

**IOWA VETERANS IDENTIFICATION PROJECT (IVIP)
CONFIDENTIALITY AGREEMENT**

To the Volunteer or Staff Member:

Retired and Senior Volunteer Program (RSVP) staff and volunteers are representing the agency in their service to Veterans and their families. Therefore, Veterans and their families are placing their confidence in RSVP, which becomes the caretaker of information obtained and guarantees the responsible use of the information in serving that family.

In order for Veterans and their families to be able to talk freely with staff and volunteers and to seek assistance from the program, they must have confidence in you as an employee/volunteer working with IVIP. Information on Veterans and their families is strictly confidential.

The ideal time to begin building a trusting relationship with families is during your first visit to their place of residence. You must let Veterans and their families know that you are there to assist in meeting their needs, and that any information given to you will be kept in the strictest confidence.

ANY BREACH OF CONFIDENTIALITY WILL RESULT IN DISCIPLINARY ACTION UP TO AND INCLUDING TERMINATION OF YOUR SERVICE AS A VOLUNTEER OR STAFF MEMBER.

By signing this agreement, I acknowledge that I have read the Health Insurance and Accountability Act of 1996 (HIPPA) and the preceding explanation of confidentiality, and that I will abide by the guidelines set forth.

I WILL NOT:

1. Discuss or disclose any of the information obtained from the Iowa Department of Veterans' Affairs nursing home database or from a Veteran or Veteran's family during or after my service as an RSVP Volunteer.

I WILL:

1. Utilize information obtained from the Iowa Department of Veterans' Affairs nursing home database solely for the purpose of identifying and assisting Veterans and survivors who are trying to obtain VA benefits.

Signature

Date _____

Iowa Veterans Identification Project Release form

I _____, give my permission for _____ to
Vet/spouse name RSVP Volunteer name

ask the questions contained in Veterans Affairs forms 21-526, 21-534, and 10-10-EZ, and to release the information to the Department of Veterans Affairs and participating (partners/agencies). In addition, I give my permission to the Iowa Veterans Identification Project (IVIP) to share relevant information for the purpose of obtaining VA medical benefits for myself &/ or my spouse and dependents and to collect statistics regarding the needs of older Iowa Veterans. This release will be effective for 12 months from the date of my signature.

List all the entities:

I have read and understand the information above:

Signature

Date

(Complete this section only if the client uses an X for his/her signature above.)

The above mark was witnessed as the signature of _____ on _____
Client Name Date

Signature of Witness

Updated 2/24/05

Iowa Veterans Identification Project HIPAA Guidelines

Overview for Volunteers and Staff

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) is a complex piece of legislation covering three areas:

1. Insurance Portability
2. Fraud enforcement (accountability)
3. Administrative simplification (reduction in health care costs)

The first two components of HIPAA, portability and accountability, have been put into effect. Portability insures that people moving from one health care plan to another have continuity of coverage under pre-existing condition clauses. Accountability significantly increases the federal government's fraud enforcement authority in many different areas. **The third component, Administrative Simplification, is arguably the most significant part of this legislation and will be the focus in this part of your IVIP training.**

This law is the most sweeping health care legislation in the last 30 years. The intent is to protect all healthcare information by standardizing how information is conveyed. Information includes all medical and other individually identifiable information used or disclosed by a covered entity in any form. Including:

Oral
On Paper
Electronic

What is the minimum Necessary Standard and what does need to know mean?

Providers must make a reasonable effort to disclose or use only the minimum necessary amount of protected health information in order to do their jobs. This provision is outlined by the privacy rule.

Nursing home residents have the right to request a list of when and where their confidential information was released. In the case of IVIP, they will have signed a release which indicates what the information they disclose is being used for. It is clear that the information is being disclosed for the purpose of applying for VA benefits.

The resident has the right to receive a notice of privacy practices. The notice describes how medical information is used and disclosed by an organization, how to access and obtain a copy of their medical record, a summary of their patient rights under HIPAA, instructions for filing a complaint, and contact information for filing a complaint. All of this information is available through the nursing home.

Residents have the right to file a complaint if they believe their privacy rights were violated. These complaints should be directed to the Department of Human Services, Office of Civil Rights at 1-800-368-1014.

