



SENIOR MOMENTS

Volume 2 Edition 1 ~ March 2015

Lois Croom's days are brightened by her special aide

Dear Mr. Bowen:

First of all, thank you for continuing to provide services to me. I don't know what I would do without help from your organization. The hours Ellyn Busch is here with me each morning gives my daughter (Barbara Ellen Jennings) some much needed time to do other things. When Ellyn is here, Ellen has peace of mind that she can take two hours each morning, Monday through Friday, to do whatever she needs to do without being concerned for my welfare.

Ellyn is one-of-a-kind. She is sensitive, caring, gentle, loyal, dedicated, efficient and totally trustworthy.

See **LETTER** page 4

Lois Croom spends most of her days in her recliner keeping warm with a blanket. She might watch television, she might nap, she also might have "lap visitors", daughter Barbara's two Shih Tzus named Smokey and Bandit.

Monday through Fridays from 8 am to 10 am, Lois has help getting out of bed. She is treated to her shower and has assistance getting dressed. Those tasks and many more are provided through the Council on Older Adults and lovingly carried out by Certified Nursing Assistant Ellyn Busch. Those are all appreciated, not only by Lois but also by her daughter.

Ellyn has been with Lois for three years. Some mornings it might even get confusing when Lois calls out the name "Ellyn". That's because daughter



Ellyn Bush, left, Barbara Jennings, right, and Shih Tzus Smokey and Bandit surround Lois Croom with love and attention.

Barbara, whose middle name is Ellen, explains "Mom calls me Ellen."

Lois by nature is upbeat and doesn't complain. She is thankful, being blessed with two "Ellens" to look after her and to be in a warm, loving envi-

See **CROOM** page 5

Veola Baker is the 2014 Wise Owl Award Recipient

Veola Baker (83)
Meals on Wheels
Service: 11 years
Nominated by: Paula Culbreth
Meals on Wheels Volunteer
Coordinator, Wade



Veola Baker began delivering Meals on Wheels in 2003. She continues to deliver meals every other Wednesday and is always willing to help out on days when another driver is unavailable. Veola is often at the center for pick-up prior to 8:00 am when the truck arrives. Every Monday and Friday she helps care for her brother, who has dementia, and his wife. She also cared for her mother, who often rode with her to deliver meals until she passed away at age 100. Veola is dedicated to her church, Holiness Chapel Freewill Baptist, in Wade and visits shut-ins in the Wade and Eastover communities. Veola is a sweet spirit with a Big Heart for loving and caring for others. She always has a smile on her face.

Veola Baker is all smiles as she proudly holds her plaque that states she is the 2014 Wise Owl.



Join Us!!!

You will have a Blast and

Help feed a Senior!

Support the Council's Meals on Wheels

Program

May 2, 2015

Grand Ballroom

Holiday Inn Bordeaux

1707 Owen Drive

6-6:30 pm: Meet and Mingle

6:30-7:30 pm: Buffet Dinner

6:30-10:30 pm: It's Party Time

To sponsor or buy tickets visit:

www.ccccoa.org/blastfromthepast

or call 910-484-0111



Cumberland Council on County Older Adults

*Dedicated to Helping Older Adults Maintain
Independence with Dignity*

Nutrition Services

A Meal and Much More

- 645 clients served
- 96,394 meals served
- Meals, smiles and safety checks delivered to 440 Meals on Wheels clients. Good meals and good times served to 205 clients at five nutrition sites

In-Home Aide Services

Caring Hearts and Capable Hands

- 97 clients provided 12,870 hours of personal care and home management services
- 14 clients received 930 hours of companionship services

Home Improvement Services

A Home, Not a Hindrance

- 157 clients provided safer and securer homes; including installation of security features, minor home repairs, and modifications to promote better accessibility and mobility.
- 281 seniors received fans to help stay cool during the hot summer months

Information Services

Bringing Seniors and Resources Together

- 1,937 callers provided information and referrals
- 194 clients provided 388 hours of Medicare counseling
- 2,164 people provided information through public presentations, health fairs, etc.
- 80 clients received 4,378 telephone contacts to monitor their safety and well-being

Volunteer Services

Unselfishly Serving Our Seniors

- 516 volunteers unselfishly gave 36,143 hours of time and talent to serve seniors through Council programs and partnerships
- Estimated donated time value \$760,499



