

2022 Quarterly Client-Centered Case Management Service Report

Agency Name:

Colonial Club Senior Activity Center

Reporting Period:

Quarter 3 (July-September)

Reported by:

Gail Brooks, Case Management Coordinator

Phone & Email:

608-837-4611 ext. 127 / gbrooks@colonialclub.org

Provide comments on:

Emerging Trends (in our area during this quarter):

Increased involvement/referrals with Dane County APS primarily due to changes in status for current clients and a few new client referrals.

Increase in referrals from the Dane County Sheriff's Department throughout our service area primarily related to safety concerns due to frailty and the need for additional support, as well as potentially unsafe living environments.

Increase in hoarding-related referrals. One project complete and a few more referrals to the new OAA hoarding cleanup grant are being done.

Increase in referrals for spousal and long-distance caregiver support and assistance.

Increase in referrals due to the annual Medicare Annual Open Enrollment.

These other trends for this quarter remain pretty consistent with our second quarter report:

Referrals requesting additional support in the home due to advancement of chronic diseases, particularly dementia-related. This also includes supportive options for the caregiver(s).

Continued home delivered meal referrals due to increased frailty or temporary request due to recovery from surgeries.

Referrals continue with requests to obtain financial assistance for utilities, medications, food and rent. Financial assistance for rent and medication increased this quarter.

Client Issues (that require extensive time or for whom resources are limited or unavailable):

Hoarding situations are very time-intensive just given the many steps involved in hopefully being able come along side to improve the safety of the home and ultimately well-being of the client(s). Very appreciative of the OAA hoarding cleanup grant as an option to assist clients with improving their safety and well-being in their home.

We continue to have difficulty in obtaining in-home care services for bathing, grooming and home chore assistance, particularly in our rural service areas due to agencies continuing to experience staffing shortages. We've seen the cost for in-home care go up significantly with some of the agencies, making it financially difficult for some consumers to utilize these services. Often these clients are above the medicaid eligibility so unable to pursue long-term care options via FamilyCare programs.

Low-income housing still a major problem in trying to find resources that are available for clients in their community of choice. Can be very time-consuming as an increasing number of housing organizations request applications be done on-line and some clients do not have skills to utilize a computer or the Internet. Case manager is often very involved at this point, particularly for those clients who do not have support from family/friends to help with this process.

Mental health/alcohol use disorder often difficult and time-consuming as the client may have diminished abilities to follow through on service plan goal(s), thus additional time and often greater involvement needed by the case manager to help encourage and assist in order to move the process along for the goal(s) developed with client. It is not uncommon that issues regarding housing, healthcare coverage and other important benefits put clients at risk for maintaining or pursuing as the issues often need to be addressed on a timely basis.

Number of individuals counseled regarding reporting & repairing finances after a scam

0.00

Number of First Responders Dementia Forms completed

0.00

E-mail completed report by 10 April 2022, 10 July 2022, 10 October 2022, and 10 January 2023 to: aaa@countyofdane.com

2022 Quarterly Client-Centered Case Management Service Report

Agency Name:

DeForest Area Community & Senior Center

Reporting Period:

Quarter 3 (July-September)

Reported by:

Natalie Raemisch

Phone & Email:

(608) 846-9469 ext 1608 nraemisch@deforestcenter.org

Provide comments on:

Emerging Trends (in our area during this quarter):

We need more bus times. Our bus is packed daily! We focus on people getting to the Center for lunch. Other needs are grocery store, pharmacies etc... People have their independence by being able to call and get their needs met.

As always lately, memory loss! Educating families and friends about how to cope with the disease.

Client Issues (that require extensive time or for whom resources are limited or unavailable):

Help with cleaning/chores in the home for no cost or low cost. People call regularly with questions about help in the home. They can no longer do small projects or clean as they would like. It would be nice to have resources of people who do this kind of thing for a fee. Most people are booked up or cost a lot of money.

RSVP drivers needed! We have many people going to the doctor these days, and we have very limited drivers willing to go to these appointments. It is nice that we have more doctor options closer to us than Madison, as many older adults do not drive into Madison anymore.

