

Connections

A Newsletter for the Members of Community Care



Planning For Your
Future - Your Health
Care, Your Rights

P.2



PG.9

**Committees
Seeking
Members**

**COMMUNITY CARE HAS
OPPORTUNITIES FOR
MEMBERS, AND/OR THEIR
LEGAL DECISION MAKERS,
TO SERVE ON A VARIETY
OF MEMBER-FOCUSED
COMMITTEES.**

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5 Questions For...

Melinda Basterash, *Community Care's Member Rights Preservation Coordinator*

1 What behavioral health services does Community Care provide to members?

The Behavioral Health Department does behavioral health screenings, alcohol and other drug abuse (AODA)

screenings, and the functional assessment of behaviors. Our PACE members also receive psychotherapy and group therapy. We support our members so they can have a good experience living in a community-based setting. One of our main goals is to preserve our members' rights.

2 What would you like people to know about behavioral health?

Our Behavioral Health Team works closely with our members and their care teams to make sure we are carrying out Community Care's mission. We want to



make sure members feel respected and treated with dignity. We want members to know they have a right to feel safe in their homes.

3 How do behavioral health services benefit Community Care members?

Our team works to provide quality behavioral health services to our members. We want members to feel comfortable talking about their mental or behavioral health treatment. We work with members to plan their behavioral health care to get the best outcomes we can.

4 Can you explain the importance of member rights?

Members have basic rights. Certain rights can't be taken

away. But there might be situations where we need to limit or deny a client's rights for safety, security, or treatment reasons. We want members to live in the least restrictive environment possible. My job is to see that members keep their rights, or get them back as quickly as possible if they are ever limited or denied.

5 What's on the horizon for behavioral health services?

A good quality of life for our members is our top priority. Our team works hard every day to make sure we can assist our members with their mental health or behavioral health needs. We are always looking for new and creative ways to support our members. This can help reduce stress, anxiety, depression, boredom, and even help with restoring a member's rights in some situations.

Send Us Your Story Ideas!

Do you have a story idea for the Connections newsletter? Please share it with us!

Call Us:

414-231-4000
or 866-992-6600
TTY: 414-385-6626

Write to Us:

Community Care, Inc.
205 Bishops Way
Brookfield, WI 53005

Contact Us Online:

[communitycareinc.org/
contact-us/general-
inquiries](http://communitycareinc.org/contact-us/general-inquiries)





6 Tips for a Healthy New Year

Here's to a happy, healthy New Year! Boost your health and well-being and make 2020 your healthiest year yet by adding these six tips to your New Year's resolution list.



1) Make the appointment:

Get a check-up, vaccination, or screening. Also, regular oral and medical exams and tests can help find potential problems before they start. They also can help find problems early, when your chances for treatment and cure are better.



2) Make healthy food choices:

A healthy eating plan emphasizes fruits, vegetables, whole grains, and fat-free or low-fat milk and milk products. It also includes lean meats, poultry, fish, beans, eggs, and nuts, and is low in saturated fats, trans fats, cholesterol, salt (sodium), and added sugars.



3) Keep it clean:

Wash your hands often with soap and water to prevent the spread of infection and illness. Hand washing involves five simple and effective steps – wet, lather, scrub, rinse, and dry.



4) Get active! Start small:

Try taking the stairs instead of the elevator, or parking further from your destination. Consider mall walking if the weather is cold or icy. Adults should get at least 2½ hours a week of moderate-intensity physical activity.



5) Be smoke free: If you are ready to quit, call 1-800-QUIT-

NOW (1-800-784-8669)

or 1-855-DÉJELO-YA

(1-855-335-3569 for Spanish speakers) for free resources, including free quit coaching, a free quit plan, free educational materials, and referrals to other resources where you live.



6) Get enough sleep:

Insufficient sleep is associated with a number of chronic diseases and conditions—such as type 2 diabetes, cardiovascular disease, obesity, and depression. Adults need seven or more hours per night.

Source: Centers for Disease Control (CDC) Office of Minority Health & Health Equity (OMHHE)



What's Your Dream Job?

