

2018 Quarterly Client-Centered Case Management Report

Agency Name:

Colonial Club Senior Activity Center

Reporting Period:

Quarter 2 (April-June)

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):

Increase in referrals for caregiver support (primarily spousal situations), particularly respite care and supportive home care options.

Housing - Increase in non-renewal of leases. Also increase in housing requests by senior adults seeking alternate housing as they no longer desire to live in current situation because of dynamics with family and/or friends.

Increase in referrals seeking assistance with paying for expensive medications. Also assistance with medical bills as senior adult does not have supplemental healthcare coverage beyond Medicare due to cost factor.

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

Limited resources and extensive time as a result: Affordable and/or subsidized housing available in our service area.

Time Intensive: Spousal caregiving where both are fragile. These situations are often complex caregiving referrals regarding spouses trying to care for each other and both are in need of support and assistance. Extensive time, particularly in the beginning, when developing a plan of care due to need for multiple home visits and at times steps involved in getting the care in place.

Number of contacts with seniors enrolled in Family Care, IRIS & Partnership Programs:

Number of seniors leaving Family Care, IRIS or Partnership Programs and returning to our Case Management Program:

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

Number of First Responders Dementia Forms completed

E-mail completed report by 10 April 2018, 10 July 2018, 10 October 2018, and 10 January 2019 to: aaa@countyofdane.com

2018 Quarterly Client-Centered Case Management Report

Agency Name:

DeForest Area Community & Senior Center

Reporting Period:

Quarter 2 (April-June)

Reported by:

Natalie Raemisch, MSW

Phone & Email:

608.846.9469 ext 1608

Provide comments on:

Emerging Trends (in our area during this quarter):

Low-income lawyer information (Wills etc...) is requested.

Many of our people are moving to HUD housing due to inability to make higher rent costs. Even higher rent apartment options are few.

DME equipment checkout appears to be increasing and suggestion to contact other Senior Center if we don't have the requested DME item.

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

Local DeForest/Windsor and even surrounding communities HUD housing have long waitlists. Finding affordable housing in our area is nearly impossible. The 85+ clients need additional time with reassurance and paperwork assistance if family isn't involved. Weekly connection is the norm.

Number of contacts with seniors enrolled in Family Care, IRIS & Partnership Programs:

Number of seniors leaving Family Care, IRIS or Partnership Programs and returning to our Case Management Program:

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

Number of First Responders Dementia Forms completed

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2018 Quarterly Client-Centered Case Management Report

Agency Name:

East Madison/Monona Coalition of the Elderly

Reporting Period:

Quarter 2 (April-June)

Reported by:

Sonya Lindquist

Phone & Email:

608-223-3103 SonyaL@emmca.org

Provide comments on:

Emerging Trends (in our area during this quarter):

Issues that were new to EMMCA or to our service area in the second quarter of 2018 were:

1. EMMCA rehired a former case manager as our lead case manager. This spring, EMMCA developed a contract with South to pay for one of their case managers to work at EMMCA two days per week. This has helped with our transition to a new lead case manager and will help as one of EMMCA's case managers switches to part time this fall so she can do her internship for her MSW. These transitions have been smooth.
2. EMMCA passed out farmer's market vouchers in June.

Issues that were increasing at EMMCA in the second quarter of 2018 were:

3. EMMCA case managers have had more work with RSVP to coordinate rides for seniors.
4. EMMCA case managers have seen an increase in work with seniors with dementia and their caregivers (helping coordinate care or rides and assisting with doctor appointment issues).

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

Client issues that required extensive time in 2nd quarter 2018:

- 1) Setting up and continuing coordination of Home Chore, Supportive Home Care and In-Home Care Agencies.
- 2) Assisting clients with filling out applications and getting the required supportive documentation for assistance programs (FoodShare, energy assistance, Medicare, Medicare Savings programs).
- 3) Helping clients navigate their benefits and determining what benefits the clients are eligible for (MAPP, SSDI, care-giving support resources, home chore assistance, home delivered meals assistance, etc.)