Number of individuals counseled regarding reporting & repairing finances after a scam

3.00

Number of First Responders Dementia Forms completed

1.00

**E-mail completed report by 10 April 2022, 10 July 2022, 10 October 2022,
and 10 January 2023 to: aaa@countyofdane.com**

2021 Quarterly Client-Centered Case Management Service Report

Agency Name:

Fitchburg Senior Center

Reporting Period:

Quarter 3 (July-September)

Reported by:

Katie Bogucki, Sarah Folkers, Amy Jordan

Phone & Email:

270-4290 katie.bogucki@fitchburgwi.gov sarah.folkers@fitchburgwi.gov amy.jordan@fitchburgwi.gov

Provide comments on:

Emerging Trends (in our area during this quarter):

- An increase in men in their early 60's with dementia diagnosis; increase needs for caregiver supports for their spouses
- Several Hotels-to-Housing clients risk losing their housing due to inability to afford current apartments. Most are unable to work to increase their income due to physical and/or mental health reasons
- Several clients are unable to afford landlords' increase in rent
- Lack of affordable housing options for those needing to move

Client Issues (that require extensive time or for whom resources are limited or unavailable):

- Client facing homelessness due to eviction. Limited resources to assist with moving and temporary housing until a new apartment could be found
- Clients needing guardianship- currently working with 5 in the process or have a newly appointed guardian. Issues related to guardians' supports with clients
- Lack of affordable caregiver options for clients who do not qualify for Family Care

Number of individuals counseled regarding reporting & repairing finances after a scam

2.00

Number of First Responders Dementia Forms completed

0.00

E-mail completed report by 10 April 2021, 10 July 2021, 10 October 2021, and 10 January 2022 to: aaa@countyofdane.com

2022 Quarterly Client-Centered Case Management Service Report

Agency Name:

McFarland Senior Outreach Services

Reporting Period:

Quarter 3 (July-September)

Reported by:

Lori Andersen

Phone & Email:

608-838-7117 lori.andersen@mcfarland.wi.us

Provide comments on:

Emerging Trends (in our area during this quarter):

We have had more clients express concern regarding making basic payments for rent, food and utilities even if they are on programs to address these. Our food pantry in town has seen an uptick in numbers as well.

Client Issues (that require extensive time or for whom resources are limited or unavailable):

Clients being referred are coming with a current crisis that requires immediate assistance such as behavioral, mental health or housing but have a myriad of other issues as well. So some require extensive contact for longer periods of time.

Number of individuals counseled regarding reporting & repairing finances after a scam

1.00

Number of First Responders Dementia Forms completed

0.00

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and 10 January 2023 to: aaa@countyofdane.com**

2022 Quarterly Client-Centered Case Management Service Report

Agency Name:

Middleton Senior Center

Reporting Period:

Quarter 3 (July-September)

Reported by:

Jill Schonenberger

Phone & Email:

Jill- jschonenberger@ci.middleton.wi.us &608-662-7686

Provide comments on:

Emerging Trends (in our area during this quarter):

We continue to get requests for help for hoarding, cleaning, and other supportive home care services for seniors. There are currently no SHC agencies available to provide services for those on the SHC funding program. This has been the case for most of the year.

Affordable housing and requests for low income housing continues to be a great need. There has been an increase in housing calls from clients who are currently homeless.

Our case management program is operating with one case manager rather than two at this time.

Client Issues (that require extensive time or for whom resources are limited or unavailable):

Number of individuals counseled regarding reporting & repairing finances after a scam

0.00

Number of First Responders Dementia Forms completed

0.00

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2022 Quarterly Client-Centered Case Management Service Report

Agency Name:

NewBridge Madison

Reporting Period:

Quarter 3 (July-September)

Reported by:

Jodie Castaneda and Jennifer Brown

Phone & Email:

608-512-0000; jodiec@newbridgemadison.org; jenniferb@newbridgemadison.org

Provide comments on:

Emerging Trends (in our area during this quarter):

Emerging trends for NewBridge Case Management include, in order of need: 1) housing assistance including homelessness, evictions and non-renewal of leases; 2) hoarding-referrals to access the OAA Hoarding Clean Up funds; 3) assistance with benefits and 4) home chore and nutritional needs.

