

Connections

A Newsletter for the Members of Community Care



Community Care

Finding Hope After Hard Times

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Our Members' Share
Summer Memories



We invited some of our members to share those cherished moments that make summer truly unforgettable!

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Member Satisfaction Survey Provides Valuable Feedback

Every year, the Wisconsin Department of Health Services (DHS) sends out a survey to some of our members.

The Member Satisfaction Survey measures how members feel about the services and care they receive through Community Care.

By completing the survey, members provide valuable feedback that helps us improve the services and care we provide.

We are currently reviewing information gathered from the 2025 survey and hope to share some of those results in a future issue of the Connections newsletter.

The 2026 Member Satisfaction Survey went out in July. If you received a survey, please consider completing and returning it.

Remember, you can contact a member of your care team any time if you feel you are not receiving the services and assistance you need.

Another way for members to share feedback with staff is through our Member Advisory Committees (MAC). There is a



committee for Family Care and Partnership members and another for our PACE members.

Committees meet throughout year. Meetings are open to family members and their legal decision makers.

If you are interested in participating in the MAC meetings, please contact Halanna Lathon at (262) 207-9395 or Quality.Projects@communitycareinc.org.



Have Your Say!

Join a Member Advisory Committee

At Community Care, we want to hear from you! Our Member Advisory Committees are a great way for members to share their thoughts and ideas. These meetings are led by members, and you get to choose the topics you want to talk about and learn more about. Right now, Community Care has six different Member Advisory Committees that you can join.

Online/Virtual

Meet on your computer or phone at 1 p.m. on August 5, and November 4. All programs.

Milwaukee County PACE

11 a.m. on September 21 at the Vliet Day Center in Milwaukee. For Milwaukee County PACE members.

Racine/Kenosha County PACE

10:30 a.m. on September 4, and December 4 at Belle City Adult Day and Health Center in Racine. For Racine and Kenosha PACE members.

Waukesha County PACE

10:30 a.m. on September 17 at the Waukesha Day Center. For Waukesha County PACE members.

Spanish Language Committee

Date, time, and place are coming soon. Open to Spanish-speaking members in Family Care, Partnership, or PACE.

Trinity Woods Sisters

Meets at 10:30 a.m. on September 9 at Trinity Woods Convent. For Catholic sisters in the PACE program.

Family members, caregivers, attendants, and legal guardians are also welcome to join.

Want to join or learn more?

Call Halanna Lathon at (262) 207-9395 or email us at Quality.Projects@communitycareinc.org. We'd love to hear your voice!





Support for Caregivers: *You Matter, Too*

Caring for someone you love is a powerful and trusted role. You make a real difference in someone's life. But caring for others can be demanding - and over time, it can take a toll on your health, energy, and emotional well-being.

“Caregiving often calls us to lean in. But we also need support to keep showing up.”
- Halanna Lathon, Staff Member in Community Care's quality department

That's why Community Care is here to help you stay strong in your role as a caregiver.

We're connecting you with free, local, and practical resources to help you stay grounded, refreshed, and supported. Because your well-being matters, too.

You are not alone.

Let us help you stay strong - so you can continue to make a difference.



Helping Caregivers Stay Strong and Supported

Being a caregiver is an important role. Caregivers help others with daily tasks, give emotional support, and make a big difference in people's lives. This job requires trust, kindness, and patience. But it can also be stressful and tiring, especially when you are helping someone every day. When caregivers feel overwhelmed, it can lead to burnout. Burnout means feeling very tired, stressed, or even sick because you have been caring for others for a long time without enough support.

At Community Care, we know that caregivers face many challenges. That is why we want to help you stay healthy and happy while you care for others. Burnout can affect anyone, but there are ways to prevent it. One important step is to ask for help when you need it. There are many resources available to support caregivers, and we encourage you to use them.

If you would like more information or need extra support, please visit our website. There you will find more details about services, helpful tips, and ways to connect with others.

www.communitycareinc.org/caregiversupport

Self-Directed Support (SDS) Matters

Self-Directed Support (SDS) allows people to make their own choices about care.

It works best when caregivers are strong and supported. Taking care of yourself helps you provide better care for others.

Remember, you are not alone. There are many people and programs ready to help you.

