

# D.A.S. Newsletter



## WORKING TOGETHER FOR STRONG, HEALTHY AND SUPPORTIVE COMMUNITIES

### *Older Americans Month 2008*

#### **Advancing Programs for the Elderly through Performance Outcomes Measurement Projects (POMP)**

**Elain Popham, Monitor and Evaluation Coordinator ;DAS P&E Section**

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Members of the DAS Planning and Evaluation Section and the Quality Assurance Team (QAT) have been working with other state grantees in developing the process for validating questions from previously developed POMP surveys. The purpose of the POMP grants is to advance performance measurements for Older Americans Act (OAA) programs by exploring ways to develop performance outcome measurement methodologies that use the consumer's assessment of services to quantify program impacts associated with service delivery. POMP projects are administered by the Administration on Aging (AoA) and once all state grantees complete their individual projects, AoA will issue a report focusing on the findings from the validation process.

**POMP 8:** In addition to validating the questions and assessing consumer satisfaction, surveys developed for this project provide an indication of the impact these services have made on the recipient's everyday life through the perception of consumer and/or the caregiver. These services include HCBS Home Delivered Meals, Congregate Meals, and Senior Center Services. Consumers were first asked how often they are satisfied with an aspect of the service, such as "the variety of the foods received from day-to-day";

Contue on page 2

then each a follow-up question, “as related to your satisfaction with the meals, how important is variety in the foods you receive from day-to-day.” Senior Center Focus Groups were held in Albany, Claxton, and Atlanta for program participants to evaluate the surveys for clarity and understandability.

Below are some of the survey results for each service:

- **Congregate Meals Program:** 77% are “always or usually” satisfied with the overall quality of the meals and 88% would recommend the program.
- **Senior Center Services Program:** 77% rated the overall quality of senior center services as “excellent or very good” and 99% would recommend the program.
- **Home Delivered Meals Program:** 83% are “always or usually” satisfied with the overall quality of the meals and 95% would recommend the program.

Both Home Delivered Meals and Congregate Meals participants suggested improvements in the quality of foods, taste, looks, variety, seasonings, and the way the foods are cooked. Senior Center participants indicated that the related activities are very important to their social and emotional well-being and are effective in influencing positive affects on their lives.

**POMP 7:** The QAT has assessed consumer satisfaction and service outcomes through a brief Home-Based Services survey including recipients of Adult Day Care, Case Management, Homemaker, Personal Care and Respite services. Respondents to the key questions indicated that the services (in some combination) are (1) meeting most of their needs, (2) helping them to stay in their homes, and (3) are effective in helping in there everyday lives.

**POMP 6 :** The Planning and Evaluation Section, in collaboration with the University of Georgia, facilitates another AoA POMP which is still in the development stages. The intent of the POMP 6 is to compare data from active clients to wait listed clients in two studies to substantiate that the Older Americans Act Nutrition Program diminishes food insecurities for elderly adults, thereby decreasing caregiving demands and national health care and/or long-term care expenditures due to illnesses associated with malnutrition by reducing the “cause.”



## CCSP Partner with Agencies to Ensure Consumer-Focused & Community-Based Service

Jennifer Stauffer

The Community Care Services Program is committed to supporting consumer independence and quality of life. Statewide application of innovative approaches to program management, staff training and service delivery provides a quality continuum of care that assures consumers may retain both choice and control and reside in the least restrictive environment suitable to their needs. Consumer CCSP comprehensive care plans maximize the coordination of Medicaid and community-based resources at a contained cost expenditure of resources and taxpayer savings.

