Care Systems will be shrinking and the need for our services will continue to grow. Bless each of you who have chosen to put your faith in action by volunteering your time. If you know someone who would like to share their time to reach out to seniors in need, please invite them to attend an FIA orientation. The beauty of our program is that the commitment is flexible and the gratification is high.

Thank you for your efforts and God bless,

Sandy Holcomb,
 FIA Board President

Good Wishes & Thanks!



Judy Huff, who was the FIA Volunteer of the

Year in 2009, has been nominated by executive director, Bobbi Hynes for The Humana Starlight Award. This recognizes an exceptional senior volunteer whose giving spirit has brightened the lives of others. The Humana Starlight Award recipient will be honored at a ceremony in Peoria on August 4th. If Judy wins the one-time grant of \$10,000 will be

awarded to Faith In Action, her organization of choice. Learn more about this at:

http://www.humana.com/about/company_information/starlight.asp



Thank You to **Jackie Beer** and **Judy Esh** for their many volunteer hours at the transportation desk the past year. Jackie has decided to concentrate on offering rides to care receivers & Judy has decided

to devote her retirement to spoiling her granddaughter. Both sound great!

SO...This brings to mind our need for more volunteers for the transportation desk. This is a fast paced assignment for those who like to multi-task! You work a 4 hour shift to coordinate rides with care receivers and volunteers. It is fun, rewarding and never boring! If you feel called to help, Jeanette Follick, our transportation desk volunteer trainer would love to meet you!

A SPECIAL THANKS to **Keith Humphrey**, a State Farm employee and FIA enthusiast who has volunteered many hours to network our computers and install a back-up system to insure we do not lose any important FIA data.

God Bless You Keith!



Faith In Action of Bloomington-Normal

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david@bnfia.org

bobbib@bnfia.org

We're on the Web!

www.bnfia.org



**A neighbor's
independence
depends on you.**



*Mark your calendars
NOW!
SEPTEMBER 19th
Ice Cream Social
Come celebrate our 5
year anniversary*

The mission of Faith In Action of Bloomington-Normal is to provide non-medical support to seniors over 60 years of age and their caregivers through an interfaith network of volunteers, faith congregations, and community organizations.

Upcoming Events

Event	Date and Time	Location
The "Five Wishes" Presentation	Tuesday, July 13th, 12:00 noon	Evergreen Place, Normal
Volunteer Orientation	Thurs July 22nd, 5:30pm	FIA Office
The "Five Wishes" Presentation	Wednesday, July 28th, 10:00 am	Westminster Village
FIA Office Staff Mtg	Mon Aug 2nd, 12:00 pm	FIA Office
Volunteer Orientation	Tues, Aug 10th, 9:30 am	FIA Office
Volunteer Committee Mtg	Monday, Aug 23rd, 11:00 am	Second Presbyterian Church
FIA Board Retreat	Friday, Aug 27th, 9:00am—2:00 pm	Advocate BroMenn
FIA Office Staff Mtg	Mon, Sept 6th, 12:00 pm	FIA Office
Volunteer Orientation	Thurs Sept 16th, 5:30pm	FIA Office
FIA Ice Cream Social	Sunday, Sept 19th	TBA
FIA Board Mtg	Tuesday, Sept 28th, 12:00 noon	Second Presbyterian Church