In 2019, Community Care Managers and Social Workers talked with 3,000 of our members between the ages of 18 and 45 about their interest in working. An estimated 20 percent of those surveyed said they might be interested in working or were interested in working but not sure what they wanted to do.

So how do you decide what you want to do, especially if you've never worked or haven't worked in a long time?

Community Care has a great tool to help you discover what you might be interested in doing. It's called "Career Planning Workbook" published by Wisconsin Pathways to

Independence. The workbook covers topics like your education, what you like to do at home, situations that work for you, and situations to avoid.

Reaching your career goal is all about:

- Having jobs you like
- Building up your skills so you can reach your full potential
- Getting paid what you are worth.

If you are interested in receiving a copy of the workbook at no charge, talk to your Care Manager. We'd love to see you reach your full potential and want to help you along the way.

*In Case
You Were
Wondering...*

20%

of our Community Care members (nearly 600 of 3,000 members we discussed work with) have competitive jobs in the community.

If you are one of those members already working, we look forward to supporting you to continue in your career goal.



Roll with the Changes

Resilience may help you bounce back from stress

Living with a disability can be stressful at times. Resilience is a term that describes how we cope with stress. By building up our resilience, we can stay more engaged in life.

Resilience describes our ability to bounce back and keep going after a stressful experience. Different people define resilience in different ways.

Living with a long-term disability can be stressful. Progressive conditions, like muscular dystrophy (MD) or multiple sclerosis (MS), can cause unpredictable physical changes, but everyone has changes associated with aging.

Managing a disability may be more stressful during some life stages than others. For example, during mid-life, it can be especially challenging to manage health changes while you are also working, taking care of children or planning for retirement. As you get older, symptoms like pain or fatigue may get worse or harder to manage, causing additional stress.

When people are resilient, they show some patterns of thinking, feeling and behaving that help them cope well with stress.

Here are some tips for how you can build up your resilience.

Living a Meaningful

Life - When you focus on things that give your life meaning and purpose, it can help you respond better to stressful situations.

- Develop a hobby.
- Participate in a religious or spiritual practice.
- Volunteer in the community, if you are able to.

Finding Social

Support - Being part of a community is helpful during stressful times.

- Consider joining local community groups.
- Meeting others with the same disability condition may be a source of support.
- You may also be able to

connect with people through your local center for independent living.

Learning to Manage Your Feelings

- When we are stressed, it is natural to experience negative feelings. However, cultivating more positive emotions can help us bounce back.

- Spend a few moments each day reflecting on what you are most grateful for.
- Watching something funny on TV can be a great way to let go of stress.
- A professional counselor may help you overcome particularly troublesome thoughts and feelings.

Taking Care of Your Health

- Managing your physical wellness is another important aspect of resilience.

- Stay physically active. Seek advice on exercising with a physical disability.
- Managing your energy can help you cope with fatigue. Pace yourself and take breaks when needed. Try getting enough sleep.
- Talk to your healthcare provider about managing bothersome symptoms, such as pain.

Source: University of Washington. (2016). How to Bounce Back [Fact-sheet]. Aging Well with a Physical Disability Factsheet Series. Healthy Aging & Physical Disability RRTC, <http://agerrtc.washington.edu>



CEO Appointed to *State Long Term Care Council*

Community Care CEO Kenneth Munson was recently appointed to serve a two-year term on the Wisconsin Long Term Care Advisory Council.

The council advises the state Department of Health Services on long-term care, with an emphasis on the design, effectiveness, efficiency and quality of Family Care, Aging and Disability Resource Centers, and the IRIS self-directed supports waiver.

Council membership is made up of long-term care advocates, consumers, contractors, experts, and providers.

With Kenneth's background

and experience representing people who serve those in need of long-term health care services, he will make a valuable contribution to the council's work.

For more than 40 years, Community Care has been committed to delivering quality health care services and long-term care to frail elders and adults with disabilities. Community Care's success is rooted in meeting the member's needs and having the ability to respond to those ever-changing needs.