### **Consumer Direction of Personal Support Services (CD-PSS)**

- ◆ A new CCSP service delivery option available October 2007: by December 1, 2007 the first CCSP clients choosing Consumer Direction began directing their personal support services. A total of sixty-three (63) clients are enrolled statewide in the CD-PSS today; the average consumer age is 62 years.
- ◆ Currently, ten of the twelve Planning and Service Areas have clients participating in the Consumer Direction option.
- ◆ IN CD-PSS, CCSP participants or their representatives are trained in the role of employer. As the employer, the client or representative is responsible for recruitment, hiring, training, and scheduling their own employee (s). The client chooses a Medicaid approved fiscal agent to manage his/her employee payroll. In the event his/her employee or informal care giver of choice is unable to provide care, the participant must also have a back up plan and choose a currently enrolled CCSP personal support provider agency to provide emergency back up services.
- ◆ CCSP care coordinators serve as Support Brokers to eligible consumers choosing this option. Using monies budgeted for personal support services in the traditional CCSP, Support Brokers determine the client's budget and the consumer chooses how to utilize it for care.

### **Money Follows the Person (MFP)**

- ◆ A Department of Community Health grant from the federal Center for Medicare & Medicaid (CMS), Money Follows the Person (MFP) provides necessary transitional supports for eligible consumers who choose to leave the nursing home and receive community based services in the CCSP. CCSP is one of four waiver programs participating in the grant.
- ◆ Relocation to the community of 50 older and/or functionally disabled individuals is projected in Year One. Implementation is anticipated for May 2008 in three Planning and Service Areas: ARC, CSRA, and NW GA. A total of 325 consumers are expected to transition from nursing home to the CCSP over the four 4 year grant period.
- ◆ The operational plan for targeting consumers and transitioning them into CCSP MFP is underway. Barriers will be removed to allow for payment of deposits for utilities/rent, adaptive equipment, and for transportation to look for a place to live, etc.

### **Depression Specialists**

- ◆ CCSP has had a long standing relationship with the Emory University Fuqua Center for Late Life Depression.
- ◆ The focus in SFY 2008 has been to offer refresher trainings for all care coordinators to assess for symptoms of depression, to communicate assessments to primary physicians, and, to offer resources to clients/families.
- ◆ In February 2008 a second training was conducted for several care coordinators from each area to become Depression Specialists. These individuals will serve as an internal resource for each care coordination agency.





### January

3 Matthew Malok  
4 Sabrina Perdue  
6 F icia Hartsfield  
8 Alice Murgatroyd  
15 Kim Raymond  
19 Sheila Phillips  
20 Angela Johnson  
24 Maria Greene  
29 Mary Martha Rugg

### February

2 Kristen Barge  
3 Nancy Dubas  
6 Sarah Collins  
6 Marsha Caleb  
6 Bryan Hay  
6 Arvine Brown  
22 Jennifer Coyne  
25 Shirley Miller  
26 Matt Zack

### March

2 Elaine Popham  
5 Beverly Littlefield  
18 Frank Gray  
19 Teresa Marlow  
23 Pat Healey  
27 Yvonne Paxton  
28 Deborah Price  
31 Pat King

### April

1 Ruth Davis  
3 Blake Lanier  
6 Tina Strassenburg  
15 Jamie Cramer  
16 Kip Lee  
16 Dana Robinson  
17 Jennifer Hogan  
19 Susan Deaver  
20 Sudha Reddy

## National Healthcare Decisions Day April 16 2008

Have you talked with your loved ones about your own wishes? Have you completed an advance directive form? In April join Americans across the country to talk to others about your future healthcare decisions and to complete your own advance directive! The National Healthcare Decisions Day (NHDD) Initiative is a collaborative effort of national, state and community organizations committed to ensuring that all adults with decision-making capacity in the United States have the information and opportunity to communicate and document their healthcare decisions. Participating national organizations will encourage their members and chapters to engage in various education initiatives on National Healthcare Decisions Day. For information go to <http://www.nationalhealthcaredecisionsday.org/> and also you can contact Bonnie Bell at (404) 657-5319 or (866) 55Aging for your copy of Georgia Advance Directive for Health Care created by Natalie Thomas, DAS' Legal Services Developer. Although Natalie's document is very popular and frequently requested, many people in Georgia still have not made their wishes known and completed an advance directive form. DAS could set the example !

### CONTEMPLATION CORNER



“ I’ve learned that people will forget what you said , people will forget what you did, but people will never forget how you made them feel.”

