



CMSA OF EASTERN OKLAHOMA ANNUAL CONFERENCE

Through the **DECADES**

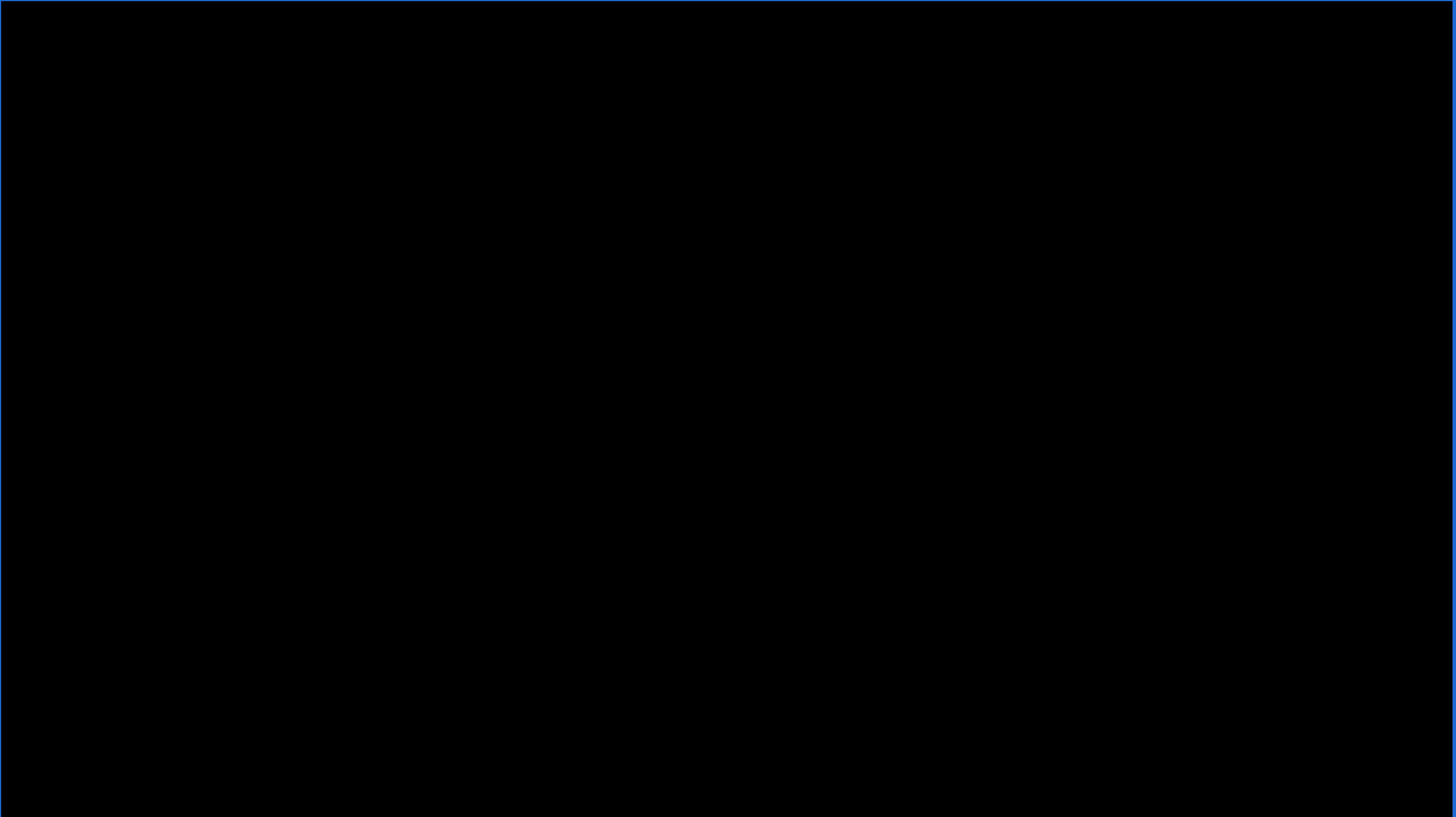
**OSAGE
CASINO
HOTEL**

**MAY 7
2025**

HUMAN TRAFFICKING

The background is a gradient of dark blue and purple, transitioning from a lighter purple at the top to a darker blue at the bottom. It features several faint, stylized circular patterns and arcs, some with arrows indicating a clockwise direction. A large, semi-circular arc on the left side has numerical markings ranging from 140 to 260. The overall aesthetic is modern and tech-oriented, with a subtle starry or nebula-like texture.

TAKE CARE OF
YOURSELF!

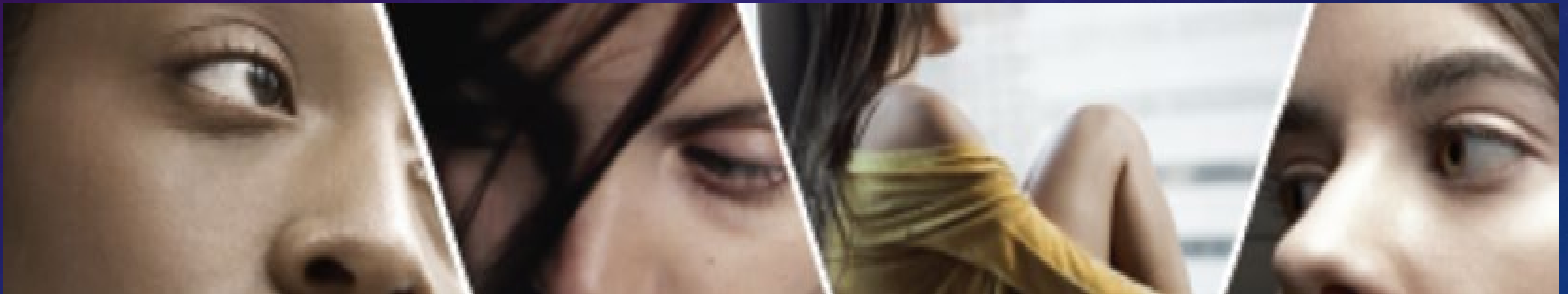




WHAT IS HUMAN TRAFFICKING?

Human trafficking is the fastest-growing criminal industry

- The person is the product
- Low risk / high gain



U.S. Justice Department and International Labor Organization Human Trafficking

Human Trafficking is a crime that involves compelling or coercing a person to provide labor or services, or to engage in commercial sex acts for profit or gain (this does not have to be monetary, it can be ANYTHING of value). The coercion can be subtle or overt, physical or psychological.

Causing someone under the age of 18 to engage in a commercial sex act is human trafficking, regardless of whether any form of force, fraud or coercion was used.



HUMAN TRAFFICKING CAN HAPPEN TO ANYONE.

NO MATTER RACE, AGE, OR GENDER.



Common Myths

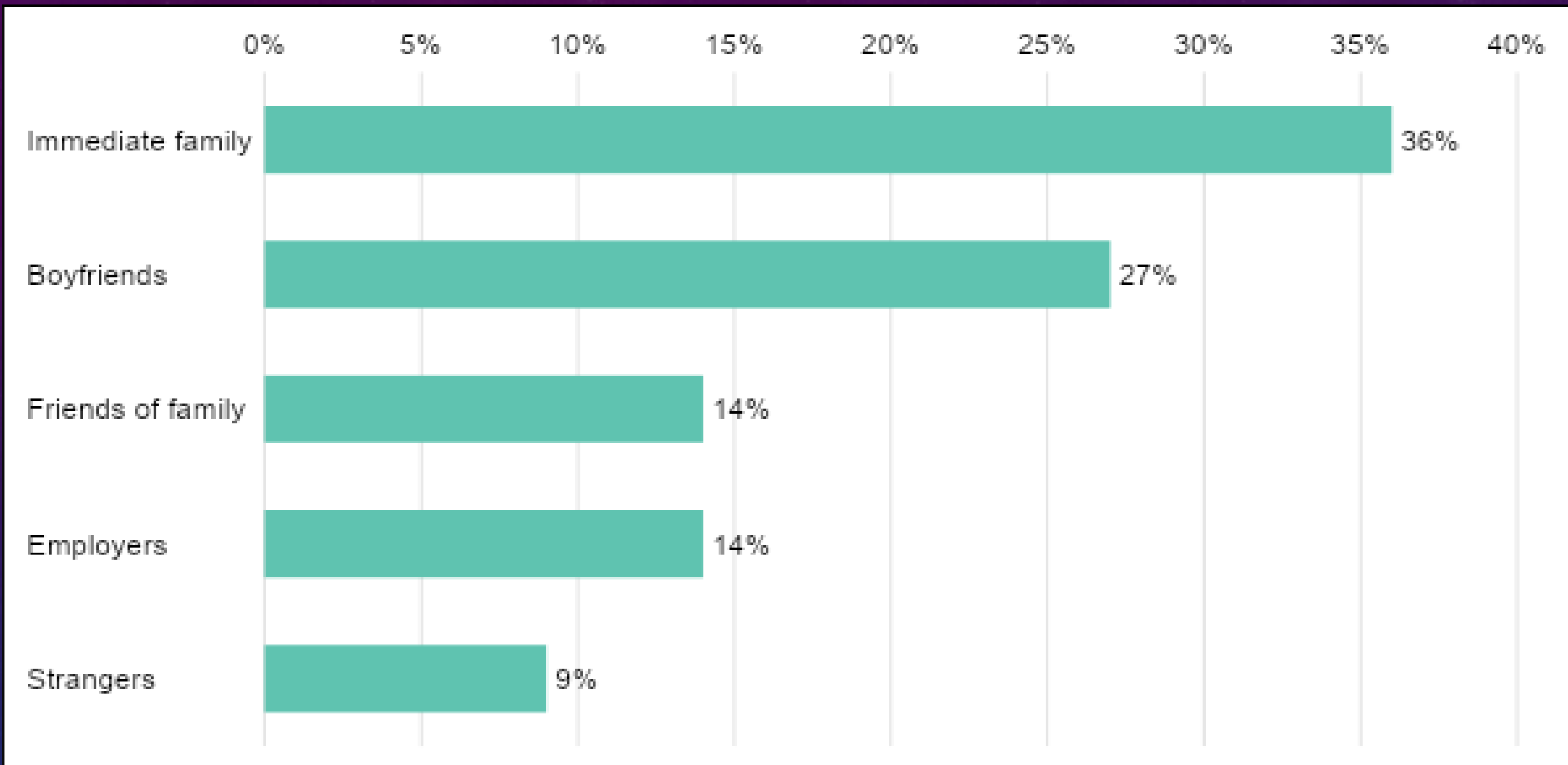
It's ALL About
Kidnapping!

Traffickers
Randomly
Target
Victims

Highways
are the
Problem

Victims Could
Leave if They
Want To!

People
Know
They Are
Victims



"Homelessness, Survival Sex and Human Trafficking: As Experienced by the Youth of Covenant House" New York

WHO ARE THE TRAFFICKERS?

- A parent or guardian who sells their child for sex to make their car payment or rent.
- A partner who forces their partner to sell themselves for sex to provide for the family.
- An individual convincing a young person to sell themselves to feed a drug addiction.
- An individual that provides food or shelter to a homeless youth but then forces them to sell sexual favors as a way to “pay” them back - often thought of as survival sex.
- A parent or guardian that makes their child work long hours at the family restaurant “under duress” instead of going to school.
- An employer who takes ID’s, passports of migrants and forces work on fields.

Anna

Inadequate living conditions

Substance use as means of control or to mentally escape

Sexual assault and violence

Dress or belongings not appropriate for weather or situation or outside of their means, or not in control of personal belongings

Claims of just visiting or inability to clarify where living

Lack of choice or control regarding safe sex practices

Matthew

Deprivation of basic needs

Involvement with new friend group, older people

Not allowed or able to speak for himself

Restricted movement

Isolation

Physical violence & abuse from traffickers or buyers

Olivia

History of missing from care

History of recurring STDs

Disconnect from friends, family, activities

Unexplained absences from school, work, activities

Controlled communication

Unexplained cash, phone upgrades, clothing

Psychological and emotional abuse

Maya

Not in control of personal belongings or identification

Withholding of medical care

Physical restraining, bondage or confinement

Not allowed or able to speak for herself - a third party may insist on being present and/or translating for them

Unpaid, paid little, or works excessively long/unusual hours

Dangerous working conditions

TRAUMA INFORMED CARE

A practice that promotes
a culture of safety,
empowerment, and
healing.



CREATE A SAFE SPACE

Prioritize safety

Meet basic needs

Provide options for resources

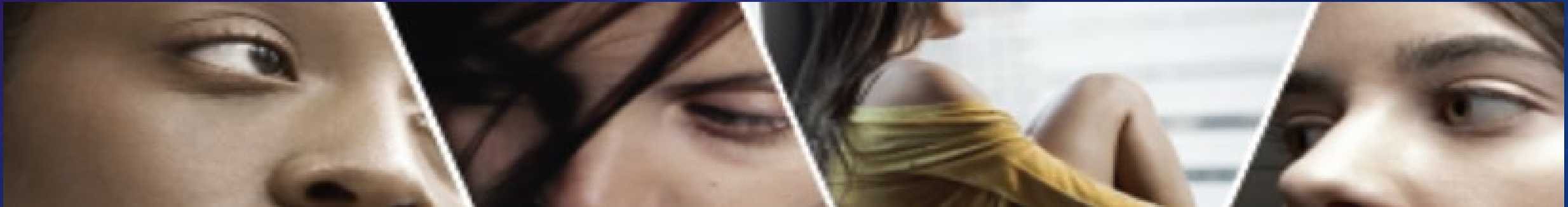
Keep your word

Honor their experience

Take care of yourself

- **Every behavior makes sense** -

Understanding trauma can help us to identify when there has been a “trigger” to the victim.



