Advanced Professional Member Spotlight

I can remember hearing “what is a Psychology degree going to get you in life?” That Psychology degree lead to a Social Work License in 1992, a Master’s degree in 1997, and a Care Manager Certification in 2006! I have been an Advanced Professional within the Aging Life Care Association® ever since.

I have served on our local Alzheimer’s Association Advisory Board working my way up to their President in ‘08-‘09. I have served on the local Chamber of Commerce Board also working my way up to their President in ‘12. Currently I am participating on the Midwest Newsletter Committee and on the Midwest Conference Planning Committee serving as Chair of the Speaker’s Committee. This will be my second Midwest Conference I have volunteered to help with. My newest role is the Indiana Unit Leader for 2019 and I am proud to have a wonderful group of ALCA professionals to support and collaborate with.

My journey into Geriatric Care Management started as a new career path with interest in the one on one time spent with clients. Coming from a long-term care background, I was feeling burnt out on state surveys and on-going regulation changes that pulled me away from the resident and pushed me into paperwork compliance. I fondly look back on the day I met Dorian Maples RN, BA, CMC, and shared my frustration over finding the right path for myself. That was the day my life became more interesting! We are going on 14 years together, May 15th!

Starting as a supervisor for her personal service agency, Angel Corps, I quickly volunteered myself to direct a new office that would serve more of their clients and employees efficiently. Within my first year, I took an interest in the Geriatric Care Management that Dorian was offering to clients in need. Upon further research, I decided to sit for my certification. I started doing care management part-time while directing the branch office of Angel Corps.

In 2016, my Angel Corps hat came off and my full attention was given to the care management company. I am pleased to share that our company, Dorian Maples & Associates, Inc., continues to grow and serve those families in need within a nine-county area of Northeast Indiana. I have also been known to venture outside of this area to assist families on a short-term basis in the most rural counties of Northwest Indiana. We not only provide care management; we provide Guardianships, POA’s, Trustee services, VA Fiduciary services and Life Care Coordination for mail sorting and bill paying.

As an Advanced Professional in ALCA, my credentials are respected by our clients, their families, and our referral sources. Over the years, I have been asked to present on a variety of topics surrounding our aging population.

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I have enjoyed speaking to one of our local University’s Social Work Department, the ‘Senior Club’ of Parkview Health, several area Council on Aging programs, and have been part of the Public Broadcast System’s television show on care management and assessment of needs with Elder Law Attorneys.

I ask potential clients to view the ALCA website and truly see what they offer. Focusing on our Code of Ethics and Standards of Practice supports our profession as a respected team player in the healthcare industry. Those who engage our services are more confident that they are hiring someone with both the educational background and professional experience to advocate for and assist their loved one with ongoing care needs.

I have also been pleased with the referral process ALCA provides amongst their members. I have connected families with Advanced Professionals in Florida and Ohio. Having met them within our Midwest Chapter or at the ALCA National Annual Conferences, I am confident to do the referrals knowing the care will be consistent with my own professional standards.

I have participated in the Peer Case Conferences both as a listener and as a presenter. The support given by other members is very valuable. ALCA’s webinar’s, articles, and our own Midwest Newsletter are valuable educational resources to enhance our skill set. I have attended the last five National Conferences and would encourage all of the membership to attend. These conferences are always well organized with wonderful speakers and networking. We are held to a higher standard as Advanced Professionals and these tools help us to grow and achieve the professional goals we set for ourselves.

