

**Agenda**  
**Alamo Area Council of Governments**  
**Alamo Senior Advisory Committee Meeting**  
**Thursday, May 12, 2022 - 10:00 a.m.**  
**2700 NE Loop 410, Suite 101**  
**San Antonio, TX 78217**

1. Meeting called to Order.
2. Roll Call.
3. Public Comments  
*This time is for anyone to comment to the Advisory Committee on issues and items of concern. There will be no deliberation or action on these comments. Time allowed is at the discretion of the Chairman, with three (3) minutes being customary.*
4. Presentation: Compassion Fatigue, Tina Smith, Director Caregiver Program Operations WellMed Charitable Foundation.
5. Consider and act upon approval of the March 11, 2022 minutes.
6. Chairperson's Report - Ginny Funk, Chair.
7. Director's Report - Jo Ann Tobias-Molina, Aging Programs Director.
8. Subcommittee Reports.
  - A. Alamo Service Connection Steering Committee - Marycela Barron, Chair.
  - B. Allocations and Monitoring - David Coble, Chair.
  - C. Information, Special Events.
  - D. Membership Development and Advocacy - Lisa Senteno, Chair.
9. Alamo AAA Staff Reports.
  - A. ADRC - Tony Martinez.
  - B. Benefits Counseling - Sonya Barrera-Medrano.
  - C. Care Services - Juan Flores.
  - D. Caregiver Services and Health & Wellness Programs - Cyndee S. Pierce.
  - E. Long-term Care Ombudsman Program - Heather Armstrong.
10. Announcements.
11. Next Meeting Date: Thursday, July 14, 2022 at 10:00 A.M. at AACOG.
12. Adjournment.

This meeting is accessible to people with disabilities. The accessible entrance is located at the front entrance of 2700 NE Loop 410, San Antonio, TX 78217. Accessible parking spaces are also available. Please contact AACOG for auxiliary aids and services for the hearing impaired, including interpreters for the deaf, at 210-362-5200 at least 48 hours prior to the meeting or by calling Texas Relay at 7-1-1 for assistance.



**Alamo Senior Advisory Committee**

**5.**

**Meeting Date:** 05/12/2022

**Title:** Minutes

**Presented by:** Paula Riggs, Support Services Coordinator

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**AGENDA ITEM DESCRIPTION:**

Consider and act upon approval of the March 11, 2022 minutes.

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**Attachments**

March 2022 Minutes

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**Minutes**  
**Alamo Area Council of Governments**  
**Alamo Senior Advisory Committee**  
**Thursday, March 10, 2022 – 10:00 A.M.**  
**2700 NE Loop 410, Suite 110**  
**San Antonio, TX 78217**

CATEGORY	MEMBERS		ALTERNATES	
Atascosa Co.	Arthur Troell			
	Patsy Troell			
Bandera Co.	Art Crawford	X		
Comal Co.	Nancy Stout	X		
	Jason Derscheid			
Frio Co.				
Gillespie Co.	Denise Usener	X		
Guadalupe Co.	Richard Hetzel	X		
Karnes Co.	Margaret Ryan	X		
Kendall Co.				
Kerr Co.				
McMullen Co.	Jayne Varga	X		
Medina Co.	David Coble	X		
Wilson Co.	Veronica Arriaga	E	Kathy Brown	
	Nicole Demmer	E		
TSHL	Ed Rogers	E		
Provider	Beth Collier	X	Jean Larson	
Provider	<b>Ginny Funk, Chair</b>	X		
Provider	Brenda Thompson	X		
Provider	Marycela Barron	X	Ileana Martinez	
At-Large Rep.	Olivia Burdick	X		
At-Large Rep.	Bobby Deike	E	Carol Delgado	X
At-Large Rep.	Mary Garr	E	Laura Mata-Delgado	X
At-Large Rep.	Darryl Greer	X		
At-Large Rep.	<b>Sara Lozano, Secretary</b>	X	Carol Ann Villareal	X
At-Large Rep.	Antonio Patron			
At-Large Rep.	Lisa Senteno	X		