Questions to Consider

Does the person know they have other alternatives to their situation?

Has the person witnessed other crimes?

Has the person been forced to participate in other crimes?

What could the person have been threatened with?

Could there be other victims in the home?

Does the person feel this is the best that they can have?

Has the person asked for help in the past and been hurt worse and/or seen the person they asked for help be harmed?

Questions to Consider

Has anyone asked you to share compromising photos of yourself with them and now they are threatening to share them if you do not work or engage in sex with others for the profit of another person?

Did you run away or leave your home and now someone doesn't want you to go back or contact your family members?

Is someone withholding food, shelter, money, drugs, medication, or anything important to you if you refuse to work or engage in sex for the profit of someone else?

Is someone threatening, blackmailing or hurting you or someone you care about to force you to work or perform a commercial sex act?

Questions to Consider

Are you able to get the healthcare you need without fear of being hurt?

Are you paid less than minimum wage, or does someone other than you control how your paycheck is spent?

Is someone else keeping your birth certificate, identification, legal documents, or passport and withholding it when you ask for it?

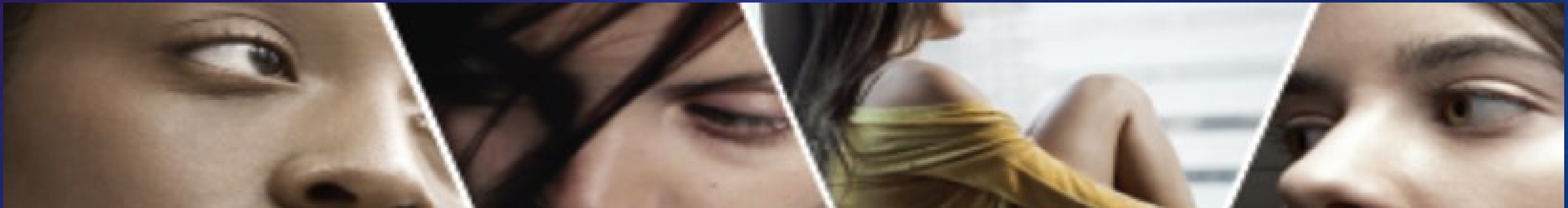
Do you owe a debt to your employer, sponsor, or person who recruited you for this work that, even if you are making payments, never gets smaller or paid off?

Does your employer tell you where to live?

- Self Determination -

We may be subject matter experts but we are not the experts of the victim's life or story - they are.

Our job is to simply help them identify possible options for next steps.



We MUST understand
the meaning of being
responsible “To”
someone, not “For”
someone.

YOU ARE NOT ALONE

THE 'YOU ARE NOT ALONE' INITIATIVE IS DESIGNED TO RAISE AWARENESS AND EMPOWER OKLAHOMANS WITH AVAILABLE RESOURCES OF SUPPORT AND RECOVERY.

YOU ARE NOT ALONE



EDUCATION/RESOURCES

**Human Trafficking
Hot Line:
(855) 617-2288**



Bureau of Narcotics
& Dangerous Drugs Control
OKLAHOMA



OKLAHOMA COALITION AGAINST HUMAN TRAFFICKING



OCATOKLAHOMA.ORG

A PROGRAM OF THE FAMILY SAFETY CENTER



LOOK BEYOND WHAT
YOU CAN SEE &
INVISION WHAT THEIR
FUTURE CAN LOOK LIKE!

Sara Gadd

Human Trafficking Program Manager

Ascension St. John

918-417-2063 work cell

sara.gadd@ascension.org



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Through the **DECADES**

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**MAY 7
2025**

UNDERSTANDING OKLAHOMA'S MEDICAID PROGRAMS: SOONERCARE AND SOONERSELECT

Carolyn Reconnu-Shoffner

CMSA-Eastern OK

May 7, 2025



DISCLAIMER

- SoonerCare policy and programs are subject to change.
- The information included in this presentation is current as of April 28, 2025.
- Stay informed with current information found on the OHCA public website by visiting oklahoma.gov/ohca.

LEARNING OBJECTIVES

- Understand basic Medicaid principles and populations served.
- Understand the differences between Traditional SoonerCare and the SoonerSelect managed care program.
- Understand how to help someone apply for Oklahoma's Medicaid programs.
- Understand benefits provided through Oklahoma's Medicaid programs.
- Understand SoonerCare's various care coordination programs and roles.

MEDICAID OVERVIEW

MEDICAID OVERVIEW

Medicaid provides health coverage to millions of Americans including eligible low-income adults, children, pregnant women, elderly adults and people with disabilities.

- The program is funded jointly by states and the federal government.
- Medicaid is administered by states according to federal requirements.
- **Title XIX** of the Social Security Act (1965).

Children's Health Insurance Program (CHIP) provides low-cost health coverage to children in families that earn too much money to qualify for Medicaid.

- Partnership between the federal and state governments.
- **Title XXI** of the Social Security Act (1997).



SOONERCARE

The [Oklahoma Health Care Authority](#) (OHCA) administers Oklahoma's Medicaid and CHIP programs, commonly known as **SoonerCare**.

- SoonerCare works to improve the health of qualified Oklahomans by ensuring medically necessary benefits and services are available.

OHCA also administers the [Insure Oklahoma Employer-Sponsored Insurance](#) plan which helps employers provide their eligible employees with affordable health care.



SOONERCARE VS. MEDICARE

SoonerCare (Medicaid)

- SoonerCare is a state-federal funded program.
- It varies from state to state.
- State and local governments administer their own Medicaid programs within federal guidelines.
- Covers residents of Oklahoma.
- Assists low-income individuals of all ages with their health care needs.
- Adults pay a small copay on certain services; children have no copays for services.

Medicare

- Medicare is a federal program that is the same across the U.S.
- Coverage primarily for adults 65 and older regardless of income.
- People with disabilities may also have Medicare.
- In Oklahoma, there is a Senior Health Insurance Program (SHIP) to help individuals with Medicare questions that pertain to Oklahoma.
- Medicare members pay part of their costs through deductibles and small copays for hospital and other costs.

SOONERCARE QUALIFICATIONS

1

U.S. Citizenship or Qualified Alienage

2

Oklahoma Residency

3

Income Requirements

4

Eligibility Groups

SOONERCARE ELIGIBILITY GROUPS

In general, the following groups of individuals may qualify for SoonerCare services:

- ✓ Adults not eligible for Medicare, ages 19 to 64.
- ✓ Children under age 19 and pregnant women.
- ✓ Individuals ages 65 and older.
- ✓ Individuals who are blind or who have disabilities.
- ✓ Women under age 65 in need of breast or cervical cancer treatment.

SPECIAL ELIGIBILITY CATEGORIES

- **Soon-to-be-Sooners:** SoonerCare coverage of pregnancy-related medical services for women who would not otherwise qualify for SoonerCare benefits. Coverage is limited to services that benefit the unborn child and does not include full Medicaid benefits.
- **Breast & Cervical Cancer Treatment Program:** Provides coverage for treatment of breast and cervical cancer and pre-cancerous conditions to eligible members.
- **TEFRA:** Makes Medicaid benefits available to children with physical or mental disabilities who would not ordinarily be eligible for Supplemental Security Income (SSI) benefits because of their parent's income or resources.

INCOME GUIDELINES (EXAMPLES AS OF 4/1/25)

Pregnant Women

Size of Household	Monthly Income	Annual Income
1	\$2,753	\$33,036
2	\$3,719	\$45,628
3	\$4,686	\$56,232
4	\$5,654	\$67,848
5	\$6,624	\$79,452
6	\$7,587	\$91,044
7	\$8,556	\$102,627
8	\$9,522	\$114,264

Expansion Adults

Size of Household	Monthly Income	Annual Income
1	\$1,813	\$21,756
2	\$2,450	\$29,400
3	\$3,087	\$37,044
4	\$3,725	\$44,700
5	\$4,361	\$52,332
6	\$4,998	\$59,976
7	\$5,636	\$67,632
8	\$6,273	\$75,276

DIFFERENT METHODOLOGIES

OHCA: MAGI

- Modified Adjusted Gross Income (MAGI) is determined based on federal tax rules for how income is counted.
- MAGI is NOT a number on a tax return.
- Uses household composition, family size and relationship of household individuals.

OHS (OK Human Services): Non-MAGI

- Operates under the eligibility guidelines in place prior to the implementation of the ACA (2014).
- Subject to an income and family size limit, assets test and asset verification.
- Social Security Administration determines disability status.

WHO QUALIFIES THROUGH OHCA

- U.S. citizen or qualified alien.
 - Reside in the state of Oklahoma.
 - Children ages 0-18.
 - Pregnant (childbearing age).
 - Low-income, non-disabled adults with children.
 - Former foster care (in Oklahoma and from other states).
 - Low-income adults ages 19-64.
- Individuals seeking family planning services – SoonerPlan.
 - Individuals seeking behavioral health or substance abuse services only (no age limit) – MHSAS.
 - Insure Oklahoma Employer Sponsored Insurance (ESI) employees.

ONLINE ENROLLMENT

MySoonerCare.org



[Log On](#) [Contact Us](#) [Idioma ▼](#)

Member Enrollment

Log On or Create Your Account



Do not use your browser back button or do a screen refresh.

To log on to your existing account, Please enter your User ID or e-mail address below, with your password. This ID may have been created by you, your spouse or your authorized representative.

Required fields are marked with an asterisk (*). You may enter a User ID (or E-Mail Address) to begin the application but at least one is required along with the password.

User ID or E-Mail Address: *

[Forgot your User ID?](#)

Password: *

[Forgot your Password?](#)

LOG ON

If you do not have a user account, but you have your Personal Identification Number (PIN), you may [create an account using your PIN](#) now.

If you do not have a user account or PIN, please [create a new account](#) now.

Additional Enrollment Partners

Agency partners can be state agencies, Indian Health Service and tribal nations, and Federal Qualified Health Centers.

- Oklahoma Human Services (OHS)
- Oklahoma State Department of Health
 - Oklahoma City Department of Health
 - Tulsa Department of Health
- Oklahoma Department of Mental Health and Substance Abuse
- Oklahoma Department of Corrections

- Tribal Partners
 - Chickasaw Nation
 - Citizen Potawatomi Nation
 - Cherokee Nation
 - Choctaw Nation
- Indian Health Services
- Federal Facilitated Exchange - Marketplace

- Variety Care
 - Community Health Clinics of Oklahoma
 - Great Salt Plains
-

WHO QUALIFIES THROUGH OHS

- Ages 65 or over.
 - Blind (any age).
 - Disabled adults.
 - Disabled children who do not qualify for Social Security Income (SSI) because of their parent's income and/or resource (TEFRA).
 - Individuals who reside in nursing homes.
- Individuals with Medicare.
 - Home and community-based waiver populations (Advantage, Medically Fragile, Developmental Disabilities).
 - Children in the custody of OHS.
 - Individuals who receive treatment for tuberculosis (TB).
 - Refugee assistance.

APPLICATION PROCESSES

An individual's eligibility category will determine how an application should be submitted. Visit OHCA's [How to Apply](#) page for more information.

- Online enrollment at [MySoonerCare.org](#)
 - Applies to specific populations (learn more on [How to Apply page](#))
- Enrollment at DHS via [OKDHSLive](#) website or calling 405-522-5050.
 - Applies to specific populations (learn more on [How to Apply page](#))
- Electronic newborn application (eNB-1)
 - Available to hospitals only
- Notification of Date of Service (NODOS)
 - Available to specific facilities only

LONG-TERM SERVICES & SUPPORTS

- Long-term services and supports (LTSS) refers to both institutional care as well as home- and community-based services (HCBS).
- LTSS users qualify for Medicaid based on various eligibility pathways.
- Some pathways require that individuals deplete their personal savings before becoming eligible.
- Others require that individuals contribute their income each month to help cover the cost of their care in institutional and community settings.

LTSS (CONT.)

- Nursing facilities are institutions certified by a state to offer 24-hour medical and skilled nursing care, rehabilitation or health-related services to individuals who do not require hospital care.
- Home- and community-based services (HCBS) allow people with significant physical and cognitive limitations to live in their home or a home-like setting and remain integrated with the community.
- Money Follows the Person (MFP) is a demonstration program focused on moving Medicaid beneficiaries living in institutions to a less restrictive community setting.
- Programs for All-inclusive Care for the Elderly (PACE).

