



Autonomous Case Management

YOUR TRUSTED PARTNER FOR CARE SOLUTIONS



ANNUAL REPORT 2023-24

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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 2023**Board of Directors**

The ACM Care Board of Directors is actively involved in the organization and the community. They recently spearheaded an extensive client satisfaction survey through a partnership with Lindenwood University. The Board of Directors is currently seeking new members after the retirement of two long term Board volunteers—Sue Fletcher and Joe Valenti. We wish them both a happy, joyous, relaxed retirement.

Brian Klar
President

Hedva Barenholtz Levy
Vice President

Rick Jose
Treasurer

Harold Salmon
Robert Tamsky

**Executive Director's Report**

What a year it has been! The Board of Directors has spear-headed a partnership with Lindenwood University to survey a sample of clients regarding their services from ACM Care and any ongoing needs. The results of the survey were quite favorable, and a summary is included in this report.



Staff has been diligent and dedicated to addressing the ongoing unmet needs of the clients we serve. While there are great financial needs that are sometimes met through various grant funds, there are still many that are not being addressed. ACM Care was started in 1999 to address these gaps in Senior Services and we have filled many gaps, but there are more than ever! This coming year we are focused on our future and creative solutions to meet some of those outstanding needs. Senior Care continues to be divided between the "Haves" and the "Have-nots". Our goal is to level the playing field.

It is our (my) personal belief that all deserve good, quality care. For many in our isolated communities the greatest need is simple health education and assistance navigating impersonal, profit-driven, complex senior institutions. For others it may be as simple as someone to show up on time, and care about what they need and want- more than what is "covered" or "the way it is". We could all use a person on our side, a dedicated advocate for "me" instead of the institution, a friend who knows what I want and why. But everyone doesn't get a personal advocate. As we look at our future, we also look at our clients' futures also. Who needs a personal advocate more than a senior citizen with ongoing medical and health related challenges, but without available family, knowledgeable navigators, or resources to go it alone.

We encourage you to join us in this vision.

Julie Hess
Executive Director

ACM Care Teams



St. Louis Office...

Our St. Louis office provides seasoned RNs who are committed to helping our clients navigate the complexities of the aging journey with each client's personal goals in mind. We remain focused on the individual's "big picture" to improve their care, safety, and ultimately their peace of mind. We have helped more clients this past year through our traditional and charitable services. We have successfully helped clients carefully transition back home – where they want to be.

A few highlights have included our ongoing engagement with the local community. We have provided community educational sessions, area-wide resource coordination with fellow service providers, and partnerships with many senior-related event hosts. Over the holiday, our office collected clothing, shoes, household items and toys for a local Veteran's charity.



Peoria Office....

Our Peoria office continues to provide ongoing case management services to over 2,000 participants in our area. We have utilized grant funds to assist participants with purchasing groceries and household goods, paying past due utility bills, covering the cost of pest control services, and many other necessities. We frequently assist our participants with applying for government programs that assist adults with lower income and limited resources to receive needed services and products.

At ACM Care Peoria we stay connected to our participants on a regular basis. Our participants know who to call when they have a problem or concern and they know our Care Coordinators will work hard to advocate for their needs.



Chicago Office....

Our Chicago office has undergone multiple changes this past year including the resumption of face-to-face home visits, and increased focus on applications for federal and state resources. The program we manage for the State of Illinois has recently changed to a mandatory Medicaid program resulting in many clients refusing services and assistance during a very vulnerable period in their life. This has been difficult for staff and clients but we have a good solid group currently servicing the seniors in the southern part of the City of Chicago.

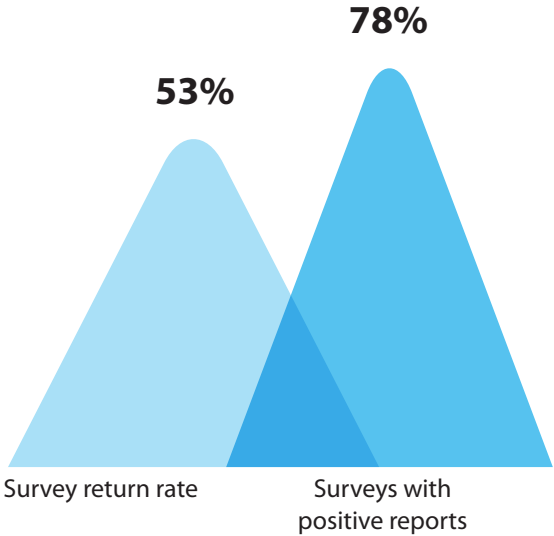
We continue to receive grant funding to help out clients with emergency supplies such as incontinence products, safety devices, unmanageable utility bills, and nutrition-related products. Since Covid 19 Public Health emergency has ended, there have been numerous challenges, including changes in the state program we manage but we continue to serve our clients with the best care.



