

2012 CONFERENCE AT A GLANCE

The 18th Annual Case Center Programs of L.A. Management Conference was a County Department of Mental rousing success! Held on Health as Case Management/ October 24-26, 2012 in Los Angeles, the conference hosted more than 375 attendees who enjoyed the 90+ workshops and over 120 speakers.

The theme of the conference was *Teamwork to Make the Dream Work: Collaborations for Successful Outcomes*. The variety of workshop sessions certainly demonstrated the multiplicity of roles that play a part in serving our communities' most vulnerable populations. Focus areas included homelessness, veteran's services, substance abuse, youth services, peer-run programs, and many other topics. Presenters came from all over the United States, and were themselves quite diverse, including leading experts in their fields, first-time presenters, and panels of formerly homeless persons. To see some of the presentation handouts visit www.yournacm.com.

NACM award winners from the 2012 conference included Cathy Carranza from U.S. Vets as Case Manager/Service Coordinator of 2012, Downtown Mental Health

Evaluations of the conference submitted by attendees were overwhelmingly positive. A post-conference written evaluation presented the statement "I found the 18th Annual NACM Conference to be" and asked responders to indicate a score from 1 (Poor) to 5 (Excellent). 100% of the surveys indicated a score of 3 or above, and more than 80% gave a score of 4 or 5. Comments included praise of the variety of topics, the high quality of presenters, and the opportunity to meet people in the social services field from around the country.

Participants also enjoyed the conference site, the historic Millennium Biltmore Hotel. This beautiful hotel, which has been host to presidents, celebrities, and even the

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Academy Awards, was impressive and elegant.

Special Announcement

2013 Conference is being co-sponsored by Resources for Human Development and Service Access and Management. Watch your email and the website for additional details.

The conference was co-sponsored by SRO Housing Corporation, a non-profit organization dedicated to building a vibrant community for homeless and very low-income individuals in the Central City East area of Los Angeles, commonly known as "Skid Row." A highlight of the conference was a tour of Skid Row led by Ervin Munro, Director of Social Services at SRO Housing Corporation.

For more information about bringing a NACM conference to your area or co-sponsoring a NACM conference please contact Theresa Henning at 402-441-4385.

Great Things About Case Management:

- ◆ Never a dull moment
- ◆ Every day is different, rarely is there a repeat
- ◆ Paying it forward
- ◆ Like to see people succeed and I'm able to help them take those steps
- ◆ Promoting change one individual at a time
- ◆ Ability to streamline resources and help provide education
- ◆ Advocacy
- ◆ Being a pillar of hope
- ◆ Helping people get better faster and for longer
- ◆ Seeing the end goal, even when others aren't able
- ◆ Fresh challenges
- ◆ Being a creative problem solver
- ◆ I don't have to watch much television; I get my fill of adventures at work!

Based on informal poll at CenterPointe, Inc; Lincoln, NE



Comprehensive Approach to Older Adult Abuse

WISE & Healthy Aging is a non-profit social service agency that offers a wide range of programs and services for older adults, caregivers, and professionals working in the aging field. Its mission is to enhance the dignity, independence, and quality of life of older adults. Headquartered in Santa Monica, California, the organization has served the community for more than three decades, earning national reputation for innovative and effective programs and services. WISE & Healthy Aging houses programs that provide direct services and outreach, including the Los Angeles County Long-Term Care Ombudsman program, Adult Day Service Center, nutritional program, transportation and mobility service, mental health and peer counseling department, elder abuse prevention services, neighborhood resource program, a comprehensive benefits enrollment center, and a care management department. The In-Home Care Management department is an umbrella of services with the primary purpose of preserving the independence and dignity of clients who experience difficulty in managing their activities of daily living due to disability and or impairment. The department serves as a centralized intake and seamless referral source into various WISE & Healthy Aging programs, and refers to other social service agencies in greater West Los Angeles community.