~Maya Angelou ~



# ARE YOU SMARTER THAN A GRANDMOTHER !

Here is a quiz to see how much you remember about some less -than important things from a few decades back , it's just for fun, no scoring involved. Even the wrong answer may bring back memories.

1. What builds strong bodies 12 ways?

- A. Flintstones vitamins
- B. The buttmaster
- C. Spaghetti
- D. Wonder Bread
- E. Orange Juice
- F. Milk
- G. Cod Liver Oil

2. Before he was Muhammed Ali, he was...

- A. Sugar Ray Robinson
- B. Roy Orbison
- C. Gene Autry
- D. Rudolph Valentino
- E. Fabian
- F. Mickey Mantle
- G. Cassius Clay

3. Pogo, the comic strip character said, "We have met the enemy and..."

- A. It's you
- B. He is us
- C. It's the Grinch
- D. He wasn't home
- E. He's really mean
- F. We quit
- G. He surrendered

4 . Good night, David.

- A. Good night, Chet
- B. Sleep well
- C. Good Night, Irene
- D. Good Night, Gracie
- E. See you later, alligator
- F. Until tomorrow
- G. Good night, Steve

5. You'll wonder where the yellow went,

- A. When you use Tide
- B. When you lose your crayons
- C. When you clean your tub
- D. If you paint the room blue
- E. If you buy a soft water tank
- F. When you use Lady Clairol
- G. When you brush your teeth with Pepsodent

6. Before he was the Skipper's Little Buddy, Bob Denver was Dobie's friend,

- A. Stuart Whitman
- B. Randolph Scott
- C. Steve Reeves
- D. Maynard G. Krebs
- E. Corky B. Dork
- F. Dave the Whale
- G. Zippy Zoo

7. Liar, liar...

- A. You're a liar
- B. Y our nose is growing
- C. Pants on fire
- D. Join the choir
- E. Jump up higher
- F. On the wire
- G. I'm telling Mom

8. Meanwhile, back in Metropolis, Superman fights a never ending battle for truth, justice and...

- A. Wheaties
- B. Lois Lane
- C. TV ratings
- D. World peace
- E. Red tights
- F. The American way
- G. News headlines

9 . Hey, kids, what time is it?

- A. It's time for Yogi Bear
- B. It's time to do your homework
- C. It's Howdy Doody Time
- D. It's Time for Romper Room
- E. It's bedtime
- F. The Mighty Mouse Hour
- G. Scooby Doo Time

10. Lions and tigers and bears...

- A. Yikes
- B. Oh no
- C. Gee whiz
- D. I' m scared
- E. Oh My
- F. Help Help
- H. Let's run

## The DAS Family Congratulates Beverly Littlefield On her Retirement



Answers :

- 1-d
- 2-g
- 3-b
- 4-a
- 5-g
- 6-d
- 7-c
- 8-f
- 9-c
- 10-e

**Mary Martha Rugg**

## **What is the Spirit of Adult Protective Services ?**

It is that feeling you get when you watch APS workers do their thing.

It's the worker who stands firm with compassion and empathy when others give up on a client's situation.

It's the worker who sits and holds the hand of a dying client providing comfort at the end.

It's the worker who struggles to muster community resources for a family that has no one else to help.

It's the worker who understands the fear in the eyes of a woman, abused by her son, who finally acknowledges the abuse and is afraid of what will happen next.

It's the worker who sits for hours in a court hearing to ensure the rights of his/her client are protected and respected.

It's the worker who pulls on a pair of gloves and grungy clothes to spend a Saturday cleaning up a client's dirty, junky, infested home to prevent an eviction – on their own time and not because they have to do it.

It's the worker who understands the feelings of loss and sadness his/her client is experiencing when the client is having to move from their home of 50 years to go live in a safer place.