Mission Statement

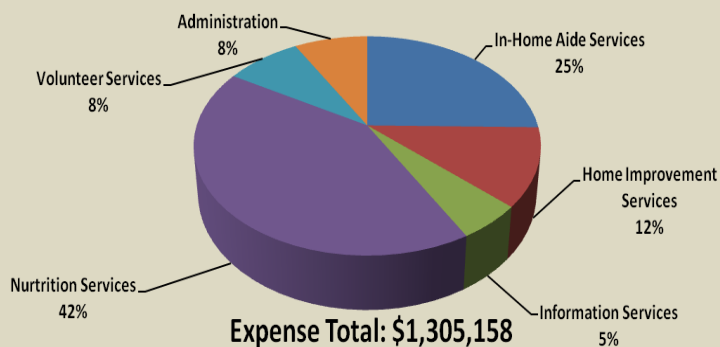
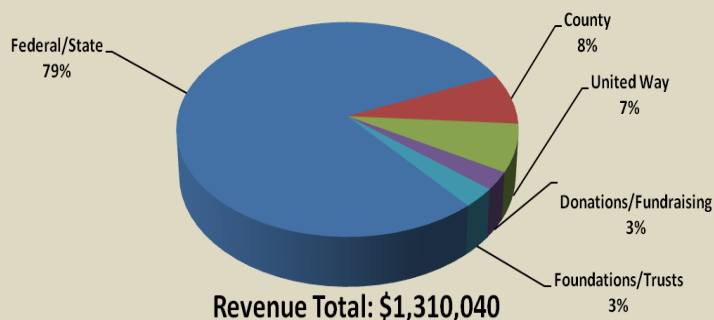
The Council on Older Adults exists to promote quality of life and independent living for older adults living in Cumberland County by providing home and community-based supportive services intended to help them live at home for as long as possible.



Financial Report

July 1, 2013—June 30, 2014

- Net revenue increase of 2.5% over last fiscal year.
- Fundraising & Administrative Cost (FRA) equals 8%
- Direct public support increased by 2.4% over last fiscal year.
- Utilized 99.7% of available revenue to serve seniors.



Senior Moments

Have a “Blast” and help feed seniors for a year

You noticed it’s becoming increasingly difficult for your senior neighbor, church member or family member to be independent. In fact, now that you think about it it’s been awhile since you have seen her.

What’s going on? Is she okay? Then you remember the friendly face of the volunteer who brings her food every week. Suddenly you let out a major sigh of relief.

Meet Willie McLaney, a Meals on Wheels client who experienced challenges with preparing meals due to the inability to stand for long periods of time. Thanks to Meals on Wheels, Willie found a way to obtain proper nutrition, receive safety checks that help her out-of-town-family have peace of mind and discover a new friendship with volunteer Joann Bellamy.

The Cumberland County Council on Older Adults’ Meals on Wheels Program helps provide nutritious meals to homebound seniors. We are cur-



Staff photo by Dillon Deaton
Meals on Wheels volunteer Joann Bellamy greets Willie McLaney in her home.

Photo courtesy of
The Fayetteville Observer

rently serving approximately 350 seniors daily through our Meals on Wheels Program. However, the aging population continues to grow rapidly and the need for assistance is greater than ever before.

Due to this growing need our Meals on Wheels program continually maintains a waiting list. The current cost to

feed a senior in the Meals on Wheels Program is \$1,050 per year. Each \$1,050 will enable the Council to add one person and thus decrease the waiting list by one person.

In efforts to make sure no senior has to wait for service, the Council last May initiated BLAST From the PAST, an annual fundraiser dedicated to reducing our Meals on Wheels waiting list. This year’s event is happening May 2, 2015 in the Holiday Inn’s Grand Ballroom! The night will be filled with entertainment, a buffet dinner, dance demonstrations, a photo booth, silent auction and wine cash bar.

We encourage you or someone you know to be a sponsoring partner and/or attend the event. To sponsor or buy tickets visit: www.ccccooa.org/blastfromthepast or call 910-484-0111. Please help us meet this great need facing many seniors living in Cumberland County today!

