



Welcome

Tribal ALTCS Program 4th Quarterly Meeting 2019

Respecting our Members Time, Home and Space

Soni Fisher, AHCCCS Tribal ALTCS CM Coordinator

Respect the Members Time, Home and Space.

Respecting our members Time, Home and Space is a major component of Person-Centered Planning. CM's need to:



1. Mail a letter to the member, (i.e. two weeks before the due date), notifying them of the upcoming review date and time.



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2. In lieu of mailing a letter, the CM could also have a letter prepared (ahead of time), with the future quarterly review date/time reflected, then take it with them to the current review and leave with the member as a reminder.



3. Explain in the letter that if you do not hear from the member by xx/xx/xx date (i.e. a week before the review date), you will assume the date and time of review will work for the member.

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- Also, in lieu of a letter the CM could also take an Appointment Reminder with them to the current review, reflecting the next review date/time, and other pertinent information reflected.



- Take a copy of the Appointment Reminder and place a copy in the case file, stamped with the date it was delivered.



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7. Place a courtesy call to the member the day before the review date to confirm the date/time with the member.



8. These things will eliminate CMs showing up at a members home unannounced, only to find members not being home. **WASTED TIME**

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9. This will also save on fuel, wear and tear on tribal vehicles, as well as save the CM time that they could be devoting to other members.



10. Remember how you felt today, when your personal space was invaded.



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11. Person Centered Planning ensures that we treat our elder members with the same respect that we want our own elder family members to receive.



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Questions?



Thank You.