BILINGUAL CASE MANAGEMENT EMERGING TRENDS:

Emerging trends for Spanish Case Management include access to housing, benefits and transportation. There are barriers for those seeking housing and benefits due to income limitations and lack of needed documentation/legal status. Southeast Asian- Emerging Trends have been age eligibility (seeing more and more younger Hmong adults, 25-45 y/o coming to seek services, and basic necessities such as food and household items. We have also seen an increase in requests regarding housing, homelessness, and past-due rent. Many of the new referrals need more than just case management. They need mental health support as well as caretaker support.

Home Delivered Meals: During Q3, NewBridge received 88 HDM assessment requests including both re-assessments and new start assessments.

INTAKE: During Q3, NewBridge received a total of 496 calls/website submissions which includes those seeking CM assistance and those just seeking resources or information. Out of the 496, NewBridge received 12 high-priority referrals from Elder Abuse and Neglect/Adult Protective Services, 4 referrals were prioritized due to homelessness and another 4 were prioritized so the caller could access the OAA Hoarding Clean Up funds/grant. There were also 7 new referrals for Spanish Case Management services during this time. The Q3 trends for all calls include housing assistance, home chore, mental health needs, and benefits assistance. NewBridge continues to utilize a waiting list for CM services due to high demand.

Client Issues (that require extensive time or for whom resources are limited or unavailable):

GENERAL CASE MANAGEMENT: Issues that require extensive time or are lacking resources:

1. Affordable housing continues to be an issue that is lacking in availability and it also can take up a large amount of time with the case manager especially if the client needs help in applying for an apartment or checking the waiting list status. Housing assistance includes applications, checking availability lists, CM advocacy, and assistance in tracking down needed verification.
2. Benefits: Case managers continue to assist with SSDI/SSI applications and any needed follow-up.
3. Home Chore: this includes both indoor and outdoor. This quarter, this has been specifically challenging in assisting the client to access the OAA Hoarding Clean Up funds. This process includes completing the home assessment, providing needed documentation to the county to verify the need for the funds, contacting and arranging for the clean-up services and any other needed follow-up. This also includes home chore services to help those facing inspections that have started happening again in apartment buildings and/or those with pest infestation.

SPANISH CASE MANAGEMENT: Spanish case management services often take extra time due to the specific needs of the client. For example, a client may be undocumented so is not eligible to utilize benefits that he/she may otherwise access or the client may be illiterate or may not read English so the CM needs to spend time either reading to the client or translating for them. Bilingual Case Managers are also culturally sensitive to the client's needs so extra time may be needed in order to provide this sensitivity.

SE ASIAN CASE MANAGEMENT: The Hmong Institute (THI) continues to provide food boxes to its clients. Staff pack close to 1000 boxes per month with culturally appropriate produce and protein and these are either delivered or handed out to the clients. There also continues to be a need for mental health support at THI for its clients. Case Managers do a lot of reading/translating mail, scheduling appointments, and attending appointments for support and translation. Transportation is also an issue due to the client's language barrier.

Number of individuals counseled regarding reporting & repairing finances after a scam

2.00

Number of First Responders Dementia Forms completed

0.00

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2022 Quarterly Client-Centered Case Management Service Report

Agency Name:

Northwest Dane Senior Services

Reporting Period:

Quarter 3 (July-September)

Reported by:

Vicki Beres

Phone & Email:

608-798-6937 Ext 3; casemanager@nwdss.org

Provide comments on:

Emerging Trends (in our area during this quarter):

SCAMS are on the rise per local law enforcement. Recent referral from area deputies was in regards to an area older adult scammed into believing there was something wrong with a home computer. Scammers were able to convince the individual to put over \$28,000 in cash on gift cards and deposit into a BitCoin machine. Bank tellers tried to discourage withdrawals.

