



acm care

Autonomous Case Management

YOUR TRUSTED PARTNER FOR CARE SOLUTIONS

ANNUAL REPORT 2021-22

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Mission Statement:

To improve the quality of life for frail elderly and disabled people through case management and support services, regardless of their ability to pay.

June 2021

Board of Directors

The ACM Care Board of Directors is actively involved in the organization and the community. An agency evaluation was completed to identify strengths, weaknesses, threats and opportunities. In 2019 the ACM Care Board of Directors approved the expansion of services to include CCP services, in Chicago City.

Attn Brian Klar
President

Dr Hedva Barenholtz Levy
Vice President

Joe Valenti
Treasurer

Adrian Di Bisceglie
Secretary

Harold Salmon
Dr Susan Fletcher
Gary Woods



Executive Director's Report

ACM Care—what a year of change it has been! First the COVID pandemic closed everything down, isolating many of our more fragile senior citizens in their homes and in facilities. Families were frustrated, administrators were searching for answers, and we all had to gather homemade masks and learn how to be productive in our living rooms and on zoom. We have come a long way.



ACM Care's response to the pandemic has always been to follow the CDC guidelines. We take temperatures, mandate masks and distancing in all our offices, and cover each other when someone is exposed or actually comes down with COVID. Our staff have been resilient through it all, and extremely patient as the rules changed over time and immunizations (natural and otherwise) have increased. I have always said it takes a great problem-solver, adaptable, creative person to be a good case manager—and our staff have showed who they are, through all of this.

We continue to take care of our clients, wherever they are living. We arrange for services in their home to avoid premature hospital or nursing home stays. These services can range from personal care and an I-fell-and-I-cant-get-up button, to medication setups and healthcare monitoring. Who wants to go to a nursing home anyway—when we can set up safe, appropriate services in their private home instead? Our staff gets to do what they do best, and our clients get to stay where they want to stay. It's a win for everyone.

We have a new website this year so be sure to visit it. www.acmcare.org We are very proud of the new website where clients can now pay their bills, contact us directly, and read about our mission and why we do what we do. We are unique; we are passionate about getting good care for our clients; and we would love to hear from you! Staff compliments are always invited and encouraged. Our staff works hard. This job is not always easy. I personally love it when we can celebrate because a client reports something special a staff person did for them. Thank you to everyone who hung in there with us this past year, you are appreciated!

ACM Care Teams



St. Louis Office...

ACM Care St. Louis Registered Nurses are dedicated and have a minimum of 12 years professional experience each. They are experts in their fields, joining clients on their journey in aging. This consistent relationship has allowed us to help them age gracefully in their home as long as possible. Our Veteran program helps clients with items such as Veteran benefits and connecting with to their local Veteran Service Officer. Everyone gets assistance with choosing their eldercare or transitional services and personal referrals to community resources (Durable Medical Equipment, Transportation, Food Sources, Government Programs, Agencies for Care, Therapy, Local Doctors, etc).

Some highlights for the past year has been finding new ways to adapt and utilized electronic resources to keep families and clients in touch during daily life, celebrations, and end of life planning. We were able to share precious moments towards the end of life in some circumstances when families were unable to attend in person. We have learned to navigate Covid changes and yet still help our clients remain safe in their preferred surroundings.



Peoria Office....

Our Peoria location continues to serve older adults in the City of Peoria and Tazewell, Woodford, Marshall, and Stark counties by providing ongoing case management of long-term services and supports. We monitor our participants monthly and re-assess our participants as needed to ensure their needs are met.

In the past year, we have used grant funds to assist our participants with purchasing necessary goods and services including transportation vouchers, groceries, personal hygiene supplies, PPE, and disinfectant items. We also connect our participants to community resources available to them, for example money management and counseling services. We continue to work diligently to serve our growing and diverse population.



Chicago Office....

The Chicago Office moved into a new location in 60619 in April of 2020. We have been working through the Covid 19 pandemic with measures in place to keep staff safe in the office and keep our clients with minimal exposure. Staff changes have been made throughout the pandemic, but we now have a solid group, providing outstanding services to seniors living in the southern part of Chicago City.