FIND SUPPORT:

- Find your local Aging and Disability Resource Center (ADRC) for guidance and support.
- Connect with peer support groups and access free resources for family caregivers.
- Request a Caregiver Handbook to learn more about how to care for yourself and others.
- Discover your county or Tribe's Family Caregiver Support Program.
- Talk to a Community Resource Specialist.

To use a QR code, simply open your phone's camera app and point it at the QR code, ensuring it's within the frame.

A notification will appear, and tapping it will take you to the linked content, usually a website.



Finding Hope **After Hard Times**

A member story of
overcoming abuse and
discovering happiness.



Abuse comes in several forms. Sometimes people do not realize how badly it hurts. One kind is verbal abuse, which happens when someone uses words to hurt another person. Verbal abuse can be yelling, calling names, or saying mean things. Sometimes the people committing the abuse do not realize they are doing it, and sometimes the person on the receiving end does not even realize it is happening.

Mike Roels is a member of Community Care's Program of All-Inclusive Care for the Elderly (PACE). He shared his story of hope.

Mike used to yell at his children without thinking about how his words would affect them. It was not until I reached a low point in his life that he understood how wrong this was.

"Growing up was hard for me. When I was young, I suffered abuse by my mom, dad, and older brother. My parents would hit me. It hurt me so much that I tried to hurt myself. At just five years old, I felt hopeless and tried dangerous things like drinking kerosene and lead paint. No one talked much about abuse back then, so I did not know where to turn for help. I felt alone and scared."

The abuse did not stop as I got older. By the time I was nine, I had started smoking

and drinking to escape the pain. I felt like I was living two lives—one where I tried to act normal, and one where I was hurting inside. When I was twelve, my oldest brother started abusing me in an even worse way. "I could not tell my mom, so I kept it a secret and suffered quietly. I felt trapped and did not know what to do. But even though life was rough, things eventually got better." Mike asked for help and got the support he needed.

"I am really proud of how I turned out. Before I got help, I did not want to be around anyone. I felt sad and alone," Mike said. "After getting help, I learned to laugh, joke, and talk to other people. I discovered that I am strong and that I can change my life for the better."

The most important lesson he learned was to never give up. No matter how hard things get, there is always hope.

There is Always A Better Tomorrow

"Help is out there and it can make a huge difference. My wish is that sharing my story will open people's eyes and show them that anyone can overcome tough times," Mike said. "If you ever feel sad or hurt, remember that you can find help, and you can be happy again. Do not give up, there is always a better tomorrow."

SHARE YOUR STORY WITH US



Everyone has a story to tell - something unexpected, uplifting, or quietly powerful that others can relate to.

We'd love to spotlight these stories in our next newsletter to celebrate the voices that make up our member community.

**Please send your story notes or reach out to Laura Anderson with any questions:
Laura.Anderson@communitycareinc.org
or please call
262-207-9333.**



**Shield
Yourself
from
Scammers**

Stay Safe: Don't Get Tricked into a Money Mule Scam

Criminals are getting creative—and unfortunately, they often try to take advantage of kind, trusting people. One common trick is called a “money mule” scam. That’s when someone tries to use you to move stolen money. You could end up losing money, having problems with your bank, or even facing legal trouble—even if you didn’t know you were doing anything wrong.

How They Trick You

Money mule scams often begin online. Scammers might contact you on social media, through email, or even a dating app. They may seem friendly, caring, or offer you something exciting—like a job or a big prize. But be careful! Here are some warning signs:

- **Romance scams** – Someone you met online says they love you, then asks you to send them money for a “medical emergency” or travel.
- **Check scams** – They ask you to cash a check and send them some of the money.

Later, your bank finds out the check is fake and takes the money back—from you.

- **Prize scams** – Someone tells you that you won a prize but you have to send money for “taxes” or “fees” to get it.
- **Fake job offers** – They offer you a job processing payments from home. You open an account and send money for them. This is a common way scammers move stolen money.
- **Overpayment scams** – They send you extra money “by mistake” and ask you to send some back. But the original payment was fake.

How to Protect Yourself

- Only send or receive money for people you know and trust in real life.
- Don’t respond to messages offering easy money.
- Never open a bank or

crypto account just because someone asked you to.

- Don’t pay to collect a prize.
- Avoid sending money or buying gift cards for people you’ve never met in person.

If You Think You’ve Been Targeted

- Stop all contact with the person.
- Don’t move any more money or packages.
- Call your bank right away.
- Report the scam to your local police or sheriff’s department.