SHC - supportive home chore: NWDSS saw an increase in requests and the need for light housekeeping for area order adults to continue to live well and safe at home.

Personal in-home care/caregivers: NWDSS saw an in crease in requests and need for personal in-home caregivers to assist area older adults with showering, medication management, light meal preparation, light housekeeping, local errands, socialization etc. Needs range from 1x week to daily, nights, weekends and overnights. Because private-pay caregivers are few and typically not taking new clients, CM refers area older adults to agencies listed in the Senior Resources' South Central WI Directory of Services for Older Adults.

PERS (Personal Emergency Response System): NWDSS saw an increase in requests and need for Life Lines for older adults living in our rural communities to continue to live well and safe. Because NW Dane County is rural, older adults living in the country often expereince barriers related to non-cellular or GPS accessibility. This limits their options an in-home life line device with a range of only 600-800 ft. attached to a land line.

Client Issues (that require extensive time or for whom resources are limited or unavailable):

Rural client with hoarding tendencies. CM has spent months, weeks and hours coordinating and navigating the OAA hoarding grant requirements, vendor(s) estimate and availability (this client's dog also had fleas, which needed to be treated), and correspondence with vendor and client. This client is unreachable by phone and is currently experiencing land line phone connection issues with local phone vendor.

Rural client with early onset Dementia, living alone, experiencing animal hoarding. CM has been acting as the liason with the client, law enforcement, APS, and client's family to help navigate this complex situation.

Number of individuals counseled regarding reporting & repairing finances after a scam

15.00

Number of First Responders Dementia Forms completed

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2022 Quarterly Client-Centered Case Management Service Report

Agency Name:

Oregon Area Senior Center

Reporting Period:

Quarter 3 (July-September)

Reported by:

Carol Bausch and Noriko Stevenson

Phone & Email:

608-935-580;cbausch@vil.oregon.wi.us;nstevenson@vil.oregon.wi.us

Provide comments on:

Emerging Trends (in our area during this quarter):

Emerging trends include assisting clients' transition home from the hospital- loaning out DME and setting up HDMS.

Transportation needs continue to increase and OASC is facing challenges with the lack of RSVP drivers.

Client Issues (that require extensive time or for whom resources are limited or unavailable):

Oregon Area Senior Center case managers spend quite a bit of time searching for low cost housing.

Due to clients' impaired cognition, case managers spend lots of time coordinating services for them to ensure safety and sustainability in one's own home.

Finding medical rides for clients by making calls to RSVP drivers takes time.

Identifying clients to be part of the CLARIS pilot program and getting devices to them.

Number of individuals counseled regarding reporting & repairing finances after a scam

2.00

Number of First Responders Dementia Forms completed

0.00

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2022 Quarterly Client-Centered Case Management Service Report

Agency Name:

Southwest Dane Senior Outreach

Reporting Period:

Quarter 3 (July-September)

Reported by:

Lynn Forshaug

Phone & Email:

608-437-6902 swdaneoutreach@mounthorebwi.info

Provide comments on:

Emerging Trends (in our area during this quarter):

Mt. Horeb has a new "affordable housing complex" that is being built and will be completed by the end of November. We have had many seniors who are currently living in subsidized housing who are applying. We have been helping them fill out the applications, which is time consuming. They need verification of income, past landlord info, background checks, etc.

We have been signing many seniors up to ride with RSVP to medical appointments. They have to fill out a passenger registration form and sign forms that they have had their Covid vaccines and a copy of their vaccination card. We have to deliver these forms to the seniors and pick them up if they do not drive. We scan and send these forms to RSVP of Dane County and within a few days they would be eligible to ride with an RSVP Driver Escort.

Many folks are getting the Energy Assistance application in the mail and we have been helping them fill it out. The seniors have to include a copy of their income for Energy Assistance. Seniors who do not get the application in the mail, have to call Energy Assistance and make a phone appointment.

Many seniors are getting the new Covid vaccine at our local pharmacy and glad that it is available! We have had to help some folks sign up on line if they do not have a computer.