Client issues that do not have adequate resources in 2nd quarter 2018:

- 1) Public Transportation - some Madison clients are out of the service area for the Paratransit
- 2) Need for more affordable housing

Number of contacts with seniors enrolled in Family Care, IRIS & Partnership Programs:

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Number of First Responders Dementia Forms completed

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2018 Quarterly Client-Centered Case Management Report

Agency Name:

Fitchburg Senior Center

Reporting Period:

Quarter 2 (April-June)

Reported by:

Sarah Folkers & Amy Jordan

Phone & Email:

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

Provide comments on:

Emerging Trends (in our area during this quarter):

Mental Health- As this is not new, it continues to be at the forefront of the work we do. Clients without services for mental health issues in relation to drug abuse, addictive disorders, overuse of prescription drugs and clients undiagnosed and or without medication.

Affordable Housing-Fitchburg continues to see a large percentage of clients who are unable to obtain affordable housing. Within Fitchburg there are few places to reside that offer subsidized housing. Thus, leaving people without means to live and sustain living where they are at.

Supportive Home Care-Many clients in need of the the supportive home care services for chore and or personal care. We have denied many clients in need of these services only to subsidize them through our special needs fund or not at all. Most are also those that are falling in between the cracks and do not qualify for family care.

Hoarding-several referrals in the last few months with cases of hoarding. Most cases were those that involved hoarding of things and not animals. Referrals came from EMS and other agencies.

Received late

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

Mental health and assisting those that either think they don't need services or need services which are unobtainable. This often results in a revolving door with no clear solutions.

Working with folks who have little income and need housing either immediately or are needing housing that is affordable for which there is none.

Number of contacts with seniors enrolled in Family Care, IRIS & Partnership Programs:

Number of seniors leaving Family Care, IRIS or Partnership Programs and returning to our Case Management Program:

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

Number of First Responders Dementia Forms completed

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2018 Quarterly Client-Centered Case Management Report

Agency Name:

McFarland Senior Outreach Services

Reporting Period:

Quarter 2 (April-June)

Reported by:

Lori Andersen

Phone & Email:

608-838-7117

Provide comments on:

Emerging Trends (in our area during this quarter):

We have seen people unable to afford their medications either due to high end drugs being prescribed or the client not exploring other drug plans during open enrollment. There are still some who do not know if they have any coverage at all so unless the pharmacy is able to let us know or we have to go on line with them to clarify before we even start a search. Many of those with the high end drugs are well educated and presumably well informed consumers. But generally they are surprised by the costs and sometimes unwilling to change.

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

We continue to deal with several situations in which the client is living in an unsafe environment. Currently we are working with a man in poor health that lives outside his house in his van with his two dogs. Our case manager and police department and building inspector have been working on securing services for him and his pets and eliminating a source of problems in the neighborhood due to the condition of his home. He has limited financial resources so self pay options are limited. We are concentrating on his health and the animals along with looking at alternative living situations. He displays signs and symptoms of depression and has responded positively to increased contacts by our department. Hopefully we can effect some change before winter and before he starts getting fined by the village.

Number of contacts with seniors enrolled in Family Care, IRIS & Partnership Programs: 0.00

Number of seniors leaving Family Care, IRIS or Partnership Programs and returning to our Case Management Program: 0.00

No Scams
1 dementia form completed

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2018 Quarterly Client-Centered Case Management Report

Agency Name:

Middleton Senior Center

Reporting Period:

Quarter 2 (April-June)

Reported by:

Kathy Lauer & Jill S.

Phone & Email:

662-7687 klauer@cityofm Middleton.us

Provide comments on:

Emerging Trends (in our area during this quarter):

We talked to several people looking for affordable housing/apartments.

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

Jill spent extensive time with a participant to getting the state supplement for SSI in place and getting back pay for this person.

Requests for equipment from our loan closet continues to take a considerable amount of time.

We talked to several people looking for affordable housing/apartments.

Number of contacts with seniors enrolled in Family Care, IRIS & Partnership Programs:

Number of seniors leaving Family Care, IRIS or Partnership Programs and returning to our Case Management Program:

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

Number of First Responders Dementia Forms completed

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2018 Quarterly Client-Centered Case Management Report

Agency Name:

North/Eastside Senior Coalition

Reporting Period:

Quarter 2 (April-June)

Reported by:

Kari Davis, CM supervisor

Phone & Email:

608-238-3164 x25

Provide comments on:

Emerging Trends (in our area during this quarter):

During the second quarter of 2018, Nesco has had the following intakes:

April: 3 HDM's and 10 Intakes

May: 3 HDM's and 16 Intakes

June: 7 HDM's and 11 Intakes

Due to the large number of intakes several months in a row, combined with one CM on leave and one new staff member, Nesco is considering beginning a wait list in the near future.