By learning to spot the signs of a scam, you can protect yourself and others in your community.

If something feels off, it’s always okay to say no or ask someone you trust for help.

Moments of the Season

Our Members' Summer Memories



As the days grow longer and the air fills with the smell of fresh cut grass, many of us find ourselves reminiscing about summers past. Whether it's casting a line into a peaceful lake, gathering around a crackling campfire, or simply soaking up the sun with friends and family, summertime has a special way of creating lasting memories. In this month's feature, we invited some of our members to share those cherished moments that make summer truly unforgettable.

Ken



Ken, PACE Member at the Belle City Adult Day & Health Center

We asked Ken about his favorite summer memory. During his four-year stint in the Navy, Ken “flew halfway around the world and sailed the other half,” as he likes to say. Stationed in Hawaii, Ken, 60, went swimming in the Pacific Ocean. But when asked about his favorite summer memory, his thoughts turn to his hometown of Racine. Growing up on Lake Michigan, Ken's favorite memories of summer include fishing, boating, horseback riding, campfires, and having a couple of drinks, here and there.

Mike



Mike, PACE Member at the Belle City Adult Day & Health Center

Growing up, Mike Roels' life wasn't filled with a lot of happy memories. Despite a rough childhood, when asked about his favorite summer memory, Mike thought back to the only family vacation that he could remember. Mike's family drove to Tampa, Fla., to visit his grandma and spend a day at Walt Disney World, where Mike was hoping to ride some roller coasters. Along the way, Mike and his brother stirred up a bit of mischief that involved throwing a Halloween trick-or-treat pumpkin out the window of their moving car and it hit a police officer on a motorcycle. Well, as you might expect, Mike's mom got a ticket. Obviously, she wasn't happy about the situation and Mike almost didn't get to go to Disney World. Thankfully, his grandma intervened, the trip was a go, and Mike got to ride the rollercoasters after all.



Mohammad

Mohammad, PACE Member at the Milwaukee Vliet Day Center

Mohammad shared that he really loves summer and the warm long days. Mohammad recalled about a time in Florida where he was attending university. He remembers how outgoing everyone was and that he made lots of friends. He enjoyed the many lakes and beaches and recalled one of his favorite things was the fresh peanuts for sale. Mohammad smiled and remembered back then it was only a dollar!



Brenda

Brenda, PACE Member at the Milwaukee Vliet Day Center

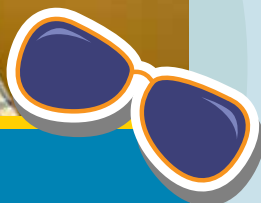
Brenda loves doing anything outside during summer and her favorite memories always revolve around family outings. She talked about how important family is to her and how much she loved doing things with her brothers and sisters. Having family time was a priority and picnics were always a wonderful highlight!



David

David, PACE Member at the Waukesha Day Center

We caught up with David, and asked about favorite activities and memories of summer! The center had a visit from some adorable baby goats so it put David in great spirits. David loves that summer gives him more opportunities for walks and exercise. Summer reminds David of the wonderful experiences he had at a summer camp in Minocqua, in northern Wisconsin. David and his brother spent several summers as teenagers canoeing, swimming, fishing and enjoying all the fun outdoor activities of camping. David especially remembers the camp fires at night which he said were always a blast!

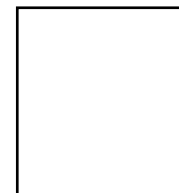


Jack

Jack, PACE Member at the Waukesha Day Center

We also chatted with Jack, who had very similar thoughts on summer and said he loves to sit outside and enjoy the fresh air! Years ago Jack and his brother in law got plenty of fresh air fishing in upper Michigan. Jack's eyes lit up and he got a big smile on his face when talked about boating and how his brother in law would "zig and zag" the boat while they were off to the next fishing hole. Jack said he was very grateful for his brother in law and all the good times they had during those summers in northern Michigan.





Are you interested in
reading past issues
of the Newsletter?



To read previous issues please visit:
**[www.communitycareinc.org/members/
newsletter](http://www.communitycareinc.org/members/newsletter)**

We hope the Connections newsletter is helpful and want to hear your feedback. If you have suggestions or want to unsubscribe, email us at general.inquiries@communitycareinc.org or call (866) 992-6600 and ask for our Marketing Department.