



EXCLAIM

APRIL 2019

FROM THE DIFP DIRECTOR



Chlora Lindley-Myers

Director of DIFP

Dear CLAIM Volunteers and Partners:

I want to begin by welcoming your new Executive Director, Scott Miniea, to his leadership role with CLAIM. Transitions can sometimes be challenging, but I'm glad to see all of you weathering the changes and moving purposefully forward. You're in good hands.

The Department will be undergoing its own changes soon. During his State of the State Address in January, Governor Parson spoke about the need to undertake some reorganization in state government in order to allow the Department of Economic Development the ability to focus more fully on their primary economic development duties. In Executive Order 19-02, the Governor ordered the move of the Public Service Commission and the Office of Public Counsel to our department. In addition, our department would be renamed the Department of Commerce and Insurance. This change becomes official on August 28, 2019. While our name may change, our mission remains the same: To protect the interests of Missouri consumers and provide a fair and competitive market for the companies who do business in our state.

Changes may be large or small, but the goal of most of these changes is to continue moving us forward to meet our goals. For CLAIM, we look forward to the new and more frequent reporting of your activities so that we can join you in celebrating your progress.

Amid all the changes, both seen and unseen, I want to make sure you know how much all of our CLAIM Volunteers and Partners are valued and appreciated. Without your work, knowledge and commitment, we would be unable to provide the assistance needed by so many Medicare recipients. You make a difference every day – that is something that hasn't changed. Thank you for all you do for the people you serve. You're making a difference!

Chlora Lindley-Myers

Director, Missouri Department of Insurance, Financial Institutions and Professional Registration

FROM THE PRIMARIS EXECUTIVE DIRECTOR



Scott Miniea

Executive Director of
Primaris Foundation

Change is the only constant. We hear this kind of statement regularly. This is because change requires growth and change can present challenges. It can also present opportunities. As we celebrate the successes of the past 25 years and learn from our mistakes, we will see improvement in the lives of the Missouri Medicare beneficiaries.

Because of the exemplary collaborative work of CLAIM volunteers, AmeriCorps members, community partners and staff, we ended the year with a great **Annual Enrollment Period** at CLAIM. As of our most recent reporting quarter, the CLAIM team reported **52,498 counseling contacts** with beneficiaries, and that should be celebrated.

That is one reason this edition of exCLAIM is the first of a redesigned quarterly opportunity to highlight YOU! We intend to use these pages to share successes and recognize volunteers and partners, without whom this important service to Missourians would not be possible.

CLAIM itself is not immune to change. In January, long-term director Carol Beahan retired after getting CLAIM to the 25 year milestone. In Region 7 and Region 2 (Northeast and St. Louis), Liz Swanson and Julia Allen left their roles as Regional Liaisons. We are pleased to welcome Wilma Schmitz as the new Regional Liaison for region 2 (St. Louis). For many of you, Wilma is a familiar face, being active in various health and aging initiatives. Meanwhile, Kori Ross continues to work to build partnerships and recruit volunteers as the Regional Liaison in Region 6 (Kansas City and Northwest).

Additionally, some roles in the CLAIM office are adapting to reflect realignment of duties. Tracey Wetzel, Lead Trainer, is handling some liaison duties related to Region 4 (Southeast). Xavier Vaughn, MIPPA and Outreach Coordinator, is also serving as a Regional Liaison for Region 3 (West Central). Cindy Carr, Region 1's Regional Liaison is also serving as the Coordinator of the Benefits Enrollment Center project in 9 of her Central counties. Natalie Heath is augmenting her role as Volunteer Coordinator, to include co-managing the AmeriCorps Program. Randy Rodgers is managing the CLAIM Call Center.

Amid all this change, it's important to also mention the things that remain the same:

- Volunteer and AmeriCorps member recruitment is ramping up.
- Reporting contacts and outreach activities, along with screenings for LIS/MSP and BEC via the STARS system remain essential—if it's not in STARS, it didn't happen!
- Annual volunteer certification process is underway.
- Partnership agreements, of various sorts, are being renewed.
- Trainings for new and returning volunteers are on the horizon.