AAA STAFF	
Jo Ann Tobias-Molina, Director	X
Trina Cortez, Assistant Dir.	
Tony Martinez, Manager	
Heather Armstrong	X
Sonya Barrera-Medrano	
Cindy Boyum	
Michael Darilek	X
Juan Flores	
Kelley Gallant	X
Gloria Givilancz	X
Enrique Guerrero	
Cyndee Pierce	X
Paula Riggs	X
Laura Ramos	X
Janina Lopez	X

AACOG STAFF	

GUEST(S) PRESENT	
Jane Paccione, SAAF	
Vinsen Faris, MOWSA	
David Ryan	

1. Meeting Called to Order at 10:00 A.M. by Ginny Funk, Chair.
2. Roll Call by Sara Lozano, Secretary; a quorum was established.
3. Public Comment – none.

4. Presentation – Jane Paccione, San Antonio Area Foundation Managing Director for Collective Impact presented Part One of Reframing Aging. The Reframing Aging Initiative is a long-term social change endeavor designed to improve the public’s understanding of what aging means and the many ways that older people contribute to society. This greater understanding will counter ageism and guide the nation’s approach to ensuring supportive policies and programs for all. Part Two will be presented in July.
5. Approval of the Minutes from November 4, 2021 and January 13, 2022 – David Coble made a motion to approve the minutes as written, seconded by Sara Lozano; motion carried.
6. Chair’s Report – Ginny Funk, Chair, did not have a report in deference to the time needed for the earlier presentation.
7. Director’s Report – Jo Ann Tobias-Molina, Director, reported the following:
  - A. Budget: there has been difficulty in securing providers to deliver homemaker and/or personal assistance services, creating a shortfall in meeting the projected performance metrics.
  - B. March is National Senior Nutrition Month.
  - C. ASAC and TSHL Vacancies: there are openings for county appointees from many of the counties. There is also a need for additional rural representation on the Texas Silver-Haired Legislature. If anyone wants additional information please contact Paula Riggs.
8. Subcommittee Reports:
  - A. Alamo Service Connection (ASC) Steering Committee – Marycela Barron, Chair, reported that they had not met but would be meeting in April.
  - B. Allocations & Monitoring – no report.
  - C. Information, Special Events – Ginny reported that this subcommittee is in need of a chair. Anyone interested in stepping into that role should let Ginny know, or contact Paula Riggs.
  - D. Member Development and Advocacy – Lisa Senteno, Chair, reported the following:
    - Resignations: Monica Zuniga, Emily Perry, and Sonya Toalson all had job changes and were no longer able to serve.
    - Member Nominations:
      - Marycela Barron – Provider Member, Meals on Wheels SA (moving from alternate to member)

- Derek Morton – At-Large Member, CEO of Medi-Ryde, LLC.
- Alternate Nominations:
  - Ileana Martinez (alternate to Marycela Barron)
  - Jonathan Rivera (alternate to Olivia Burdick)

The nominations were approved unanimously.

9. Ad Hoc Subcommittees – Ginny reported as a follow up to the January retreat, that three groups are open for participation from ASAC members: Family Caregiver Coalition, Long-Term Care Services, and Senior Companion Program. The first two are Bexar Senior Advisory subcommittees that have overlap with the rural counties. The third, Kelley Gallant shared is a program that started in Bexar and is expanding to Atascosa, Guadalupe and Wilson counties.
10. Alamo AAA Staff Reports.
  - A. ADRC. Jo Ann reported that the Coordinator position is vacant and is currently being interviewed for, the position is posted.
  - B. BENEFITS COUNSELING. Laura Ramos reported on behalf of Sonya Barrera-Medrano, BC Coordinator. The “Senior Medicare Patrol” position has been filled by Lydia Alejos, a transfer from the Alamo Service Connection staff. Outreach is continuing to increase as more and more locations are open to in-person presentations.
  - C. CARE SERVICES. Cyndee Pierce reported on behalf of Juan Flores. Chore Maintenance will be a new service starting up. Warm Hearts, Warm Homes heater program distributed a total of 311 in the Alamo region.
  - D. CAREGIVER SERVICES. Cyndee Pierce, Caregiver Services Coordinator, encouraged everyone to continue making referrals for caregiver services, as they would like to introduce more and more caregivers to the educational information provided through Trualta. She also encouraged anyone interested to join the Caregiver Coalition which has an impact and reach well beyond Bexar County.

