



Central Alabama Aging Consortium

February '26

How do the People and Agencies we Serve View Us?

Editor's Note: CAAC staff have been talking with clients and institutions that we work with. As we try to improve our outreach, we wanted to hear from people we serve: How well do we get the job done.

Awesome Resource and Partnership

By Dianne Mack, Service Coordinator, CHP I & II

The Central Alabama Aging Consortium's partnership with Capitol Heights Place Apartments has been immeasurable and a true blessing for the Residents of Capitol Heights Place. We are so grateful to have this agency within our community to meet the needs of our Seniors. This partnership has been so valuable to our Residents and staff.



Dianne Mack

First, we want to extend a huge thank you to the staff at CAAC for the outstanding job you do. A **special shout out to Alisha** in Intake who does an awesome/outstanding job! I am always assured that someone will get back with me in an expeditious manner to resolve whatever it is. The response is always thorough and with kindness. We thoroughly appreciate you all so much for the job you do and taking the time to help, and keeping us in your heart.

The services such as homemaker, housekeeping, Medicaid Waiver, Medicare assistance, health, and fitness, medical supplies, Prescription assistance, Dementia Education, and the fun activities, all have enabled Capitol Heights Residents to continue to live independently in their own apartment without worry. The added wrap around support/services and resources gives Residents reassurance and confidence that they will be able to stay in their home and enjoy life.

The Geri Fit exercise program along with the Matter of Balance program was a hit with our Residents. **Melissa Stelhorn** was awesome and fun! Such a fun and healthy experience for our youngest Resident (94 yrs) and everyone who participated in the program. We Loved It!

Simply put! Ya'll Da Best! And we so humbly appreciate CAAC! We could not do it without 'cha!

Thank you Dianne!

There is still time to donate blankets to Share The Warmth!

A Client's Perspective



Lanquitta Burton

Lanquitta Burton remembers the old days when she tried to care for her mom and deal with a full time job. For four years she tried to

make it work. Then she heard about CAAC. "They have gotten me everything I need, they got me in touch with the right people," she said. Ms. Burton's smile tells a story of hard times that have become manageable. Her **Case Manager Amber** keeps close tabs on Ms. Burton's mother and her treatment plan.

"When I tell you there's not one time that I have called **Miss Amber** and asked her for something. If she couldn't do it (Amber says) 'Miss Burton let me find out and see if I can't get it for you.' She calls me back. It may take a day but, it has never been over a day. I tell her all the time 'You are a godsend' your company is a godsend." Ms. Burton is positively beaming as she says that.

Ms. Burton runs a busy household. It is clear she is organized and is comfortable being the caregiver for her mother.

CAAC is about helping her keep things running smoothly.

A Case Manager's Perspective



Amber James

I am **Amber James**, a Case Manager at Central Alabama Aging. My background is in Child Protection Services, which I served in for over 10 years.

In my new role as a Case Manager for CAAC, one of the great parts of the job is the opportunity to service seniors and their loved ones in the community.

Serving seniors and the ones who care for them is a gift. It's very personal to me, as I have had the opportunity to watch my mother serve as a caregiver to my late grandmother. I have seen my mother struggle to find resources and respite while working full time herself. I recognize the sacrifices a caregiver makes to ensure their loved one can stay in their home and within their communities.

I truly believe this has provided me with the motivation to make things happen in the role I serve as a case manager to my clients. I am thankful that I got to do this work. The hours are long and being on the road can be wearying. But I wouldn't trade what I do. Clients enrich my life. I hope I enrich theirs. For me it is a win-win.

Ed. Note: Like all our Case Managers, Amber has many clients throughout the tri-county area and checks on each of them monthly.