Included in the In-Home Care Management program are care management, information and referral, and personal money management. These services provide for a comprehensive

approach to ensuring a safety net for adults who are frail, homebound, and/or at risk for premature institutionalization, and who need increased direct support to access resources in the community. Care management consists of comprehensive in-home assessments, evaluating the client's cognitive abilities, emotional and psychological issues, overall safety in living environment, and the ability to perform activities of daily living.

In efforts to enhance the care coordination component and focus on community outreach, the need for intensive approach to underserved groups, particularly older adults vulnerable to abuse and neglect was identified. WISE & Healthy Aging and the Santa Monica Police Department collaborated in creating a formal partnership in the year of 2011 for that purpose. A part-time position was created under the title of Critical Response Liaison (CRL). The project was approved and funded by the City of Santa Monica Human Services grants and is a function of In-Home Care Management department, housed in the Criminal Investigation Unit (CID) of Santa Monica Police Department. The CRL project targets to increase service provision to elder and disabled adults in the community who require greater assistance, more intensive coordination of services, and connectivity to critically necessary resources. The

project focuses on increased outreach to underserved, vulnerable individuals, particularly those who have been victims of abuse or neglect or may be of risk of becoming victims and would not otherwise seek supportive services.

To effectively meet the needs of the afore-mentioned population, CRL focuses on ensuring connectivity to services essential to safety and independence while aging in place. CRL receives pre-screened reports of older adult abuse and neglect that have no apparent criminal elements. Detectives from the CID unit investigate cases of elder abuse, particularly allegations of physical, sexual, and financial abuse. As appropriate, CRL collaborates with detectives and the local division of Adult Protective Services in efforts to deliver a comprehensive approach, while complimenting each entity's distinctive role. Collaboration of the three entities ensures a comprehensive, wrap around approach to address a wide-range of issues that victims face and may requires assistance and support.

The CRL's scope of practice encompasses conducting unannounced home visits, comprehensive assessments, linkages to identified services to address unmet needs, advocacy, and on-going case management as appropriate. CRL conducts follow up on an as needed or quarterly basis to assess for progress, pending goals, and any newly identified needs related to preventing premature institutionalization.

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In The Spotlight By Daniel Castilleja

When I was asked by Juan Carlos Callejas, my case manager of SRO Housing Corporation, if I would like to serve as a volunteer for the National Association of Case Management (NACM) 18th Annual Case Management Conference at the one and only Millennium Biltmore Hotel in downtown Los Angeles, CA from October 23-26, 2012 the first thing I thought to myself was, "I hope I can ask questions and not too many?" I ended up being asked to take on a leadership role amongst my peers!



Along with other volunteers, on October 22 we met for orientation at SRO Housing and afterwards walked to the Biltmore. We received our duties, our NACM volunteer polo shirts, and most importantly we met the Conference Planning Committee Members. One of them was Theresa Gomez, NACM Service Coordinator. From the beginning she was very helpful and easy to get along with; it made my volunteer service fun and a very rewarding experience. I felt very comfortable in asking her questions at any time. I do and have done a lot of volunteer work in my life, so when I was asked to

help out for this conference, not only was I more than willing, but I was quite excited because I have been wanting to pursue a career in case management.

For the past year and a half I have volunteered for a prison ministry at my church, Hollywood Lutheran Church. The ministry is called the "Mariposa Prison Ministry," where I am in charge of clothing, food and making sure that when inmates are released they have a place to stay for at least that first night. I give them resources on where to go for their State of California Identification Card, Social Security Card, etc. The information and resources provided to them also include the necessary steps needed to obtain immediate emergency shelter or alcohol and drug rehabilitation program referrals, as needed. Most important is to connect them with a case manager that can assist in meeting long-term goals. Being in a similar situation myself in the past, I understand how one feels when reintegrating back into the community. About one and a half years I also found myself in a position where I needed help, and with them knowing this, it makes

our relationship much more comfortable and helps to build a stronger rapport with one another.