SERVICE DELIVERY SYSTEMS

SoonerSelect

- SoonerSelect is a health care delivery system used to coordinate medical care to help improve quality of care.
- SoonerSelect provides Medicaid health benefits through contracted arrangements with health plans and dental plans.
- The SoonerSelect Children's Specialty Program (CSP) serves members involved in the juvenile justice system and those served by Oklahoma Human Services. This includes children in foster care, children receiving adoption assistance and former foster care young adults (ages 19-25).

SoonerSelect



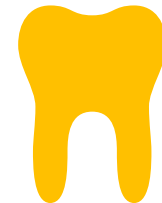
Health Plans

Aetna Better Health
Humana Healthy Horizons
Oklahoma Complete Health



Childrens Specialty Plan

Oklahoma Complete Health



Dental Plans

DentaQuest
LIBERTY Dental

SOONERSELECT POPULATIONS

SOONERSELECT MANDATORY	EXCLUDED FROM SOONERSELECT
Pregnant women	Aged, Blind, Disabled (ABD) individuals
Children	Individuals dually eligible for Medicare and Medicaid
Parents and caretaker relatives	Individuals enrolled in a home- or community-based waiver program
Expansion adults	Individuals in a nursing facility or Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF-IID)
Children in foster care	Individuals enrolled in a Medicare savings program
Former foster care (up to age 25)	Individuals enrolled in breast and cervical cancer program
Juvenile justice-involved children	Individuals with coverage under Soon-to-be-Sooners
Children receiving adoption assistance	
OPTIONAL SOONERSELECT: American Indian/ Alaskan Native (AI/AN)	

SOONERSELECT ENROLLMENT

- MEMBERS ENROLL WITH THEIR CHOICE OF SOONERSELECT PLANS (MEDICAL AND DENTAL) ANYTIME OF THE YEAR AS THEY GAIN NEW ELIGIBILITY
- ANNUALLY THEREAFTER
- OPEN ENROLLMENT IS MAY 1 THROUGH JUNE 13, 2025 FOR THE JULY 1, 2025-JUNE 30, 2026 PLAN PERIOD.

OTHER SOONERCARE SERVICE DELIVERY SYSTEMS

SOONERCARE TRADITIONAL

- Fee-for-service model.
- Long-term care.
- Dually-eligible for Medicare and Medicaid.
- Home- and community-based waivers.
- Disabled children in state or tribal custody.

SOONERCARE CHOICE

- Patient-centered medical home model with care coordination payments.
- Aged, Blind, Disabled (ABD).
- Non-SoonerSelect opt-in American Indian/Alaska native.

COVERAGE

COVERAGE

SoonerCare coverage is based on which program the member is enrolled in and the age of the member.

Adult: an individual age 21 or older.

Child: an individual under age 21 years.



See the [Benefit Comparison Chart](#) for a list of covered services.

Search [SoonerCare Fee Schedules](#) for pricing and review requirements by procedure code.

COVERAGE FOR CHILDREN

- **Unlimited** medically necessary outpatient visits, prescription drugs, emergency room services and inpatient days
- Ambulance or emergency transportation
- Dental services
- Durable medical equipment and supplies
- Early and periodic screening, diagnosis and treatment services
- Early intervention services
- Hospital services
- Non-emergency medical transportation (SoonerRide)
- Optometry services
- Physical, occupational, speech and hearing services
- Skilled nursing services
- School-based services
- Targeted case management for first time mothers and infants
- Residential behavior management services
- Inpatient psychiatric services
- Psychological services

This list is not comprehensive. Check the [fee schedule](#) for detailed procedure pricing.

EXCLUSIONS FOR CHILDREN

- Services or expenses incurred for cosmetic surgery, unless the physician certifies the procedure is necessary for the emotional well-being of the child.
- Experimental/investigational medical services with the exception of approved clinical trials.
- Services of two physicians for the same type of service on the same day, except when supplemental skills are required.
 - Documentation and review required
- Non-therapeutic hysterectomies.
- Induced abortions, except when certified in writing by a physician that the abortion was necessary to save the mother's life.
- Services of a certified surgical assistant.

COVERAGE FOR ADULTS

- Ambulance or emergency transportation
- Ambulatory Surgery Center services
- Case management services for certain diagnoses
- Chemotherapy and radiation therapy
- Clinic services including renal dialysis services
- Dental services
- Durable medical equipment and supplies
- Family planning services and supplies
- FQHC & RHC services
- Hemophilia
- Home health services
- IP hospital services
- IP medical detoxification mental health and substance use disorder services
- Non-emergency medical transportation (SoonerRide)
- Nursing facility services
- Nutritional services
- OP hospital services
- OP mental health and substance use disorder services
- Personal care services
- Physician services, including preventive services
- Podiatry services
- Prescription drugs and insulin
- Prenatal, delivery and postpartum services (maternity services)
- Smoking/tobacco use cessation counseling and products
- Transplants
- Tuberculosis services
- Ultrasound benefits

This list is not comprehensive. Check the [fee schedule](#) for detailed procedure pricing.

EXCLUSIONS FOR ADULTS

- Inpatient diagnostic studies that could be performed on an outpatient basis.
- Cosmetic surgery and experimental/investigational services with the exception of approved clinical trials.
- Routine eye examinations and visual aids.
- Non-therapeutic hysterectomies or sterilization reversal procedures.
- Induced abortions, except when certified in writing by a physician that the abortion was necessary to save the mother's life.
- Services of two physicians for the same type of service to the same patient on the same day, except when supplemental skills are necessary.
- Services rendered by the following:
 - Certified surgical assistant
 - Hearing therapist

COST-SHARING REQUIREMENTS

Non-pregnant adults will be charged copayments up to the 5% out-of-pocket cost-sharing limit, unless exempt from cost-sharing requirements.



- Cost-sharing caps are monthly.
- The maximum out-of-pocket cost will be 5% of the household monthly income.
- [Cost-Sharing and Copayments Guide](#) is available online.

COST-SHARING EXEMPTIONS

Population groups exempt from out-of-pocket costs:

- Children ages 0-20
- Institutionalized individuals
- Individuals receiving hospice care
- Native Americans/Alaskan Native members
- Members of the breast and cervical cancer program

Services exempt from out-of-pocket costs:

- Emergency services
- Family planning services
- Pregnancy-related services, including tobacco cessation
- Preventive services for children



CARE COORDINATION OPPORTUNITIES

POPULATION CARE MANAGEMENT

Private-Duty Nursing

Out-of-State Services

High-Risk and At-Risk Obstetrics

Breast and Cervical Cancer Treatment Program

Complex Care Navigation

Transitions of Care with SoonerSelect Care Management Teams

CHRONIC CARE MANAGEMENT & CLINICAL REVIEW SERVICES

CHRONIC CARE MGMT

Chronic conditions and comorbidities such as diabetes, heart disease, asthma and COPD

Sickle cell anemia

Hemophilia

Bariatrics

Postpartum cardiomyopathy

CLINICAL REVIEW

Programs for All-inclusive Care for the Elderly (PACE)

TEFRA eligibility

State plan personal care for non-MAGI populations such as expansion

Nursing home level of care for non-OHS populations

CARE COORDINATION PARTNERSHIPS

Health Management Program

- Telligen
- Chronic condition management
- Health coaching

Health Access Networks

- Sooner HAN
- OSU HAN

NON-EMERGENCY MEDICAL TRANSPORTATION & SOCIAL SERVICES

SoonerRide

Meals and lodging for distant care

Social determinants of health resources and referrals

BEHAVIORAL HEALTH

Inpatient concurrent review for psychiatric admissions

Discharge planning

High-acuity care management

Preadmission Screening and Resident Review (PASRR)

Authorization review for applied behavior analysis

SOONERSELECT CARE COORDINATION

Health risk screenings

Comprehensive assessments

Risk stratification

Care plans

RESOURCES

MEMBER RESOURCES

- Member Toolkit:
<https://oklahoma.gov/ohca/individuals/toolkit>
- Call SoonerCare Helpline:
800-987-7767, Monday through Friday, 8 a.m. to 5 p.m.



Find at OHCA's public website: oklahoma.gov/ohca.html

MEMBER RESOURCES

- Self-Service Page:
[Self-Service \(oklahoma.gov\)](https://www.oklahoma.gov/self-service).
- Has immediate answers to some of the most frequently asked questions.
- Information to the right on how to get customer service help.

The screenshot displays the Oklahoma Health Care Authority's website. At the top, there is a blue header with a logo, a 'Translate' button, and a link to 'State Agencies'. Below this is a pink banner with a warning icon and text: 'If you are in need of assistance, click here to visit our self-service page for immediate answers to some of our most frequently asked questions.' The main navigation bar includes links for 'About', 'Members/Applicants', 'SoonerSelect', 'Providers', 'Insure Oklahoma', 'OKSHINE', and a 'More' dropdown. A search bar is located on the right. The breadcrumb trail reads: 'Oklahoma Health Care Authority > Members/Applicants > Help and Resources > Self-Service'. The page title is 'SoonerCare Self-Service', with a 'View All Help and Resources' button. A list of links with expand/collapse arrows includes 'Document Submissions', 'Sources of Proof Guide', 'Videos and FAQs', 'SoonerRide', 'Case Updates and Changes', and 'Yearly Renewals'. The 'Case Updates and Changes' section is expanded, showing text about online case changes. The 'Yearly Renewals' section is also expanded, showing text about renewing cases. On the right, a blue sidebar titled 'Need Customer Service Help?' provides information about self-service options, a helpline (800-987-7767), and contact hours (8-10 a.m. and 1-3 p.m.). It also includes a thank-you message and the helpline number again. The footer states 'Last Modified on Oct 19, 2023'.

SoonerCare Self-Service [View All Help and Resources](#)

- Document Submissions
- Sources of Proof Guide
- Videos and FAQs
- SoonerRide
- Case Updates and Changes
 - Members who need to make a change to their case can be do so online through their [SoonerCare account](#). You can make changes to your address, household size, income, and tax filing status. Changes to household size should be reported within 10 days of the change.
- Yearly Renewals
 - All cases must be renewed on a yearly basis. Members can check their renewal date by logging into their [SoonerCare account](#). Cases ended for the reason "you have reached the end of your eligibility time period" need to renew their application. You can do so online in your [SoonerCare account](#).

Need Customer Service Help?

We encourage you to explore the self-service options at left. They can help answer your questions or better your customer service experience.

If you have more questions or need assistance, please don't hesitate to reach out to the SoonerCare helpline at 800-987-7767.

For faster help, you'll typically experience lower call wait times between 8-10 a.m. and 1-3 p.m.

Thank you for your patience as we work to provide you with the best possible support. We're dedicated to serving you with efficiency and excellence.

SoonerCare Helpline: 800-987-7767

Last Modified on Oct 19, 2023

STATEWIDE RESOURCES

- **Oklahoma 211 Resource Directory** – 211 is a 24/7 free service available to all Oklahomans across 77 counties.
 - Call toll-free 877-362-1606 (Oklahoma City and Western Oklahoma) or 877-836-2111 (Tulsa and Eastern Oklahoma).
 - Go online at navigateresources.net/hlok.
- **Mental Health** - Directory to find services related to behavioral health, crises and substance use.
 - Contact the helpline by dialing 988.
 - Go online at 988oklahoma.com or oklahoma.gov/odmhsas.html.

QUESTIONS?

CONTACT INFORMATION

Carolyn Reconnu-Shoffner

Deputy State Medical Director, Clinical Operations

Oklahoma Health Care Authority

Phone: 405-522-7630

Email: Carolyn.Reconnu-Shoffner@okhca.org

REFERENCES

- [Oklahoma.gov/ohca](https://oklahoma.gov/ohca). About page; SoonerCare member page; SoonerSelect member page; Health Care Provider page
- [Oklahoma.gov/ohca/research/data-and-reports.html](https://oklahoma.gov/ohca/research/data-and-reports.html). Annual Report Primer.
- [Rules.ok.gov/code](https://rules.ok.gov/code). Oklahoma Administrative Code. Title 317. Chapters 1 through 55.



OKLAHOMA
Health Care Authority

GET IN TOUCH

4345 N. Lincoln Blvd.
Oklahoma City, OK 73105

oklahoma.org/ohca
MySoonerCare.org

Agency: 405-522-7300
Helpline: 800-987-7767





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**MAY 7
2025**

ETHICAL ISSUES IN ADULT PROTECTIVE SERVICES



Introduction

0

1

Ethical principles guide all of our client related contact.

02

Ethical Issues faced by APS staff

340:5-1-4



Ethics and Client Contact



District Director, PFR, Supervisor approve-
Personal resources: bank accounts, cash
mortgages, trusts, deeds, stocks, bonds, etc.

01

Initiate repairs, personal services, provide health
care, food or shelter. Verbal can be given in
emergency situation.

02

Re-entering a residence after it is secured; may only
enter with another person who is outside of
Oklahoma Human Services. ***

03



01

Solicit, charge or accept a fee, gift or payment of any kind; use contact with the client or family for personal gain or personal relationships.

02

After case closed, cannot make personal contact with client or support system for personal gain; buy items from client; engage in business; give medical or legal opinions.

03

Refer client to just one physician, attorney, counselor, or other professional for services; have sexual contact with the client, their relatives, next of kin or support system members; make after hours visit to home.