Prior to joining Community Care in 2013, Kenneth previously served as a Regional Director of the U.S. Department of

Health and Human Services and twice served as deputy secretary at the Wisconsin Department of Health Services in Madison.

The Wisconsin Long Term Care Advisory Council meets six times a year and reserves time at each meeting to hear from the public about issues and concerns individuals might have about the state's long-term care system.

You can attend a meeting and learn more about the issues facing Wisconsin as we move forward to improve our state's long-term care system. For more information on the council's meetings: <https://wcltc.wisconsin.gov/meetings.htm>

You can help ensure an accurate 2020 CENSUS

The 2020 United States Census begins this spring. That's right, the Census Bureau attempts to count every person living in the United States. So it is very important that everyone participates.

Unfortunately, certain groups are at higher risk of not being fully counted in the census. This includes low-income individuals, people with disabilities, and people with limited access to the Internet, among others.

Being left out of the census deprives these groups and their communities of vital public and private resources.

All information gathered by the census is confidential and protected.

By April 1, every home will receive an invitation to participate in the 2020 Census.

You will have three options for responding: online, by phone, or by mail.

Online: Individuals will be able to complete census materials online using assistive technology such as a screen reader. There will also be a video guide in American Sign Language to help with completing the census online.

By Phone: Census Questionnaire Assistance phone lines will be available in English and 12 additional languages. The census can also be completed in English using Telephone Device for the Deaf (TDD/TTY) technology at (844) 467-2020.

By Mail: Braille and large print guides will be available to assist you with completing the paper questionnaire. The braille and large-print English language guides will be available on the bureau's website.

You can ask for help filling out the census, this could be an individual you trust such as a family member or trained caregiver, among others. You can also ask for assistance by calling the Census Questionnaire Assistance phone lines in English at (844) 330-2020 or Spanish at (844) 468-2020.

Individuals in group living situations, like skilled nursing facilities, are counted by a housing administrator who works with the Census Bureaus.

For more information, visit <https://2020census.gov>

Committees Seeking Members



Community Care has opportunities for members, and/or their legal decision makers, to serve on a variety of member-focused committees.

It is necessary to have member participation. There are spots available on the Member Advisory, Appeal, and Grievance committees. Members can participate by phone.

To learn more, contact Community Care's Quality Management Department: (262) 207-9325.

PLANNING FOR YOUR FUTURE

Your Health Care, Your Rights

As a capable adult, you have many rights when you receive health care. You have the right to be told about your medical choices and their benefits and risks. You also have the right to accept or refuse these choices. Whatever you decide, it is important to talk about your decisions with your physician, other health professionals and those close to you. We encourage you to put your plans for future medical care in writing, in case you become unable to make your own decisions.

Advance Care Planning -

Advance care planning is a process for you to understand possible future health choices; reflect on these choices in light of the values and goals important to you; discuss your choices with those close to you and the

health professionals who care for you; and make a plan for future health care situations.

Start Planning Now -

This process could be short or it could take several months. What is most important is that you begin now and take the time you need to understand, reflect, discuss and make a plan that works best for you and those closest to you.

Advance Directives -

An advance directive is the plan you make for future health care. In this plan, you may simply provide instructions about the choices you would prefer for future health care, or you may appoint another person or persons to make your health care decisions if you were unable to make them yourself.

Your advance directive may be a formal, legal document, or you may choose to com-

municate your choices more informally in a letter or by having a conversation. In many circumstances, a formal, legal document that clearly reflects your goals and values may be the best way to ensure that your choices can be followed.

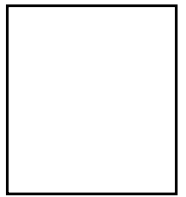
At Community Care, we have staff who can talk with you about what YOU would want for your health care choices and we can help you develop a plan, called a Power of Attorney for Health Care. If you already have a plan that's great, but it's good to revisit that plan every so often to make sure it still reflects what you would want.

Let your care team know that you'd like to talk with an Advance Care Planning Specialist about your future health care decisions. We look forward to talking with you soon!





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