Blast From the Past sponsorship opportunities

THE TWIST – LET’S DO THE TWIST

- * \$4,000 and above
- * VIP reserved table for eight
- * Full page color ad in Event program
- * Full page ad in four issues of “Senior Moments” quarterly newsletter

THE HUSTLE – DO THE HUSTLE

- * \$2,000 - \$3,999
- * VIP reserved seating for six
- * 3/4 page color ad in Event program
- * 3/4 page ad in three issues of “Senior Moments” quarterly newsletter

THE SLIDE – CAREFUL – IT’S ELECTRIC

- * \$1,000 - \$1,999
- * VIP reserved seating for four
- * 1/2 page color ad in Event program
- * 1/2 page ad in two issues of “Senior Moments” quarterly newsletter

THE SHAG – SHAGGING UNDER THE BOARDWALK

- * \$500 - \$999
- * VIP reserved seating for two
- * 1/4 page color ad in Event program
- * 1/4 page ad in one issue of “Senior Moments” quarterly newsletter

NOTE: All sponsorship levels receive Logo/company name on Event table signage, Council’s Facebook page, website.



BLAST From the PAST volunteer committee

Pictured (left to right) are the members of the Blast From the Past 2015 Volunteer Committee: Deanna Coleman, Jessica Pagan, Rhonda Quador, Kaia Collins, Rhonda Bright, Adolph Thomas, Carol Kannon, Ken Dye and Cassandra McMillion.

In Home Aide Services program provides a variety of services



Patti Landy

Two registered nurses, 14 Certified Nursing Assistants (CNAs) and two chore workers comprise the Council on Older Adults' In Home Aide Services (IAS) program. Those currently serve 90 customers. As with all of the Council's programs, there are no charges to the recipients. Program funding comes from a variety of sources to include Title III Block Grant as well as private



Carolyn Palmer

The IAS 90 seniors currently served present a variety of health issues. Once assessed and deemed appropriate to receive services, the nurses develop a plan of care to include the appropriate services for that client and the number of times each week the assigned CNA or chore worker should visit that client. Referrals to other agencies may also be made by one of the

contributions.

Patti Landy, IAS Director, has worked with the Council since 2010 as a Case Manager/Supervisor and has been the Program Director for two years. She graduated from Kent State University with an Associate's Degree in Nursing and has been a Registered Nurse since 1981. She has worked with the geriatric population for almost her entire nursing career and has held supervisory positions, including Director of Nursing positions in long term care facilities.

A registered nurse since 1984, Carolyn Palmer graduated from Sandhill's Community College with an Associate's Degree in nursing. She has worked with the Council since 2008 and is a Case Manager/Supervisor.

LETTER from page 1

Ellyn has been helping me for several years now and I have come to totally depend on her to care for me in much the same way that my daughter, Ellen, does – being totally focused on me and my needs.

This year Ellyn has always been positive and up-beat even though she has had some medical issues herself. From the time she walks through the door until the time she leaves she is always empathetic, understanding, gentle, and totally focused on my well-being. Every day she helps me with my bath, gently massages my feet, washes my clothes, and lots of other things. She continues to be methodical and organized.

I'd also like to thank a few other employees. Nurses Carolyn (Palmer) and Patti (Landy) are exceptional. They too, without exception, display a sense of professionalism, kindness, and understanding. They continually try to meet any request I present to them. I haven't used your Respite Program much this year but when we have need for it, if at all possible, someone is scheduled to come and stay with me. I wish I could remember the names of all the individuals who stayed with me this year, but cannot, and so I don't leave anyone out, please thank all those in this program for me.

Thank you, thank you, thank you. From your position as Executive Director, all the way through your organizational structure, I have witnessed true compassion and un-failing dedication to me and my family.

nurses.

Some clients require help with only home management tasks. A chore worker would be the provider of those tasks that are considered to be light housekeeping to include vacuuming, dusting, sweeping, mopping, dust mopping, linen change, bed making, and cleaning of the kitchen and bathroom. Checking the mail, emptying the trash, meal preparation and clothing care may also be deemed necessary for some clients.

Other clients require the help of a CNA who would complete personal care tasks such as bathing, dressing, toileting grooming, assisting with walking, and transfers as well as home management tasks as described above.

