



SENIOR LIVING FOUNDATION of the AMERICAN FOREIGN SERVICE

A Time of Service, A Time of Need

Volume 24, Number 1

FOUNDATION NEWSLETTER

March 2021

Message from the Chairman

The work of the Senior Living Foundation (SLF) of the American Foreign Service is more important now than ever.

You can be very proud that the SLF is actively and creatively living up to its original and still vital mission: “taking care of our own.” During the continuing COVID-19 challenge, the Foundation has supported our colleagues when they needed us the most.

You will read in this newsletter about the many ways the SLF directly served our seniors in 2020. For example, our partnership with Mom’s Meals brought nutritious, refrigerated meals to our colleagues around the country. This service was and remains particularly important during a time when many seniors cannot go out, even to the grocery store. Another important initiative, the SLF Parent Program, provided care management services to assist the parents and in-laws of active-duty personnel at a time when travel was not possible. We used our nationwide connections and brought technology to bear in new ways to keep our grantees connected to our community while ensuring their safety and dignity. In this newsletter you will discover other stories from grantees who turned to SLF for help.

Last year, SLF also maintained an active presence in the community. The Foundation hosted its first virtual Planning for Change (PFC) seminar on Thursday, September 24, 2020. SLF sponsored this educational event to offer resources for the next stages of life. Our topics included Coping Through COVID, Senior Nutrition, Case Management, Estate Planning and more. The workshops were designed to address one’s mental, physical and financial health. You can read about the ninth PFC seminar on page 3.

Your donations make this possible. There were those who worried that people would be unable to keep up their generous giving in 2020. That was certainly not true of all of you, who continued to support the SLF’s crucial mission. In 2020, the Foundation received over \$330,000 in individual contributions, corporate donations and bequests. With these funds, the SLF provided grants, resources and information to an unprecedented number of our Foreign Service colleagues in the U.S. and abroad. The Foundation was able to respond to these qualified individuals because of your generous support. You stuck with us even during these difficult times. Thank you for your ongoing commitment to SLF.

Though 2020 brought new challenges, it also brought new opportunities for the Foundation to “take care of our own.” SLF believes in supporting those who devoted their lives to the Foreign Service. Your loyalty and generosity keep that mission alive.

Sincerely,

Marc Grossman



Overview

Since we began over 30 years ago, the Senior Living Foundation (SLF) has strived to make a positive impact in the Foreign Service community. Fulfilling that mission was never more challenging than in 2020. The year began like many others with the Foundation issuing grants for the costs of care management, home health care, dental work, basic living expenses, prescription drug coverage, assisted living, and medical bills for our retired colleagues. Then the COVID-19 pandemic hit and like every other aspect of our lives, the work of SLF changed but our mission remained “taking care of our own.”

New and increased requests arrived by phone and email. We acted quickly to ensure the safety, health and dignity of those who turn to us for care. As state and local agencies reduced their services for some of our grantees, SLF stepped in to fill the gap, paying for additional home health care support. When our most vulnerable were not able to leave their homes even to get groceries, we initiated a partnership with Mom’s Meals to deliver ready-made food. Active-duty Foreign Service personnel were concerned about their parents and parents-in-law back home, and they turned to the Foundation which engaged care managers to devise plans, facilitate care, and give peace of mind.

Throughout 2020, the Foundation and our partners relied on technology more than ever. A Zoom meeting secured the partnership with Mom’s Meals. Our social worker consultants used five different platforms to connect with families around the world. Contracted care managers held their initial consultations and ongoing visits via mobile apps. And we held our ninth Planning for Change Seminar virtually — providing information on COVID-19, estate planning, care management, and more — through Microsoft Teams. You will find more information in the pages that follow about the Seminar, our meal delivery program, and how technology helped us meet our mission.

Your donations made all this work possible. There was an unprecedented need this year, and many of you increased your contributions. Please turn to pages 4 and 5 to read summaries of some of the cases we have handled. We are proud of the work we have done. Thank you for your ongoing support of our mission.

