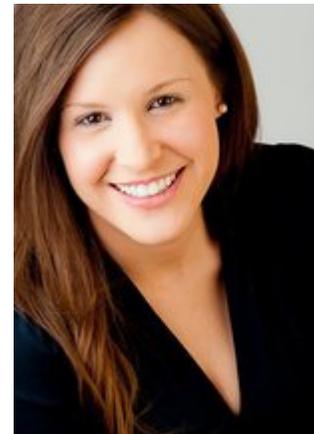




VOP Spotlight: Meet Kelli Todd

Kelli Todd joined the Office of the State Long-Term Care Ombudsman in October 2015. She serves as the program manager for the Managed Care Ombudsman Program. Prior to serving in her current role, she was a health care consultant for a consulting firm. Over the course of her career, she has had the opportunity to serve as an adviser to multiple states regarding federal policies and work with a national expert panel on health care as a research associate with the University of Iowa.



Kelli is originally from Sioux City, but has lived in Des Moines for the past three years. She has one older brother. Most of her family members have moved to Des Moines and she enjoys having them close by.

She feels fortunate to have the opportunity to have a positive impact on the lives of those she serves in the Managed Care Ombudsman Program. It is important for her to contribute to her community and help others through the work she does every day.

In her spare time, Kelli volunteers at the Drake University Adult Literacy Center teaching adults who never got the opportunity to learn how to read. She also co-chairs an anti-trafficking task force for her church.

To the Volunteer Ombudsmen, Kelli says: "Thank you for the work you do and feel free to connect with our program if any Medicaid managed care issues arise with residents who you work with."



Thank you!

In recognition of National Volunteer Month, we want to thank our volunteers for contributing to the success of the Volunteer Ombudsman Program. According to the Office of the State Long-Term Care Ombudsman's Annual Report, in 2015, Volunteer Ombudsmen provided **3,849** hours of service worth **\$83,716** to lowans living in the state's long-term care facilities.

In 2015, **95** volunteers were recruited, trained and certified, with **131** volunteers serving in 122 long-term care facilities.

Volunteers are the heart of the VOP Program. Thank you for all you do!



Monthly Report Reminder

This is a friendly reminder that monthly reports for April should be submitted no later than May 5. Contact your VOP Coordinator for technical assistance.



Welcome!

Join us in welcoming our newest Volunteer Ombudsman:

- Diane Franks – Risen Son

(Council Bluffs)



Trivia!

Are you a trivia buff? Answer our monthly trivia question for a chance to win some great prizes!

Volunteers can submit answers to volunteerVOP@iowa.gov or call the VOP coordinator; one submission per volunteer. Only volunteers who submit correct answers will be entered into the prize drawing. The correct answer and name of the winner will be featured in the following month's newsletter. All trivia responses are due by April 20.

The prize for this month's trivia winner is either one free hour of continuing education OR a VOP swag bag.

This month's trivia question...

Which of the following foods



Volunteer Anniversaries

The following volunteers are celebrating their one-year anniversary in April:

- Bev Boveia – Manorcare (Waterloo)
- Nancy Nichols – Arbor Springs (West Des Moines)
- Thomas Schulte – Little Flower Haven (Earling)

The following volunteers have served with us for two years or more:

- Dennis Moore – Risen Son (Council Bluffs)
- Jack Mauldin – Riverside North (Ames)
- Pam Pickar – Heritage Residence (New Hampton)
- Shirley Sorenson – Deerfield Retirement Community (Urbandale)
- Andy Webb – Bethany Manor (Story City)



In the News...

A 21-year-old Drake music major is living in a retirement community for a semester and performs two concerts a month for residents in exchange for free room and board.

life care and will cover topics such as clinician-patient communication and policies and payment systems for care near the end of life.

[> Learn more](#)

Brain Wellness Conference

Join the Alzheimer's Association-Greater Des Moines Chapter at 6:45 p.m. on Monday, May 16, for an opportunity to learn about healthy aging. The event will be held in the Past Time Room at the Lodge of Ashworth (909 Ashworth Road, West Des Moines).

RSVP to Mary Hall at mhall@hci-vns.org.

Aging Well Educational Series

This monthly educational session held in the Oakland Road Hy-Vee Club Room in Cedar Rapids aims to help aging adults lead a healthy lifestyle. The April session (2-3:30 p.m. on Thursday, April 14) will cover nutrition strategies to manage diabetes, food and eye health for diabetics and strategies for keeping your home safe from health hazards. Registration is not necessary.

This event is sponsored by Hy-Vee, AARP, Alzheimer's Association, CarePro Health Services, Cedar Memorial, Heartland Hearing Center, Meadow View Memory Care Village and Right at Home.

Program

- Short film screening
- Q&A with your Local Ombudsman
- Program updates
- Free lunch
- ... and more!

RSVPs are requested so materials and goods can be ordered in advance.

Click [here](#) for more information about dates, times and locations.

[> RSVP](#)