***Saint Michael the Archangel
Knights of Columbus Council
15250***



**Proud Supporters of:
MEALS ON WHEELS
PROGRAM**

Vicki Blackwell named CNA of the Third Quarter, CNA of the Year 2014



Executive Director Dennis Bowen presents Vicki Blackwell a certificate in recognition of her being named CNA of the Year 2014. Vicki also was named CNA of the Third Quarter of 2014.

Vicki Blackwell was named both CNA of the Third Quarter 2014 and CNA of the Year 2014. She has worked as a CNA in the In-Home Aide Department since February 25, 1992 and devoted almost 23 years of service to the Council on Older Adults.

Vicki is dedicated and gives individualized care to her clients. They love her as much as she loves them and consider her part of the family. Vicki continues to have exceptional log sheet and time sheet documentation.

She follows agency/departmental policies and procedures. Vicki is very reliable, depicting the highest level of professionalism.

She stands out because she embraces a holistic concept when caring for her clients. Vicki served up to six clients during the fourth quarter of 2014 and is happy to provide relief In Home Aid service whenever available.

Council seeks Senior Health Insurance Program (SHIIP) Volunteers

Cumberland County Council on Older Adults (CCCOA) is seeking volunteers for the Senior Health Insurance Information Program (SHIIP). Trained volunteers counsel Medicare beneficiaries and caregivers about Medicare, Medicare supplements, Medicare Advantage, Medicare Part D and long-term care insurance.

If you are interested please contact the Council to find out what it takes to become a SHIIP volunteer. The telephone number is 910-484-0111.

Senior Moments



Methodist University's Housing and Residence Life Program participants made and donated 100 placemats for the Council's Senior Nutrition Program. Nan Fiebig, left, Assistant Director, Housing and Residence Life at Methodist University, presents the placemats to Ken Dye, Director of the Council's Senior Nutrition Program.

**Blast From the Past
Saturday, May 2, 2015
Supporting Meals on Wheels**

Simone Joseph selected CNA of the Fourth Quarter of 2014



Executive Director Dennis Bowen presents Simone Joseph a certificate in recognition of her being named CNA of the Fourth Quarter of 2014.

Simone Joseph has worked as a CNA in the In-Home Aide Department since October 9, 2008. She has devoted six years of service to the Council on Older Adults.

Simone gives exceptional care to her clients. Her clients and their families enjoy having Simone as a care provider.

Simone continues to have exceptional log sheet documentation and follows agency/departmental policies and procedures. She is very reliable and currently cares for four clients. We are very lucky to have Simone Joseph on our team and would like to recognize her as our "CNA of the Quarter for October-December 2014". Thank you for a job well done!

CROOM from page 1

ronment. And she knows how much it helps her daughter to have Ellyn help out in the mornings.

Those two hours Monday through Friday are basically the only hours daughter Barbara has to herself. Both husband Bill and her daughter, Christina, work during the week. Weekends are not as hectic for Barbara because she has help from her husband and daughter and occasionally her brother, Gene.

"I feel like Ellyn is a sister and at the same time a professional," states Barbara. "It makes the day go by so much smoother and it's nice to have a friend come in to help."

Both Lois and Barbara have only high praise for the Council, the services provided and the staff. "I'm not concerned when Ellyn's here because she is so trustworthy. Plus they really know their stuff!"

Bill and Barbara try every three or four months to take a short trip. That requires someone to stay with Lois day and night while they are away. "Patti (Landy – In Home Aide Services Director) and Carolyn (Palmer – Case Manager/Supervisor) try their best to get someone who has been here before to come in during the hours that the Respite Program can be used. The Respite Program can occasionally be utilized by caregivers for up to four hours during normal work hours.

Barbara highly praises all the Council staff who have assisted her mother. "For them, it's about people and not just a job."

"Everyone is so good to me and I appreciate it so much," states Lois.



Bill Hurley
Chair



Carmen Wade
Vice Chair



Michelle Walden
Secretary



Rosa Torrey
Treasurer

Council board of directors elects new officers

Cumberland County Council on Older Adults Board of Directors elected new officers at the December 2014 meeting. Elected to serve are Bill Hurley, chair; Carmen Wade, vice chair; Michelle Walden, Secretary and Rosa Torrey, Treasurer. Kenneth Edge, Chair, Cumberland County Board of Commissioners, installed the officers at the Wise Owl Luncheon held Tuesday, January 20, 2015.

