



# THE CASE COMPASS

## ELEVATING STANDARDS, ONE ISSUE AT A TIME

1<sup>st</sup> Edition - June 2025



### A Word From The President

“The Case Compass: Elevating Standards, One Issue at a Time.” This is the perfect representation of our chapter. We are undoubtedly a force with our expansion to San Joaquin County, doubling our membership, increasing event attendance, and elevating involvement! And now, launching our very own newsletter!

Our inaugural issue embraces the very essence of elevating standards, one issue at a time. Our chapter leadership is committed to bringing us to newer heights by providing its members with the tools and information to be successful case managers in the field. Articles written here are from experts in the field who are passionate about sharing their knowledge with everyone. We aim to reach as many case managers from various settings as possible by tackling essential and relevant issues and/or topics. This allows us to heighten our communication with the chapter members. As we bring to you the latest and pertinent information, I challenge everyone to be a contributor and be a part of shaping our community of case managers. One of our aims this year is to increase membership and involvement of social workers. The social workers bring their different perspectives and

approaches, especially to topics like social determinants of health. We would like their input as they are an integral part of our community of experts.

Lastly, I thank my board and committee members for conceptualizing and bringing this newsletter to fruition. You give so much excitement to our chapter and are very dedicated to ensuring that our case managers benefit the most from our chapter. If you are interested in writing an article or have any suggestions for a topic for us to tackle, please let us know by going to our website:

[www.SacramentoCMSA.org](http://www.SacramentoCMSA.org)

and click on the “contact us” link.

Kindly,  
Paul Borja

### Board And Committee Members

- President:** Paul Borja - Adventist Health
- VP/President Elect:** Jade Walters-Nash - The Key
- Immediate Past President:** Susane Hao - Dignity Health
- Treasurer:** Arlene Barker - Sutter Health
- Secretary:** Theresa Hernandez- Common Spirit
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- Director:** Ruby Wilson - Retired VA
- Director:** Teresa Capina - Kaiser
- Director:** Kristine Van Rooyen - Kaiser
- Director:** Rebecca Boyd Anderson - Samuel Merritt University
- Director:** Anupama Shojaei - CarePatrol
- Director:** Debi Moroles- Cypress Healthcare Group
- Committee Chair:** Debi Moroles - Cypress Healthcare Group
- Committee/Venues:** Erin Weitzenberg - Explore Senior Culture
- Committee/Website:** Cynthia Newton -HomeCare Professionals
- Committee/Newsletter Editor, Social Media:** Monika Goins - Absolute Compassion Hospice

### Welcome New CMSA Members!

- Kanisha Golden:** First Light Home Care, Parkway
- Lale Aquilina, RN- BSN:** Best Pathways Home Health
- Melynda Taguinod, RN:** Allcare Mobile Wound Treatment
- Ann Kristine Emperador, RN:** Allcare Mobile Wound Treatment

### Members who renewed this quarter:



- Esperanza Mitchell, MSN**
- Dot Boyd**
- Kim Dee, LCSW**
- Lou Basinal, MSN**
- Jamie McDole, ADN, BS**
- Kelly Ness, RN**

## A NOTE OF THANKS!

On Behalf of CMSA Sacramento Board and Committee Members, we extend our heartfelt thanks to all our new members for taking the step to join, and to our returning members for renewing your commitment.

Being part of CMSA Sacramento is more than just membership, it's a connection to a vibrant community of case managers dedicated to growth, education, inspiration, and support. We are excited to welcome

you and look forward to seeing you at our upcoming events!

- CMSA Sacramento Board and Committee



<https://sacramentocmsa.org>



P.O. Box 6304 Folsom, CA 95763



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### Sponsor Shout-Out for Upcoming Events

Thank You to Our Event Supporters!

CMSA would like to extend a heartfelt thank you to the incredible sponsors supporting our upcoming event on July 16th:

- ★ Gold Country Health Care Center
- ★ Newport Healthcare
- ★ A Senior Connection
- ★ Prairie City Landing: We're grateful to our event host, whose hospitality helps set the stage for a meaningful and engaging gathering.

It's the support of our sponsors, the generosity of our host, and the enthusiastic participation of our members that make these events a success. Your involvement fuels our mission and strengthens the case management community. Be sure to stop by our sponsor tables at the July event—introduce yourself, learn more about the innovative work CMSA and case managers are doing, and connect with others who share your commitment to patient-centered care and professional growth.

We look forward to seeing you there!