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

Clients taking up a lot of CM time include clients with challenging benefits situations where the Ben Specs have been involved, Spanish speaking clients and clients with mental health issues.

Number of contacts with seniors enrolled in Family Care, IRIS & Partnership Programs:

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Number of First Responders Dementia Forms completed

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2018 Quarterly Client-Centered Case Management Report

Agency Name:

Northwest Dane Senior Services

Reporting Period:

Quarter 2 (April-June)

Reported by:

Vicki Beers Case Manager

Phone & Email:

608-798-6937x-223

Provide comments on:

Emerging Trends (in our area during this quarter):

--Increase in Adult Day Program referrals for caregivers living with and caring for a spouse or parent with Dementia.

--Seniors at or above 135% - 150% FPL, who also are just above MSP and/or Extra Help income thresholds to qualify for assistance are struggling to pay for both living and medical expenses.

--Individuals that do not meet the Family Care requirements (Functional and financial with out a cost-share), but are still in need of some type of help to stay safe in the home. These seniors cannot afford private pay in-home services are struggling with how to obtain help to remain in home.

--Increase in number of veterans not participating in VA or Veteran Service office; individual and caregiver both in need of in-home help and services; application assistance provided as well as conference calls/appointments with VSO.

--Home Stead credits can be done up to 4 years prior; working with a increased number of individuals that did not know they could file for homestead credit refunds after tax season is done.

--SHIP counseling for those turning 65 (some continuing to working; some retiring) and their spouses who are also affected by loss of Employer covered health insurance and drug coverages. This includes on-line application assistance to activation Medicare Part A&B and Social Security Retirement Benefits.

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

--Dealing with Disability Determination Bureau since January 2018 and the long-term affects on hospital bill assistance in addition to delays in consideration and eligible to enter into MAPP Insurance assistance program.

--Senior with progressive Dementia continues to "fly under the radar" for a variety of Dane County Assistance Programs (2016 request for a guardian declined by court system - DCHS/APS). PCP activated POA in 2015, agents resigned shortly thereafter, causing a wave of issues in healthcare system to properly treat patient. A local pastor stepped up as POA-H to ensure the senior had a successful cataract surgery this spring. This individual is MA, but did not qualify for first round consideration of Family Care in Jan./Feb. of 2018 due to functional ability; PCP provided evidence of lack of executive function, which did not affect decisions made by court or Family Care. Senior has a revoked DL and no auto insurance, but continues to drive; display repetitive behaviors and poor judgement in proper self care. Guardianship program at SEC has attempted to help and APS will not open a new case file until there is a new "event/occurrence"; EAR funds have not been used because senior seeks assistance, but then turns away the same help upon arrival. Health professionals are optimistic that a fall neuropsych appointment will help to re-open a APS case file. This senior has a criminal history and no family, leaving burden on health care professionals and social work community to intervene on a on-going basis; no positive resolution or outcomes due to lack of executive functioning, keeping individual from making effective decisions, including follow directions of health and SW professionals.

Number of contacts with seniors enrolled in Family Care, IRIS & Partnership Programs: 39.00

Number of seniors leaving Family Care, IRIS or Partnership Programs and returning to our Case Management Program: 0.00

Number of individuals counseled regarding reporting & repairing finances after a scam 20.00

Number of First Responders Dementia Forms completed 3.00

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2018 Quarterly Client-Centered Case Management Report

Agency Name:

Oregon Area Senior Center

Reporting Period:

Quarter 2 (April-June)

Reported by:

Noriko Stevenson and Carol Bausch

Phone & Email:

608-835-5801 nstevenson@vil.oregon.wi.us cbausch@vil.oregon.wi.us

Provide comments on:

Emerging Trends (in our area during this quarter):

There are increasing numbers of people needing case management due to dementia. People unable to keep track of their own affairs are relying on case managers for regular assistance. Family members are coming to case managers after several encounters between law enforcement and loved ones with dementia. Local law enforcement seems to be increasingly involved with citizens with dementia. This happens when concerned citizens alert authorities to situations such as neighbors hearing pounding and screaming from a woman with dementia who did not recognize her caregiver, or concerned people alerting police when approached in public places by someone who wanted to converse at great length about nonsensical subjects.