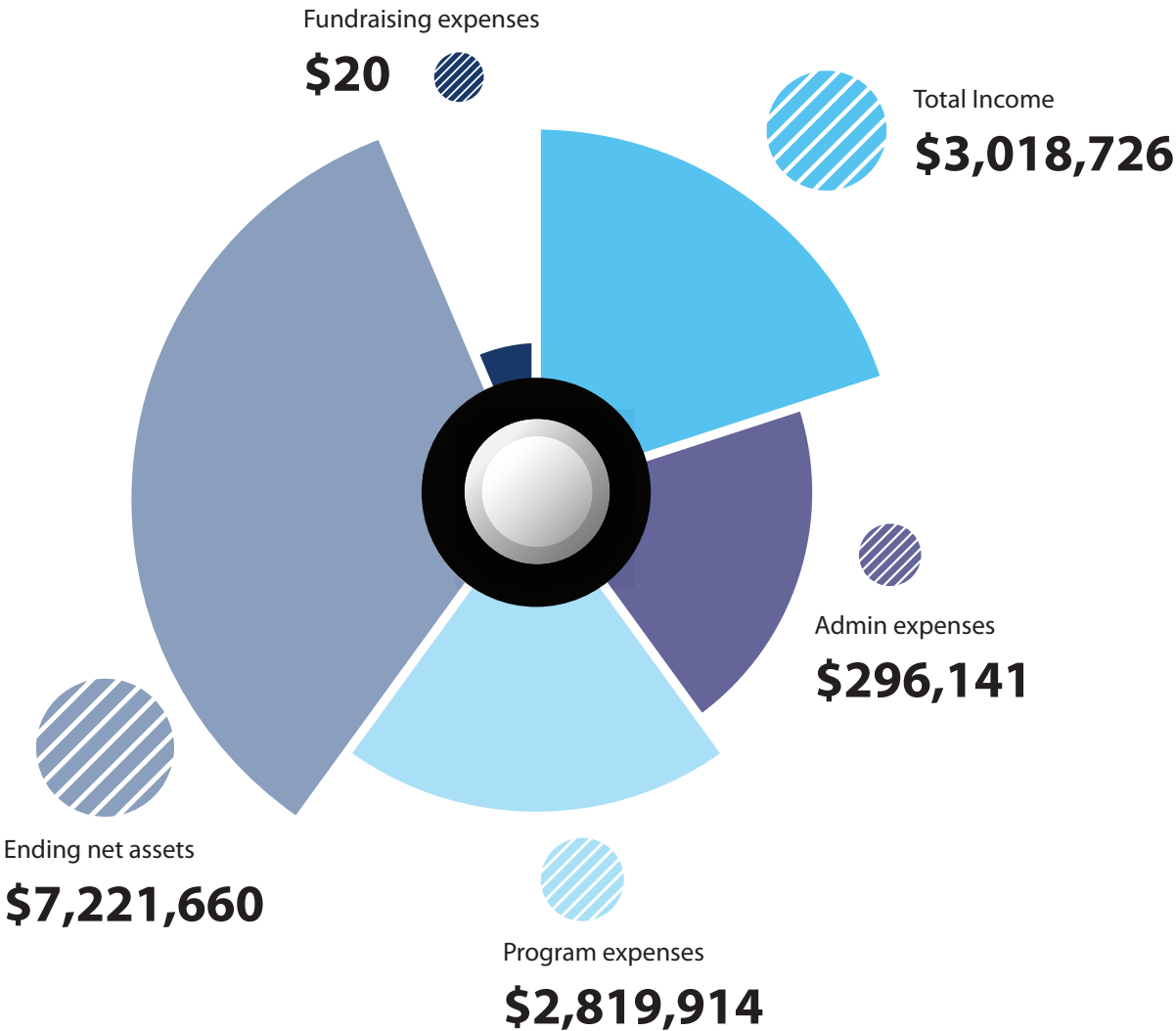
Brief History:

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

Client Survey Results



FY 2023 Financial Summary



Sample of comments: "Like family" "The best thing I ever did"
"If you want good care and honest people, call them"





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