We have been encouraging seniors who received the Farmer's Market vouchers to purchase fruits, vegetables and herbs by October 31, which is the expiration date.

The Mt. Horeb Community Garden and local gardeners have been sharing their harvest all summer and now fall with seniors. They bring in fresh vegetables and fruit to the Senior Center for all to enjoy.

Client Issues (that require extensive time or for whom resources are limited or unavailable):

The gentleman that Mary Kay had spent months working with, ended up going to the hospital in September for major health issues. He was in the hospital for about a month, because there were no beds available in local nursing homes. The Social Workers in the hospital were even looking at facilities in Iowa and Lafayette Counties. He finally was accepted at Badger Prairie in Verona. This was a good move for this man, since he had so many health issues and could not take care of himself anymore. Mary Kay worked with this man's daughter who lives out of state to get paperwork that they needed for the admission process. This was a very time consuming!

Mary Kay is now working with a man whose apartment needs a major cleaning or the housing complex management may not renew his rental contract. The gentleman has agreed to get some help for cleaning and his rep payee would pay the person we hire. Mary Kay has been contacting local women who clean for seniors to see if they would be interested in the job.

Mary Kay is also working with a woman who is experiencing some health and mental health issues. She lives with her son who works during the day. Mary Kay has set her up for home delivered meals and rides to medical appointments. She is also working with the nurse agency to get this seniors' medication prepackaged and delivered by our local pharmacy, since this lady does not drive.

We had a homeless man call wondering about housing in the Mt. Horeb area. I gave him some names and phone numbers of two subsidized housing complexes in town. He was working at a local horse farm and was sleeping in his car. I also gave him the number and address for a Men's Shelter in Madison. He now has filled out the application for one of the subsidized apartments in town and will be moving in soon. (He is lucky there was an opening!)

Number of individuals counseled regarding reporting & repairing finances after a scam

1.00

Number of First Responders Dementia Forms completed

1.00

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2022 Quarterly Client-Centered Case Management Service Report

Agency Name:

Stoughton Area Senior Center

Reporting Period:

Quarter 3 (July-September)

Reported by:

Hollie Camacho

Phone & Email:

(608) 873-8585, hcamacho@ci.stoughton.wi.us

Provide comments on:

Emerging Trends (in our area during this quarter):

- Unable to access supports through APS for clients that seem to us to be extremely vulnerable.
- We are at a loss at times to help a client who qualifies for LTC, but the family refuses it for them in order to maintain finances.
- Lack of long term care options for Medicaid recipients

Client Issues (that require extensive time or for whom resources are limited or unavailable):

- Cases of clients taken advantage by scams very time consuming; one leading to significant health concerns/hospitalization due to embarrassment, despair and reemerging mental illness
- Very few local doctors are taking new patients, which is increasing the reliance on RSVP driver program for rides to out-of-town medical appointments
- Decrease in RSVP volunteer drivers for assisting with rides to medical appointments

Scam Articles: Tips for Avoiding Investment Fraud in June newsletter

1200 copies of the newsletter are printed monthly and they are also available by email and our website.

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3.00

Number of First Responders Dementia Forms completed

1.00

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2022 Quarterly Client-Centered Case Management Service Report

Agency Name:

Sugar River Senior Center

Reporting Period:

Quarter 3 (July-September)

Reported by:

Angie Markhardt

Phone & Email:

608-424-6007 ext 104 srseniorcenter@outlook.com

Provide comments on:

Emerging Trends (in our area during this quarter):

The isolation that was imposed by the pandemic is noticeably more than just a social issue. We are seeing many more people who are more frail than previously. Dementia is a common diagnosis right now and the progression seems to be at a faster rate as well/

Client Issues (that require extensive time or for whom resources are limited or unavailable):

Our main issue in the past quarters has been rides. We felt like we had a good number of drivers but as that seemed to work the number of rides needed increased. We are still struggling to provide rides and not burn out ride drivers.

Consults with clients on assisted living and memory care units continues to be prevalent.