— The CMSA Board and Committee

### CMSA Sacramento Featured Resource



## A Senior Connection

Connecting Seniors with Heart

A Senior Connection is a mission-driven organization dedicated to delivering compassionate care transition and housing navigation services for older adults, seniors, and individuals with complex medical needs. Through strong collaborations with hospitals, health plans, and community-based providers, ASC works to prevent unnecessary long-term care placements and promote safe, person-centered transitions.

Their innovative programs are aligned with California's CalAIM initiative and include:

- Enhanced Care Management (ECM)
- Community Supports such as Nursing Facility Diversion/Transition
- Recuperative Care
- Wraparound Services

By focusing on upstream support and navigation, ASC has helped California avoid millions in hospital bed-day costs while enhancing the quality of life for hundreds of individuals across the state.

#### Why CMSA Matters to ASC:

"Case managers are at the heart of what makes care transitions work—and ASC was built to support them. CMSA's mission to advance case management aligns directly with our goals: streamlining access to care, strengthening person-centered planning, and addressing the social drivers of health that make a lasting impact. CMSA's commitment to education and excellence in case management reflects our own values and fuels innovation in our partnerships."

#### Why ASC Chose to Sponsor CMSA:

"ASC is proud to sponsor this CMSA event to share useful tools, resources, and education around California's CalAIM initiative and how case managers can leverage new services for their patients. We look to provide practical takeaways that empower frontline teams to better serve individuals with complex needs—especially those facing housing or placement barriers."

We thank A Senior Connection for their continued dedication to advancing case management and for being a valued partner in driving better outcomes for those who need it most.

—CMSA Sacramento Board and Committee



### Save These Dates!

#### June 24-27, 2025

Annual 2025 CMSA National Conference & Expo in Dallas Tx. Our local CMSA member and past speaker Peggy Rossi is going to be a speaker for the virtual section of the the conference on the topic "Preparing the Unsung and Unpaid Heroes of Healthcare".

#### July 16, 2025

CMSA Sacramento Educational Event & Dinner. Speaker: Dr. Anamika Doma, D.O., Associate Medical Dir., Vitas Healthcare on "Evaluation and Management of Behaviors in Dementia". Case Managers, Register soon as seats fill up fast. 1 CE provided. Event is hosted at Prairie City Landing: 645 Willard Dr, Folsom, CA 95630.

#### October 12-18, 2025

National Case Managers Week!

#### October 15, 2025

##### Annual Sacramento Expo!

- 50+ Vendor Resources
- Educational Presentations
- CEU's
- Dinner
- Networking
- Celebrating Case Managers during Case Mangers Week!





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### Highlights from last CMSA Event Hosted at Carlton Elk Grove



CMSA Sacramento's recent Educational Networking Event was a fantastic success! CMSA was honored to welcome the dynamic Colleen Morley, CMSA National Immediate Past President, who delivered an insightful and inspiring presentation on "Case Management: Then, Now, and Future." Her depth of experience and passion for advancing the profession left attendees energized and motivated. We were blessed with her presence and expertise as a prize for our chapter winning the campaign for membership growth. Way to go, CMSA Sacramento!



The evening was made even more memorable thanks to the exceptional hospitality of Carlton Senior Living Elk Grove, where their culinary team served up a delicious meal that everyone raved about.



If you missed this event, don't worry, our next one is coming up on July 16<sup>th</sup>! Be sure to register early so you don't miss out on another impactful evening of education, connection, and community engagement.

— Monika Goins



### --- Register Now For The July 16th Event ---

#### Q&A About Registering for a Sacramento CMSA Event



**Q: Where can I register for a CMSA Event?**

**A:** [www.SacramentoCMSA.org](http://www.SacramentoCMSA.org)

**PRO TIP:** Become a member & follow us on Facebook and LinkedIn to be the first to know when registration for our events are open.

**Q: Can anyone attend a CMSA Sacramento event?**

**A:** Yes! We encourage case managers, social workers, discharge planners, and nurses to attend as they can get the most out of CE's, and it is targeted towards them; however, anyone can attend and learn from our case managers and speakers.

**Q: How can I get a discounted rate for the events?**

**A:** When you join CMSA Sacramento Chapter at <https://cmsa.org>, as a member, your registration for the event is at a discounted rate depending on your CMSA Membership status. Refer to the website for rates and fees for membership.





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## Big THANKS to our Resource Providers

### Gratitude for a Memorable Evening: Thank You to Our Sponsors!



CMSA Sacramento extends a heartfelt thank you to everyone who made our recent event such a success. We are especially grateful to **Carlton Senior Living Elk Grove** for hosting us with such warmth and hospitality. The incredible meal prepared by their talented chef was a true highlight of the evening and set the perfect tone for meaningful connections and conversation.