If you know someone who could benefit from SLF’s programs, refer them at any time. You can trust that the retired colleague will be in good hands. Each case is considered individually and confidentially. Each grantee is treated with respect and dignity.

SLF makes a difference in the Foreign Service community. Read how this happens on the upcoming pages. Please consider contributing to the Foundation to help those who served and to support “taking care of our own.”

SLF MISSION STATEMENT

The mission of the Senior Living Foundation of the American Foreign Service is to provide support to retired Foreign Service personnel and their spouses (including surviving and divorced spouses) and, on the basis of need, to defray the cost of home health care services, senior housing, long term care insurance, or other senior services that contribute to the health and security of the retired Foreign Service family.

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Planning for Change

The Senior Living Foundation (SLF) held its ninth Planning for Change Seminar on September 24, 2020. The biennial event provides attendees with resources and information to help them plan and prepare for the next stages of life.

Because of COVID-19, we held the event virtually to provide relevant information on the pandemic as well as topics of interest for those navigating the changes that come with aging. SLF Chairman Marc Grossman welcomed attendees with a message that stressed how preparedness is essential to coping financially, physically and emotionally during these challenging times.

Two top medical professionals led the first sessions. Dr. Charles Rosenfarb, then Special Coordinator and Director, Coronavirus Global Response Coordination Unit at the Department of State, brought his expertise as a geriatrician and his personal experience to a presentation entitled “Coping in the Time of COVID-19: Social Isolation & Mental Resilience During the Pandemic.” Following that, Dr. Steve Miller, Chief Clinical Officer for Cigna Express Scripts, reminded us that “Medicine Must Go On.” In addition to discussing COVID-19 treatments and vaccines, he widened the lens on medicine with an overview on emerging treatments in the areas of gene therapy and Alzheimer’s treatment.

Planning for change — the traditional focus of these seminars — was the focus of two sessions. Joan Parrish, one of the Foundation’s Social Work Consultants, moderated a discussion among Kate Aubert,

SLF’s other Social Work Consultant, Irene Paplos, Director of Clinical Health Services at Aetna, and Heather Suri, a certified care manager and founder of Pathways in Aging. These four provided insights on what resources are available and what approaches are best when evaluating your own needs or those of a parent or loved one.

One of the biggest challenges we face is knowing when, where, and how to transition to the next step — making the move. Terry Kern, owner of Caring Transitions of Northern Virginia, discussed how professionals can help with the daunting task of downsizing or relocating. The model he described was a personal, thoughtful, and holistic approach to downsizing and moving — down the street or across the country. A professional partner will walk you through the decision-making process and line up the necessary movers, identify the best places to sell treasured possessions, and plan the organization of a new home. There is more information about senior move managers at nasmm.org.

The nuts and bolts of retirement and later-life planning rounded out the seminar. Chelsi Dildine, a former FSO and current Financial Advisor with Edward Jones, discussed the financial aspects of planning for retirement. Jonathan Kinney of the law firm Bean, Kinney, and Korman updated



attendees on changes to estate planning and gift-giving laws.

SLF Deputy Director Kyle Longton shared a model of community health care with an overview of the new CVS HealthHUBs. Finally, Executive Director Paula Jakub concluded the day with her thoughts on trends in the elder care space and the continuing work of the Foundation.

Copies of most session presentations and a recording of the event are available at slfoundation.org/planningforchange. By viewing the recording and presentation materials you can experience the event and its valuable information firsthand. Contact information for Caring Transitions and Jonathan Kinney is available in the PDF presentations on the webpage.

SLF will host its next Planning for Change Seminar in 2022. If you are in the DC area, we hope to see you there.

MOM'S MEALS

The safety of those served by the Senior Living Foundation is at the heart of all we do. We regularly work with state and local resources, both private and public, to provide our clients with the necessary services to meet their individual needs and ensure their safety.



Early last year we began discussions with Mom's Meals, a service that delivers healthy refrigerated meals primarily to the elderly or to those recovering from a major medical event. Our partnership could not have come at a better time as the need became more urgent with the outbreak of the COVID-19 pandemic.