Another trend is the higher need for low rent housing. People are looking for assistance in locating affordable housing.

Assistance to clients who are on Medical Assistance increased this quarter.

Oregon is seeing an increasing number of people needing supportive home care. The people do not quite qualify functionally for a Partnership program, but are eligible financially. For example, there is an individual who is not capable of doing laundry or grocery shopping without becoming exhausted. He has significant weakness due to COPD and those activities leave him extremely fatigued. He did not qualify functionally (but he did financially) for partnership. He is very low income and struggles to afford to hire anyone to do his laundry or his shopping. There is no volunteer home chore program in our service area.

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

Case Managers here spend considerable time securing housing for low income seniors. However, the Oregon area has very limited low income housing and one of the buildings is located in Green County. If someone moves into Green County he/she loses access to our services, and this requires the case manager to spend significant amounts of time setting up transitional supports in Green County (which are severely limited). Also, the application for the low rent housing is complex and extensive, and many people require assistance with filling it out and locating the supporting paperwork that it requires.

We continue to spend considerable time on transportation needs. Clients in our community have no public transportation, so much time is spent assisting with scheduling transportation for medical rides, for meals, for shopping and for other purposes. There is very little transportation available for social purposes.

Another time-consuming issue revolves around scheduling the supports needed to keep someone with dementia in his/her own home. Working with families to schedule rides, care-givers and activities is detailed, on-going and time-consuming, but many people have no one else able or willing to do it.

Number of contacts with seniors enrolled in Family Care, IRIS & Partnership Programs:

Number of seniors leaving Family Care, IRIS or Partnership Programs and returning to our Case Management Program:

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

Number of First Responders Dementia Forms completed

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2018 Quarterly Client-Centered Case Management Report

Agency Name:

South Madison Coalition of the Elderly

Reporting Period:

Quarter 2 (April-June)

Reported by:

Kari Davis, Case Manager Supervisor

Phone & Email:

608-251-8405x25

Provide comments on:

Emerging Trends (in our area during this quarter):

Our wait list for case management services remains at 8 weeks.

In April we received 6 new intakes and 1 HDM assessment referral. In May we received 11 intakes and 7 HDM referrals. During June, we received 10 new intakes and had 1 HDM assessment.

From the fall of 2017 to the spring of 2018, SMCE had 3 students. All three of them ended their internship with us in May. One student continued on with us as a General CM, transitioning from LTC COP CM to the General CM program. Another student remains with us, assisting with the City Collaboration.

We continue to provide support and training to newer case managers while trying to meet the high needs of our clients.

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

The client's that are taking up a significant amount of case management time (10 or more hours of CM time in a month) continue to be those clients with mental health, AODA, significant health, housing issues and those cases where guardianship or LTC referrals are needed. We are always trying to make appropriate referrals to mental health CM programs and the ADRC for LTC assessments. Our focal point service area continues to focus on diversity and poverty and thus work with many older adults with complex case management needs.

Number of contacts with seniors enrolled in Family Care, IRIS & Partnership Programs:

Number of seniors leaving Family Care, IRIS or Partnership Programs and returning to our Case Management Program:

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

Number of First Responders Dementia Forms completed

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2018 Quarterly Client-Centered Case Management Report

Agency Name:

Stoughton Area Senior Center

Reporting Period:

Quarter 2 (April-June)

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):

