

Paul Kusuda Grant Follow Up Report for Colonial Club

Jan. 17, 2022

The Colonial Club is pleased to submit this report on the Paul Kasuda grant that was awarded to us in April of 2021. The goal of the grant was to help build more infrastructure for case managers in both their work and home offices. This would help ensure they can safely and efficiently deliver case management services to clients in regular times and during disasters, (pandemic and others) as well.

As outlined in our request, the majority of the money was spent directly on equipment. This included headsets, larger monitors, portable scanner, projector, stand up desk conversion kits and an a/v cart. Due to supply chain issues the purchase process of this grant award has taken nearly 8 months. In addition to supply chain issues, we continued to experience various interruptions as a result of the pandemic. Positive COVID cases among staff, volunteers and clients meant quarantine time. It also led to longer hours with the same client. For example, what might have been a 2-hour process turned into a 4-hour process. We were unable to fill the Volunteer Coordinator position, so at times, case managers & other staff were needed to help with other essential services such as home delivered meals & adult day care. We still could not safely host large fundraising events, so we did all we could to raise funds via other avenues.

Regardless, we continued providing case management services to the best of our ability throughout our service area, including the City and Town of Sun Prairie, the Town and Village of Cottage Grove, Marshall, Bristol, Burke, York and Medina.

The newly added equipment definitely provided for an improved ergonomic and more comfortable work environment for the case managers. Pre-pandemic case managers would often be out in the communities assisting clients in their homes, thus naturally lending to increased movement, less talking on the phone, and more up/down mobility. Now during the pandemic, they are sitting at the desks more (usually hours at a time) and talking on the phone more (sometimes hours at a time). They are noticing as a result of those changes more pressure and tension in their backs and more stress and tension in their necks causing an unpleasant/uncomfortable work space. What was done during a home visit is now often done over the phone, increasing time spent with clients on the phone. This list will provide the benefits they have seen with the new equipment.

- Headsets have been incredibly helpful so they no longer need to hold the phone with shoulder when researching resources and more importantly when on the phone with a client for hours at a time. These devices have definitely reduced the strain on their necks. They are no longer tied to their desk because they are cordless and Wi-Fi accessible. This allows the case managers to be able to freely walk and stand up if need be while using the phone.

- With the new large screen monitors along with web cams, this has offered the case managers to remain at their desks to hold zoom calls with their clients rather than moving to completely different space that had that accessibility. Now they can work at their desks providing more efficiency and easier with all of their documents at their fingertips.
- Standing Desktops have proven to offer a variety of options for the case managers to be able to stand/sit or a combination of both while working more at the desks. Case managers are able to vary their posture positions to make it a safer, a more ergonomic and a more comfortable work environment for each of them.
- The various other equipment purchases including portable scanner and projector will be offering more flexibility to our case managers to complete tasks in the client's home when it becomes safe to do that once again.

In one particular situation, these upgrades helped resolve a major issue for a client. Case manager received a phone call from a client sharing that her health insurance had been canceled due to non-payment. Case manager scheduled a home visit with the client and utilized the portable scanner to obtain pertinent documents regarding the cancellation and other important details to assist the client with trying to get the health insurance reinstated. Since the client does not drive, utilizing the scanner helped speed up the process for seeking reinstatement due to the current slow mail turnaround time. Client shared with the case manager that even though she had important medical appointments scheduled over the next few weeks, client canceled these appointments as she shared she could not afford to pay the potential out-of-pocket expenses.

As a Dane County case manager with SHIP status [State Health Insurance Assistance Programs (SHIPs) offer free and unbiased insurance counseling and assistance to Medicare-eligible individuals, their families, and caregivers], the case manager contacted Medicare with their Unique CMS ID number and had lengthy conversations with a Medicare representative regarding client's situation. This resulted in an appeal filed on behalf of the client to reinstate her health insurance. The case manager then had multiple phone calls with the client's health insurance plan which also ultimately led to an appeal being filed on behalf of the client. The case manager definitely appreciated the headsets for all of these calls. It was also very helpful in the case manager being able to type up key notes throughout the phone calls due to the technical nature of the appeals.

The end result was that the client had her health insurance plan back in place only 5 days after the filing of appeals requesting reinstatement! Once the client learned this news, she immediately rescheduled important medical appointments and is getting the medical help she needs and feels financially that she is able to afford.

By purchasing this equipment our case managers are set up and ready to assist our clients in a more efficient, safer, tech savvy, comfortable and ergonomic environment. In 2021 we served 360 clients and now we will continue to serve them in an updated work space.

FINANCIALS:

Item	Unit cost	Total
Business webcam	35.99	107.97
Wireless keyboard/mouse	25.99	77.97
Standing desk conversion kit	99.99	299.97
27" monitor	179.99	539.97
Wireless Headsets	264.95	794.85
Scanner	188.85	188.85
A/V cart	295.39	295.39
Miscellaneous cable	102.03	102.03
Wireless Projector	832.02	832.02

TOTAL SUPPLIES: \$3,239.02

BUDGETED SUPPLIES: \$3,253.08

DIFFERENCE: \$14.06

BUDGETED PERSONEEL: \$636.80

TOTAL SPENT: \$ 3,875.82

TOTAL AWARD: \$3,889.88

DIFFERENCE: \$14.06