

Case Management Client Top 5 Themes 2021	TOTAL
Housing - Lack of affordable and subsidized housing	20
Transportation - Medical ride coordination	20
Nutrition - Home-delivered meals	17
Clients - Increased mental health/mental illness	17
Benefits - Prescription drug assistance (incl. Part D & SeniorCare)	14
Care coordination - In-home caregiver assistance	13
Benefits - Energy Assistance information/referrals	12
Housing - Housing search assistance	12

Emerging Trends & Client Issues: 2021	2020	2021
Agency - CM transitions impacting service	9	3
Benefits - Assistance contacting Capital Consortium	1	4
Benefits - Coordination complications	1	4
Benefits - Energy Assistance information/referrals	6	12
Benefits - Enrollment	7	7
Benefits - General counseling	7	8
Benefits - CORE Funding		4
Benefits - Medicare Advantage Counseling	5	2
Benefits - Medicare counseling - SHIP Counseling	5	7
Benefits - Prescription drug assistance (incl. Part D & SeniorCare)	14	14
Benefits - Private Health insurance	5	
Benefits - Public benefit program renewals	4	2
Benefits - SSDI/SSI/MAPP Disability Applications	6	9
Care coordination - ADRC Long Term Care Program referrals	3	1
Care coordination - In-home caregiver assistance	13	13
Care coordination - Lack of affordable home care/SHC svcs	7	2
Care coordination - Long term care coordination/planning	3	5
Care coordination - Need more than SHC, but not LTC eligible	2	1
Care coordination - Supportive Home Care (SHC) needs	5	7
Caregiver - Caring for the Caregiver grants	3	1
Caregiver - Dementia resources and support	9	2
Caregiver - General support	13	10
Caregiver - Respite Requests	4	3
Clients - Family dynamics (issues impacting service to client)	10	6
Clients - Increase in Dementia-related issues	16	7
Clients - Increased AODA/substance abuse	7	2
Clients - Increased frailty	5	11
Clients - Increased medical complexity	5	8
Clients - Increased mental health/mental illness	24	17
Clients - Increased safety concerns	10	3
Clients - Isolation	8	5

Clients - MA case management	1	
Clients - More new referrals/moving to service area	7	3
Clients - Referrals following hospital discharge	2	1
Clients - Referrals from (and interaction w/) law enforcement	1	
Clients - Referrals from complex case mgmt programs	2	
Clients - Referrals to get the flu shot	1	
Financial - Assistance finding employment	4	
Financial - Budgeting assistance	2	
Financial - Exploitation/scam assistance	19	5
Financial - General assistance	15	7
Financial - Tax prep/homestead tax credit	6	5
Housing - Eviction	4	8
Housing - Hoarding	5	7
Housing - Home repair/maintenance assist.	1	2
Housing - Homelessness	4	2
Housing - Housing search assistance	6	12
Housing - Lack of affordable and subsidized housing	20	20
Housing - Moving assistance	4	1
Housing - Non-renewal of lease	1	4
Housing - Waitlists	3	3
Legal - Guardianship	1	2
Legal - Low income legal service needs	3	
Medical - Dental/Vision care	1	1
Medical - Durable medical equip/loan closet requests	11	14
Medical - Medical care coordination (contacting providers)	2	3
Medical - Medication reviews or management	1	
Nutrition - Assessments	5	9
Nutrition - Farmers market vouchers	2	2
Nutrition - Food pantry referrals	3	1
Nutrition - Grocery delivery referrals	12	1
Nutrition - Holiday Nutrition Resources	2	1
Nutrition - Home-delivered meals	22	17
Other - Assist with technology	12	
Other - Assistance with Census	4	
Other - EAN involvement (referral; report)	4	
Other - General paperwork review and assistance	6	4
Other - Home chore volunteer program		4
Other - Requests for help while in Partnership	1	
Other - Voting/requesting absentee ballot	6	1
Safety - Elder abuse referrals/coordination	5	5
Transportation - General (non-medical)	10	7
Transportation - Medical ride coordination	21	20

Transportation - Wheelchair accessible	2	
COVID-19 Pandemic - Social isolation concerns/virus fear	34	6
COVID-19 Pandemic - Financial insecurity	7	1
COVID-19 Pandemic - Food Insecurity	7	2
COVID-19 Pandemic - Not attending Medical Appointments	7	2
COVID-19 Pandemic - Assist w/Emergency Broadband Benefit		1
COVID-19 Pandemic - Precautions/Advising		2
COVID-19 Pandemic - Request for help with vaccines/testing	2	9