- Housing availability (subsidized/low income and handicap adapted) continues to be an issue. We have prospects for new "affordable" senior housing going up in our area but it will not be affordable to the low-income of the seniors we work with.
 - Dealing with several individuals with severe dementia, and needing to collaborate with multiple family members and area businesses and organizations to ensure client safety.
 - Clients with multiple medical problems who are not always compliant with their care needs. Lack of good fall prevention strategies or poor nutrition leading to serious medical events or falls.
 - Our community is developing excellent information and resources for when people are ready to come in and talk about their or their loved ones' dementia diagnosis.
 - A local church has initiated a free service to provide low-income seniors with housing repair and basic maintenance help as part of their mission. This has greatly benefited people who cannot otherwise afford to pay for these projects. A great example of faith communities coming through for people when government and private business do not.
 - Driving/ losing driving privileges is an emotional issue, and creates crises for many seniors and their families. Seniors hate the loss of freedom, and family members struggle with picking up the transportation, or in trying to help their parent adjust to available transportation.
- **Internal systems-wise, it has been hard to find and keep case managers who have experience with case management of older adults. People skilled in this area are opting for work at MCO's rather than the focal points. Wondering how this will impact the efficacy and reliability of our focal points.

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

- There is a continued issue of people being reluctant to go to their doctors in relation to concern about Alzheimer's and dementia. The fear of the diagnosis and denial is an ongoing issue.
- Several clients with diagnosis of Alzheimer's/Dementia and their caregivers are overwhelmed, very stressed. Caregivers can sometimes seem "frozen", so overwhelmed that they are not readily accepting help such as respite, information and assistance on resources, etc. They are finding long-term planning difficult. Often times, people are waiting to ask for help until they are beyond the breaking point and they or their loved one gets sick.
- Housing issue/lack of affordable housing still an issue; difficult for people to find.
- Difficulty finding support for people with very limited monthly income, who are in need of housing repairs. Staff are finding that community agencies that assist with repairs have long waiting lists, grant money has been used, and/or the person does not qualify. The church mission described above has helped with this.
- Client from foreign country who is a US legal permanent resident but not a citizen cannot access any federal or state SSI or Medicaid for 5 years and is very sick. Working with non-profit groups and clinics but there are little to no resources for client and family.

Number of contacts with seniors enrolled in Family Care, IRIS & Partnership Programs:

Number of seniors leaving Family Care, IRIS or Partnership Programs and returning to our Case Management Program:

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

Number of First Responders Dementia Forms completed

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2018 Quarterly Client-Centered Case Management Report

Agency Name:

Sugar River Senior Center

Reporting Period:

Quarter 2 (April-June)

Reported by:

Tressa Proctor, CM

Phone & Email:

(608) 424-6007 / tressa.srseniorcenter@outlook.com

Provide comments on:

Emerging Trends (in our area during this quarter):

CM notes a trend this quarter of individuals asking more questions about Energy Assistance, although not the average time of year to be thinking about heating costs, CM wonders if people in CM's service area are:

- 1) becoming more aware of the energy assistance program and how it may benefit them OR
- 2) experienced a more difficult winter than in the recent past, costing them more than they can afford OR
- 3) anticipating air conditioning costs unlike in years past

CM continues to have many good experiences with helping clients receive assistance from Energy Assistance.

CM has also noted an increase in clients interested in participating in Project Home's Weatherization program.

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

A more recent issue this quarter involved a RSVP ride request. The woman calling asked for help getting her husband for whom she is primary caregiver for to an Adult Day Center facility in Madison 2-3 times per week. Due to the nature of the ride request, CM further discussed options for transportation with the Dane Co. Transportation Dept - Jane Betzig as approval is required in this case. CM learned that special approval could not be given in this case because the client is located outside of the Madison Metro area. Jane provided CM with two other transportation options available, in this case only because the client is a Veteran. CM is following up with Dry Hootch and Vets Driving Vets to see if they can help. CM is also brainstorming with the caregiver on other options, such as, a family member or good friend.

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Number of First Responders Dementia Forms completed

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2018 Quarterly Client-Centered Case Management Report

Agency Name:

Southwest Dane Senior Outreach

Reporting Period:

Quarter 2 (April-June)

Reported by:

Lynn Forshaug

Phone & Email:

608-437-6902

Provide comments on:

Emerging Trends (in our area during this quarter):

We held another Medication Review in conjunction with United Way and had 12 seniors go through this program.

We called and reminded seniors to come in for the Farmer's Market vouchers.

We have been lending out many pieces of adaptive equipment.

Seniors are calling for information on housing, window washing, lifeline, local AA groups, POA for Health Care and congregate and home delivered meals.