Adult Protective Services May Not:



01

Avoid imposing
personal values

02

Informed consent

03

Least restrictive services:

- *Safety
- *Civil Right
- *Decision Making
- *Right to Refuse

Ethical Issues Faced by APS Staff



Involuntary Protective Services

01

Authorized per 43A O.S. § 10-107. If abuse, neglect or exploitation present a substantial risk for death or immediate/serious physical harm or significant depletion of estate.

02

Client is provided with information necessary to make informed decision; sometimes with assistance from family.

03

APS is responsible for for ensuring to the extent possible, protection of the clients residence, resources and belongings; setting up new accounts, freezing old accounts.



Challenges in APS

Stress and Burnout: Caseloads are higher than ever before. D1 is +58 per month over 2023 with 1 more person added.

01

Resource Limitations: Budget for new staff and training, GALT staff, turnover costs .

02

Growth in Aging Population: Top priorities for CAP (Community Living, Aging, and Protective Services) – funds for APS and Medicaid Waiver programs

03



Conclusion and Next Steps



01

Building stronger relationships with our community partners and seek out new and inventive ways to reach our vulnerable population.

02

Aging Our Way – Oklahoma’s Multisector Plan on Aging has kicked off and is needing more ambassadors to reach our communities across the state.

03

Multi-Disciplinary Teams across the state. Already active in Tulsa, Oklahoma, Canadian, Garfield, Beckham/Custer Counties. More will be rolling out soon.



Created By :
Kimberly Allison



THANK YOU



Creating a safe and comfortable space
makes the elderly feel more valued and
respected.



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2025 CSMA Conference

Grieving and Selfcare for Healthcare Workers

Dr. Daniel J. Grimes, MDIV, DMIN





Human Life Common Denominators

- Birth
- Happy Healthy Times
- Times of Suffering and Sadness
- Death



The Good Samaritan: ***A Metaphor for Health*** ***Caregivers***

The Story: Luke 10: 25–37



Key Lessons from the Metaphor

- **Compassion without Boundaries**
- **Active Responsibility**
- **Sacrificial Generosity**
- **Respect for Human Dignity**



Applications from the Metaphor

- End-of-Life Care
- Holistic Health Care
- Daily Responsibilities



A portrait of Vincent van Gogh, showing him from the chest up, looking slightly to the left. He has a full, dark beard and mustache, and is wearing a dark jacket. The background is dark and indistinct.

Art is to console those who
are broken by life.





The Benefits of Caring

- **Significance**
- **Dignity**
- **Connection**
- **Love**
- **Growth**
- **Give**

The Crush of Caring

- **Burnout & Emotional Exhaustion**
- **Moral Injury**
- **Mental Health Struggles**
- **Grief & Trauma**
- **Systemic Barriers**



Strategies to Address The Crush of Caring Before a Crisis

- **Resilient Organizational Framework**
- **Stress Assessment Mechanisms**
- **Crisis Preparedness Plans**

Strategies to Address The Crush of Caring During a Crisis

- **Visible Leadership**
- **Stress First Aid**
- **Flexibility in Roles**

Strategies to Address The Crush of Caring After a Crisis

- **Recovery Aid**
- **Debriefing Sessions**
- **Recognition of Sacrifice**

Grief & Loss

What it is.

Why we need to process it.



Compassion Fatigue

What it is.

Why we need to process it



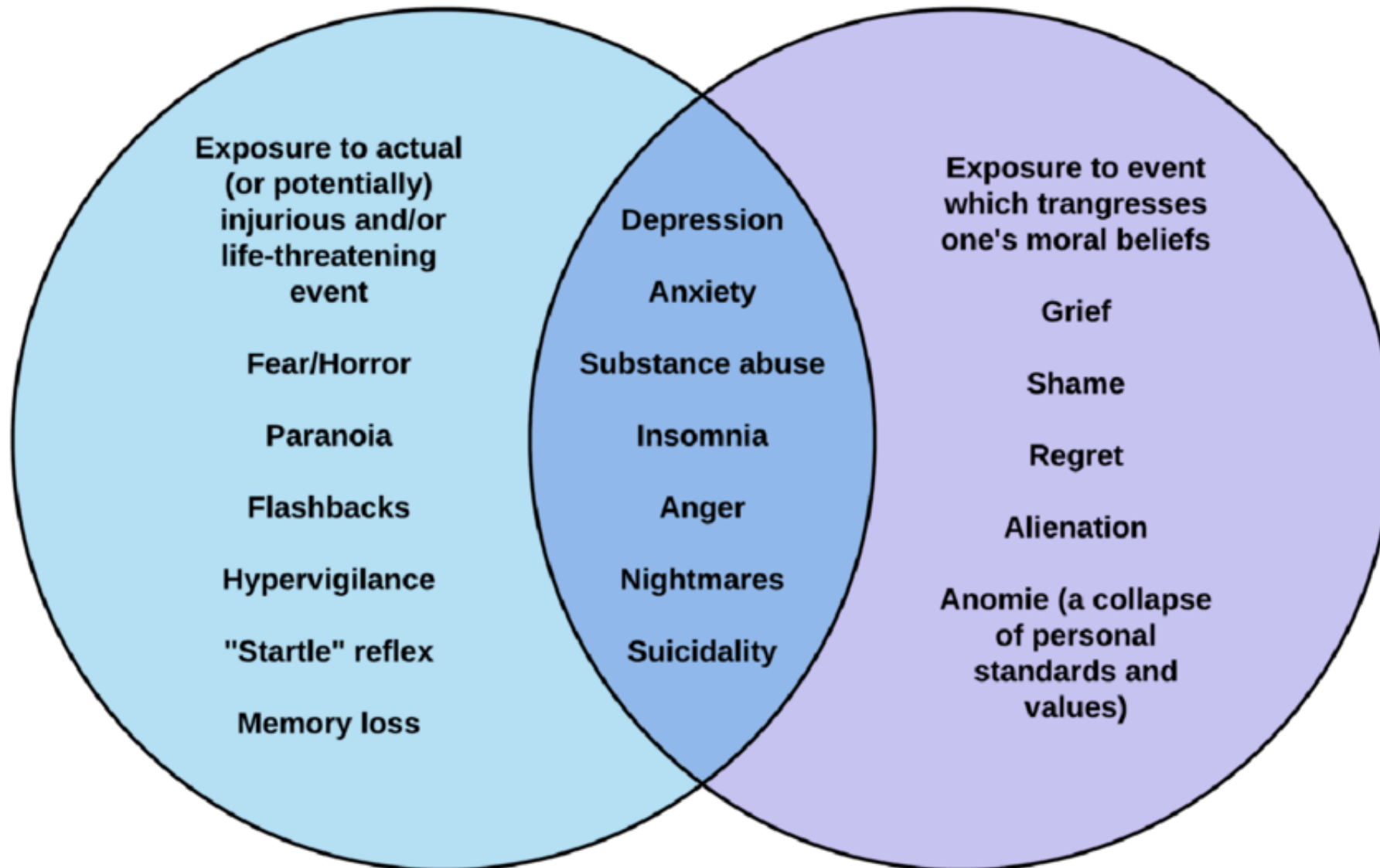
Post Traumatic Stress Moral Injury

What is the difference?



PTSD

MORAL INJURY



An illustration on a yellow-to-blue gradient background. A small figure of a person with a cane is at the top left, walking a long, winding, textured red path that snakes across the frame towards the bottom right.

Our Search for Meaning and a Sense of Purpose

OVER 12 MILLION COPIES SOLD WORLDWIDE

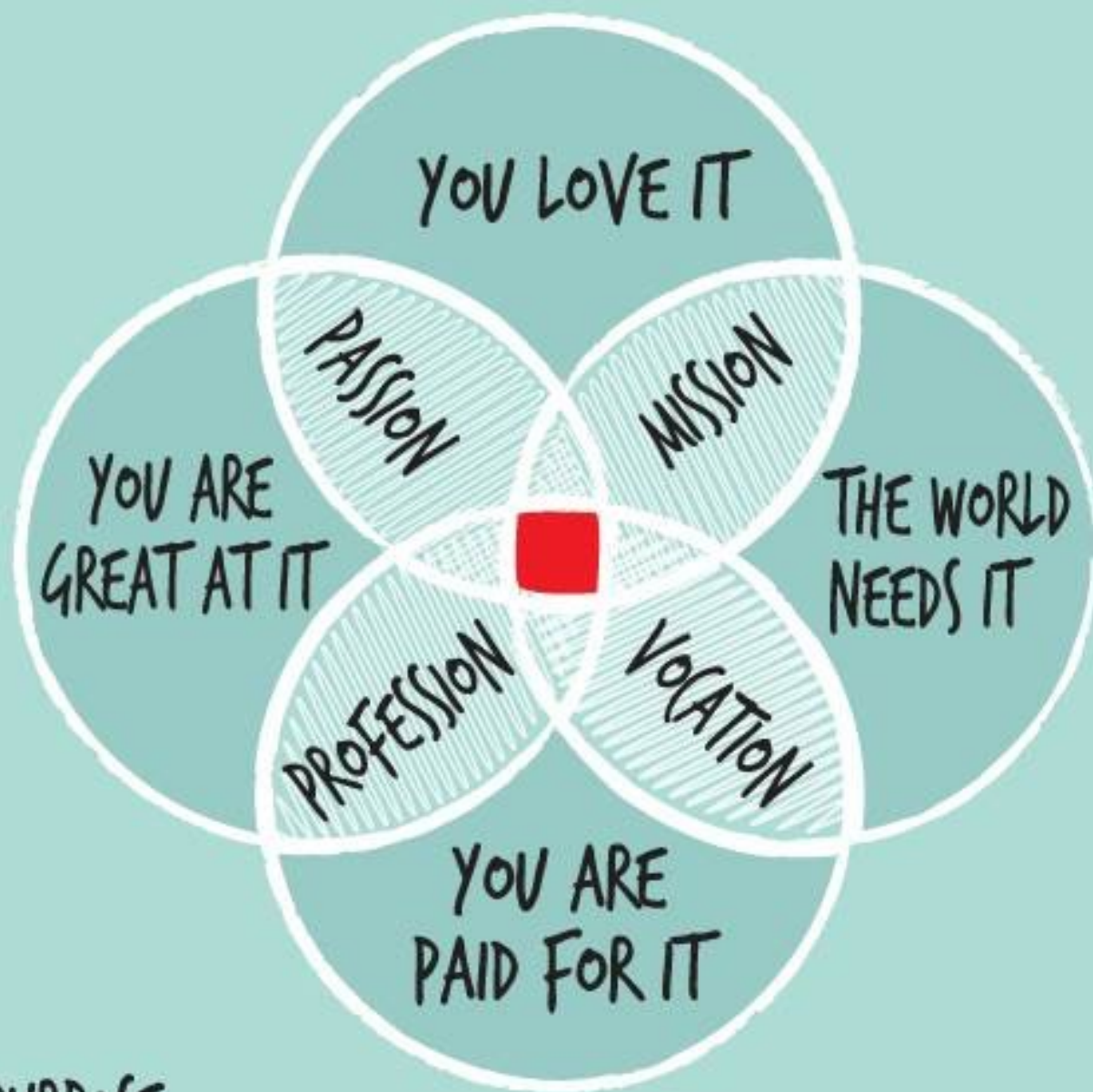
MAN'S SEARCH FOR MEANING



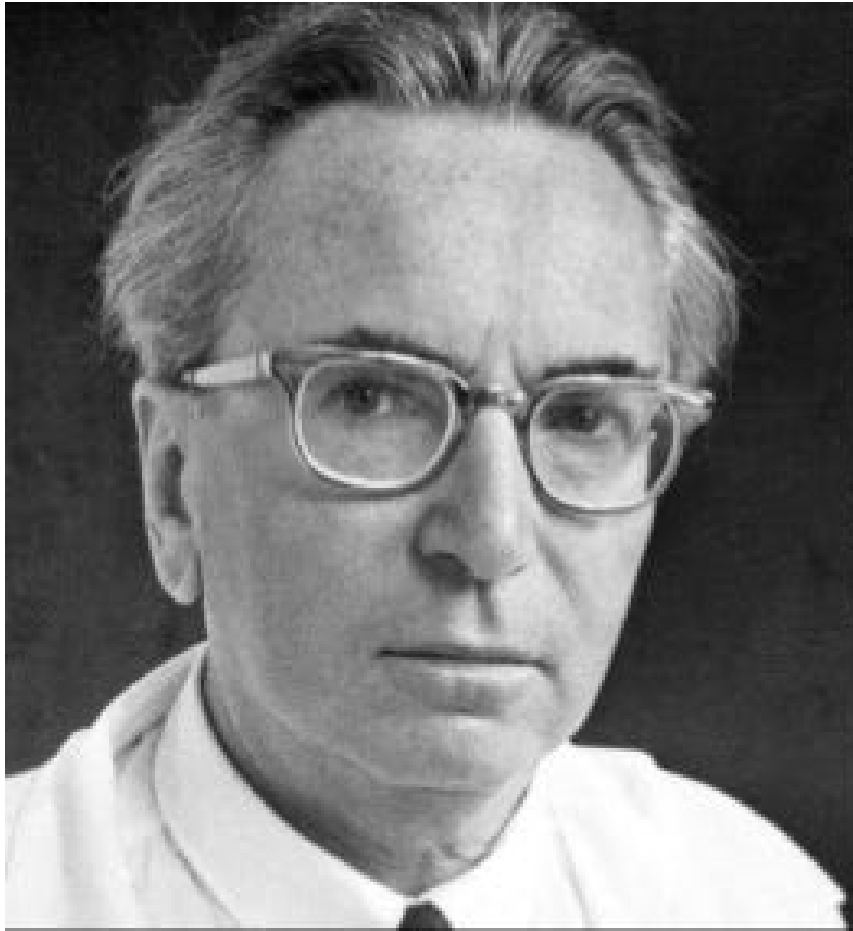
THE CLASSIC TRIBUTE TO HOPE
FROM THE HOLOCAUST