As a Peer Advocate, I strive to be a positive influence on my peers by sharing with them my accomplishments and encouraging them to better focus on their goals and objectives to become self-sufficient individuals. I graduated from high school in Texas and attended a university for three years but did not complete. Serving as a volunteer at the annual conference I was fortunate to have met so many committed professionals with a passion for case management. My work with the ministry and my experience with NACM both have prompted me to think about returning to school and pursue a possible career in Social Work Services.

To my case manager, Juan Carlos Callejas, NACM Service Coordinator Theresa Gomez (for answering ALL my questions throughout the week) and SRO Housing Director of Social Services Ervin Munro, thank you for your positive influence and allowing me the opportunity to have been a part of this conference. You are leading me in the right direction with my life goals.

Introduction of the NACM Newsletter

Welcome to the first issue of the NACM Newsletter. The intent of this publication is to distribute information, education, and events related to case management nationwide, as well as share ideas and celebrate what is going well with programs striving to meet the needs of a wide variety of individuals. The more we can educate one another, the more effective we can be in each of our areas of expertise.

With that being said we want to make this an enriched publication that is education, stimulating, and on target with what professionals want to know. If you or someone in your field of work would like to submit an article to be reviewed for publication, please send it to: nacm@yournacm.com

Some areas of expertise we are looking for include special populations,

behavioral health, and membership spotlight. The spotlight will focus on an agency or member involved in NACM that would like to share successes and how they came about. Don't see your topic represented, send an email with your topic ideas for committee review.

We hope you enjoy!

Newsletter Committee

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WEBSITE AT:
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.COM**

Comprehensive Approach to Older Adult Abuse

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In addition to providing direct services to elderly and disabled adults, the CLR is designated as an in-house expert and a resource on aging and community services, functioning as a centralized source of information and referral. CRL's experience and background include comprehensive knowledge of care coordination, the long-term care system, including hospital discharge and crisis intervention, specializing in abuse.

Within the first fiscal year of the project, CRL received 177 cases with 61 clients consenting to a home assessment, service coordination, and follow up. Thirty-six unduplicated clients declined home visits and service coordination; 28 unduplicated clients could not be reached, or were already connected to an organization/service; and 26 unduplicated clients were residents in long-term care facilities. CRL provided over 80 consultations to individuals and professionals within the Santa Monica Police Department, Fire Department, and Building and Safety

Code Compliance Department.

As a result of the implementation of this enhanced and holistic approach with partner service providers, victims have received law enforcement support, crisis intervention, advocacy, and linkages to services focused on minimizing potential vulnerability to neglect and abuse.

The partnership promotes ownership in combined results and investment in the common goal to address older adult abuse and neglect. It is an innovative approach to service provision and has excellent potential for replication in areas striving to provide a comprehensive approach to serving vulnerable populations.

WISE and Healthy Aging is accessible online at www.wiseandhealthyaging.org or by calling (310)394-9871.

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10 GREAT Reasons to Join NACM

1. The ONLY national professional network of case managers and service coordinators.
2. Significant registration reductions for all seminars and conferences sponsored or supported by NACM.
3. Access to NACM website containing news, notices of upcoming events, articles of interest to case managers and service coordinators, and job postings.
4. Member emails about important events affecting the practice of case management/service coordination.
5. Assistance networking with other members about service innovations, reimbursement issues, and finding services for individuals and families who are relocating.
6. Receive support, local contacts, and leads when you relocate to another town or state.
7. Access to Regional Supervisor Seminars designed to meet the special and complex training needs of case managers and service coordinator supervisors.
8. Ability to nominate for the Xcel award, an award created to recognize outstanding accomplishments by case managers that is presented each year at the national conference.
9. Access to a cadre of experienced trainers on case management topics who can provide specialized training directly to your staff for a discounted rate.
10. An opportunity to prepare and exhibit about your program or present at the next national conference.

You can join NACM for \$25. Please visit our website as listed to the right for a full brochure on membership and form to be completed.