And the most important thing that never changes, is that we appreciate you and thank you for all you do!

VOLUNTEER OF THE QUARTER



Duane Thran

CLAIM Volunteer

Duane Thran has been a volunteer with CLAIM since 2013 with Stacey Childs being his Regional Liaison. When asked why CLAIM first interested him, he stated, “When I retired, I wanted to do something that was focused on customer service and also be able to use my problem solving skills. Medicare counseling for CLAIM does exactly that. I have the most satisfaction when a beneficiary thanks me for helping them understand their options, solve their problem or save them money. It is important for people to be able to get free, unbiased advice on Medicare questions. I’m always inspired by Stacey’s positive attitude and her encouraging me to contribute in ways beyond beneficiary contacts as I tend to thrive in that environment. I also enjoy working with other counselors to share experiences or information.” He is so dedicated that he decided to stay with the CLAIM program even when moving out of the state.

During the 6 years that Duane has been with CLAIM, he has made it his mission to learn as much as he possibly can. He spends hours researching a variety of topics, so that he will be as knowledgeable as possible when helping our beneficiaries. Duane attends almost every training opportunity available to him, and he has also conducted various webinars along with Childs and created and updates a tip sheet for inhalers and insulin. Last year he had over 600 contacts!

Childs stated, “Duane is an outstanding counselor and truly goes above and beyond in helping the beneficiary. He is kind and considerate, and really takes the time to explain things so that they will understand. Duane also takes time to help many counselors, and not only in Region 5. He truly is a ‘wealth of knowledge!’ I call upon him often to help me in various situations; I have told him many times that he is my ‘right hand man’ for many things, but especially when it comes to taking difficult referrals, helping our counselors, and providing additional knowledge when helping with our training program. I can always count on him and he never refuses to help! Duane is most definitely one of our very valuable assets!” A beneficiary recently told him that she planned to put him on her speed dial, for quick access to him when she needed help!

Duane is married to his wife, Jan, and they recently celebrated their 50th wedding anniversary. He has 2 children and 8 grandchildren.

“
When I retired, I wanted to do something that was focused on customer service and also use my problem solving skills. Medicare counseling for CLAIM does exactly that.
”

CLAIM PARTNER ANNIVERSARIES

JANUARY - MARCH 2019

4 YEARS

Morgan County Health Center

12 YEARS

AIDS Project of the Ozarks

23 YEARS

Heartland RSVP

5 YEARS

Lebanon-Laclede County Library

13 YEARS

Interfaith Community Services

25 YEARS

St. Anthony's Medical Center

10 YEARS

Missouri Conference of the United Methodist Church

Key Management

- Branson Manor
- Oakwood Terrace
- Olsen West Apartments
- Pioneer House
- Princeton Manor
- Willow Creek Apartments

CLAIM VOLUNTEER ANNIVERSARIES

JANUARY - MARCH 2019

1 YEAR

Narad Regmi
Brittney Carr

7 YEARS

Kathleen Thomas
Roy Qualls
Cynthia Ann Murray

12 YEARS

Greg Lear
Kathleen Roach
Kay Green

2 YEARS

Ariel Mann
Mildred Smith

8 YEARS

Paula Nichols

17 YEARS

Kendall Fitzpatrick

4 YEARS

Judee Steward
James Dickerson

10 YEARS

Diana Clarke
Jean Morrow

23 YEARS

Pat Selby

5 YEARS

Lawrence Gibbs
Thinh Nguyen
Ronald McLaughlin

11 YEARS

Lisa Vigdal
Paula Miller
Martha Millard



PARTNER OF THE QUARTER

Since 1997, the Lincoln University Cooperative Extension (LUCE) - Paula J. Carter Center on Minority Health and Aging (PJCCMHA) accomplishes its mission through effective and culturally appropriate program development, educational outreach and collaborations, which includes an active advisory board. PJCCMHA has been a CLAIM community partner since 2009.