Number of individuals counseled regarding reporting & repairing finances after a scam

3.00

Number of First Responders Dementia Forms completed

2.00

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2022 Quarterly Client-Centered Case Management Service Report

Agency Name:

Waunakee Senior Center

Reporting Period:

Quarter 3 (July-September)

Reported by:

Candice Duffek & Melissa Woznick Case Managers

Phone & Email:

608-850-5877 cduffek@waunakee.com

Provide comments on:

Emerging Trends (in our area during this quarter):

The most requested and provided resources/ information this past quarter was for caregiver support, cleaning, home care agencies, Dementia education, Energy Services, new Foodshare applications, RSVP & TSI transportation, new Meals on Wheels, referrals to the ADRC for LTC Counseling, POA forms, Turning 65 & Medicare, and Medicare Part D information.

COVID-19 assistance continues to be a trend as we assist clients with vaccines, testing, and transportation. Signing up for testing at sites or registering for a vaccine, is mostly done online. This is a hurdle for our clients who do not have computers. We have coordinated several appointments for clients. We have also ordered the free government COVID-19 tests for several clients. We wrote an article in our July Newsletter regarding updated information including how to obtain Free At-Home tests and how Medicare covers over-the-counter tests.

Internet Service Grant for Focal Point Older Adults

We were notified in July, that NewBridge Madison received funding to pay for up to one year of free internet service for 25 older adults (age 60+), to help isolated older adults have internet access. CM completed two Internet Grant applications and they are now receiving paid internet services. This has made a huge financial impact for these clients, \$600 for the year for each client. CM made arrangements with Deb, Newbridge, to pick up a laptop computer for one of my client's. CM took it to her apartment and showed her how to set it up and use her new laptop (this was her first computer). We appreciate this collaboration and opportunity to help our clients.

Client Issues (that require extensive time or for whom resources are limited or unavailable):

High Cancer Medication Costs - CM was contacted by the UW Carbon Cancer Center Social Worker to see if I could help a Waunakee older adult who was told her cancer medication would cost her \$17,000 per month. She did not have a Medicare Part D plan, had Senior Care Level 3, and was over income for any Patient Assistance Programs. After a lot of research, contacts with Medigap, pharmacies, and Medicare Part D planfinder searches, CM was able to enroll client in Med D plan. I spent 10 hours in 4 days working on this case and was able to help this individual get a similar medication for \$118.00 per month (after she met her deductible). She shared with CM that she when she was told about her cancer diagnosis her options were to do nothing and live 7 months or take the prescription medication suggested and live 7 to 10 years. Another very impactful service that only Dane County Case Mangers provide.

Assisted a 63-year-old senior with applying for SSDI and Early Retirement at the same time. The senior will have no income coming in if she does not have early retirement for Social Security. CM assisted her with applying for Foodshare as well. The senior still has health insurance for a while longer with employer but will need to apply for Badger Care. This senior is also looking at low-income housing however cannot apply right now with no income. She has less than \$2000.00 in a savings that will be enough to pay the rent for two months. CM will continue to support her along the process as this senior tends to not have the proper paperwork that is being requested by Social Security. The applications alone took 3 hours and then many hours of calls and gathering documents.

Older Americans Act Hoarding Funds - CM was able to help two clients through the OAA Hoarding Funds. These were two severe situations that had positive incomes, because of this opportunity and availability of the OAA Grant money. Case Manager spent over 26 hours coordinating these two projects.

Supportive Home Care - Although there is money allocated to provide services, the contracted SHC Agencies do not have workers available. This had made it impossible to start any new SHC Clients. At this point, we only have two clients who have continued to receive on-going SHC Services. These are clients who have been established with the program since 2018. There has also been a lack of communication with one of the SHC Agencies who we have 3 clients working with. It has made it difficult for us to coordinate SHC services. Unfortunately, we have one client who has not received any SHC service since May. Two other clients have had a couple of days of service, but they have not been on a schedule, and do know when the worker is coming or not. We have spent over 10 hours, just this past quarter, working on trying to coordinate SHC services for our clients.

Number of individuals counseled regarding reporting & repairing finances after a scam

5.00

Number of First Responders Dementia Forms completed

0.00

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