A special thank you goes out to our generous event sponsors: **Carepoint Healthcare, RxFood, Habitat Health, and Senior Care Clinic House Calls**. Your continued support and partnership allow us to bring valuable programming and networking opportunities to our members and the greater case management community.

We look forward to many more events filled with collaboration, education, resources, and inspiration—thanks to sponsors like you!

— CMSA Sacramento Board & Committee



## Membership Fun Facts and Benefits

### The Community:

Be part of a community with professional collaboration across the healthcare continuum to advocate the wellbeing of patients and improve healthcare outcomes.

### Access Free CE's

on topics approved for RN, SW, CCM, and CCM ethics on a variety of case management-focused topics.

### Educational Information

from top professional industry leaders, while gaining knowledge, experiences, and resources from our Community Partners.

### Stay up-to-date on Policies

Stay in the know with access and updates on policies that affect your day to day work life. Discounted Annual Conference Registration.



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## Education Corner

### Preparing the Unsung & Unpaid Heroes in Healthcare

By: Peggy Rossi, BSN, MPA, Retired RN, Author



Last May, I took a new step in my nursing career by publishing my fourth book —“Caregiver: A Role We Least Expected – Tips and Tidbits to Help in Your Role”—specifically written for the lay public. Unlike my previous clinical texts, this one was self-published through Newman Springs to keep it affordable and accessible for the very people it aims to help: family caregivers. As many of us in case management know, family caregivers are often undertrained, under-supported, and overwhelmed. This book is my attempt to change that.

What inspired me? After decades in healthcare leadership and consulting, I witnessed too many family caregivers being thrown into their role with little to no guidance. Some may receive complex training, but most struggle with even the basics—like safe body mechanics or proper support for activities of daily living (ADLs).

Since the book’s release, I’ve spoken at numerous caregiver support groups, doing what I can to offer practical tips and encouragement.

Sadly, I also hear far too often that families aren’t involved in the discharge process until the day before—or even the day of—discharge. In my own 55+ community, I frequently receive frantic calls from neighbors facing situations they’re unprepared for. One particularly distressing example: a woman being discharged from a psychiatric hospital with the threat of being “streeted” if her family couldn’t arrive in time.

In researching for the book, I uncovered staggering statistics:

- 58 million unpaid family caregivers in the U.S.
- 5 million children under 18 are providing care.
- Two-thirds of caregivers work outside the home.
- 30% will die in their caregiving role.
- The average Social Security income is just \$1,900/month, and most caregivers earn less than \$30,000/year.

Poor caregiver preparation leads to preventable hospital readmissions and systemic strain. The growing population of older adults with intellectual or developmental disabilities is also living longer—many now facing dementia and chronic illness, further burdening their aging caregivers.

We’re also witnessing 10,000 Baby Boomers retire every day—many of them former healthcare professionals—while access to care remains limited and long-term care becomes increasingly unaffordable. According to the Kaiser Family Foundation, only the wealthy can pay for long-term care; the rest, like myself, risk financial ruin. When my husband passed, I was left with over \$250,000 in unpaid medical expenses.

This isn’t just anecdotal—it’s a national crisis. To raise awareness, I wrote to President Trump and sent copies of my concerns and suggestions to more than 70 healthcare leaders, organizations, and all 50 governors. I was heartened to receive responses from the President of AHRQ and CMSA National President Janet Coulter, both expressing support for my message.

Advocating for caregivers has become my mission. I’ve:

- Spoken at Unitek’s National Training Institute and will present digitally at the 2025 CMSA National Conference in Dallas.
- Scheduled to speak at Kaiser’s stroke support groups in July on caregiving and self-care.
- Contributed multiple articles to CMSA Today, with more in progress.
- Previously wrote the “From the Director’s Desk” column in HCPro’s Case Management Monthly until its closure in late 2024.
- Created [www.caregivingtidbits.com](http://www.caregivingtidbits.com) to share tip sheets and resources.
- Am developing a podcast and preparing for the book’s release in audiobook format, already available on Amazon, Barnes & Noble, Walmart, Kindle, and Nook.

My ultimate goal is to reach family caregivers nationally—through TV, digital platforms, and grassroots education. They deserve to know their rights, learn to navigate the healthcare system, and be empowered to advocate for themselves and their loved ones. Caregivers are the eyes, ears, and voices of their care environments—and it’s time we train, respect, and uplift them accordingly.