There are both civil and criminal penalties for failure to comply with the HIPAA.
Civil Fines:

\$100 per violation; up to \$25,000 per person per year for each requirement or prohibition violated

Federal criminal penalties for knowingly violating resident privacy:

- Up to \$50,000 and one year in prison for obtaining or disclosing information
- Up to \$100,000 and up to five years in prison for obtaining information under false pretenses
- Up to \$250,000 and up to ten years in prison for the intent to sell, transfer, or use for commercial advantage, personal gain, or malicious harm.

As employees and volunteers, we are not only subject to civil and criminal penalties. Violations will result in progressive discipline, up to and including discharge for employees and termination of ability to serve as a volunteer.

Examples of individually identifiable information

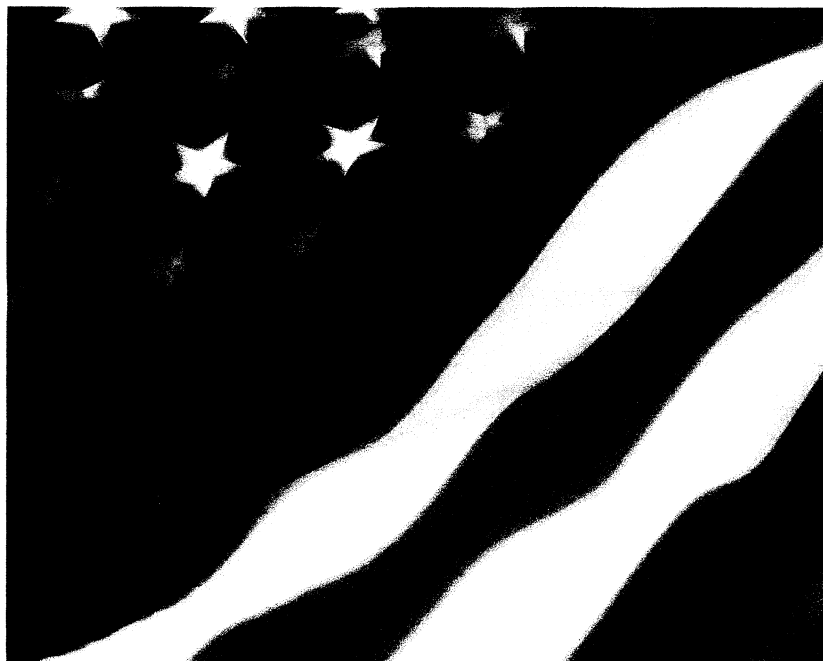
- Name
- Age
- Phone and Fax Numbers
- E-mail address
- Social Security number
- Medical record number
- Medicare or insurance numbers
- Bank Account numbers
- Any unique number, character, or code

We must work together as a team to ensure compliance with HIPAA guidelines.

- Only access confidential information if you need it to do your job.
- Understand the law and policies
- Report problems
- Treat the applicant's information the way you would want your personal information treated

Respect the resident's right to privacy. Identify potential security risks regarding confidential information in this program. Be sensitive. Be professional.

Helping the Greatest Generation...