I look forward to meeting you all at the September 2019 Midwest ‘Circle of Care' Conference in Indianapolis! We look forward to having knowledgeable speakers and great vendors!
The 35th Annual ALCA Conference held in early April this year in Scottsdale, Arizona, fulfilled the promise to inspire, educate, enhance skills, connect and have fun. The weather of course was fabulous, but even better than that was the conference and networking opportunities with colleagues from across the country. The keynote speaker Greg O’Brien, author of “On Pluto: Inside the Mind of Alzheimer’s” shared a riveting account of his experience living with Alzheimer’s. Greg described how he confronts the day-to-day challenges with the power of faith, hope and humor. Another speaker, Dawn Gross, MD, PhD, led us in an exercise using a selection of cards to facilitate deeper conversations about our personal wishes at end of life. This deck of cards, soon to be released, belongs in every care manager’s tool box. Pete Smith author of “Dare to Matter: Rise to the Level of Significance” shared a framework for living a life of significance; who doesn’t want that? Our colleagues from across the country were also presenters including our own Beth Zurliene, who led a breakout session “You Don’t Have to Fly Solo-Utilizing Your Peers and other Tools to Help Resolve Ethical Dilemmas in Your Professional Practice”.

National and regional conferences are a great place to meet like-minded colleagues with whom you can collaborate, share challenges, triumphs, resources and contact information for future referrals. It’s also a great way to meet the many volunteers who lead this organization through national and chapter boards, units and committees where much of the work gets done. We had an awesome Midwest presence, 32 attendees and 7 prospective new members. One new member Dan Medina has agreed to create a Midwest ALCA Face Book page for our chapter, bringing us into the 21st Century. Talk to any of your colleagues and they will confirm that even more important than membership is involvement; this is where the rubber meets the road. I learned from Chris Williams, Wide Awake Business, in her presentation “Millennials or Die” that Baby Boomers and Millennials have more in common than most of us realize, including how both want opportunities for personal and professional growth as well as meaningful connections through this work. I’d be interested to know: how are you welcoming this generation of professionals to your practice?

Chapter committees are seeking volunteers to join in building alliances, identifying outcome measures for care management, writing or suggesting content for our quarterly newsletters, growing our units, participating in peer case conferencing and assisting with the success of our upcoming conference in Indianapolis, September 19-21, 2019. The conference committee is still accepting proposals for presentations. If you are interested, contact Ruth Force at ruth@indianageriatrics.com. Please refer to the chapter committee contacts in this issue and take the next step to more fully engage with your Midwest colleagues and reap the rewards.
At the recent Midwest Chapter Board meeting in January of this year, we as a group, discussed additional ways to spread the word about the important work we all do as Care Managers. We decided that we would start looking specifically for likeminded groups like the Aging Life Care Association® (ALCA) and create alliances. We assume there are many groups such as ours, who also look for serious accredited professionals in which to do business.

And so the **Alliance Task Force** was born.

ALCA has a holistic, client-centered approach to caring for individuals facing ongoing health challenges. We are here to guide and help our clients navigate the ever changing world of health care. As an organization and individual chapter, we want to learn how we can better partner with other organizations, and make them aware of the services we provide. In this way, we can better serve our clients and their families.

These organizations would be referred to as professional partners. They would need to have service ideas and integrity that are aligned with ours and be credentialed within their area of expertise. Be it accountants, attorneys, wealth managers, health care, home care, hospital, communities, nursing or other organizations that focus on aging… it’s time to extend a hand to our neighbors.

Let’s break down these groups a bit more. Say we are looking for attorneys… we would want to focus on a group like the National Academy of Elder Law Attorneys or NAELA. In Missouri, where I practice, there is a strong local chapter, known as MO NEALA. They have grown exponentially and desire to make connections as well. Last year, they had a conference in which a few of our unit members got together and sponsored a table. We hope to create a relationship where we might offer pro-rated or pro-bono opportunities; where no one pays, but all benefit. Maybe we have speaking opportunities or share resources… just to name a few more benefits.

We have such a relationship with the American Association of Daily Money Managers, or AADMM. Nationally, ALCA has built a connection and we here in Missouri started building a relationship locally. It started by attending one of their conferences and getting to know the members. They provided a table at no cost.