Bill Hurley joined the Council on Older Adults Board of Directors in January, 2014. Hurley was educated at Louisburg College and UNC-Chapel Hill. Professionally he founded Olde Fayetteville Insurance in 1955.

From 1981 through 1987, Hurley served three terms as mayor of Fayetteville. Hurley was elected to and served in the North Carolina House of Representatives from 1989 through 2002.

He is married to the former Sandra Huggins. They have three sons and eight grandchildren.

Carmen Wade, a native of Walterboro, SC, is a graduate of Claflin University where she earned a Bachelor of Science degree in Elementary Education with a concentration in English. In 2007, she received a Master's of Education degree in Administration and Supervision from Clemson University. She has been an educator on many academic levels.

Ms. Wade is the Assistant Executive Director/Consultant with T. Pinckney & Associates, a firm providing organizational consulting for nonprofit, education and governmental agencies. She also is pursuing a Ph.D. in Educational Leadership at Hampton University, Hampton, VA, and hopes to confer her degree December 2015.

Michelle Walden was installed at the November meeting as a new member of the Cumberland County Council on Older Adults Board of Directors. She will serve a three-year term through January 2018.

Ms. Walden is the Mammography Department Chair and Radiography Clinic Coordinator at Fayetteville Technical Community College. She earned a Bachelor of Science in Health Services Management in 2008 and a Master of Science in Instructional Technology in 2012, both from East Carolina University.

Rosa Torrey previously served on the Council's Board of Directors from 1999 through 2005 and was treasurer in 2013 and 2014. She was installed to serve her second year as treasurer.

Ms. Torrey graduated from South Carolina State University in Orangeburg, S.C. with a major in Home Economics. She taught Home Economics at E.E. Smith High School for 23 years. In 1977 she was named State Home Economics Teacher of the Year.

She is a member of First Baptist Church and serves as a Deaconess. She is also a member of Delta Sigma Theta Sorority, Inc.

Council receives grants for Meals on Wheels program

The Cumberland County Council on Older Adults recently received a grant in the amount of \$10,000 from the **Elizabeth A. Hudspeth Endowment Fund** of Cumberland Community Foundation, Inc. The endowment was created in 2008 in honor of the founder of the First Home Health Agency in Cumberland County, NC. Grants from this endowment provide financial assistance for programs promoting health and providing health services to Cumberland County and surrounding coun-

ties through grants to qualified nonprofit organizations.

The Cumberland County Council on Older Adults also recently received a grant in the amount of \$1,000 from the **Lynette S. Green and Michael R. Green Charitable Fund** of Cumberland Community Foundation.

The grants were given in support of Meals on Wheels which provides nutritious meals to home-bound older adults living in Cumberland County who are unable to prepare meals for themselves.

Last year the program served meals, smiles and safety checks to 440 individuals. The program currently has a waiting list for service.

Thanks to the generosity of the **Elizabeth A. Hudspeth Endowment Fund** of Cumberland Community Foundation, Inc. and the **Lynette S. Green and Michael R. Green Charitable Fund** of Cumberland Community Foundation Meals on Wheels can continue to grow and provide this important service to our community.

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WISE OWL AWARD from page 1



Aaron McFarland, shown with Pat Thompson, was second runner up.

Mr. McFarland, having retired from PWC after 40 years, has served well in this community. He has helped with the Meals on Wheels program for over 10 years by assisting with packaging meals and helping serve congregate lunches. When Mr. McFarland first started volunteering he would drive but now he catches the bus every day to come and help serve our clients. He takes out the trash and helps us keep the facility clean. He along with other volunteers has helped us maintain a 100% sanitation grade. He goes well beyond the call on duty when it comes to serving our clients.

Aaron McFarland (76)
Meals on Wheels / Congregate Nutrition Program
Service: 10 years
Nominated by Pat Thompson, Nutrition Site Manager Fayetteville/Cumberland Senior Center

Mr. McFarland, having retired from PWC after 40 years, has served well in this community. He has helped with the Meals on



Erica Stockwell, left, shown with Irene Lewis, was third runner up.

back for the kindness and help she received from people when she first came to this country as a German immigrant. Her meal deliveries have become social visits and wellness checks. She has made friends with everybody on her route and they anticipate and appreciate her visits. She even provides treats for their dogs. One World War II veteran has no transportation available. Erica has been taking him on shopping trips and to appointments. If there was a Poster Child for Meals on Wheels it would be Erica, even though she is 73 years old.