VIKTOR E. FRANKL

WITH A NEW FOREWORD BY MARTIN GILBERT



 -PURPOSE



“Those who have a ‘why’ to live can bear with almost any ‘how.’”
– Viktor Frankl, *Man's Search for Meaning*

Self-Care and Work-Life Balance



Self-Care Defined



Self-Care Benefits

- Reduced Burnout
- Improved Job Satisfaction
- Better Health Outcomes



Self-Care and Work Life Balance Strategies

- Scheduling and Organization
- Avoiding Time-Wasters
- Flexible Scheduling
- Taking Breaks
- Prioritizing Health
- Delegation



Make Your Plan for Self-Care and Work Life Balance

- **Prioritize It**
- **Set Boundaries**
- **Build a Social Network**
- **Develop Resilience**
- **Manage Stress Effectively**
- **Create an Action Plan**
- **Leverage Resources**



Self Care Tips

- Schedule your self-care
- Keep moving and incorporate regular exercise in your week
- Commit to good nutrition
- Prioritize sleep and try to stay well-rested
- Don't be afraid to say no
- Do say "yes" when you can to be with people who make you feel loved and happy, and make you laugh
- Use positive self-talk
- Keep a gratitude journal

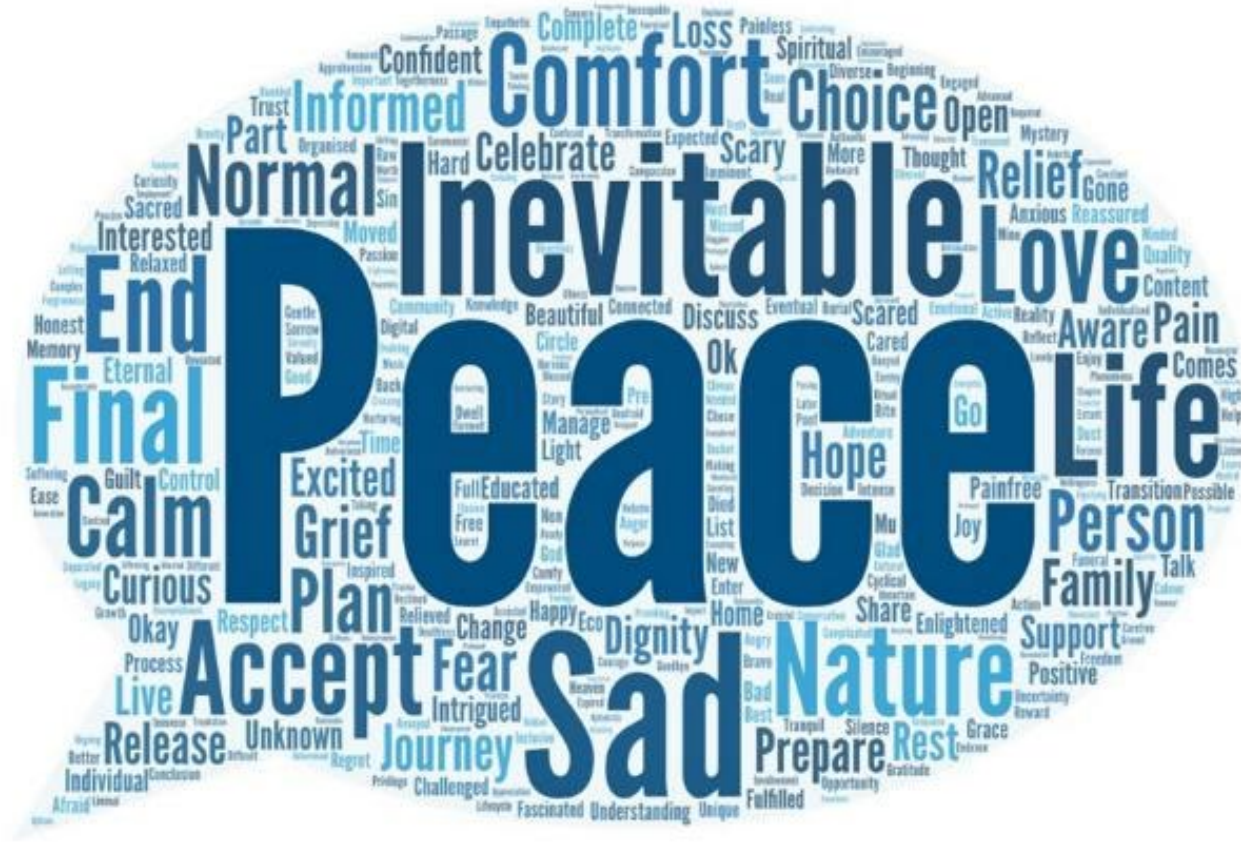
Self Care Tips

- Take up a hobby
- Unplug
- Incorporate self-care into your work hours
- Listen to music
- Hug someone– human or furry
- Practice self-compassion
- Embrace your spirituality
- Celebrate what is good in life
- Talk with a therapist to maintain good mental health

Death and Dying: The Thin Place



Talking about Death and Dying



Talking about Death and Dying

Key Elements:

- **Open Communication**
- **Active Listening**
- **Empowerment**
- **Practical Guidance**

Talking about Death and Dying

The Benefits:

- Reduced Anxiety and Fear
- Improved End-of-Life Care
- Strengthened Relationships

Talking about Death and Dying

Communication Techniques:

- **Be Direct Yet Compassionate**
- **Encourage Open Dialogue**
- **Balance Hope with Reality**

Talking about Death and Dying

Practical Steps for Conversations:

- **Initiate Early Discussions**
- **Set Goals Together**
- **Develop a Clear Plan**

In Conclusion

**“I’m the right person
for the job.”**





“I’m the right person for the job.”



“I’m the right person for the job.”



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Mastering Nonverbal Communication

Learner Oriented Objectives

- **Senior Living Insights:** Gain valuable insights into the senior living sector to better serve your clients.
- **Decoding Nonverbal Cues:** How-to best-read body language, facial expressions, and vocal tone to decipher a client's underlying emotions, intentions, and personality style.
- **The Power of Tailored Communication:** Discover how to tailor your communication approach to different personality styles.
- **Projecting Confidence and Empathy:** Develop the nonverbal skills necessary to project both confidence and empathy, creating a safe space for open communication.
- **De-escalation Strategies for Different Styles:** Master techniques to de-escalate situations and navigate challenging client interactions effectively.

Curriculum Vitae

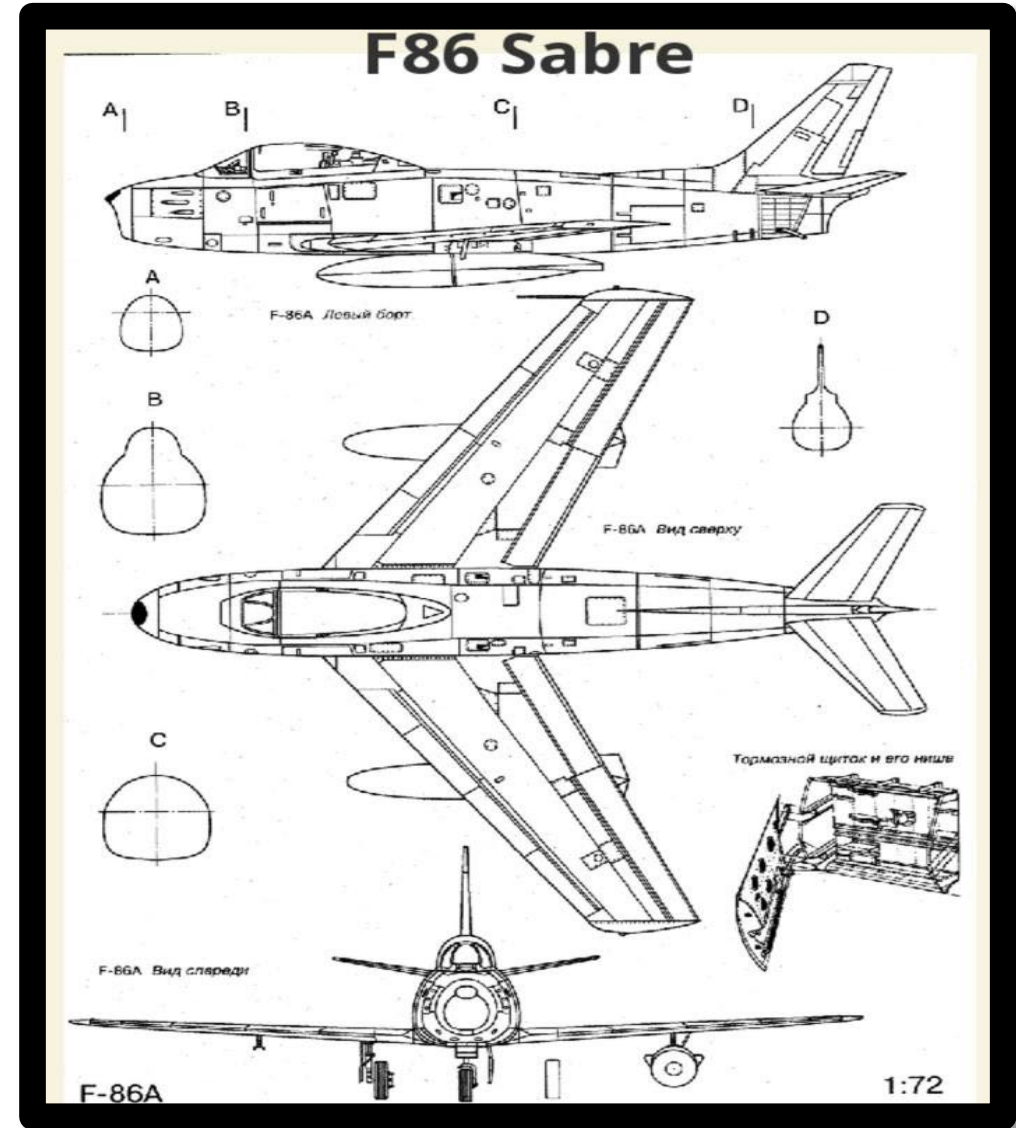
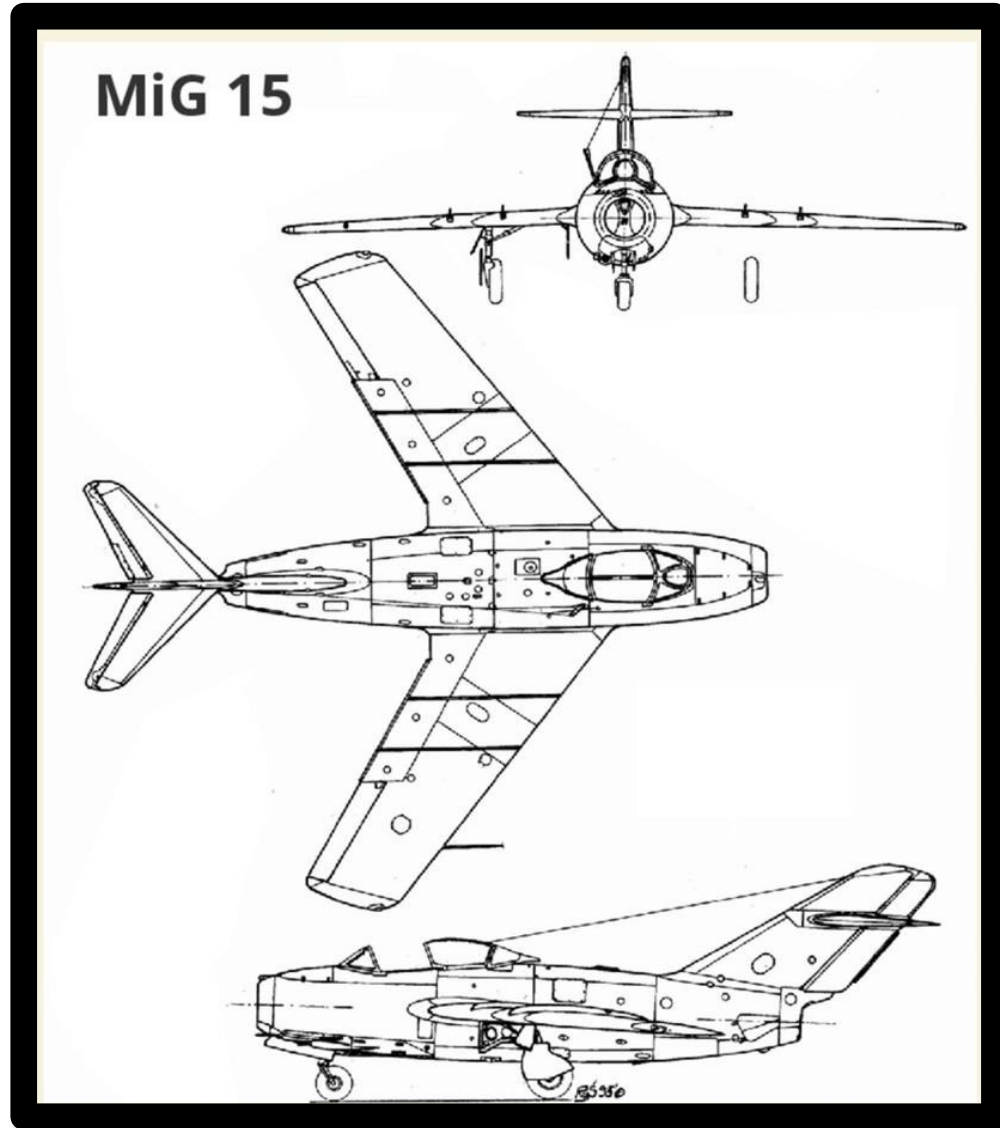


Matt Wilson, CSA, CDP
CEO
Next Level Senior Living

Matt has been a senior living industry professional for 20 years. After seeing so many families struggle to make educated, prudent decisions to care for their loved ones, Matt was motivated to help. He created Next Level to provide a team of advocates for seniors and guide families through what can be a challenging, stressful time.