The Health & Wellness program continues to offer virtual programming, as well as returning to more in-person. Anyone looking to host in-person classes should contact Kimberly Beasley or Cyndee Pierce.

- E. LONG-TERM CARE OMBUDSMAN: Heather Armstrong, Managing Local Ombudsman, reported on the noticeable difference throughout the communities they serve as more families are able to visit residents and more group activities are taking place.

Volunteer recruitment and training continue to be bolstered by the use of online platforms. The next eight-week training cycle will start May 5.

11. Announcements – none.
12. Next Meeting Date – Thursday, May 12, 2022, 10:00 A.M.
13. There being no further business, Brenda Thompson made a motion for adjournment, seconded by David Coble; meeting was adjourned.

## Alamo Senior Advisory Committee

8. A.

Meeting Date: 05/12/2022

Title: ASC Steering Committee Report from April 5, 2022 Meeting

### MEMBERSHIP:

***Marycela Barron, MOWSA - Chair	Paul Hamilton	**Brenda Schmachtenberger, OASIS
Kent Allen	Samuel Hinojosa, Superior	*Lisa Senteno, DFPS
Corina Arauza, AACOG IDDS	Roberta Jonas	Lauren Shuler
Dalila Arredondo	Brooke Kearney	Jacob Ulczynski, AACOG IDDS
Kitty Brietzke, SAILS	Carl Kidd	Guadalupe Valdes, USDA
Sylvia Canonegron	Brenda Lara	Gina Valdez
Christilee Erickson	Inez Longoria	Goldie Walker, DADS
Tony Flowers-McFarland	Sean Morgan	Barbara Witte-Howell, JCOEA
Barry Floyd, COIL	Michelle Naeder	Abel Zamora
Tanisha Fullerfelix	Rene Paschall	Caren Zysk
**Paul Furukawa	Nicole Perez	Jo Ann Tobias-Molina, AACOG Aging Director
Michelle Galindo	Carolyn Rich	Trina Cortez, AACOG Aging Assistant Director
Victoria Garcia	Elizabeth Rodriguez	Tony Martinez, AACOG AAA Manager
Isaac Griffie	Rod Rodriguez	Jennie LeDeauz, AACOG ADRC Program Specialist
Jaqueline Gutierrez	Arlene Salazar	Sonya Barrera-Medrano, AACOG Aging BC Coordinator

\* denotes ASAC Member/Alternate

\*\* denotes BSAC Member/Alternate

\*\*\* denotes both ASAC/BSAC Member/Alternate

### 2022 GOALS

Maximize benefits for participating members and establish vision and priorities for the future.

### TOPICS DISCUSSED:

Attendance was not recorded.

1. ADRC Steering Committee Name Change: As stated in the HHSC contract, the ADRC Steering Committee will need to be renamed to reflect it as an Advisory Group.
2. Vision and Priorities: Discussed establishing a vision and setting priorities for strategic purposes.
3. Membership Survey: Surveys will be sent to members to set priorities and vision.
4. AAA Community Volunteer Program: Celina Wilt, AACOG's Community Volunteer Program Outreach Specialist, presented a summary of the program.
5. Older Americans Month: May is Older Americans Month and AAA will launch a Constant Contact Campaign to honor older adults.



**DECISIONS MADE:**

N/A

**ACTIONS NEEDED:**

N/A

**NEXT MEETING DATE:**

TBD

**STAFF LIAISON CONTACT INFORMATION:**

Tony Martinez, AAA Manager  
(210) 362-5207 / [tmartinez@aacog.com](mailto:tmartinez@aacog.com)

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**Alamo Senior Advisory Committee**

**9. A.**

**Meeting Date:** 05/12/2022

ADRC Report

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**TITLE:**

ADRC - Tony Martinez.

