

**Social Work Conference Call
Meeting Summary
November 4, 2009**

Facilitators: Kristin Burns with JacksonWhite Attorneys at Law and Lori Waldberg with C.A.R.E.S.

Conference calls are regularly scheduled meetings on the first Wednesday of each month at 12:30 PM. Call 1-888-482-3813 and enter the pass code of 3813 to join in!

Topics Discussed

- Lori Waldberg, LCSW has joined the CARES staff and her specialty is behavioral health. She is currently serving mostly the Phoenix metro area, but is open to looking at other areas.
- Facilities are taking extra precautions due to flu outbreaks.
- Call participants shared general discussion regarding the challenges of providing behavioral health services in the long-term care setting. Challenges include:
 - Little or no training on handling behaviors
 - Transitioning into non-smoking facilities
 - Behaviorally-oriented facilities are measured in the same manner as the more “typical” LTC facilities despite the distinct differences in population
 - Providing care and services in remote locations (having to wait months for assistance)
 - Complicated issues surrounding substance abuse and abandonment
 - Difficulties with discharge planning from the acute to the LTC setting
 - Balancing residents right and resident safety
- One caller shared a situation in which she is not getting a return call from an ALTCS case manager from outside Pima County for a specific resident care need. It was advised that she contact the supervisor at that ALTCS office to help facilitate resolution.
- Kristin briefly discussed www.myALTCS.com and encouraged everyone to use and recommend it as a helpful resource.

This information is not intended to constitute legal advice and should not be relied upon in lieu of consultation with appropriate legal advisors. The information is for informative or educational purposes only.