Today, Next Level provides high-quality, compassionate, and free placement services across the country, regardless of their situation or financial status. As the company's founder, Matt manages day-to-day operations, works with existing clients, and oversees new client and business relationships in the area.

Why did the plane on the right shoot the one on the left
down at a rate of 8:1



Senior Living Insights

The Challenges of Navigating Senior Living

The Spectrum of Care

- **Emotional Toll:** Acknowledge the stress and emotional challenges families face.
- **Information Overload:** Highlight the difficulty of sorting through vast amounts of information.
- **Time Constraints:** Recognize that many families have limited time to research options.
- **The Importance of Expertise:** Explain how Next Level's expertise can alleviate these challenges.

Senior Living Insights

Demographics and Growth

- The senior population is growing rapidly with “Silver Tsunami”
- Increased longevity due to life expectancy increasing
- The U.S. will need nearly 1 million new senior living units by 2040
- There are approximately 30,600 assisted living communities in the United States

Senior Living Industry

- Occupancy rates average 86.4%
- 81.9% of communities are for-profit
- 42% of assisted living residents have Alzheimer’s or another form of dementia

Resident Characteristics

- Approximately 70% of older adults will require some form of long-term care during their lives
- 68% of assisted living residents are women
- The average age of residents in assisted living communities is 84.3

FINISHED FILES ARE THE RESULT OF YEARS OF SCIENTIFIC STUDY COMBINED WITH THE EXPERIENCE OF MANY YEARS.

Non-Verbal Communication

Social Styles



Analytical

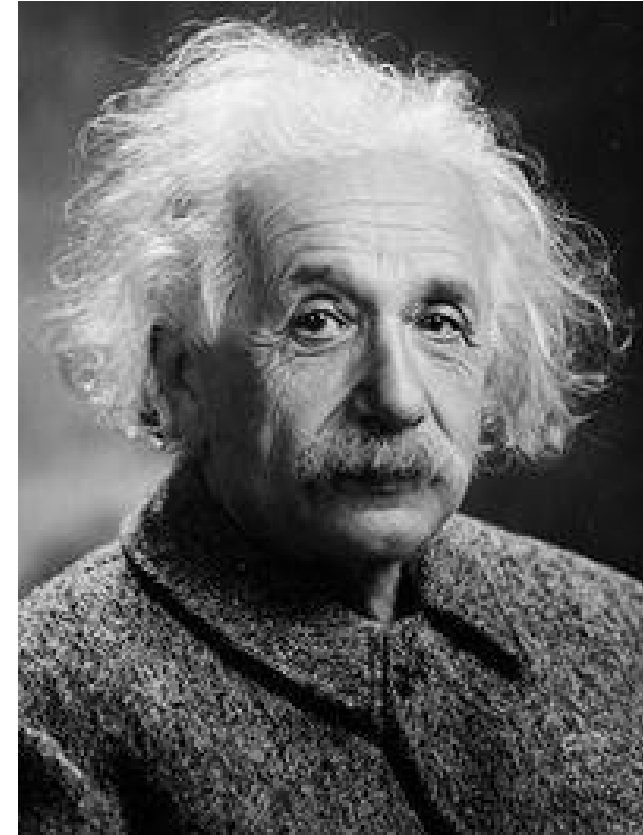


CHARACTERISTICS

Task oriented	Problem solver
Detail oriented	Logical
Organized	Hard worker
Consistent	Thorough
Dependable	

MAY BECOME STRESSED IF YOU:

- Don't give them the information they require
- Surprise them
- Expect a quick decision
- Expect them to initiate a new project without giving them the time to think it through



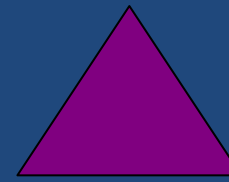
Albert Einstein

Success with an Analytical



- Stick to business
- Approach directly
- Provide facts and data
- Appreciate their need for credibility
- Work with them to set deadlines
- Put it in writing and avoid emotional appeals

Driver



CHARACTERISTICS

Upwardly mobile

Bottom line oriented

Direct and to the point

Makes quick decisions

Results oriented

Self-motivated

Ambitious

Task oriented

Good delegators

Competitive

MAY BECOME STRESSED IF YOU:

- Give them too many facts
- Threaten their sense of control
- Use excuses or waste time
- Bypass them on issues when they should be involved

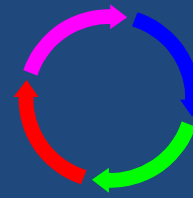


Steve Jobs
Apple

Success with a Driver

- Be on time, clear, specific, brief and to the point
- Present the facts logically
- Ask specific questions (preferably “what” questions)
- Motivate and persuade by referring to objectives and results
- Give them control whenever possible

Amiable



CHARACTERISTICS

People Oriented

Supportive

Believes in teamwork

Good listener

Dependable

Good communicator

Relationship oriented

Nurturing

Cooperative

Friendly

MAY BECOME STRESSED IF YOU:

- Fail to maintain social rapport and informal chats
- Are harsh or insensitive
- Forget to listen and have patience
- Ask them to make an unpopular decision



Beyonce

Success with an Amiable

- Establish rapport
- Show sincere interest in them
- Ask questions that begin with “how”
- Treat them fairly, supportively, openly
- Be a team player
- Provide support and give them opportunities to interact with others

Expressive



CHARACTERISTICS

Innovative

Creative

Enthusiastic

Strong social skills

Idea-oriented

Expressive

Risk taker

People oriented

MAY BECOME STRESSED IF YOU:

- Openly argue
- Give too much structure and too many rules
- Don't show them appreciation for new and thoughtful ideas
- Demand conformity
- Expect them be organized



Oprah Winfrey

Success with an Expressive

- Allow them the flexibility to be creative
- Give them recognition and credit
- Ask for their opinions
- Respect their need for socializing and relating
- Try to get commitment to action in writing
- Don't overload them with details



Non-verbal Communication

Non-verbal Communication

- There are over 300,000 non-verbal ways to communicate.
- Words account for only 7%
- The remaining 93%:
 - 38% are Voice and Tone
 - 55% are Visual



Enhancing Your Nonverbal Communication

Handshakes

- Palm up
- Palm down
- Equals
- Half hand
- Dead fish
- Double handed arm shake
 - Elbow grasp
 - Shoulder hold



Non-verbal Communication

Body Language

- Hand on back of the neck
- Prospect scratches his/her ear
- Raised steeple
- Open palms
- Head positions
- Tilted
- Down



Non-verbal Communication

Body Language

- Both hands behind neck
- Hand to face gesture
- Evaluation
- Chin stroking
- Crossing arms



Non-verbal Communication

- Controlling the gaze “pen trick”
- Americans expect eye contact during 70% of a conversation



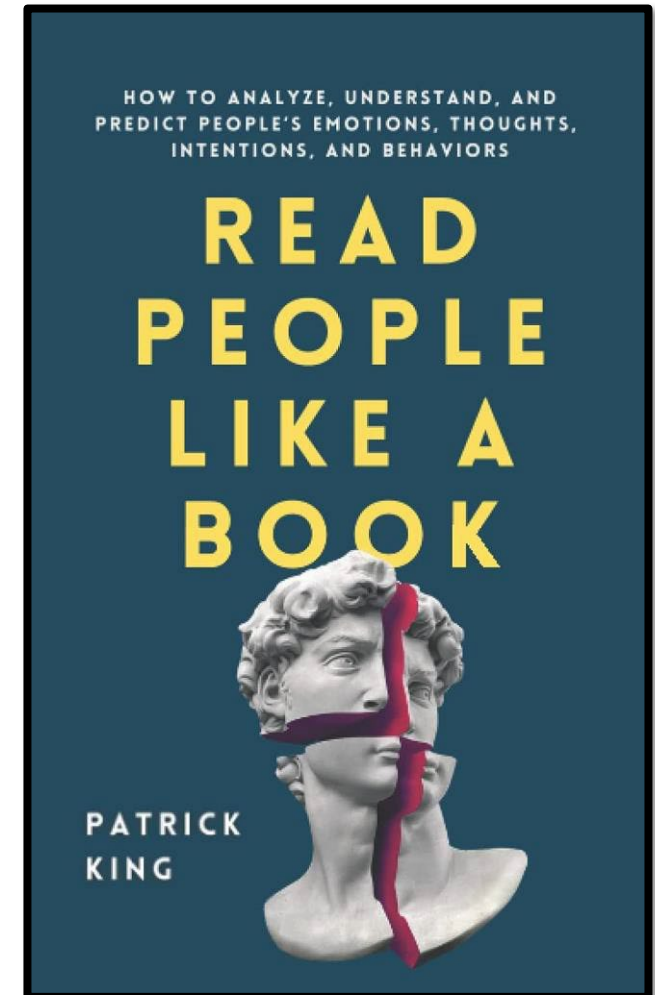
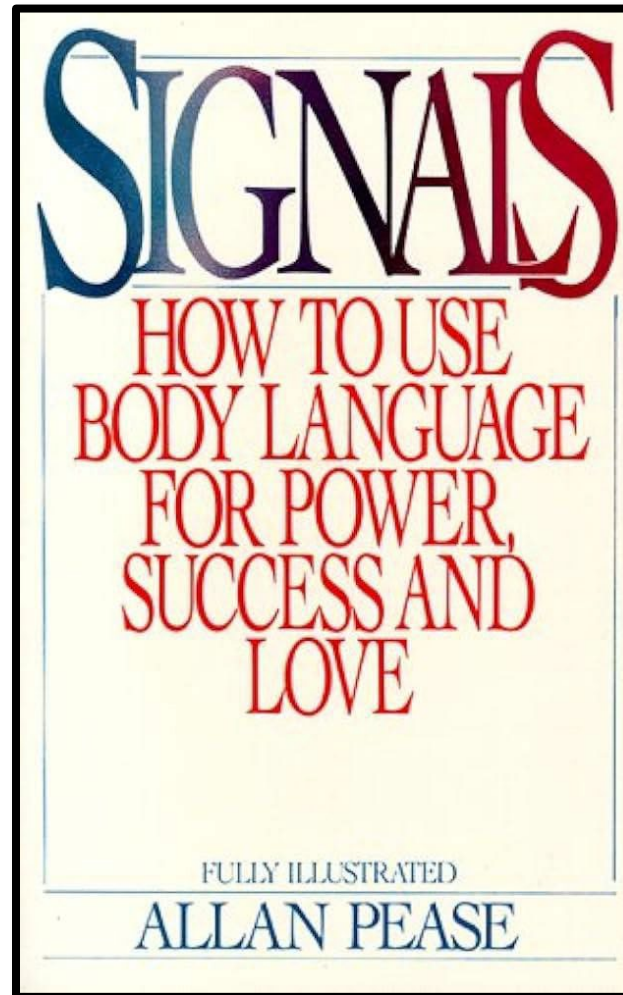
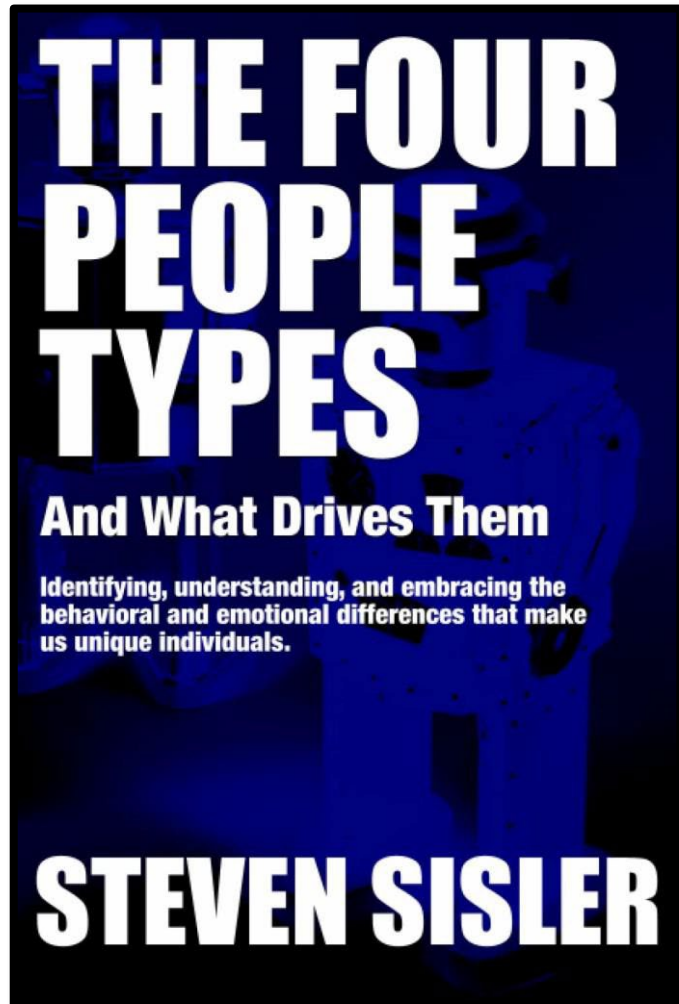
Non-verbal Communication