**A Training Guide for the
Iowa Veterans Identification Project**

IVIP Project Summary

- Senate file 2298 required that of the funds appropriated in subsection 109 to the Veterans Affairs Commission, \$100,000 shall be used by the Veterans Affairs Commission to contract with the Department of Elder Affairs to utilize local veterans affairs commissions and the Retired and Senior Volunteer Program (RSVP) to increase the utilization by eligible individuals of benefits available through the Department of Veterans Affairs.
- The Retired and Senior Volunteer Program (RSVP) engages volunteers, age 55+, to meet identified community needs. Nationally, this is the first initiative where RSVP volunteers are focusing on increasing benefits to Veterans. Currently, there are 24 Retired and Senior Volunteer Programs in Iowa.
- Through lengthy negotiations, it was determined that the participating RSVP projects would need \$50,000 and the Veterans Affairs Commission would need \$50,000 for their work in processing the forms from the nursing facilities. DEA has not reserved any of the funding for DEA expenses incurred in the administration of this project.
- The initial focus is to identify veterans who are currently in nursing facilities that may be eligible for veteran's benefits, but have not applied. By qualifying for VA benefits, it is hoped that federal dollars can be used in place of state Medicaid dollars. *(Please see supporting information.)*
- The Veterans Affairs Commission has developed a web-based system for nursing home staff to provide information to them about which residents in their facility are veterans. This is required and compliance will be administered by the Department of Inspections and Appeals. Unfortunately, response has been slow and, at last report, approximately 5% of nursing homes had responded.
- Trained RSVP volunteers will contact the identified resident/resident's caregiver to assist them in applying for benefits. Along with receiving training to complete the VA applications, volunteers also receive extensive training regarding confidentiality and HIPPA issues as well as criminal background checks.
- The current level of funding supports three projects:
 - RSVP of Eastern Iowa and Western Illinois – Scott county
 - RSVP of Johnson, Iowa, Muscatine & Des Moines Counties
 - Iowa and Muscatine counties
 - United Way of Central Iowa RSVP – Polk County
 - Includes a Volunteer In Service To America (VISTA) who serves full-time to ensure capacity-building and replicability of project.
- Activities to be completed by the RSVP projects include:
 - Assisting Senior Care facility staff in completing and filing the required form to VA Commission
 - Assisting eligible Veterans, their widows and/or their next of kin to complete the VA application(s) for benefits
 - Providing support services to county Veterans Affairs offices to maintain office services while VA staff is assisting eligible veterans to apply for benefits
 - Continuing to identify opportunities for RSVP to assist veterans to apply for benefits – community outreach
 - Working with funeral directors to assist surviving spouses of veterans to determine eligibility and complete application for reimbursement of applicable funeral/burial expenses and grave markers.

The AmeriCorps*VISTA Member began in December; training of the RSVP volunteers began in February 2005.

Performance measures have been determined and quarterly reporting of activities and expenditures will be required from both the RSVP projects as well as the VA commission.

Please direct questions about this project to:

Tim Belay at (319) 356-5259 *Iowa City office* or (563) 608-2514 *cell*, tbelay@elderservicesiowa.com.
Vicki Hover-Williamson (515) 284- 4819, vhover@cns.gov.

IVIP Annual Estimate of Increased Benefits to Veterans and their Widows

Executive Summary:

The Iowa Veteran Identification Project (IVIP) is currently operational in four Iowa counties: Polk, Scott, Iowa, and Muscatine. IVIP has begun working with 60 identified Nursing homes in those counties. Estimating that in each nursing home, IVIP will assist 5 Veterans and 10 widows access benefits, a conservative annual estimate of potential income to Iowa's Veterans and their widows is 8 million dollars.

Supporting Information:

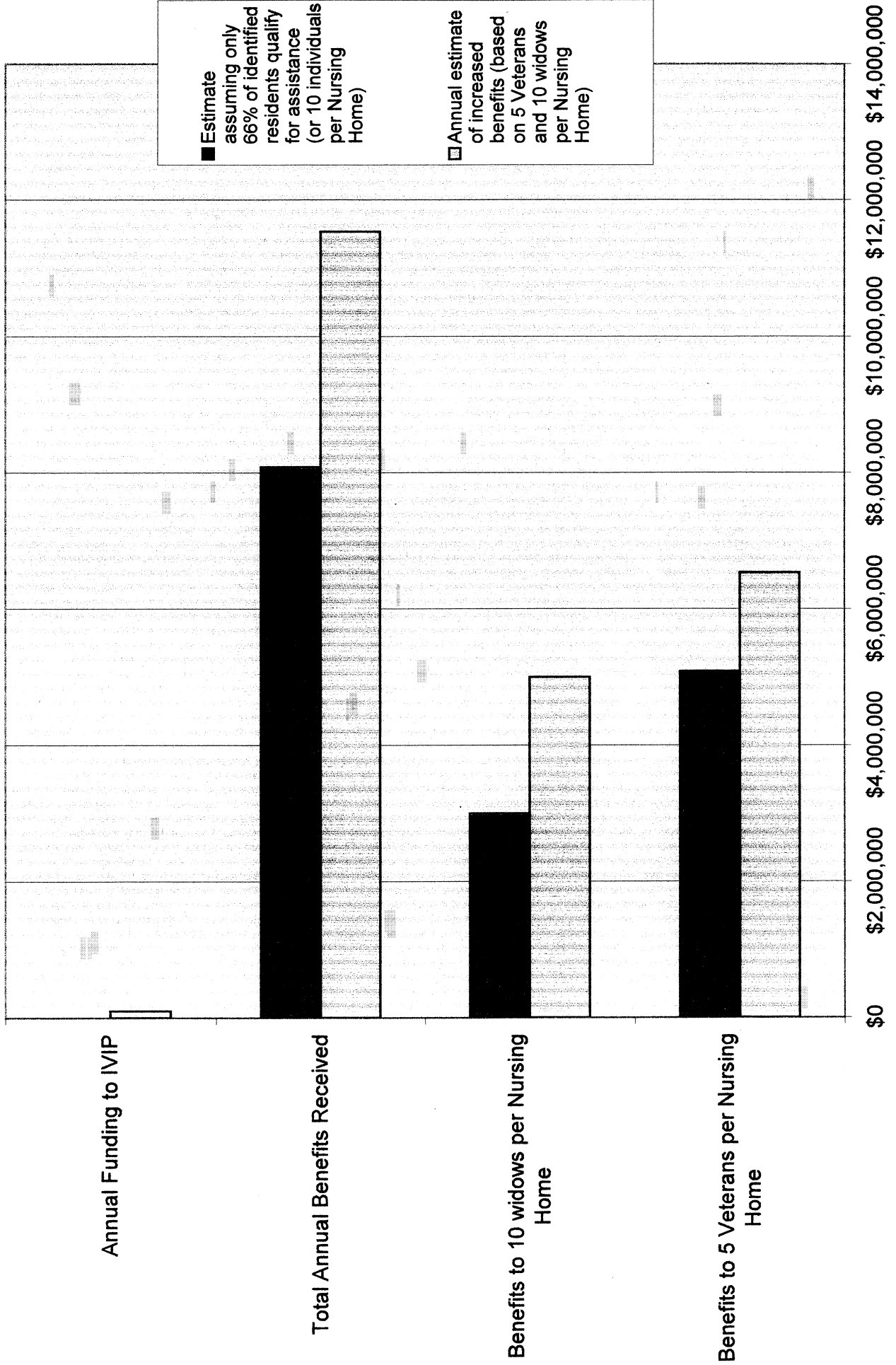
This effort is critical because Iowa continues to be among the lowest ranking states in the nation for Veterans accessing benefits. The most recent estimate of the number of Veterans in Iowa was established in 2003 at 276,560 (Source: Department of Veteran Affairs). Currently, there are no estimates of the number of Veterans in Iowa Nursing homes.

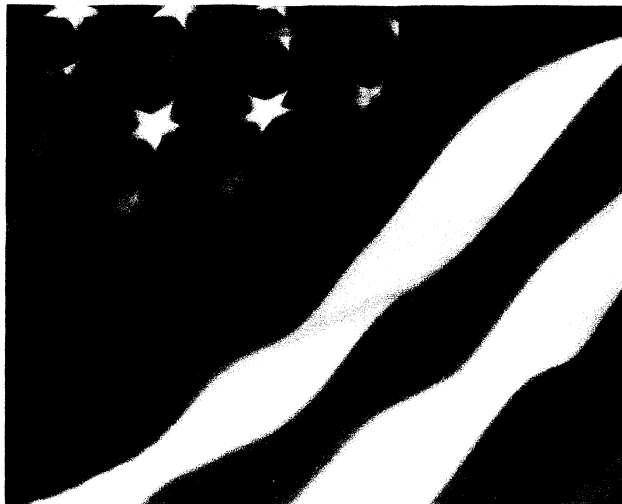
Focusing first on Nursing home residents, IVIP will provide assistance to Veterans in applying for 'Aid and Attendance' benefits that are available to both Veterans and their widows. Assuming that each Nursing home will have approximately 5 Veterans who qualify for Aid and Attendance (each at \$1,412 per month, or \$16,955 per year), in each of the 60 Nursing homes that have been identified, it is a potential income increase to the State of Iowa of \$5,086,500.