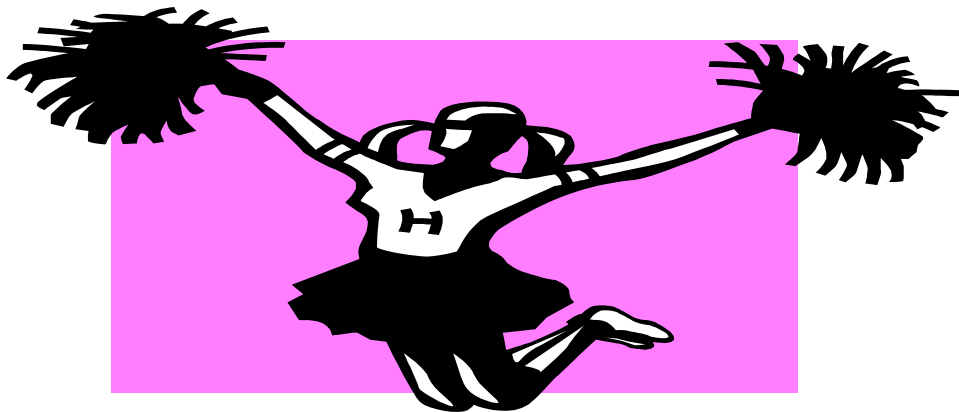
It's the worker who looks at an impossible situation and finds a way; when the going gets tough ... they get going ..... determined to make a positive difference.

It's the worker who may seem to have a "strange" sense of humor about his/her work – it is that sense of humor that gets them through the tough times.

It's a group of people that four years ago took a deep breath and leap of faith to hold on to a rope and held on tight; who do extraordinary work every day in providing protective services to vulnerable adults.

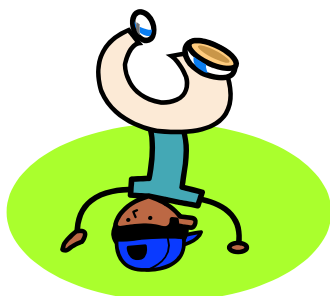
It's an awesome group of dedicated people that I am very proud to call my Team. The Spirit of APS Rocks !!

# **ROCK ON APS !!!!!**



## Personals Comments on What it's n Like Working in APS Central Intake:

**Frank Gray**  
Metro Atlanta:  
(404) 657-5250  
Outside of the Atlanta Area:  
(1-888-774-0152)



**APS ROCKS !!**

**Frank Gray,**  
Acting Supervisor, APS Central Intake (CI) Unit:  
APS Central Intake receives initial reports of abuse, neglect or exploitation of elderly or disabled persons who are unable to protect their own interests. We are in the position to determine if a referral meets criteria for APS or not. If a referral does not meet criteria we provide information and refer them to agencies that can best meet their needs. CI identifies and solves problems even when a referral does not meet APS criteria. One concern we deal with daily is trying to explain to a person making a report that APS is unique. APS does not operate like other agencies, such as Child Protective Services, which is under DFCS. We do our best to try to educate the consumer on what APS is about and what we can do to help. The reward for all our efforts is knowing that we have done our part in stopping the maltreatment of a disabled adult and elderly person.

**Yvonne M Paxton,** APS Central Intake Specialist :  
My experience as a Central Intake Specialist is both rewarding and challenging. The challenge is finding a way to help someone who does not meet APS Criteria. It is rewarding to at least give the caller some resources in their area and allow them to express their feelings and concerns. Sometimes just talking with the caller seems to help. There's never a dull moment in Central Intake. We receive a high volume of calls with a wide range of subject matter. I feel in some small way that we give the caller hope and the sense of Community.

## Adult Protective Services Program in Georgia:

Adult Protective Services (APS), under the Division of Aging Services, is designed to protect disabled adults (18 years of age and older) and elder persons (65 and older), who are unable to protect their own interests; who are harmed or threatened with harm through actions or inaction by another; or who, through their own actions due to ignorance, incompetence or poor health, are physically and/or mentally incapacitated.

APS is mandated under the Georgia Disabled Adults and Elder Person Protection Act to address situations of "domestic abuse, neglect or exploitation", of persons who are not residents of long-term care facilities. The purpose of the Adult Pro-

ective Services Program is to deter the ongoing maltreatment of disabled adults and elder persons and prevent its recurrence through the provisions of protective services which may range from information and referral to court ordered guardianship.