Mom's Meals offers a variety of options to meet individual tastes and dietary needs, including vegetarian, low-sodium, diabetes-friendly, renal-friendly, and heart-healthy options. Good nutrition is vitally important regardless of age or medical circumstance.

Over the course of 2020, SLF arranged and paid for the delivery of almost 7,000 meals by Mom's Meals. More than 30 people have benefitted from the program, and SLF is proud to have met this need. We look forward to our continued partnership with Mom's Meals and assisting our colleagues in need of nutritional support.

RETIREE Case Summaries

► A retired FSO living in a Memory Care facility was hospitalized with COVID-19 in the spring. Although he recovered, the facility would not allow his return.

Months earlier, SLF had hired a care manager to help identify the Memory Care facility. SLF engaged the same care manager to negotiate with the facility to ensure a safe return for everyone, including other residents. The process took several weeks and multiple negative COVID-19 tests before the retiree could return.

► A disabled FS retiree received homecare services through a local county program. The services were curtailed when the program ran out of money due to the pandemic.

SLF provided a grant to pay for the services required to ensure the retiree could continue living safely in her home.



► A FS widow requested funds for emergency house repairs. Although the Foundation does not cover house repairs, a closer look at the widow's situation revealed she indeed qualified for the Foundation's support.

In addition to establishing a recurring grant for general living expenses, SLF is paying for care management, homecare, and in-home food delivery through Mom's Meals.



► SLF hired a Care Manager who performed a video visit to a FS retiree temporarily living with a relative in another state. The retiree wanted to return to her home but required homecare assistance to do so safely.

The care manager performed an assessment virtually and was able to arrange for homecare services. This support allowed the retiree to return home safely.

► A Foreign Service widow had several chronic health conditions and was exhibiting signs of dementia. Her daughter contacted SLF for assistance.

The Foundation initiated a grant for care management services to aid with insurance questions, financial issues, and medication management. SLF also paid for Mom's Meals to be delivered each week.

► The surviving widow of a FSO contacted SLF due to difficulty receiving the necessary claim forms to apply for her survivor annuitant benefits. She had been attempting to contact the Office of Retirement and HRSC for several weeks without success.

SLF learned that the widow was contacting the wrong office. We reached out to the correct HRSC office and reported the death. They quickly mailed the proper forms to the surviving spouse and she was able to file for her survivor annuity.

Parent Program

There are no perfect circumstances for managing a parent's chronic or urgent medical condition. Coordinating doctor's appointments, ensuring that medications are filled, and confirming basic home safety are difficult enough when you live in the same town as your parent. Our community knows that the life of Foreign Service family creates additional challenges. Understanding these challenges, SLF launched the Parent Program in 2018 to support Foreign Service personnel who may be managing a parent's urgent or chronic medical situation from afar.

Working in concert with the Director General and State Department's Office

of Employee Relations and Employee Consultation Service, word of SLF's work in this area has spread. Over three years, more than 150 Foreign Service families have turned to us for guidance and support for their parents. The support is limited with the goal of providing the family with a way forward. We saw a spike in new requests following the declaration of a pandemic and curtailment of worldwide travel, and we were ready to help.

For the vast majority of parent cases, the Foundation's social worker consultants provide advice or connect the family with Aging Life Care Professionals in the parent's community. These care managers are able to assess each individual situation – in person or virtually – and make recommendations to meet immediate needs as well as to craft long-term plans.

Feedback from active-duty personnel shows that creating these plans remains the most valuable way SLF supports these families.

The needs of the Foreign Service community continue to evolve, and the Senior Living Foundation remains dynamic and relevant to meet those needs. SLF helps our Foreign Service colleagues and their parents cope with life changes while maintaining peace of mind, dignity, and security. Our colleagues can remain focused on the mission of the State Department knowing their parents are looked after and safe.

We hope you enjoy the following examples that demonstrate in personal terms the effectiveness and great need of the SLF's Parent Program.

