



**May 2010**

In this issue: New San Antonio Care Manager, Aging in Place, Retirement Tipping Point



**Spencer Brown  
joins the AACM  
team in  
San Antonio**

**Spencer Brown, Care Manager**, joined the team of Accountable Aging in February 2010 as Care Manager serving clients in the San Antonio area. His entire career has been focused on serving seniors. Spencer earned a Master of Science in Gerontology from Baylor University in Waco, Texas as well as a Bachelor of Arts in Sociology, also from Baylor. He has been a licensed Texas nursing facility administrator since 1996.

Spencer has held administrator positions in nursing facilities, assisted living facilities, and independent living communities, managing the total operations for these residential settings for seniors. He has been active in the Texas Association of Homes and Services for the Aging, the American Association of Homes and Services for the Aging, and the Alamo Area Council of Governments. Spencer currently is active as a volunteer with the Alzheimer's Association as a member of its speaker's bureau. Speaking to the community about the basics of Alzheimer's Disease is one of his passions.

Spencer serves as a deacon at First Baptist Church of San Antonio. Spencer and his wife, Stephanie, who is a Baylor Law School graduate, have three children, Chase, Ashlyn and Camden.

## **Aging in Place**

Aging in Place is the ability to continue to live in one's home safely, independently, and comfortably, regardless of age, income, or ability level. It means living in a familiar environment, and being able to participate in family and other community activities. When families turn to Accountable Aging Care Management, it is usually at a time of transition. A loved one has reached a turning point and either needs more care or a different level of care or the family needs to decide if staying at home continues to be feasible.

One resource we use in the DFW area is a company called Independent Living Design owned by Adam Mandel. This firm will work with seniors, or anyone living with a disability, to modify and upgrade their home for continued use. Mandel's firm uses Universal Design, which means the design elements appeal to many people and generally improve accessibility and safety no matter what the family situation.

"Some examples of universal design elements are: making countertops of varying heights in the kitchen in case someone is in a wheelchair, putting all controls for appliances in the front, putting light switches lower and power outlets higher," said Mandel. "There are so many eldercare options available in the home now," continued Mandel, "but we've seen people literally trapped in their bedroom because most of their home is no longer accessible to them."

The most common injury elder people face in the home are falls.



Successful fall prevention involves the three main strategies of: balance training and physical activity; medical management; and environmental/home modifications. Check out this website for more information [www.stopfalls.org](http://www.stopfalls.org).

Ask AACM about a company in your area who can help you modify your home to make it more safe for elders. We have resources in all our service areas: Dallas, Austin and San Antonio.

When a family doesn't know where to start with eldercare options, they start with us.

### AACM Is a Wealth of Information

When we aren't helping clients, we are out gathering more information on how to better help our clients. AACM Team members regularly attend meetings of local, state and national organizations that deal with all areas of aging and care management. In March, Mick and Mary attended (and presented at) the American Society on Aging's National conference in Chicago. One of the sessions they attended and found interesting was presented by Ken Dychtwald, PhD, CEO and founder of Age Wave, recognized as the nation's leading gerontologist, psychologist and best-selling author. A short summary is below.

#### Retirement at the Tipping Point

Exactly one year ago, in collaboration with Charles Schwab Corporation and Harris Interactive, Age Wave surveyed four generations on a wide range of probing questions about their retirement. "By re-asking over 2,000 people across the generations some of the same questions we asked before the market crashed, we have a striking, in-depth view and measurement of the impact this disaster has on people's economic well-being and retirement plans," said Humphrey Taylor, Chairman of the Harris Poll.

Some Lessons learned from the report that intrigued us:

**#1 Fear: Uncovered Medical Costs are the Retirement Wildcard** - The single biggest worry among those 55+ is that they will be unable to afford uncovered medical expenses (46%). This is now a greater concern than either lack of personal savings (18%) or uncertain entitlements (11%).

**The Sandwich Generation has Turned Into Multigenerational "Rubik" Families** - Four out of ten respondents now worry they will have to financially support their parents or in-laws. This growing interdependence extends to siblings, with nearly a quarter of Millennials (those ages 21 – 31) worrying they will need to provide care and support for siblings as well. *All the information is available in a report that you can download [HERE](#).*

#### AACM Supports Team No Mas



Accountable Aging was a co-sponsor of **Team "No Más"** which is a group of friends that love to ride and want to make a difference for folks living with Multiple Sclerosis. The team goals are pretty simple: make a significant impact for people living with MS and have fun doing it.

**Mick Koffend** was one of the Team No Mas cyclists who participated in the 180 mile ride from Houston to Austin the weekend of April 17 & 18. Over \$32,000 was raised (their goal was (\$30,000)).

#### Accountable Partners<sup>SM</sup>



AACM regularly makes recommendations to clients for services they need such as facilities, home health care, and personal assistance services. If you are not in our Accountable Aging Partners Program (it's free), you may be missing out on valuable referrals. Please go to our website now and fill out a survey (<http://www.accountableaging.com/survey/>). Having the most current information on your business helps us refer the right kind of clients to you. If you'd like to see what a sample Accountable Partners Report looks like, we've included a [sample here](#).

Do you know someone who might benefit from our services? If so, please forward this newsletter to them. They can sign up for our free newsletter at [www.accountableaging.com](http://www.accountableaging.com). Thanks.

## Cautions to Avoid Fraud or Identity Theft with 2010 U.S. Census



Because AACM is a member of the Better Business Bureau (BBB), we received this information that you might find valuable for the people you serve. With the 2010 U.S. Census process beginning, the BBB advises people to be cooperative, but cautious, so as not to become a victim of fraud or identity theft. The second phase of the 2010 U.S. Census is under way and eventually, more than 140,000 U.S. Census workers will count every person in the United States. They will gather information about every person living at each address including name, age, gender, race, and other relevant data. The question is - how do you tell the difference between a U.S. Census worker and a con artist? BBB offers the following advice:

- A) If a U.S. Census worker knocks on your door, they will have a badge, a handheld device, a Census Bureau canvas bag, and a confidentiality notice. Ask to see their identification and their badge before answering their questions. However, you should never invite anyone you don't know into your home.
- B) Census workers are currently only knocking on doors to verify address information. **Do not give your Social Security number, credit card or banking information to anyone, even if they claim they need it for the U.S. Census.** While the Census Bureau might ask for basic financial information, such as a salary range, it will **NOT** ask for Social Security, bank account, or credit card numbers nor will employees solicit donations.

Eventually, Census workers may contact you by telephone, mail, or in person at home. However, they will **NOT** contact you by Email, so be on the lookout for Email scams impersonating the Census. Never click on a link or open any attachments in an Email that are supposedly from the U.S. Census Bureau. For more advice on avoiding identity theft and fraud, visit [www.bbb.org](http://www.bbb.org).

### Accountable Aging Care Management Team

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Visit us online: [www.accountableaging.com](http://www.accountableaging.com)

Accountable Aging Care Management is an eldercare consulting and care management firm.

Accountable Aging is a single source for seniors and their families to attain knowledge, resources and on-going assistance with the challenges related to aging or caring for an elder loved one. We serve seniors in Austin, Dallas, San Antonio and the surrounding areas.

With this newsletter, our aim is to provide a trusted conduit for eldercare information and resources and to highlight the services we offer that meet the needs of senior adults and their families.

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