**PROGRAM REPORT:**

The mission for the Aging and Disability Resource Centers (ADRCs) is to serve as a highly visible, trusted resource for assistance with access to the full range of community-based Long Term Support and Service (LTSS) options via a “no wrong door” model for all individuals regardless of age, income and disability. AACOG's Alamo Service Connection (ASC) can be reached through the statewide ADRC toll free number: 855-937-2372.

**Summary Report of ASC and Rural Counties Calls received by County:**

<b>Combined Contact/ Call Count September 2021</b>					
	<b>February 2022</b>	<b>March 2022</b>	<b>April 2022</b>	<b>Total</b>	<b>Average</b>
<b>Atascosa</b>	94	51	55	200	67
<b>Bandera</b>	13	21	29	63	21
<b>Comal</b>	76	58	54	188	63
<b>Frio</b>	17	14	11	42	14
<b>Gillespie</b>	7	5	9	21	7
<b>Guadalupe</b>	100	87	75	262	87
<b>Karnes</b>	29	10	4	43	14
<b>Kendall</b>	25	18	27	70	23
<b>Kerr</b>	29	30	29	88	29
<b>McMullen</b>	0	1	1	2	1
<b>Medina</b>	61	35	32	128	43
<b>Wilson</b>	76	54	40	170	57
<b>Total:</b>	<b>572</b>	<b>384</b>	<b>366</b>	<b>1277</b>	<b>426</b>

1. ADRC received the 2021 HHSC Innovator in Aging Award for the Vaccine PSAs that initiated in October 2021. The announcement was made on May 3.
2. ADRC is in the process of filling Resource and Referrals Call Center Specialist vacancies.

**CONTACT INFORMATION:**

Tony Martinez  
AAA Manager  
tmartinez@aacog.com / (210) 362-5207

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**Alamo Senior Advisory Committee**

**9. B.**

**Meeting Date:** 05/12/2022

Benefits Counseling - Sonya Barrera-Medrano

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**TITLE:**

Benefits Counseling - Sonya Barrera-Medrano.

**PROGRAM REPORT:**

1. On 4/16/2022 - Benefits Counseling added a new Benefits Counselor, Diana Garza. Diana transferred to the Benefits Counseling team from the AAA ADRC. Ms. Garza was a call specialist, well versed in AAA Services. Her prior experience included providing assistance to clients with public entitlements via AAA community partner (Catholic Charities), and as a Medicare Part D specialist with CVS.
2. Benefits Counselors (BC) continue conducting outreach and Senior Medicare Patrol Presentations in the Alamo area. The goal remains connecting older adults and Medicare beneficiaries to services in the five core benefits available: Medicaid, Medicare Cost Sharing (MSP), Low Income Subsidy (LIS), Supplemental Nutrition Assistance Program (SNAP), Liheap and Weatherization.
3. The Benefits Counseling (BC) Team has met their 2022 performance goal of 500 applications within the first six months of Fiscal Year 22. This program provides much needed income and support assistance to older adults and Medicare beneficiaries. The BC Team has completed 1,789 unduplicated referrals in both Bexar and Alamo, completing 97 outreach events.
4. As a reminder to all - Benefits Counselors continue to educate and counsel older adults and Medicare Beneficiaries in eligibility services for multiple federal and state benefit programs. The BC team assists with completing, submitting applications and compiling necessary documents necessary to establish eligibility in public entitlements. Public Entitlements include Medicare, Medicaid, Medicare Cost Sharing (MSP), Low Income Subsidy (LIS), Supplemental Nutrition (SNAP), Li-heap/Weatherization, Nursing Facility and Community Attendant Services. The BC team is available to provide presentations and education to older adults and Medicare Beneficiaries. Legal Assistance is also available to adults over 60 through Benefits Counseling "free" legal assistance in wills, power of attorney, probate, advanced directives, divorce, Transfer on Death Deed, adoptions, custody for children being raised by a relative over the age of 55, adult guardianship and Qualified Income Trust for the purpose of Medicaid eligibility.