PARENT Case Summaries

► The active-duty son of a disabled veteran contacted SLF while he was posted overseas. His father receives medical services through the Veterans Administration. He was concerned that after his father's cardiac surgery, coordinating care with the VA would be very complicated.

SLF arranged for a care manager to meet with the family, coordinate with the VA and other healthcare providers and make arrangements for homecare services. The son expressed his appreciation, stating "it helped me tremendously to know an expert was standing in."

► An FSO serving overseas inquired about mental health resources for her mother, who lives alone. The FSO provides all her mother's support and monitors her mental health.

SLF found a care manager with a background in geriatric psychiatric care who checks on the mother weekly. The daughter expressed how this support has lifted her "spirit and lightened the load."

► An FSO serving overseas requested guidance for his mother, who could no longer manage care for her husband with advanced dementia.

SLF contracted with a care manager, who counseled the mother on care at home and placement options that were within her budget. Within two months, the care manager facilitated the father's placement in a memory care unit and the mother's move to an independent living unit in a nearby retirement community. The son thanked the care manager and SLF for expeditious and "tremendous" support.

► The stepmother of a Foreign Service employee visited her husband in his long-term nursing facility daily. She was frantic when visits were suspended due to the COVID pandemic.

In an innovative solution, the SLF care manager facilitated the purchase of an iPad for the stepmother. This allowed her to communicate several times a day with her husband on his iPad. The FSO expressed how much the device will change her parents' experience during "this time of uncertainty and separation."

► An active-duty Foreign Service professional contacted the Foundation about his mother. He was concerned that her living situation was less than safe and sought to move her closer to his next stateside post.

SLF engaged care managers to assess the mother's current living situation and help find a safe, affordable option to facilitate her move. The care managers identified a program for affordable housing and a group to navigate various VA

benefits for which she qualified. In the midst of this process, the mother's current home was in the path of two separate hurricanes. Through the local care managers, SLF supported the mother's safe stays in hotels.



► An FSO contacted SLF because she was concerned about her 80-year-old father-in-law driving 45 minutes each way to visit his wife in a memory care unit. She also mentioned his concern over the cost of his wife's care and his medications.

SLF worked with a local area aging agency to confirm and provide assurance that facility care was entirely covered by insurance. In addition, we arranged a consultation with an insurance specialist who found a health plan with better prescription coverage. SLF also helped facilitate local assistance with housekeeping, meals and transportation, including a volunteer driver, to visit his wife. The FSO described SLF as "key in pointing us in the right direction, shedding light on resources of which we were oblivious."

Expression of Thanks

The Senior Living Foundation would like to express our thanks to the following individuals who made gifts to the Foundation in 2020:

A

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“
What a
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”

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“
 Thanks to the Foundation,
 my anxiety is greatly
 reduced and I feel like
 I can start to figure out
 how to go on.
 ”

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“
Your support makes me
feel that I am not alone in
my struggle.
”

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“
 SLF is
 really
 making a
 difference.
 ”

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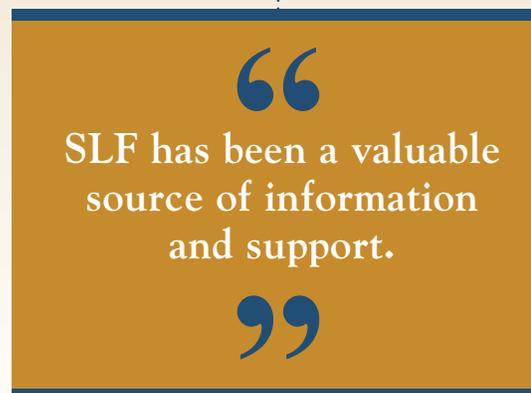
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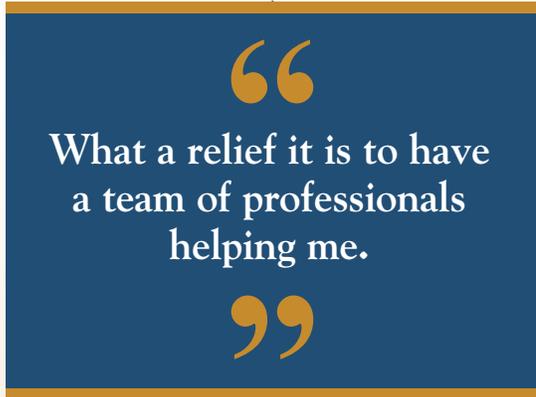
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**William
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The Foundation thanks you for remembering us in your will. Your legacy will live beyond the years that you served your country.