Recently, Bridget Ritossa of Ohio, an **Alliance Task Force** committee member, went to a conference for the National Guardianship Association. To support her, she was sent a tablecloth, sign and materials from ALCA National.

Other members of the committee are Shanna Huber also of Ohio, Elizabeth Zurliene and Tracey Olson, both of Illinois. We have only begun to explore the possibilities and welcome any comments or suggestions. We are starting by building a list of the ‘neighbors’ we wish to meet, who make the most sense to our businesses. Health, wealth, and the law are closely aligned and actually need each other. This is the best place to start.

We can have a similar view toward any organization that benefits and supports individuals with a specific disease or disability. American Parkinson’s Disease Association or the Alzheimer’s Association are examples. Both with national affiliations and local chapters.

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Let’s Do Business Together!  
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The Aging Life Care Association® can extend that olive leaf to our neighbors and set an example. As Care Managers, we naturally bring resources together to benefit others and this is just more of the same. Look for our national to provide top down connections that carry some real weight with other national groups, and seek out local chapters in your area to let our future alliances know about the great work we do!

Sharon Gorman, CMC is the owner of Certified Care Management, LLC. She and her staff work to serve their clients in the Greater St. Louis County area, providing personalized care consultation. Sharon is on the Midwest Aging Life Care Association Board, serving as the Chair of the Alliance Task Force and Co-Chair of the Newsletter. Sharon is also on several local boards that serve elders and those with disability.

Thank you, Jan!

The newsletter committee would like to thank Jan Welsh for her years of service to the committee. Jan is a great wit and a darn good editor and we were very lucky to have her. Not only did Jan serve on the newsletter she did it at a time she was on the national board, co-chair of national’s webinar committee and active in her local unit. Plus that unit and the others in Ohio were hosting our conference. Jan spearheaded our successful sponsorship committee for that event. Jan you will be missed but we know you will be reading every issue! Thank you Jan!
The quotes above are two of my favorites that are frequently lived out in the reality of daily lives of our clients, their families, and even us as the professionals who try to help them.

I am an elder and disability law attorney; I am not a social worker, geriatric care manager or nurse care manager. I am however a professional partner who is honored to be a member of ALCA and have the same holistic philosophy and care approach to caring for my clients as that of ALCA care managers.

Many of my clients come to me (and I am sure, you too) when they are in crisis. Often times, it is adult children who live out of town and find, during a holiday visit, their parents are becoming frail, possibly not eating well, and perhaps have been in a few fender-benders – in other words, a hot mess. This is despite weekly check-in phone calls. They come to me asking what to do. After I find out more about their challenges, I ask a series of questions, including: If their parents have Advance Directives, what estate planning documents their parents have, what health insurance their parents hold, inquire whether a parent was a veteran to explore benefit eligibility, and then ask about the support system and community involvement they have.

This is where my wonderful colleagues at ALCA come in. So, although I would love to be a care manager, I am not. I need my ALCA colleagues to assist my clients through the day to day maze of finding care the parent may need like, new living arrangements, ensuring they are eating well, taking their medications, and much more – the reality of life when life becomes a mixed up box of chocolates. I often do not know about the many nuances of these issues but, my ALCA colleagues do and I rely on their expertise.

Many of my elder clients have adult disabled children that have lived with them their entire lives. When the elder needs to move into an assisted living or skilled nursing facility, services and support are needed for both the elder and the disabled adult child. I often assist with obtaining the appointment of a guardian and possibly conservator for the disabled adult child, and sometimes Medicaid benefits for both. While I coordinate this, I turn to my ALCA colleagues when I need help with resources for home care companies, community services, and social resources for an adult disabled child who needs to transition from the familiar to the very intimidating unknown. It absolutely takes a collaborative effort to help clients with these complex issues. Working in a multi-disciplinary way that builds connections also supports the continuum of care for our clients.