**CONTACT INFORMATION:**

Sonya Barrera-Medrano  
Benefits Counseling Coordinator  
(210) 918-1281 / SBarrera-Medrano@AACOG.com

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**Alamo Senior Advisory Committee**

**9. C.**

**Meeting Date:** 05/12/2022

Care Services Report

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**TITLE:**

Care Services - Juan Flores.

**PROGRAM REPORT:**

As of 6 April 2022, the newest Care Specialist I, Ms. Nakita Fox, completed her first 30 days in training and is currently managing her own case load.

As of 13 April 2022, the Care Services program posted a vacancy for Care Specialist I position.

As of 24 April 2022, Chore Maintenance is available to older adults in the region. Chore Maintenance consists of:

- Heavy cleaning (e.g. scrubbing floors, washing walls, or washing windows inside and outside)
- Moving heavy furniture
- Yard maintenance (e.g. mowing and trimming lawn, hedge trimming, or tree trimming)

From September 2021 through March 2022, the Care Coordination team provided assistance to 253 clients in the Alamo Area. The fiscal year is half way complete and all Care Services are open and available in the Alamo Area.

Priority is given to those who:

- have recently suffered a major illness or health care crisis, or have recently been hospitalized and need additional attention during the recuperation period;
- are moderately to severely impaired in activities of daily living and instrumental activities of daily living;
- have insufficient caregiver support;
- are in greatest economic/social need, particularly low income, minority older adults;
- are frail and live alone.

**CONTACT INFORMATION:**

Juan Flores

Care Services Coordinator

jflores@aacog.com or (210) 362-5562

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**Meeting Date:** 05/12/2022

Caregiver Services and Health & Wellness Report

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**TITLE:**

Caregiver Services and Health & Wellness Programs - Cyndee S. Pierce.

**PROGRAM REPORT:**

Caregivers Served September 2021 - April 2022

Caregiver Support Coordination: 165

**Caregiver Support Coordination**

The launch of ACOG-AAA's Back To School assistance program was on May 2, 2022. There are 100 slots available this year for assistance. The Kinship families will need to call the call center and work with a care specialist who will refer them to the contracted vendor Texas Grandparents Raising Grandchildren. This organization will take the families shopping for school clothing and supplies.

Alamo AAA is still working with Texas Diaper Bank to provide 3- or 6-month bulk orders of incontinent supplies to persons 60 and older. If you know someone that is in need, please have them contact the Texas Diaper Bank directly at 210-731-8118.

The Caregiver Services Coordinator, Cyndee Pierce, would like to encourage you to consider joining the Alamo Family Caregiver Coalition. This is a group of professionals, community leaders, and family caregivers with the mission of improving the quality of life for caregivers and care recipients through advocacy, information, support, and access to resources.

The Coalition's goal this year is to be present at no less than four educational events and collaborating on a resource event with coalition members to include a Q & A panel with subject-matter experts in the field of caregiving resources. The Alamo Family Caregiver Coalition was recently at the Low Vision Expo in April. There were 368 registered attendees, many of whom were from our rural counties.

The next Coalition meeting will be hybrid via Zoom and in person at Health Texas, on May 17th 8:30-10:00 A.M. Anyone interested in receiving an invitation should contact Ms. Pierce, Caregiver Services Coordinator.

**Caregiver Classes, Workshops, and Outreach**

Caregiver Classes and Workshops: Information from community partners is provided to Caregivers through online Caregiver Training, Trualta, as well as a monthly e-Blast.

Caregiver Outreach: The Caregiver volunteer continues to send e-Blasts for upcoming events and informational services to caregivers in all 13 counties. This e-Blast occurs twice a month.

- Wilson County Road show on March 22, 2022
- Atascosa County in collaboration with SA Food bank addressing food insecurities in the county April 26, 2022
- Medina County Older Relative Caregiver Support group on April 27, 2022
- Kendall County Kronkosky Place: Viva Fiesta Salud! Health Fair on April 29, 2022

## Health and Wellness Classes and Workshops

Virtual and in-person: Bingocize, Texercise, and Matter of Balance.

