



City Manager  
334 Front Street  
Ketchikan, AK. 99901

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TRANSMITTAL MEMORANDUM
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TO: The Honorable Mayor and City Council

FROM: Karl R. Amylon, City Manager

DATE: April 28, 2021

RE: **Southeast Senior Services' Care Coordination Program Quarterly Activity Report – January Through March 2021**

Pursuant to paragraph (a) of Section 14 of the 2021 Community Agency Funding Agreement between the City of Ketchikan and Southeast Senior Services for its Care and Coordination Program, attached for City Council review is a copy of the agency's quarterly activity report for the period January through March 2021. Should Councilmembers have questions regarding the report, staff can attempt to respond accordingly.



# Southeast Senior Services

A Division of Catholic Community Service, Inc.



Helping elders in Southeast Alaska stay healthy, safe and independent

March 19, 2021

Mr. Karl Amylon, City Manager  
City of Ketchikan  
334 Front Street  
Ketchikan, AK 99901

Dear Mr. Amylon:

As outlined in the CY 2021 grant proposal between the City of Ketchikan and Catholic Community Service/Southeast Senior Services, a copy of the first quarter expenditure report for the Ketchikan Case Management (KCM) Program is enclosed. The report covers the period from January 1, 2021 to March 31, 2021.

In fulfillment of the Measurable Outcomes laid out in the CY 2021 grant proposal, the Ketchikan Case Manager provided the following services and activities during the fourth quarter.

1. To conduct 8 Gatekeeper presentations that educates community individuals and private business employees on how to identify isolated, at-risk seniors and how to refer them for assistance

1st Quarter 2021: The Ketchikan Case Manager emailed information for 1 Gatekeeper presentation to educate community individuals and private business employees about their role as Gatekeepers: Ketchikan Community Church.

2. To follow-up on reports of concern and inquiries about services for 100 senior citizens.

1st Quarter 2021: The Ketchikan Case Manager responded to 510 referrals regarding 83 Ketchikan senior citizens through the provision of information and referral services and facilitated access to services through assistance with forms and completing applications.

3. To provide comprehensive case management services to 10 senior citizens.

1st Quarter 2021: The Case Manager completed comprehensive client assessments, developed mutually agreed upon plans of care, and provided ongoing monitoring to evaluate the effectiveness/adequacy of services for 7 unduplicated senior citizens.



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4. To support 40 family caregivers with an array of services.

1st Quarter 2021: The Ketchikan Case Manager provided information and assistance with referrals, emotional support (1:1 and monthly support group), and/or access to funding for in-home services to 35 family caregivers.

We appreciate your continued support in helping Ketchikan's elders and family caregivers and look forward to maintaining our strong community partnerships to meet the challenges of the aging population.

Sincerely,

Erin Walker-Tolles  
Executive Director