

Care Managers of the Month

March 2025

These are two great care managers who exemplify the work and care that Lifespan prides itself on.

Heidi Metz



Sue Figel

Heidi Metz has been working a ton to get things in compliance for the upcoming CAPE report (A new monitoring tool that the PA Dept of Aging is switching to).

There have been changes and many kinds of pre-monitoring reports sent to us by the AAA, and Heidi has been involved in fixing these issues, now, before the real monitoring comes.

Every month, for the first week of the month, Heidi is here in the office working her behind off to get all these complicated/confusing/messy receipts entered before the CSP deadline hits so that our caregivers can get reimbursed.

Sue has been handling some extremely challenging cases lately.

In one instance, she worked with Older Adult Protective Services (OAPS) where the case was closed, deeming the consumer capacitated, despite significant memory issues.

Concerned for the consumer's safety, Sue requested a case conference with OAPS to share her concerns.

She advocated for her consumer, leading to an agreement to Sue filing a new report of need. OAPS agreed to reopen the case and conduct a thorough evaluation to ensure the consumer's safety and needs are met.