IVIP will also provide assistance to widows of Veterans in applying for 'Aid and Attendance' benefits. Assuming that each Nursing home will have approximately 10 widows, an estimate based on statistics that women live longer, who qualify for Aid and Attendance (each at \$907 per month, or \$10,893 per year), in each of the 60 Nursing homes that have been identified, it is a potential income increase to the State of Iowa of \$6,535,800.

To create a more conservative estimate, IVIP has assumed that approximately 66% of these individuals, or 10 Veterans and widows per Nursing home, will qualify for Aid and Assistance, creating an annual estimate of potential income to Iowa's Veterans and their widows of 8 million dollars.

IVIP Annual Estimate of Increased Income to Iowa through Benefits to Veterans and their Widows





Training Agenda

Introduction of participants and presenters

Explain IVIP -- Q and A if needed

Explain training agenda

Explain training packet item by item

Disability Pension Benefits work sheet

Break 1

21-526 in detail + SF-180 + Nursing Home Status Statement

Break 2

10-10 EZ, Death Pension Benefits work sheet, and 21-534

Confidentiality Agreement, Release of Info, and HIPAA

Sign confidentiality agreement and set next steps

Dates, times, and locations

ID Badge

Step 1) Introductions, restroom locations, and “Thank you’s”

Step 2) Explain the program

- IVIP is a pilot project aimed at helping Veterans and their families access Veterans Affairs (VA) benefits. The Iowa Veterans Identification Project (IVIP) was initiated by Senate File 2298, which called for RSVP to collaborate with VA.
- As a result, we are providing today’s training to help you get ready to help Veterans fill out the paperwork needed to obtain “Aid and Attendance” benefits from the VA. The effort comes in conjunction with the “Resident Eligibility for VA Benefits” form that senior care facilities will complete for the Iowa Department of Veterans Affairs.
- RSVP is part of a nationwide program administered by the Corporation for National & Community Service, which provides opportunities for people age 55 and older to volunteer and contribute to the well-being of their communities.
- **Strict attention will be paid to issues of confidentiality.** Your training will include detailed information on what are known as the on HIPAA guidelines. HIPAA stands for Health Insurance Portability and Accountability Act. You will also be required to sign a confidentiality agreement. In addition, you will only work with residents who sign an agreement for the release of their personal medical and financial information for the purpose of applying for VA benefits.
- IVIP is unique. It is the first program in the nation to specifically target VA benefits for nursing home residents.

Step 3) Q and A

Step 4) Present the Training Packet Table of Contents:

1. Confidentiality Agreement
2. Release of Information form for Veteran/Vet's Family
3. HIPAA booklet
4. Disability Pension eligibility sheet
5. 21-526
6. DD - 214
7. Nursing Home Status Statement
8. Death Pension eligibility sheet
9. 21-534
10. "Federal Benefits for Veterans and Dependents" Booklet
11. 10-10-EZ Application for Health Benefits
12. SF- 180 Request pertaining to Military Records

Step 5) Is the Vet eligible to apply? "You make the call."

Using the Disability Pension Benefits work sheet, you should begin your work with the Vet by finding out if he or she meets the basic criteria.

See Training Packet Item #4

Guideposts and other things to watch out for:

- **Whenever complications and input outside of your tasking arise in the application process, make a note of it and pass the form onto Tim or your coordinator when you have completed it to the best of your ability. There will be a mechanism also for noting this on our IVIP reporting spreadsheet.**
- The explanation of eligibility income guidelines is the first reminder that **we are on hand to help with accurate completion of the forms, and NOT to speculate on the outcome.**
- Yearly income limit includes what is left over after the cost of aid and assistance care is subtracted. **See Training Packet Item #7**
- The qualification regarding the requirement to serve at least 24 months, etc. is for people who enlisted after 1980, therefore a complication you should ignore re. Nursing home interviews.
- Consult "Federal Benefits for Veterans and Dependents" (pp. 2-4 to determine wartime service)

Step 6) Take a Break

Step 7) 21-526 in detail. The Highlights:

- This is a dual purpose form. Veterans who are applying for Pension or for Compensation use it. Your concern is with Pension i.e. the benefits available to eligible Vets who qualify based on income and are no longer able to work. The so-called “Aid and Attendance” level of support is what helps Veterans pay for their nursing home care as a Pension benefit. NH residents normally qualify under the age clause of eligibility (65+) if they do not otherwise.
- Compensation, on the other hand, is payment to eligible Vets who suffer a service-related injury or other infirmity
- As a result of the above, you need normally only to be concerned with parts A, C, and D.
- Claim becomes effective as of the beginning of the first full month following the filing of an application, so don't let the end of the month slip by if you are getting close to completing (more details and reemphasis come later)
- Nursing Home Status Statement **Item #7** should be given to the NH in advance of the visit and sent in along with 21-526 to ICVA.
- DD-214 **should** also be located in preparation for the filling out of 21-526. Three main places to find it, if not in possession of Vet/family
 1. ICVA 800-838-4692
 2. County Recorder
 3. Saint Louis National Personnel Records Center
(requires SF-180 (**See Training Packet Item #12**))
- SF – 180 Request pertaining to Military Records – details – form is Faxed to St. Louis to request the DD-214, just one portion needs to be sent (explain and show) fax # 314-801-9295, widow can sign this too, allow 12 weeks for response
- Don't let the lack of DD-214 hold up the application process. If unable to locate in a timely manner, fill out and file 21-526 without it.
- Other things you need to know about the DD-214. Requirements for benefits eligibility include:
 1. Other than dishonorable discharge
 2. Dates of service must add up to 90 days with at least one day falling during what is officially defined as wartime
(**See Training Packet Item #10**)
 3. Need certified or original. To obtain a certified when a photocopy is available, you can fax the copy to Bob Steben at 515-242-5659 at Camp Dodge and he can certify it.
(**Pause for Questions**)

(step 7 cont.)

- Most of Part A: General Information is self-explanatory – so in teaching it, just run through the questions as they appear.
- In all cases, if there is nothing to report on a given question, write n/a. For financial questions, fill in zeros. There are plenty of examples of both.
- Section IX, the signature of the Veteran, is critical. He must make a mark or can sign the form with assistance. If “X” two witnesses are required. Power of Attorney signature is not permitted. These are anti-fraud measures.
- Skip Part B -- explained above
- Part C -- Q 8 “Yes” for NH residents, which is then explained in Q 10 for Q 9, use the address of the private home (Spouse) if there is one Q 12e Other, indicate Embassy is possible
- Signature and SSN required on page 3 at the end of Part C
- Part D – Q 1a. Should respond “Social Security Disability” or list age if 65+ and this is sufficient; Q 2 Is a BIG CLEAR YES because this is the specific type of benefit being applied for.
- Other most likely responses for Part D, section I: 1b Skip, 3a No, 3b N/a, 3b N/a, 4 (a thru i) No
- Part D, section II: zero it out for NH resident
- Part D, section III: “Tell us if you are in a nursing home” Q 6c, the Medicaid question is usually “No” because we are trying to catch people before they go on title 19/medicaid. Either way, this question is also covered on the Nursing Home Status Statement **item #7**
- Make and keep a copy of the front page of 21-526
- If the end of the month is drawing near and you have identified a vet who looks to be in line for help but the process is somehow bogged down, you may file an informal claim by calling 800-827-1000. Important to get claims in by the end of the month you are working in because the claim for benefits goes on the books as of the first day of the month following the filing. After filing the informal claim, you have 12 months to complete all of the paperwork.

Step 8) Take a break

Step 9) Form 10-10 EZ This is the application for Health Benefits

All vets applying for aid and attendance pension must fill this out.

This is only for Vets, not for widows. Other Highlights:

- Only need the one main page which calls for the basic information – easy to see by looking at it. **The reason for this is that the rest of the information is already contained on the 21-526.**
- Section I: General information -- Q 8, if you know it use it, o-wise blank is okay, Q 12 check Health Services, Q 13 Iowa City or DSM Medical Center, Q 14 No, Q 17 and 18 are on next of kin and critical, fill out all you can.
- Section II: Insurance information Q 4 Policy # (be aware that they will need this), Q 11 No
- Sections III and IV self explanatory, Section V I Financial Disclosure check No, I do not wish to provide information in sections VI through IX, checking Yes here is primarily for people with extremely low incomes who don't want to pay the co-pay.