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

Carrie has been spending a lot of time working with seniors with cognitive issues and their budgeting and paying bills. She is working with a lady and this senior's credit card company to get this debt paid off. The debt was made by her family.

We continue to work with connecting families and caregivers. We are probably getting 2-3 requests a week.

Carrie is working with a couple. The wife has dementia and is 15 older than her husband. The husband is not 60, not working and has not been the best caregiver. She was in a nursing home for awhile after some falls and has come home. They are living on the wife's income, so he wants her home. Carrie has connected them with the Alzheimer's Caregiver grant, caregivers and home delivered meals.

Number of contacts with seniors enrolled in Family Care, IRIS & Partnership Programs:

Number of seniors leaving Family Care, IRIS or Partnership Programs and returning to our Case Management Program:

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

Number of First Responders Dementia Forms completed

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2018 Quarterly Client-Centered Case Management Report

Agency Name:

Waunakee Senior Center

Reporting Period:

Quarter 2 (April-June)

Reported by:

Melissa Woznick

Phone & Email:

849-8547 mwoznick@waunakee.com

Provide comments on:

Emerging Trends (in our area during this quarter):

Continue to have several new home delivered meal referrals. Completed 22 New Home Delivered Meal Assessments and 6 Re-Assessments this quarter.

The most provided information/resources were; Alzheimer's and Dementia, ADRC, cleaning services, food share, grocery delivery, home care agencies, housing, home delivered meals, senior center lunches/programs, veterans benefits, and transportation.

During the 2nd quarter two programs we spent time with clients on was Energy Assistance and Farmer's Market Vouchers. This includes promoting, assisting with making appointments, setting up transportation, help gather required verification (energy assistance), assisting with applications. We are also play an integral role the day at the Senior Center the day of the scheduled events.

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

Extensive time was spent this past quarter assisting over 12 clients with new food share applications and food share renewals. This process includes completing applications, assisting a client with calling the Capital Consortium for their required phone interview, assist with getting requested verification, making phone calls to help obtain the verification, faxing or mailing in documentations, explaining the process and use of the Food Share benefits. This also includes clients losing their Quest Cards and assist with getting a new card. Clients and family sharing their frustrations with being on hold for a long time when calling for the phone interview. This is a program that we as Case Managers play a vital role in our clients becoming aware of food share, applying for food share, and keeping food share, as we are their step by step for the process. The clients we assisted this past quarter, receive approximately a total of \$800 in Food Share benefits.

CM, Melissa, spent many hours with one senior in regards to a nonrenewal lease. Senior wanted to discuss options with attorney so CM connected him with Legal Action of WI. CM assisted with finding an apartment for him. CM worked with the local American Legion to get the senior moved to new apartment. CM coordinated services with another senior center, Home Accessibility for safety equipment, Life Assist to make sure senior safe in new home. This senior is a disabled Vietnam Veteran with AODA issues. This senior had no one else willing to help him. CM glad stayed with it and assisted the senior.

Number of contacts with seniors enrolled in Family Care, IRIS & Partnership Programs:

Number of seniors leaving Family Care, IRIS or Partnership Programs and returning to our Case Management Program:

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

Number of First Responders Dementia Forms completed

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2018 Quarterly Client-Centered Case Management Report

Agency Name:

West Madison Senior Coalition

Reporting Period:

Quarter 2 (April-June)

Reported by:

Maureen Quinlan, Joel Collins and Rachel Okerstrom

Phone & Email:

238-7368, maureenq@wmseniorcenter.org

Provide comments on:

Emerging Trends (in our area during this quarter):

CM requests by clients over 240% FPL limit. Referrals made to SMCE for private CM. General reluctance in clients to utilize private CM services.

Continued requests for in home assistance for clients who need more assistance than the volunteer home chore program can provide, or are not financially eligible, but who lack the funds for private-pay in home help.

Continued questions from clients and family members regarding long term care planning.

Housing searches and general housing issues, particularly around evictions or denied lease renewals.

Caregiver support issues.

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

Affordable/disabled/low income housing.

Affordable in home care.

Grocery delivery options for folks who do not drive, have limited access to transportation and cannot afford delivery charges.

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