**APS Central Intake Call Center**  
**Metro Atlanta: (404) 657-5250**  
**Outside metro Atlanta Area: (1-888-774-0152)**  
**2 Peachtree St., Atlanta GA 30303**

Reports alleging abuse, neglect, and exploitation of disabled and elder persons are taken through the Adult Protective Services Statewide Centralized Intake Call Center. The APS CI Call Center has professional staff that are trained to determine which reports

meet APS criteria. APS CI staff give additional support by offering intervention and referrals to other agencies that might be able to assist the caller.

APS CI receives a high volume of calls daily from a variety of individuals in need of help and assistance. For example, in the month of October 2007 the CI Intake Specialists took 3,187 calls and in November of 2007 they handled 2,797 calls from concerned citizens.

CI Intake specialists face challenges unique to this type of community service. However, the CI unit works as a team and does it's best to ensure that callers are treated with respect and that their needs are addressed timely and in a professional manner.



# Easter



Happy Easter Everyone  
Morgan Ashley Brown  
2 years old  
the daughter of Erika Lawson .  
“ I am freezing, hurry momma.”

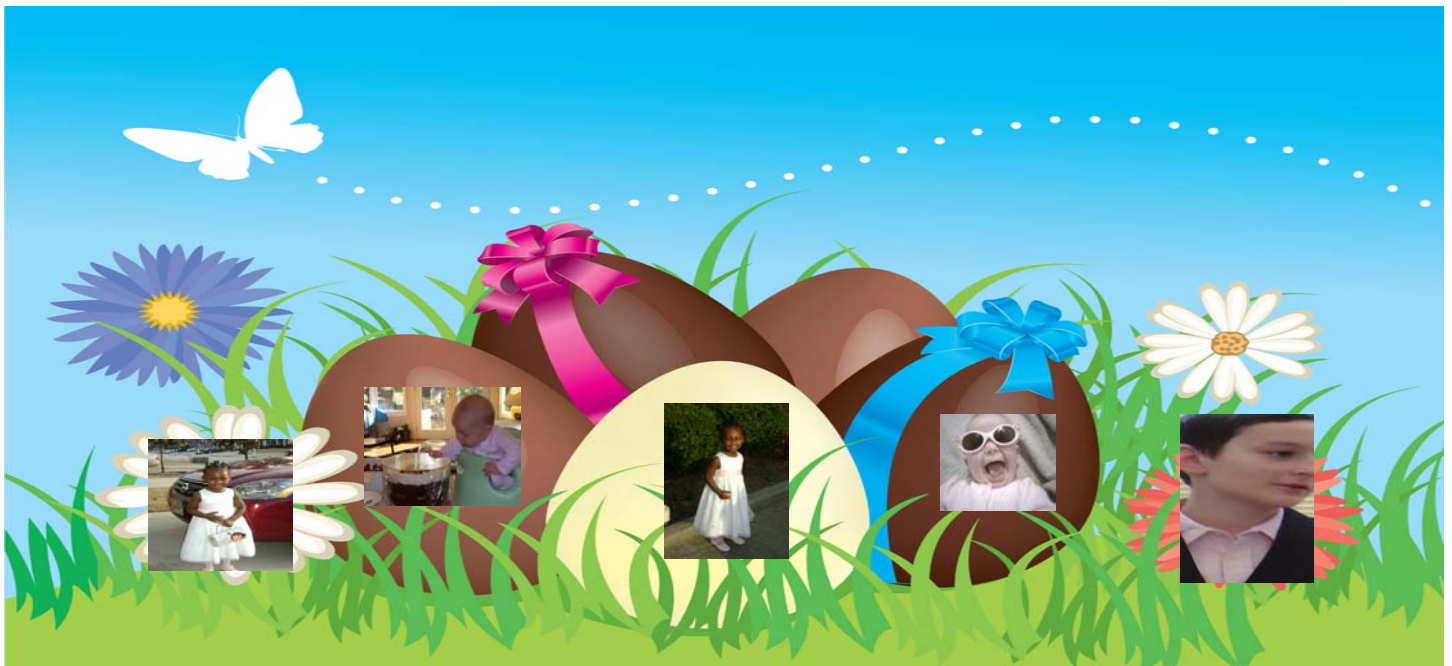


Allison Lee Wyse  
(AKA “Ray Charles”)

Jean O’Callaghan’s  
Granddaughter  
Pictured left

Allison traded her  
glasses for Easter  
goodies.....  
“Now someone let  
me have this  
Cake!!”