Erica Stockwell (73)
Meals on Wheels
Service: 8 years
Nominated by Irene Lewis, Nutrition Site Manager, Hope Mills Sunshine Center

Erica Stockwell has delivered Meals on Wheels for eight years. It is not just something she does. It is an important part of her life she says is a way to give

2014 Wise Owl Award nominees

Betty Berry
Telephone Reassurance Program (TR)Service: 4 years, 9 months

Betty Berry faithfully calls her clients and keeps up with them when they have been hospitalized or placed into rehab. If they have additional needs, she contacts the Council seeking additional service or information to meet that need. Believing in the program, she encourages others to volunteer.

Marie Cory (75)
Meals on Wheels
Service: 7 years, 5 months
Fayetteville/Cumberland County Senior Center

Marie Cory goes the extra mile. She delivers meals twice a week and sees volunteering as an opportunity to give back. Her mother received meals before she passed away and told Marie how nice it was to receive a hot meal and have someone visit. Marie's sentiment is the same as her mother had.

Joe Holler (64)
Meals on Wheels—Service: 5 years
Stedman Baptist Church

Joe is witty and can be spontaneous. Some clients say Joe is like a brother to them. One client stated "It is so admi-

nable men like Smiley take the time out of a busy day to do something like this. It is the Christian and humanitarian thing to do you know." Another stated "Joe is not putting on; he is for real."

Wayne Love (65)
Meals on Wheels
Service: 4 years, 11 months
Simon Temple Church, Yadkin Road

Wayne Love has a unique way of dealing with people. He is kind and generous with a sense of humor that makes a person feel important. "Brother Love" opens the doors three times a week to receive the food delivery. He delivers meals every Thursday and is always available to be a relief driver.

Cathy McDonald (59)
Meals on Wheels/Congregate Lunch Program
Service: 7 months
Hope Mills Sunshine Center

Cathy McDonald, who had prior Meals-on-Wheels experience, was excited about continuing as well as making a difference. She gives 110 percent, is flexible and willing to extend herself however needed. She often states this

is the best job she has ever had. When asked why she volunteered her response was "It warms my heart."

Clementine Norton (77)
Meals on Wheels/Congregate Lunch Program
Association for Indian People at Downing Road

Ms. Norton, with over 50 years of restaurant and kitchen experience, puts that to use helping our program. She makes everyone feel welcome with her great sense of humor and beautiful smile. She is involved in many community events plus fundraising for people in need.

Edna Simpson (71)
Meals on Wheels
Service: 6 years, 3 months
Mt. Calvary Missionary Baptist Church

Mrs. Simpson enjoys working with Meals on Wheels. It makes her happy knowing she is helping someone have a better day. It allows her to combine two of her favorite things: meeting and helping people. She says her co-volunteers and clients are like family. Edna helps in any way she can and always greets you with a smile.

Past Wise Owl Award recipients

Mr. Thad Cherry	1982	Ms. Ann Gelder	1998
Ms. Louise Saunders	1983	Ms. Frances Swope	1999
Mr. Al Wagoner	1984	Ms. Gloria McGinty	2000
Ms. Venie Geddie	1985	Ms. Betty Savage	2001
Mr. Thomas Whitmire	1986	Mr. George Torres	2002
Ms. Ruth Peters	1987	Ms. Nettie McQueen	2003
Mr. Robert Beatty	1988	Mr. Ernest Blough	2004
Rev. Jacob MacKorell	1989	Mr. George Elder	2005
Mr. Champ Goins	1990	Mr. George Quigley	2006
Ms. Elsie Daly	1991	Ms. Hattie Odom	2007
Ms. Inez Horne	1992	Mr. Tom Cain	2008
Mr. Elijah Lyons	1993	Mr. Willie Moore	2009
Ms. Gilda Komorski	1994	Mr. John Poulos	2010
Ms. Rosa Acree	1995	Mrs. Cora Atkins	2011
Ms. Ellen Hall	1996	Mrs. Pearl G. Lee	2012
Mr. Jim Flanders	1997	Mr. Arthur Fleming	2013

History of the Wise Owl Award

The annual Wise Owl Award, the brainstorm of Marshall Lanter, former Council on Older Adults' Executive Director, began in 1982. Since that time 33 seniors, selected from senior volunteers nominated through various avenues, have received the Wise Owl Award.