Closed (Resistance) Signals

- Leaning Away/ Standing Far
- Rigid Body
- Head Down
- Minimal Eye Contact



Great Reading



SIMPLIFYING THE SENIOR CARE MAZE



Navigating the Complexities of Senior Living



MATT WILSON, CSA, CDP
Founder of Next Level Senior Advisors

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With over two decades dedicated to senior care, Matt Wilson is a leading authority on navigating the complexities of senior living. As a Certified Senior Advisor (CSA) and Certified Dementia Practitioner (CDP), he provides unparalleled expertise and compassionate guidance to families across the nation.

Having witnessed firsthand the challenges and choices that come with aging, Matt embarked on a mission to provide clarity and support to those navigating the senior care landscape. With his guidance, families can make informed decisions that prioritize their loved ones' well-being and ensure their golden years are filled with comfort, dignity, and joy.

Matt founded Next Level Senior Advisors with a mission to empower families and individuals to make informed decisions about senior care. His team of dedicated professionals offers personalized support with comprehensive assessments so they can connect clients to make sound decisions regarding senior living, including independent living, assisted living, memory care, skilled nursing, long term care and home-based services.

Next Level's focus is on providing clarity, direction, and peace of mind. We understand the challenges families face and are committed to helping you find the best possible care for your loved one. Our services include:

- In-depth assessments to determine care needs
- Personalized care consultations
- Connections to top-rated senior living communities
- Ongoing support and guidance



Matt's client-centered approach allows families to navigate the complexities of senior care with confidence, as they are expertly steered towards the best options that align with their unique needs and preferences. With Matt and Next Level as their allies, families can confidently embrace the future, knowing they have the knowledge, resources, and compassionate support needed to make informed decisions for their loved ones.

www.NextLevelSeniors.com

NEXT LEVEL
SENIOR ADVISORS



Copyrighted Material

References

Signals- How to Use Body Language For Power Love and Success

Author: Allan Pease



Q & A

Thank you!



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It May Not Be Dementia But The Brain Can Still Be Broken

Presented by Purview Life



Goals for Today

What do I do when my client's decisions are questionable but there's no diagnosis

- Understand Dementia
 - Types, Causes, Treatment
- What is *NOT* Dementia
 - It may not be "dementia" but their brain may still be broken
- Executive Functioning
- What works



Perceptions

- What do you think of when you hear:

Senility

Dementia

Old Timer's

Alzheimer's

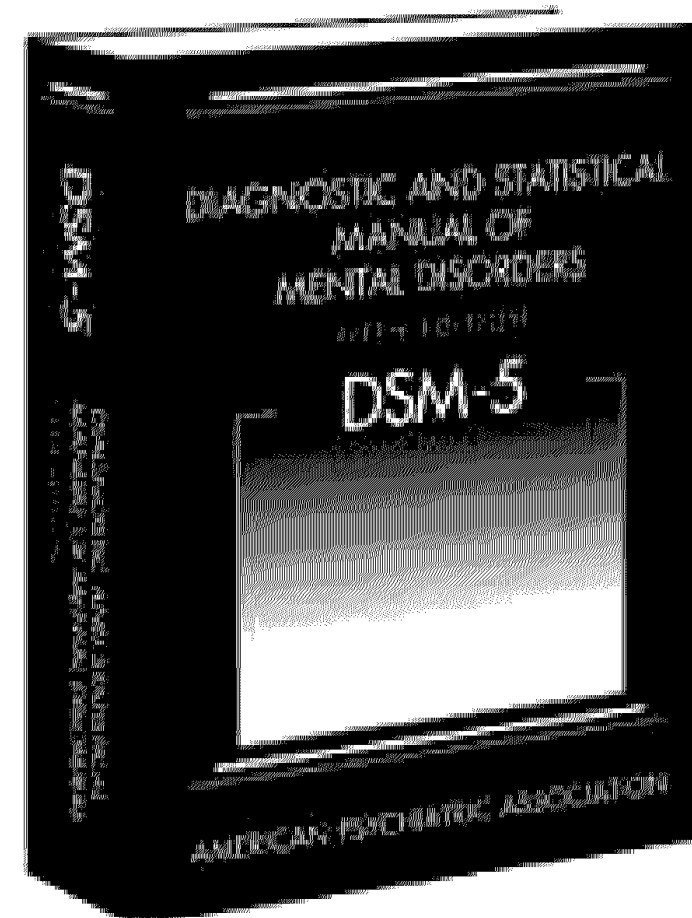
Memory
Loss

What is Dementia

2013 "Dementia" term changed to

Major or Mild Neurocognitive
Disorders (DSM-5)

For simplicity, today we will use the
common term of "dementia"



What is Dementia



TYPES OF DEMENTIA

Dementia is an umbrella term for loss of memory and other thinking abilities severe enough to interfere with daily life.

6:

Alzheimer's

' Vascular

4,1 Lewy body

• Frontotemporal

• Other i t d r 11 11.1 11-11C 11

*! Mixed dem, tia: [r!n nti,]

11-111 11-111 11-111 onet.i:1usr:1

- **Dementia is a disease process**
 - **The umbrella term for a number of neurological conditions, of which the major symptom is the decline in brain function due to physical changes in the brain**

What is Dementia

- Dementia is a disease process
 - Progressive decline in cognitive function
 - Memory loss
- Many causes of dementia (50-150)
 - Alzheimer's, Vascular, Lewy Body, Frontotemporal
- Some forms may be reversible (or treatable)
 - Hypothyroidism, Depression, Vitamin B12 Deficiency, Normal Pressure Hydrocephalus (NPH), Alcohol Abuse (ETOH), Some Drug Interactions

Areas of the Brain Affected

Cognition

- Memory
- Learning
- Language
- Praxis Function
- Abstract thinking
- Psycho-motor speed

Behavior

- Communication
- Safety
- Personal care deteriorates
- Lapses in clarity
- Hallucinations
- Delusions

Emotion

- Dysregulated
- Disorganized
- Apathy (loss of energy, willingness)
- Lability (moods change)



Stages (Alzheimer's)

Early

- Needs reminders
- Daily routines difficult
- Concentration is difficult

Middle

- ¹¹ May need hands on care
- ¹¹ May get lost easily
- ¹¹ Changes in personality

Late

- Severe confusion
- Needs hand on care for most personal care
- May not recognize self or family

When It is *NOT* Dementia

Age-associated memory impairment

- If you are experiencing difficulties with memory, but:
 - They are not noticeably disrupting your daily life,
 - They are not affecting your ability to complete tasks as you usually would,
 - You have no difficulty learning and remembering new things and
 - There's no underlying medical condition that is causing your memory problems

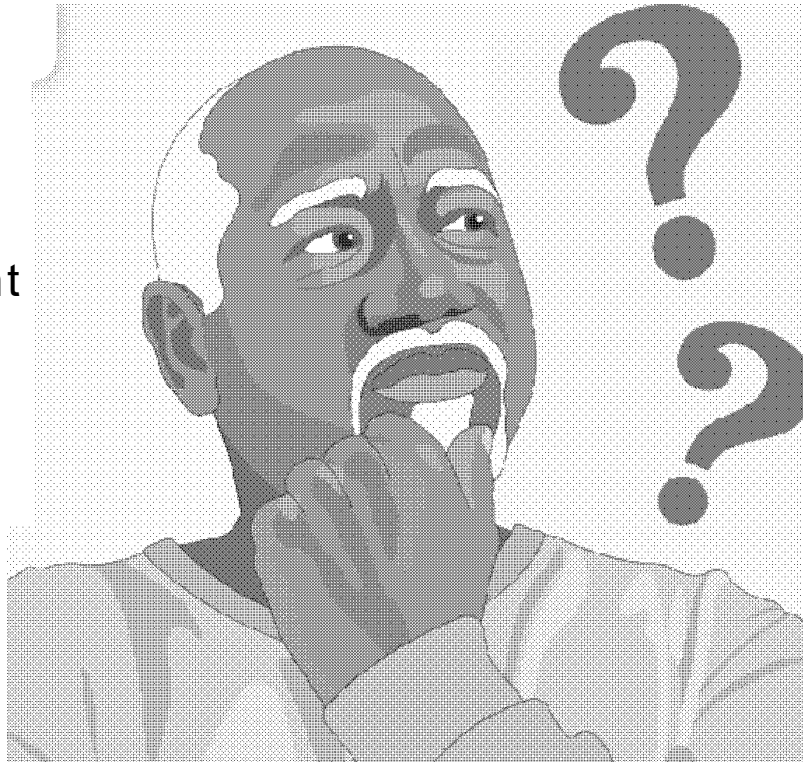
Though you may have difficulties remembering things on occasion, like where you left your keys, a password for a website or the name of a former classmate, these are *not* signs you have dementia. You may not remember things as quickly as you used to, but most of the time there is no cause for concern

When It is *NOT* Dementia

Many people can become more forgetful as they age. Learn the differences between age-related forgetfulness and signs of dementia.

Age-related forgetfulness

- Making a bad decision once in a while
- Missing a monthly payment
- Forgetting which day it is and remembering later
- Sometimes forgetting which word to use
- Losing things from time to time

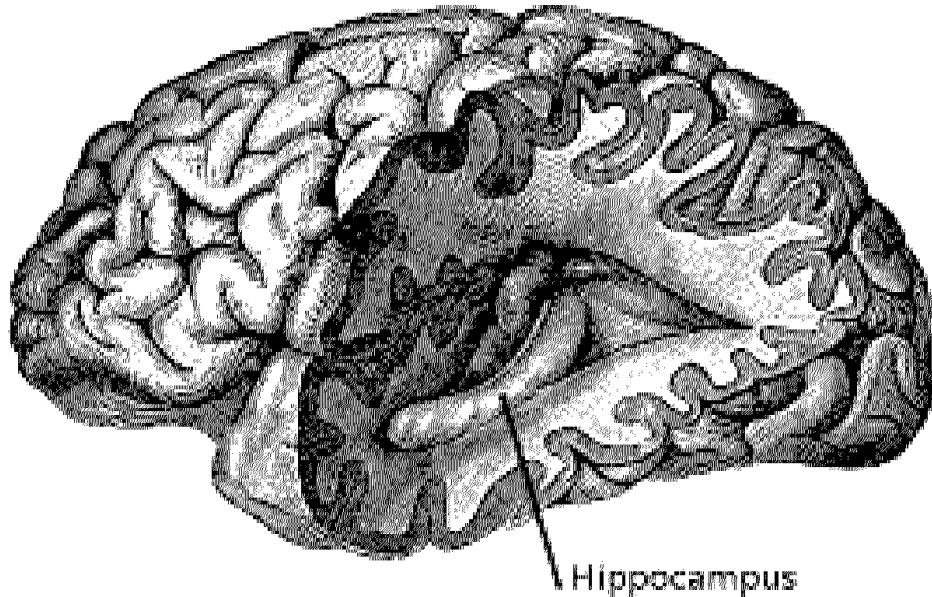


Signs of dementia

- Making poor judgments and decisions a lot of the time
- Problems taking care of monthly bills
- Losing track of the date or time of year
- Trouble having a conversation
- Misplacing things often and being unable to find them

When Is It *NOT* Dementia?

Three causes of age-related memory loss



- 1) The hippocampus, a region of the brain responsible for the formation and retrieval of memories, shrinks with age.
- 2) Hormones and proteins that protect and stimulate neural growth also decline with age.
- 3) Older people often experience decreased levels of certain neurotransmitters, which can impair memory and learning skills.