Step 10) Helping the Spouse

Using the Death Pension Benefits work sheet, you should begin your work by finding out if spouse meets the basic criteria **training packet Item #8**

Form 21-534 – General info

- Needs to be accompanied by a DD-214 and Nursing Home Status Statement
- Same rules apply regarding filling in all the boxes with a line thru or zeros, two witnesses required when the applicant must mark with an "X"
- 6c Mailing address is where ever the mail goes for the widow, which could be the NH. Q 10, the only way to expect a claim to result in benefits if the applicant is not impoverished would be if the answer here was "Yes" claiming the cause of the death of the Vet/Spouse was due to Service.
- Don't worry about page 11, "SSA Application for survivors benefits"
- Qs 30 and 31 are No usually
- Q 36 A and B deal with Nursing Homes, need NH address if "Yes" to 36 B.

Step 11) Confidentiality Agreement ***training packet item #1***

It is important that Vets and their families feel comfortable in sharing personal financial and other information with IVIP volunteers and staff. Volunteers will be required to sign it before starting to work in the field. **(Read through the agreement and answer questions. Note to trainer: Unless you are an attorney, you should not try to respond to legal questions).**

Step 12) Release of Information ***training packet item #2***

This is another important document, which will make it possible for you to comfortably obtain personal information from Veterans and their families. **(Read through with the Volunteer trainees and answer questions).**

Step 13) HIPAA ***training packet item #3***

“Health Insurance Portability and Accountability Act of 1996”
Go through the booklet and answer any questions.

Step 14) Finishing Up

Oral comprehension quiz
Sign Confidentiality agreement
ID Badge
Work locations and Schedules



STATE OF IOWA

THOMAS J. VILSACK
GOVERNOR

SALLY J. PEDERSON
LT. GOVERNOR

Dear Administrator:

We are pleased to inform you that your facility has been selected to participate in a pilot project that is aimed at helping Veterans and their families access Veterans benefits. Since our focus is on Veterans Affairs (VA) benefits that can help Veterans and their widow's pay for their nursing home care, this initiative can lead to positive rewards for your institution.

The Iowa Veterans Identification Project (IVIP) was initiated by Senate File 2298, for the Department of Elder Affairs to collaborate with the Retired and Senior Volunteer Program (RSVP). As a result, specially trained RSVP volunteers are now getting ready to work with Veterans and their families to fill out the paperwork needed to obtain benefits from the VA. The effort comes in conjunction with the "Resident Eligibility for VA Benefits" form that your facility has completed or will complete for the Iowa Commission of Veterans Affairs. RSVP is part of a nationwide program administered by the Corporation for National & Community Service, which provides opportunities for people age 55 and older to volunteer and contribute to the well being of their communities.

Strict attention will be paid to issues of confidentiality. The RSVP volunteers who carry out this project will receive training on HIPPA guidelines and be required to sign a confidentiality agreement. In addition, the volunteers will only work with residents who sign an agreement for the release of their personal medical and financial information for the purpose of applying for VA benefits.

IVIP is unique. It is the first program in the nation to specifically target VA benefits for nursing home residents. One of our goals in getting started is to follow your lead when it comes to working with the people in your care facility. We are also confident that with your help and cooperation, this will lead to quality of life improvements for Iowa's Veterans and their families. A representative of IVIP will be contacting you in the near future to discuss the details of your participation. Thank you in advance for your assistance.

Sincerely,

A handwritten signature in black ink that reads "Patrick J. Palmersheim".

Patrick Palmersheim, Executive Director
Iowa Commission of Veterans Affairs

A handwritten signature in black ink that reads "Mark Haverland".

Mark Haverland, Director
Iowa Department of Elder Affairs

THOMAS J. VILSACK
GOVERNOR

SALLY J. PEDERSON
LT. GOVERNOR



Ready to Get Started Right Away?

You may contact your local RSVP Program Director and we will make arrangements to send a representative to meet with you at your convenience.

Scott County:

Suzy Hartung
(309) 793-4425
shartung@wiaaa.org

Iowa and Muscatine Counties:

Joan Cook
(319) 356-5218
jcook@elderservicesiowa.com

Polk County:

Kris Zimmerman
(515) 246-6544
kzimmerman@unitedwaydm.org

Otherwise, we'll look forward to contacting you very soon to make an appointment to visit with you about the benefits of being a part of this first-in-the-nation initiative.