Jean  
O’Callaghan’s  
Granddaughter  
Pictured right



## DAS Family Feature



Pictured Left:  
Brandon Mc Kune,  
son of PDOS  
Program Manager,  
Teresa Marlow,  
is picture with his fiancé  
Shanna Buice.....

Their Big Day is planned for  
this October!

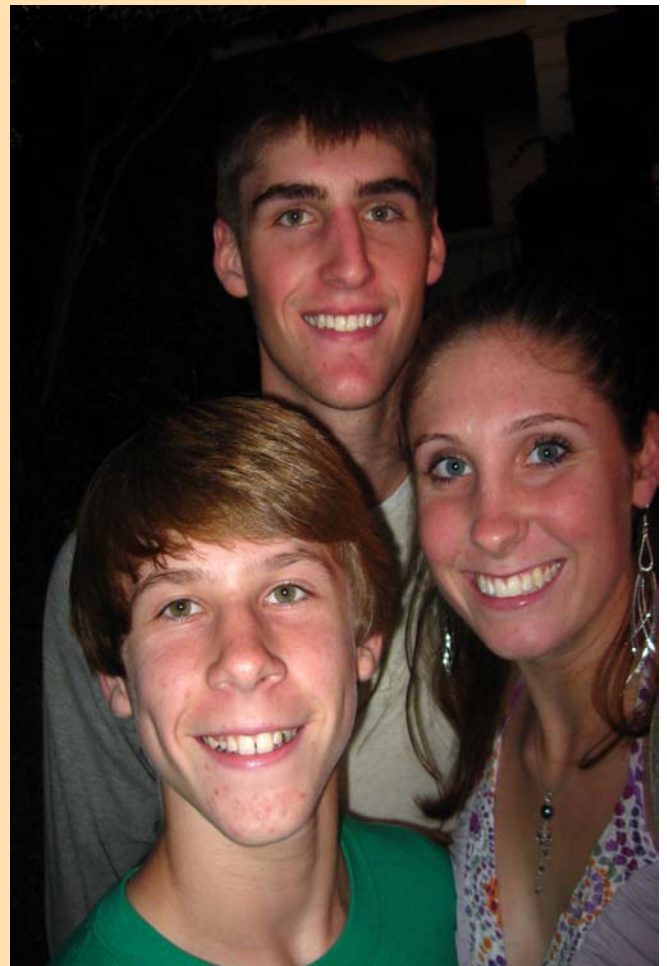
Pictured Right:  
The Children of CCSP's Jenny Stauffer

**Emma** (21) (Front Right) is at Guilford College, NC now and will be at GSU this coming Fall. "Ms Diversity", she studies psychology and digital photography and plays softball.

**Charlie** (13) (Front Left) is "Mr. Puberty". Very social, there is lots of hair flipping going on-along with piano, basketball, baseball and youth group activities.

**Sam** (19) (Back Center), "Just Do It" guy, is at GA Tech where he is studying Industrial Engineering. His basketball intramural team won the league and plans to compete with other schools!