### Current Classes

- V-Bingocize, Tue/Thur, 2 February – 26 April – 16 participants with 8 new
- V-TXS, Mon/Wed, 7 March – 25 May, 10:30-12:00 – 12 participants with 6 new
- Hybrid Bingocize (UMC-Medina) 5 April – 2 June, 1:00-2:00 – 8 participants

### Projected In-Person/Virtual Classes

- TXS, Poteet Library, 126 5<sup>th</sup> St, Poteet, Mon/Wed, 2:00-3:30, 2 May – 25 July – 7 signed up
- V-Bingocize, Mon/Wed, 1 June – 17 Aug, 9:00-10:00

The Health & Wellness Program continues to conduct Telephone Reassurance calls to previous class participants as a preventative measure against social isolation caused by pandemic restrictions. Falls Prevention talks are also conducted through the telephone. These calls are used for education and to encourage clients to take part in a class series.

Staff continue to provide Opioid Misuse Prevention Packs to older adults throughout the Alamo region. These packs include the DeTerra drug deactivation packs. Anyone in need of more kits should contact Ms. Pierce or Mrs. Beasley.

The staff appreciates ASAC's support for all Caregiver and Health & Wellness programs.

### CONTACT INFORMATION:

Cyndee S Pierce, Caregiver Services Coordinator  
(210) 832-5049 / [cpierce@aacog.com](mailto:cpierce@aacog.com) or  
Kimberly D. Beasley, Health and Wellness Specialist  
(210) 918-1279 / [kbeasley@aacog.com](mailto:kbeasley@aacog.com)

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### Attachments

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# AACOG- Area Agency on Aging Grandparents Raising Grandchildren/Other Relative Caregivers Program



Alamo Area Council  
of Governments

## 2022 Back to School Assistance

The Program will provide back to school assistance in partnership with Texas Grandparents Raising Grandchildren for each **School-Aged** child you are raising.

- Non-School Aged Children may be assisted with a different service.
- A limited number of children will be assisted.



### To Qualify:

- ✓ Grandparent or other older relative **MUST be 55 years or older and be the primary Caregiver of child(ren) 18 years or younger** due to parents being unwilling or unable to raise the children. Is the Head of Household and has full responsibility in providing the child with shelter, food, clothing, etc.
- ✓ **Biological parents DO NOT live in the home.**
- ✓ Must live in Atascosa, Bandera, Comal, Frio, Gillespie, Guadalupe, Karnes, Kendall, McMullen, Medina, or Wilson County

**You must call the Alamo Service Connection to be placed on the “Requesting Service” List beginning May 2, 2022:** Names will not be placed on the list prior to that date .

**(Getting on the list does not guarantee assistance. Families on the list will be called to confirm Eligibility and be Registered)**



Funded through the Texas Health and Human Services Commission  
Alamo Area Council of Governments

**Names will be placed on the list beginning May 2, 2022**

**(866) 231-4922**





## AACOG- Area Agency on Aging

### Programas para Abuelos criando sus nietos/ y otros cuidadores de familia

### 2022- Ayuda para el regreso a la escuela

Para cada niño de edad escolar que usted está criando, nuestro programa, en asociación con el programa Texas Grandparents Raising Grandchildren, recibirá asistencia para el regreso al año escolar).

- Los niños que no asisten a las escuela podrían recibir un servicio similar.
- Un número limitado de niños serán asistidos.

#### **Para calificar:**

- ✓ El abuelo u otro pariente mayor debe tener 55 años o más y ser el cuidador principal del niño (o niños) de 18 años o menos, ya que los padres biológicos no pueden o no están dispuestos a criar a sus hijos. Debe ser el jefe de familia y tener plena responsabilidad de proveer al niño (o niños) con refugio, comida, ropa, etc.
- ✓ Los padres biológicos No Viven en el hogar.
- ✓ Tiene que vivir en el Condado de Atascosa, Bandera, Comal, Frio, Gillespie, Guadalupe, Karnes, Kendall, McMullen, Medina, or Wilson

A partir del 2 de mayo de 2022 debe llamar al *Alamo Service Connection* para colocarse en la lista y "solicitar el servicio" . No se aceptaran nombres antes de esta fecha.