FOR IMMEDIATE RELEASE
January 21, 2005

CONTACT: Tim Belay
(319) 356-5259

Volunteers Sought to Assist Veterans in Obtaining Benefits

The Retired and Senior Volunteer Program (RSVP) of Eastern Iowa and Western Illinois, the Retired and Senior Volunteer Program (RSVP) of Iowa and Muscatine Counties, and the Retired and Senior Volunteer Program (RSVP) of Polk County is seeking volunteers to assist in identifying veterans and help them in apply for benefits.

Volunteers will be trained to locate eligible veterans, assist the veterans in completing applications, and provide ongoing public education and assistance to veterans. Volunteers will be reimbursed for their travel expenses and other out-of-pocket expenses.

The Iowa Commission on Veterans' Affairs, the Iowa Department of Elder Affairs, and the Iowa Retired and Senior Volunteer Program are collaborating to reach more Iowa veterans to help them apply for benefits to which they and their eligible dependents are entitled.

Funding was authorized during the 2004 Iowa legislative session to develop a program in which select, trained RSVP volunteers would be utilized to identify nursing home residents who qualify for veterans' benefits and assist them in filling out the paperwork. Pilot programs are being launched in Iowa, Muscatine, Polk and Scott counties.

Prospective volunteers are encouraged to contact the RSVP program at 319-356-5259 or tbelay@elderservicesiowa.com.

RSVP is part of a nationwide program, administered by the Corporation for National & Community Service (CNCS), which provides opportunities for people age 55 and older to volunteer and contribute to the well-being of their communities.

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FOUR-COUNTY PILOT PROJECT TO HELP VETERANS AND WIDOWS IN NURSING HOMES

Veterans living in Polk, Scott, Iowa, and Muscatine County Senior Care Facilities can benefit from a new service beginning this month thanks to a collaboration between the Retired and Senior Volunteer Program (RSVP) and the Iowa Commission of Veterans Affairs.

The *Iowa Veterans Identification Project (IVIP)* aims to locate Veterans or their widows in nursing homes and assist them in applying for VA benefits. In this program, local RSVP volunteers will receive training on policies, procedures, and forms completion, then identify and contact Veterans to help them apply. This project is the first of its kind to offer such personal attention to a critical quality of life issue for Veterans and their families.

Patrick Palmersheim, Executive Director of the Iowa Veterans Affairs Commission, said, "Iowa is the first state in the nation to take such a proactive stance when it comes to assisting Veterans and widows currently in nursing homes in obtaining the VA benefits they may be entitled to." Nursing homes will also see the advantage to the program since it will help residents who are Veterans pay for their care.

You may contact the following RSVP offices for details including how to help.

In Polk County, call Kris Zimmerman at (515) 246-6544, or send a message to: kzimmerman@unitedwaydm.org

In Iowa and Muscatine Counties, call Joan Cook at (319) 356-5218, or e-mail to: jcook@elderservicesiowa.com

And for Scott County, contact Suzy Hartung at (309) 793-4425 or shartung@wiaaa.org

RSVP is part of a nationwide program, administered by the Corporation for National & Community Service (CNCS), which provides opportunities for people age 55 and older to volunteer and contribute to the well-being of their communities. It is sponsored locally by United Way of Central Iowa.

Public Service Announcement

:30

THE POLK COUNTY RETIRED AND SENIOR VOLUNTEER

PROGRAM IS LOOKING FOR A FEW GOOD VOLUNTEERS TO TAKE

PART IN THE IOWA VETERANS IDENTIFICATION PROJECT.

THIS “FIRST-IN-THE-NATION” PROGRAM WILL HELP VETERANS

AND THEIR WIDOWS OBTAIN BENEFITS TO PAY FOR NURSING

HOME CARE. CALL POLK COUNTY R-S-V-P AT 246-6544 TO FIND

OUT MORE ABOUT HOW YOU CAN LEND A HAND TO THOSE WHO

FOUGHT FOR OUR FREEDOM. THAT’S 246-6544.