



improving lives, strengthening communities

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Home and Community Based Services Case Management Team Wins Prestigious Award Continuing a Legacy of Skilled Compassion

Helena, MT Rocky Mountain Development Council's (RMDC) Agency on Aging Case Management Team recently received the prestigious Francis T. Ishida Award for Customer Service. Team members Linda Simmons, SW, Karen George, RN, and Sharon Miller, CMT, ensure that Medicaid-eligible people at risk for premature institutionalization receive the services they need to remain at home.

The award, presented to RMDC's Agency on Aging team in Denver at the Centers for Medicare and Medicaid Services (CMS) Regional Office, was established to commemorate a former CMS administrator who devoted his career to the nation's most vulnerable citizens, including the elderly, disabled, and poor. It honors those who continue his mission and dedication.

RMDC's Case Management Team serves clients in Lewis & Clark, Jefferson, Broadwater, Park, Gallatin, and Meagher Counties. Their current 51-person caseload has doubled over the last decade. Client care involves understanding each person and each family's needs and circumstances and then finding relevant services such as USA Rural Home Repair funds, property tax relief or refunds, Low Income Energy Assistance, and state low vision and hearing programs.

"But our team goes the second and third mile in serving clients," Area IV Agency on Aging Director Charles Aagenes said. "The award that Sharon, Karen, and Linda received recognizes their especially thoughtful and personal service." For instance, the team understands how important pets, plants and hobbies are to folks with limited abilities. The care plans that they prepare and oversee are tailored to surrounding clients with the activities and pets they love. The team also solicits individualized Christmas gifts for clients and delivers them during holiday visits.

"Clients in the rural counties are often miles from services," Aagenes noted. "Our crew brings a lot of practical creativity and personal attention to their mission. If standard programs and institutions don't provide what a client needs, the team creates sound, neighborly solutions. The award really honors the team's resourceful caring."

Housing

Head Start

Rocky Mountain Preschool

Energy Share

LIEAP

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Mental Health Crisis Planning

Kids Management Authority (KMA)

Agency on Aging

Daily Dinner Clubs

Foster Grandparents

Meals on Wheels

Retired & Senior Volunteers

Senior Citizen Centers

Senior Companions

Senior Transportation

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