So...What Is Executive Functioning?

- **working memory**,
 - involves w/whatever you'll be doing right now, if you're **reading** taking notes on, **having a conversation**, **remembering** your vocabulary is part of the process
- **organizational flexibility**
 - how well your brain can shift from one topic to another,, the more flexible you're **thinking**, the better **you** can **adapt to** whatever is happening around you, **react to** unexpected changes in your situation/creative problem solving
- **inhibitory control**
 - ability to steer or manage? your thoughts, emotions and actions

So...What Is Executive Functioning?

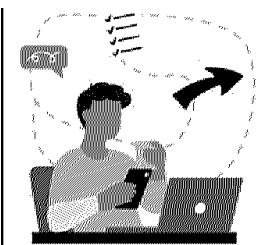
- **Planning**
 - **what you mentally map out a series of actions that help you reach a goal,**
- **Flexibility**
 - **the ability to apply critical thinking. It's a key way for you to build on your stored knowledge to think creatively or break down something complicated into easier, to, understand pieces,**
- **Problem Solving**
 - **can involve a lot of executive functions, as well as planning and reasoning. This is how you apply what you know and how you think to overcome obstacles or problems that are in front of you,**

Executive Dysfunction

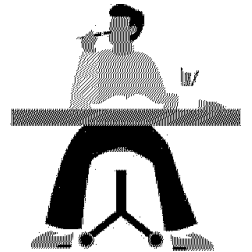
Executive dysfunction is a symptom that affects people with conditions that disrupt your brain's ability to control thoughts, emotions and behavior.



Focusing too much on just one thing.



Being easily distractible.



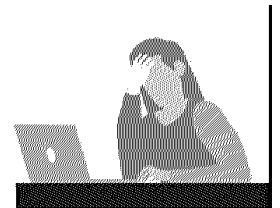
Daydreaming or "spacing out" when you shouldn't be.



Struggling to switch between tasks.



Problems with impulse control.



Trouble starting difficult or boring tasks.

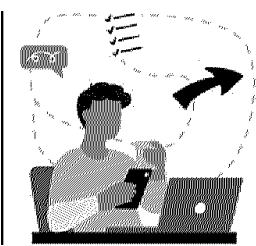
Executive Dysfunction

Some Causal Disorders:

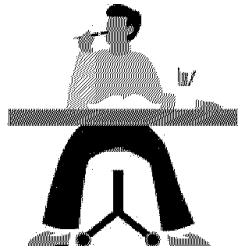
- Addiction
- ADHD
- Autism spectrum disorder
- Depression
- Obsessive-compulsive disorder (OCD)
- Schizophrenia
- Traumatic brain injury
- Infections (such as those that cause encephalitis or meningitis)
- Toxins (e.g. carbon monoxide poisoning)



Focusing too
much on just
one thing.



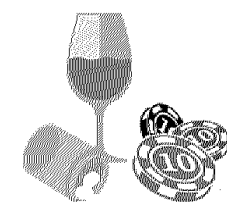
Being easily
distractible,.



Daydreaming
or "spacing
out" when you
shouldn't be.



Struggling to
switch between
tasks.



Problems
with impulse
control.



Trouble starting
difficult or
boring tasks.

What Works: Steps to Providing Great Care

- Comprehensive Assessment
- Developing a Care Plan
- Adapt the Environment
- Appropriate Care Training



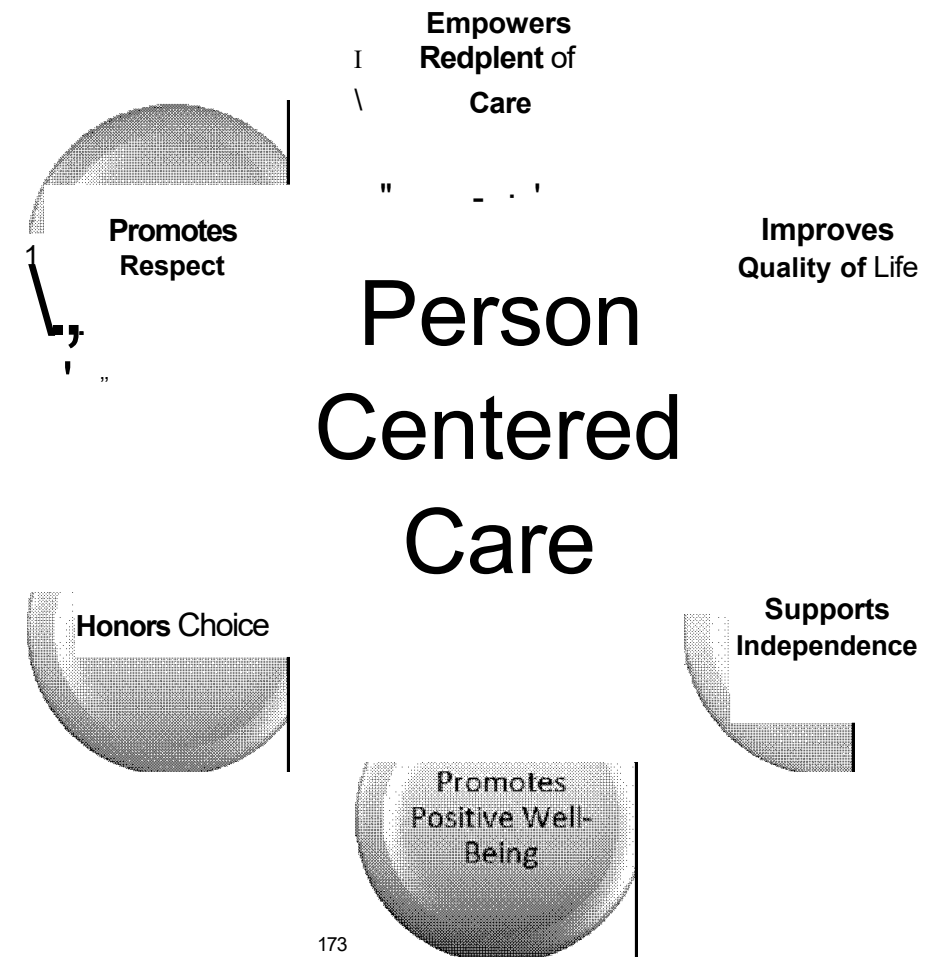
Assessment



- Ascertain validity of diagnoses
- Level of functioning
(Not as simple as it sounds....)
- Advanced directives
- Preferences/Family wishes

Care Plan

- **Focus on individual needs**
- **Flexibility to enable a person to live the life he or she would want**
- **Emphasis on client's own sources of self-esteem and pleasure**
- **Regular re-evaluation**
- **Build in specific objectives and strategies**



Environment

- Make it Home-Like
- Familiar Items
- Calm
 - Colors
 - Distractions
 - Knick-knacks



The Apartment: Alzheimer's Foundation of America

Behaviors

Varies by Type of Dementia

- Pacing
- Sleep [
- Wandering
- Repetitive
- Sexual



1d Speech
ness



Behaviors

- Questions to ask
 - Who has the behavior?
 - What is the specific behavior?
 - Why does it need to be addressed?
 - What happened just before?
 - What does the behavior mean?
 - What is the DESIRED change?

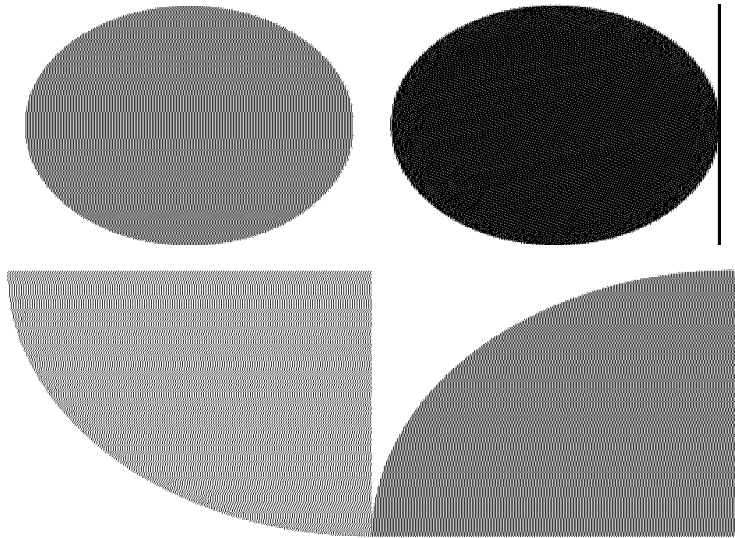


Training



- Ensure proper training of all staff
- Good Employees are Invaluable
- In-services
 - Alzheimer's Association
 - Teepa Snow
 - Dementia Friendly America

Dementia Friendly ...TULSA



Dementia
Friendly
America®

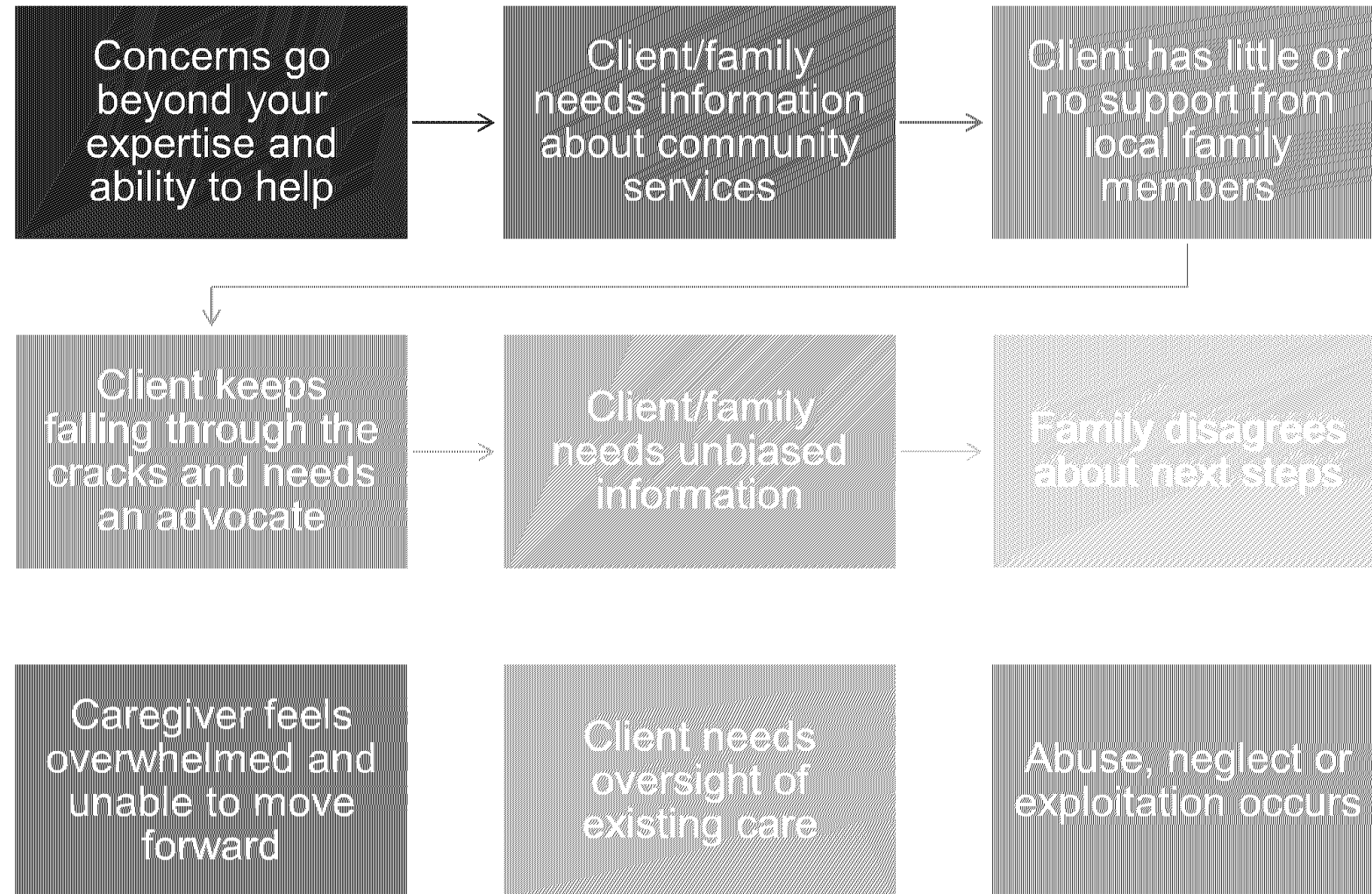
Characteristics of Good Dementia Workers

Compassion	Respect and honor	Dependability
Fairness	Honesty	Integrity
Supportive	Appreciation of teamwork	Flexibility
Creativity	Sense of fun	Energetic
Warmth	Sense of humor	Unconditional positive regard

How Does Care Management



When to call an Aging Life Care Manager



Q & A

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CMSA OF EASTERN OKLAHOMA ANNUAL CONFERENCE

Through the **DECADES**

**OSAGE
CASINO
HOTEL**

**MAY 7
2025**