Their differences, challenges, gifts and graces are my daily blessing. —Jenny



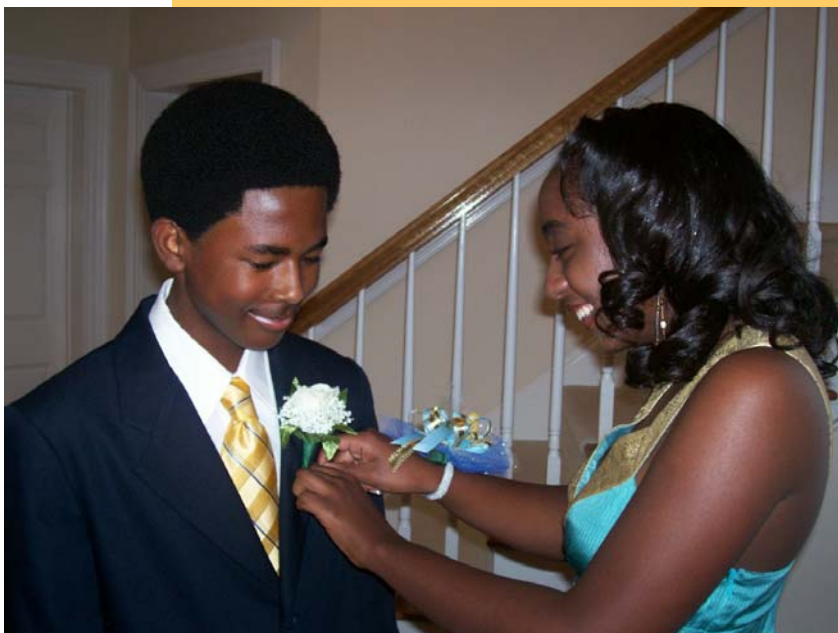




Pictured Above:  
The Suave Tyler Greene is Pictured  
with his Gorgeous Date.....Ops,  
that's his Mother , our very own  
Director, Maria Greene. He's headed  
out for Jr. Prom.....sorry Mom he  
left you at home

Pictured Below:

Andrew Hogan, son of P&E's Alice Hogan, is  
"Mr. GQ" in his Very First Suit.....Stand  
back Ladies he's only in Jr. High



Pictured Left:

The Debonair Gentleman being  
pinned by his gorgeous date is  
Adam Thomas, Nephew of ERA's  
Ms. Bell, The sparkling couple  
are headed out for his first formal  
dance.....she had to ask him,  
Wouldn't you say yes?

## DAS Family Feature



Pictured Left:  
James Deaver, son of P&E's Susan Deaver  
expresses his musical talent.

Pictured Below (far Right):  
Jennifer Deaver, Daughter of P&E's Susan  
Deaver, holds her flute in a picture with  
friends



**Picture left the  
Rugg's Grand  
Pirates: son  
Robert's family  
( Robert holding  
Kara,) Raven,  
Shalee and Angie  
(holding Ruby ).**





Above:  
Rugg's Best Pirate  
( Bruce Rugg, hubby)

Left:  
Rugg's little Pirate  
(Rufus the cat).



**Ruth Davis**

August of 2007, Ruth Davis organized the DAS Quilting Team. The goal is to create a Division of Aging Services Quilt that depicts the agencies' Vision, Mission and Values. Each patch in the quilt has been designed by individual units within DAS. The team is pleased with the many creative ideas used in the designing of the initial patch template. The projected time for completion of the DAS Quilt is August, 2008. The Brown Sugar Stitchers, a professional quilter's guild is the sponsor of the DAS quilt. Members of the DAS quilting team have been attending meetings of the Brown Sugar Stitchers Quilt Guild which are held on the third Saturday of each month at the Wesley Chapel Library, Decatur, Georgia. Ms Davis presented information on the proposed project and was pleased with the overwhelming response from members of this guild. Their missions are: To promote the art of quilting, and to voluntarily work on community projects. The guild has met with the DAS Quilting Team and has given the team their professional consultation for the DAS quilt. Two quilts that were made by members of the Brown Sugar Stitchers Quilt Guild were displayed in the DAS conference room. Although our sponsors will provide free consultation, technical layouts, needlework, sewing, ect. The DAS Quilting Team will gladly accept your donations. DAS Quilting Team still need funds to offset the cost of the materials ( fabric, threads ,embellishments, accessories, hardware etc.) Those of you who are interested in making a donation to this project, please contact Marsha Caleb at 404) 657-5306 or Ruth Davis at 404) 657-5309.

**DAS Quilting Team Members:**

Gloria Adams  
Cynthia Adams-Butts  
Marsha Caleb  
Ruth Davis  
Patricia Haley  
Felecia Hartsfield  
Pat King  
Tina Lawrence  
Gloria Pearce  
Sheila Phillips  
Diane Roberson