This individual believed in our mission of “taking care of our own.” His bequest will make an immense difference in the Foundation’s ability to assist Foreign Service colleagues.

Continued Giving

Despite market uncertainty and the pandemic, the Foundation saw an increase in donations and donation amounts in 2020. The overall number of donors was up and there was a 55 percent increase in the number of first-time donors. In addition, online donations were up by more than 60 percent.

We would like to recognize two of SLF’s largest and most faithful institutional donors for their continued commitment to our mission this year:

DACOR, An Organization of Foreign Affairs Professionals, donated \$15,000 to SLF despite being closed to member and private events for most of the year which significantly affected their revenue.

Express Scripts continued its long tradition of supporting our efforts with a donation of \$20,000.

Several Foreign Service associations continue to serve as our eyes and ears and ensure colleagues are aware of our services. We are grateful for the support of:

Association of Black American Ambassadors

Foreign Service Association of Northern California

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Thank you to all who supported SLF’s efforts during a truly challenging year. Each donation helps keep our elderly Foreign Service colleagues safe and cared for, making SLF’s mission of *Taking Care of Our Own* possible.

Donating online is one of the easiest ways to give to SLF. At slfoundation.org/support individuals can give through Network for Good, AmazonSmile and more.

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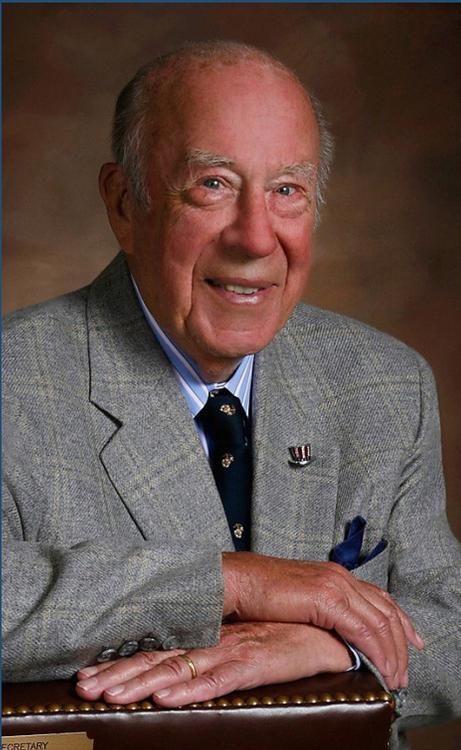
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Remembering Secretary Shultz

Since its founding, the Senior Living Foundation has benefited from the support of former senior leaders from the State Department and beyond. They serve as Honorary Chairmen and receive annual updates on the work of the Foundation. With the passing of George P. Shultz in January 2021, the Foundation lost one of its Honorary Chairmen and a long-time advocate for the Foreign Service.

Secretary Shultz’s departure from the State Department coincided with the founding of the Senior Living Foundation. When our early leaders sought support, he was among the first to lend his name. And he didn’t stop there. Beginning in 1997, Secretary Shultz faithfully donated to the Foundation, ensuring that we were able to meet our mission, one in which he believed.

Knowing of the Secretary’s dedication to the Foundation, SLF Board member Ambassador Maura Harty organized her fellow former “S staffers” to commemorate Secretary Shultz’s 100th birthday on December 13, 2020 by donating to the Foundation. We sincerely appreciate their support.

Secretary Shultz’s legacy lives on in so many ways. We are honored that the Foundation is part of that legacy.

CONTACT US

If you, or someone you know, needs the services of the **SENIOR LIVING FOUNDATION**, please contact us:

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The Foundation considers each case individually and maintains complete confidentiality.