The primary purpose of the Paula J. Carter Center on Minority Health and Aging is to promote health literacy and positive health behaviors. The Center's target audience is underserved and unserved ethnic minority senior citizens who are age 50 plus. The Center delivers services and extends its outreach through long-term partnerships with community organizations, state agencies, private industries.

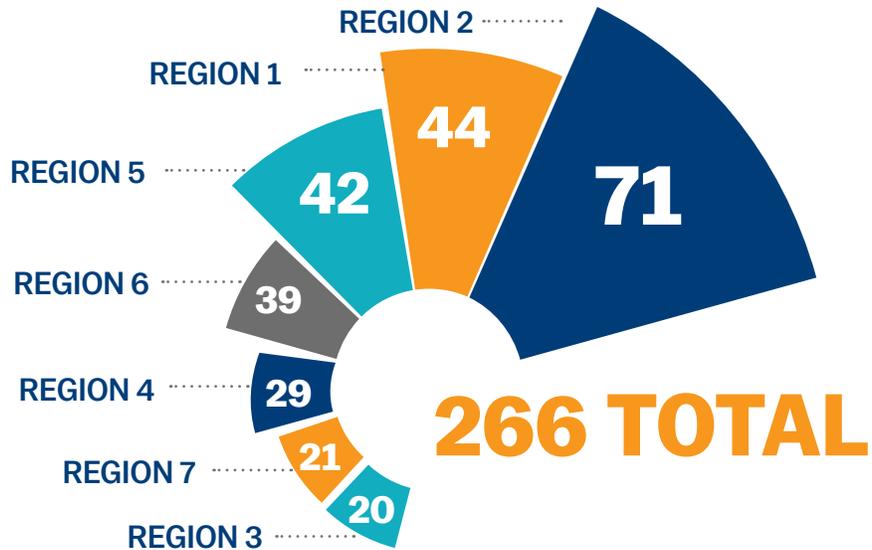
The partnership with CLAIM has allowed the Center to provide training and educational resources on a variety of topics to more than 500 senior citizens throughout the State of Missouri. The center is excited to continue this joint venture. Primaris Foundation's former executive director, Carol Beahan, was one of the first and longest serving board member of PJCCMHA. They were recently awarded the top MIPPA Project. The goals of their project is to;

- Expand community outreach and awareness of hepatitis C in a wide range of areas that are home to large numbers of low-income and minority elders.
- Build the capacity and self-efficacy of the people in the community to address their health issues.
- Disseminate health and resource information in targeted, typically underserved, areas across the state of Missouri.

The project will serve Pemiscot, Scott, New Madrid, Mississippi, St. Louis, Jackson, Callaway, Cole, and Boone Counties. They will achieve their goals by hosting a lunch and learn as well as a senior summer school.

The Paula J. Carter Center on Minority Health and Aging is under the direction of Ms. Yvonne Matthews, Director, and staffed by Ms. Deborah Jenkins, Research Assistant, Mr. Ricky Franklin, Program Educator Assistant, and Ms. Glenda Meachum-Cain, Community Outreach Worker. Cindy Carr is the Regional Liaison for PJCCMHA.

VOLUNTEERS STATUS BY REGION



NUMBER OF CONTACTS APRIL 2018-MARCH 2019	
REGION 1	4,027
REGION 2	8,792
REGION 3	2,399
REGION 4	5,187
REGION 5	4,792
REGION 6	4,653
REGION 7	2,507
TOTAL: 32,357	

NUMBERS REACHED THROUGH OUTREACH EVENTS	
REGION 1	10,244
REGION 2	5,094
REGION 3	2,173
REGION 4	8,391
REGION 5	6,513
REGION 6	5,819
REGION 7	4,164
TOTAL: 42,398	



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