This year's nominees represented Cumberland County Council on Older Adults programs. Board members received a copy of each entry and each selected his/her top three choices. The nominee receiving the most first place votes was named the 2014 Wise Owl.

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January 1, 2014—December 31, 2014 contributions

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 Mid-Carolina Area Agency on Aging
 United Way of Cumberland County



Mother Teresa

Memorable Quotations

“I must be willing to give whatever it takes to do good to others. This requires that I be willing to give until it hurts. Otherwise, there is no true love in me, and I bring injustice, not peace, to those around me.”

— Mother Teresa

Social Security to expand field office hours nationwide

Social Security announces as a result of Congress' approval of the fiscal year 2015 budget, the agency will expand its hours nationwide and offices will be open to the public for an additional hour on Mondays, Tuesdays, Thursdays and Fridays, effective March 16, 2015. A field office that is usually open from 9:00 a.m. to 3:00 p.m. will remain open until 4:00 p.m. Offices will continue to close to the public at noon every Wednesday so employees have time to complete current work and reduce backlogs.

"This expansion of office hours reaffirms our commitment to providing the people we serve the option of top-notch, face-to-face assistance in field offices even as we work to expand online services for those who prefer that flexibility," said Carolyn W. Colvin, Acting Commissioner of Social Security. "The public expects and deserves world-class customer service and thanks to approved funding, I am pleased we will continue our tradition of exceptional service."

In recent years, Social Security reduced public office hours due to congressional budget cuts, growing backlogs and staffing losses. The agency began recovery in fiscal year 2014 by replacing some field office staffing losses and providing overtime support to process critical work. With the commitment of resources in fiscal year 2015, the agency is able to restore some service hours to the public.

Most Social Security business does not require a visit to a local field office. Many services, including applying for retirement, disability and Medicare benefits, creating a my Social Security account, replacing a Medicare card, or reporting a change of address or telephone number are conveniently available anytime at www.socialsecurity.gov. Social Security also offers assistance via a toll-free number, 1-800-772-1213 (Voice) and 1-800-325-0778 (TTY). Representatives are available from 7:00 a.m. to 7:00 p.m., Monday through Friday.

In January the Council on Older Adults participated with a number of community health care organizations at Cross Creek Medical Clinic's "Taking Care of You" Event.



Excellent Service Never Goes Out of Style

From the time walkie-talkies were considered high-tech, to the days of "tweets" and "likes" and do-it-all-online, Public Works Commission of the City of Fayetteville has kept pace with advances to offer exceptional customer service and provide quality, reliable utilities. But we've never lost our focus on supporting the community and putting customers first. That's why we're proud to support the Cumberland County Coordinating Council on Older Adults that provide valuable services and make Fayetteville a better place to live for all.



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Ways to Contact Us

The Council is staying current with modern technology! Here are ways you can stay in contact with us:

- ◆ Check out our website: www.ccccocoa.org
- ◆ “Like” our Facebook page: www.facebook.com/councilonolderadults
- ◆ Sign up to receive our monthly email newsletter “Senior Highlights” that includes information pertaining to seniors and caregivers in Cumberland County
- ◆ Email us your information: info@cccocoa.org.
- ◆ Visit us at our office: 339 Devers Street, Fayetteville, NC 28303
- ◆ Call our office: 910-484-0111



Ways to Volunteer

You don’t have to be a senior to volunteer – we accept volunteers of all ages. The following is a list of programs for which we utilize volunteers:

- ◆ Information & Options Counseling
- ◆ In-Home Aide Services
- ◆ Meals on Wheels
- ◆ Congregate Lunch Program
- ◆ Home Improvement Program
- ◆ Retired Senior Volunteer Program (RSVP)
- ◆ Senior Companion Program
- ◆ Seniors Health Insurance Information Program (SHIIP)
- ◆ Telephone Reassurance Program