**Colocarse en la lista no garantiza la ayuda. Las familias en la lista serán llamadas para confirmar elegibilidad y ser registrados.**



**Comenzando el 2 de Mayo de 2022 los nombres se colocarán en la lista - (866) 231-4922**





**Meeting Date:** 05/12/2022

Long-term Care Ombudsman Report

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**TITLE:**

Long-term Care Ombudsman Program - Heather Armstrong.

**PROGRAM REPORT:**

Do you have a passion for helping others, a caring spirit and a willingness to learn? If this describes you, we need you! Become a volunteer Ombudsman and help improve the quality of life and care for residents in a community near you. We provide training, tools and ongoing support. *People who live in nursing homes and assisted living communities may have little or no contact with the outside world. Many feel they lack control over their lives. A volunteer LTC Ombudsman who visits regularly can be the highlight of a resident's day and ensure residents get good care. Volunteer with us today!*

Link to video:

<https://www.youtube.com/watch?v=6VRmetXQVEY&feature=youtu.be>

A Long-term Care Ombudsman means "being an advocate for residents." A Long-term Care Ombudsman (LTCO) listens to and addresses the concerns of nursing home and assisted living residents. At all times, residents decide on the Ombudsman's level of involvement. They can be counted on to respect residents' privacy and confidentiality. Some of the ways in which LTC Ombudsmen serve residents include telling residents about their rights and empowering and supporting residents and their families to discuss concerns with staff.

The Alamo Ombudsman Program has been recruiting volunteers with the use of social media and will continue to do so for 2022. Alamo currently has three interns in class and they will be certified in the late summer. Another training session started May 5th.

The current Active Certified Ombudsman (ACO) Performance Measure (PM) count is 25 - this PM was met/exceeded in February.

The Alamo Ombudsman Program met/exceeded the Performance Measure for Unduplicated Assisted Living Visits in November 2021, and continues to visit nursing homes (NH) and assisted living (AL) communities on a regular basis. Ombudsmen have made over 325 AL visits and 400 NH visits from September 1<sup>st</sup> – April 30<sup>th</sup> and are on track to exceed the Performance Measure for Duplicated Assisted Living Visits early on in the 4<sup>th</sup> quarter of the State Fiscal Year.

The Alamo Ombudsman team has completed all required annual shadow visits – this is time staff spend shadowing a volunteer in his/her assigned long-term care community. This is an opportunity to exchange information, request additional training topics and see how best to support the volunteer.

The Alamo and Bexar Programs hosted a virtual celebration on April 20<sup>th</sup> as well as a meet-and-greet on April 29<sup>th</sup> for volunteers in honor of Volunteer Appreciation month. On June 24<sup>th</sup>, Alamo will host an in-person training session with a focus on Aging Sensitivity and basic dementia skills; and, in June, will host Part II PCT (Person Centered Thinking) and several interactive exercises will be taught to staff and volunteer LTCO. PCT helps LTCO to strengthen

skills and advocacy for residents.

Heather Armstrong continues to update the Facebook Page and Twitter account. Please “Like” and “Follow” The Alamo and Bexar Area Agency on Aging Ombudsman Page Facebook Page, <http://www.facebook.com/alamoaaaombudsman> and @alamobexarombud Twitter account.

Heather Armstrong also manages the Facebook Page and Twitter account for NALLTCO as well. Heather Armstrong has held the position of secretary for NALLTCO for over 4 years and was elected to serve for another 2 years.

**CONTACT INFORMATION:**

Heather Armstrong, MA, CDP, CMDCP, PAC  
Alamo Managing Local Ombudsman  
[harmstrong@aacog.com](mailto:harmstrong@aacog.com) or 210.362.5283

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