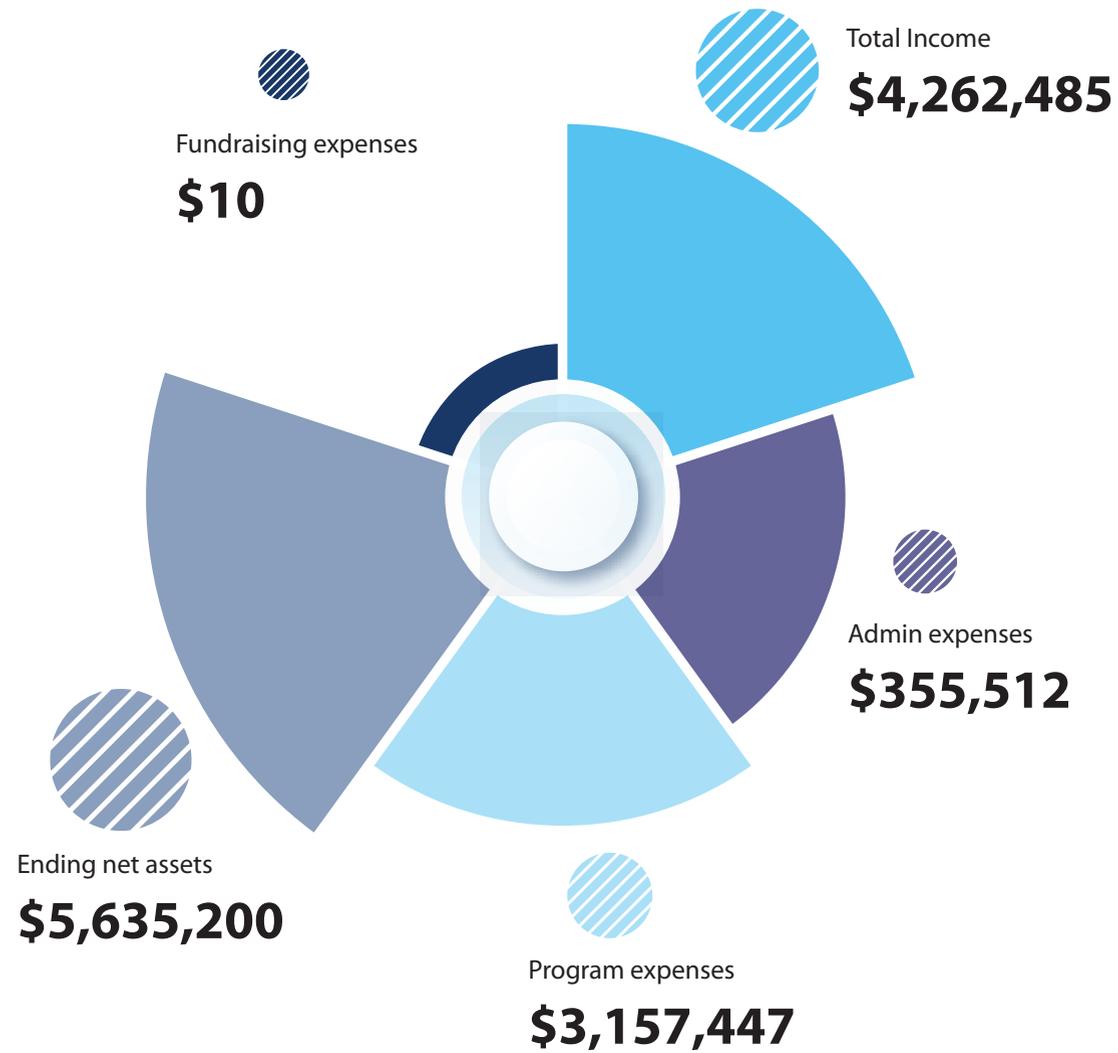
We have had several promotions recently. Tempest Martin has been promoted to Lead over Operations and Jamecia Leverston has been promoted to Lead over Client services. During this pandemic we are still able to provide case management to our participants. We have received emergency funding from the state that has helped our participants with emergency supplies such as groceries, incontinence products, safety devices, and other items they now need due to the effects of the pandemic. Similar to everyone else, the Chicago office has faced some challenges within the last year, but we are learning to adjust to our new normal and keeping client first.



Brief History:

1999 Incorporation of Autonomous Case Management of St Louis Inc in MO
2000 Recognized by the IRS as a 501(c)3 charity organization
2005 Registration of "ACM Care" as a DBA name

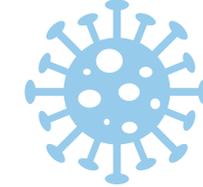
FY 2021 Financial Summary



Achievements



We remain AAA rated with the Better Business Bureau—absolutely no complaints.



Implementing strict COVID guidelines with no incidents of spreading within our walls.



Helping over 6,000 clients to get access to quality Health care and Elder care.



Design and publish of a new website to focus on Baby Boomer needs and easy invoice/donation payments.

acmcare.org





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