

## Outreach Staff Provides Practical Help and Genuine Friendship



Vonda Fritz of Story City with her beloved Bo

“Heartland’s services are wonderful and helpful, but the best part is that I made a lifetime friend in Andrea.”

— Vonda Fritz

Outreach staff first met Vonda in March 2016 through the home delivered meal program. The Outreach Program at Heartland Senior Services seeks to improve the lives of seniors in a variety of ways, and this was definitely the case for Vonda Fritz, a 78-year-old from Zearing. After losing her husband in 2014 and suffering from a stroke in 2015, she struggled to care for herself independently.

“We were glad to be able to provide meals to her, but it was evident there was more we could do to help Vonda. She had increased confusion from her stroke, and the tasks of managing her home were becoming too much,” said Andrea Buchele, Outreach Specialist at HSS.

Outreach staff provides a vital link between seniors and community resources, enabling them to stay at home as long as possible or find housing that meets their individual needs. For Vonda, that meant a move from Zearing to an assisted living complex in Story City. They also used multiple resources, agencies, and connections to assist Vonda with the sale of her house and transition into a different home. In addition, they helped coordinate financial and medical needs to ensure Vonda was in the best shape for the move.

Logistics aside, the benefits that Outreach Services provide to people like Vonda throughout Story County are more than just helpful—they are personal. The connections HSS builds with seniors and other agencies are life-giving.

Vonda said it best herself, “At least for the rest of my lifetime, I’ll have a new friend in Andrea, and all because of the services of Heartland.” As for the Outreach staff, the relationships built in the work they do day-in and day-out are what matters most.

“The relationships built with participants and other community agencies are the reason that I do this work, but it’s also great to see the way other community members reach out to help those in need too,” says Andrea. “Recently, we received a call from Vonda’s bank manager. After witnessing the ways we helped Vonda, the bank manager asked if she could refer another senior looking for transportation options to us. We love being able to connect people who need help with those who have help to offer.”

**To enhance the quality of life for other seniors like Vonda, please complete and return the enclosed envelope. You can also give by visiting [HeartlandSeniorServices.com](http://HeartlandSeniorServices.com) or by calling 515-233-2906. Thank you!**

**HSS Outreach staff used multiple resources, agencies, and connections to assist Vonda Fritz.**

### Financial Assistance

- Helped Vonda apply for the Annual Iowa Property Tax Credit Claim, a program providing tax relief for low-income elderly and disabled homeowners
- Helped fill out an application to Aging Resources of Central Iowa for utility expenses
- Coordinated with Vonda’s bank to help manage her finances

### Smooth Move

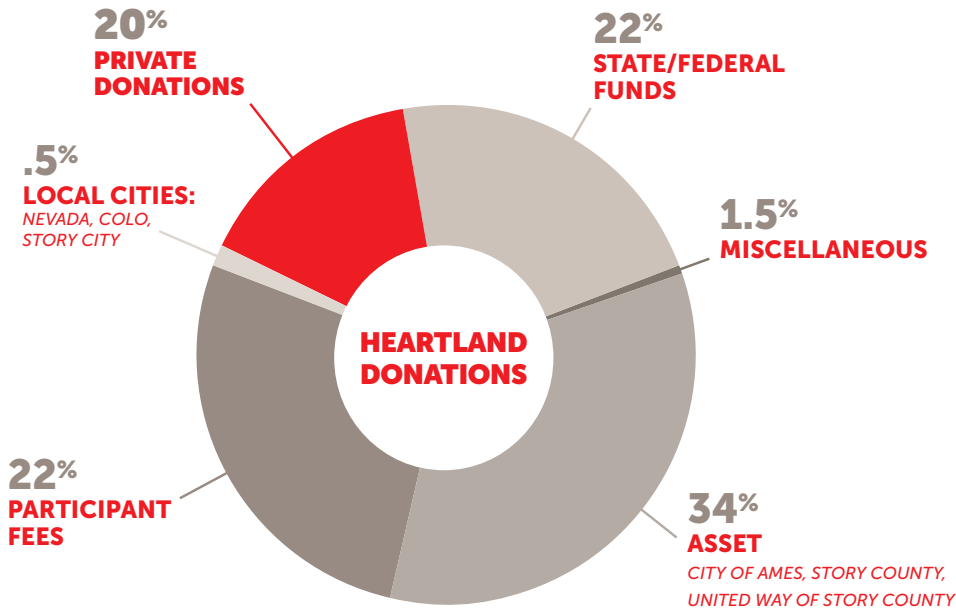
- Assisted Vonda in transitioning from her home in Zearing to Story City
- Assisted with applications to the Emergency Residence Project and The Salvation Army for her rental deposit
- Worked with two different attorneys to sell her home
- Coordinated with Mary Greeley Home Health Services to help Vonda with general cleaning and laundry

### Healthcare Coordination

- Facilitated communication between Vonda’s primary care physician, the Social Security Administration, and The Salvation Army to help her get enrolled in The Salvation Army’s Representative Payee Program
- Helped reschedule missed neurology appointments
- Working with RSVP and HIRTA for transportation to Heartland’s Adult Day Center

# Why Your Donation Counts

Donations comprise 20% of Heartland's annual budget. They are critical to ensuring we meet pressing needs of seniors in Story County. "Private donations are needed so we can continue to support seniors like Vonda Fritz," says Nancy Carroll, Executive Director of Heartland. "Private donations play a critical role in helping Heartland support all aspects of a senior's life."



## A Giving Opportunity Worth Knowing About

The IRA Charitable Rollover provides donors age 70½ or older a unique opportunity to make tax-wise gifts to causes they care about.



### What is it?

Donors age 70½ or older can transfer up to \$100,000 of IRA assets to public charities without being subject to federal income taxes on the distribution.

Please think of Heartland with your tax-wise gift giving and estate planning. Thank you.



# EACH YEAR

DONATIONS ACCOUNT FOR  
**\$200,000**

or APPROXIMATELY

**20%** of Heartland's budget.

# Thank You

for your support in meeting this annual goal. Your generosity enables Heartland to continue its important work.

## Thank You for Your Support!

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Have a heart for Heartland.

Your support is needed and appreciated.