Before I joined my current law firm, I worked extensively with the Life Care Planning Law Firm Association, an organization that formed in 2006, to encourage a model of elder law practice called “Life Care Planning”. Its foundational requirement is that elder law attorneys have a social worker, geriatric care manager, or nurse case manager as a part of their practice. This model is one that I am passionate about and incorporate into my practice by partnering with social workers and care managers as often as possible.

Debbie Schuster, M.H.A, J.D.
Follow the Midwest Chapter on Facebook

At the recent Midwest Chapter meeting held at the ALCA national conference in Scottsdale, Arizona, it was asked if the chapter had a Facebook page. I asked and then volunteered to head up that effort. The goal will be to bolster discussions and community involvement among the members of the Midwest Chapter of the Aging Life Care Association®. On our Facebook page members are free to join and discuss events in the industry.

The page is open to members of ALCA anywhere. Like and follow your chapter on Facebook today. Here is a link to our Facebook page:

https://www.facebook.com/Aging-Life-Care-Association-Midwest-Chapter-364825597451071/

Dan Medina is a healthcare advocate with Care Navigators, INC. and serves as a legal guardian with Care Guardians, NFP. He also assists nurses, social workers, and other advocates at both organizations in managing their client load to ensure quality of care, proper follow through, and positive patient outcomes.

Indiana Unit Meets with Secretary of State

The Indiana Unit met with Connie Lawson, Indiana’s Secretary of State, who discussed financial literacy and investment fraud which affects our aging population. The Unit met at Rose Senior Living, a new complex in Carmel, Indiana. Dana Shore, Director of Sales and Marketing, provided promotional material and a tour for those who could join in after the meeting was completed.
Midwest Chapter...don’t miss out on our upcoming ‘Circle of Care’ conference to be held in Indianapolis! We are actively finalizing our speaker list and gathering vendors to make this event educational and promote ongoing networking. Pencil in September 19th-21st on your calendar, you will not want to miss this! Watch for more details to come soon!

SAVE THE DATE

2019 ANNUAL MEETING & SYMPOSIUM

SEPTEMBER 19-21, 2019

“CIRCLE OF CARE”

INDIANAPOLIS DOWNTOWN MARriott

VISIT Indy
Welcome New ALCA Members!

Lisa Bauer, RN, MSN  
Cincinnati, OH

Kathleen Bulski, BSN, RN, CBIS, CCM  
Utica, MI

Laurel Hed, LSW, CMC  
Park Rapids, MN

Tish Platt, RN, BSN, CCM  
New Albany, IN

Katherine Smith, BSW, SSD, CMC  
Fort Wayne, IN

Sherree Dahl, RN-BC, CMC  
Minneapolis, MN

Amy Daniels, MSW, LCSW  
Milwaukee, WI

Susan Forbush, RN, ACM-MSN  
Whitefish Bay, WI

Mike Garfunkel, BA Psychology  
Cincinnati, OH

Kathy Intravaia, BSW, CSW, MS  
Milwaukee, WI

Midwest ALCA Unit Leaders

The Midwest Chapter encourages you to participate in a local unit. For the nearest unit click here or to start one in your area contact Judy Mange or Susan Wack.

CLICK HERE TO VIEW THE UNIT LEADERS LIST

Midwest ALCA Board of Directors

The ALCA Midwest Chapter welcomes its new Board Members for 2018, Paula Dunlap and Shanna Huber. Click here for the full list of your Midwest Chapter Board leadership.

CLICK HERE TO VIEW THE CURRENT BOARD LIST.

Midwest ALCA Peer Case Conferences

Peer Case Conference Code of Ethics and Standards of Practice

Date and latest information on your member benefit, Peer Care Conference Calls

We want this to be THE Premium Newsletter for Long Term Care & Geriatric Issues

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January 15th/December 15th
March 15th/April 15th
July 15th/June 15th
October 15th/September 15th

For More Info Contact the Editor:
Ann Burke at: ann@ourcarelink.com