

2019 Quarterly Client-Centered Case Management 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):

Still seeing a number of requests for home delivered meals due to frailty and decreased ability provide good nutrition; also due to recent hospitalization and need for additional support (often are more short-term).

Housing requests still remain consistent. The majority of them this quarter were due to clients unable to continue to afford their current rental situation. Also had a few urgent housing requests where client has 30 days to find housing (again majority needing low-income housing).

Increase in requests for caregiver support and in-home care due to increased frailty and complex medical concerns.

Increase in referrals from law enforcement, primarily Dane County Sheriff's Department.

Late

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

Still remains a consistent theme in our service area--Need for low-income/subsidized housing. Several of the referrals needed to find housing in a very short time period of 30-60 days. Very difficult due to waiting lists--even for locations outside of our service area. Very time intensive and often many obstacles due to shortage of housing, poor credit history and eviction history.

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

9.00

Number of First Responders Dementia Forms completed

2.00

E-mail completed report by 10 April 2019, 10 July 2019, 10 October 2019,
and 10 January 2020 to: aaa@countyofdane.com

2019 Quarterly Client-Centered Case Management Report

Agency Name:

DeForest Area Community & Senior Center

Reporting Period:

Quarter 3 (July-September)

Reported by:

Natalie Raemisch

Phone & Email:

(608) 846-9469 nraemisch@deforestcenter.org

Provide comments on:

Emerging Trends (in our area during this quarter):

Many referrals to the Volunteer Rep Payee program.

Clients require support with billing statements and confusion with phone systems required to address the bill.

SCAM calls continue stating "Social Security is freezing your benefit." Lots of reassurance that the call isn't from Social Security.

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

Continuing struggle to find low-income housing options HUD etc..
More clients continue to live alone with beginning to more severe dementia with weekly contact necessary.
Support Group requests for respite care during the meeting.

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

1.00

Number of First Responders Dementia Forms completed

1.00

E-mail completed report by 10 April 2019, 10 July 2019, 10 October 2019,
and 10 January 2020 to: aaa@countyofdane.com

2019 Quarterly Client-Centered Case Management Report

Agency Name:

Fitchburg Senior Center

Reporting Period:

Quarter 3 (July-September)

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):

Affordable housing - lack thereof

Medicare Part D planfinders

Hoarding

Financial assistance

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

Clients who are hoarders and do not have the funds to pay for a clean-up. It takes a large chunk of time to seek out funding options (of which there are few), apply for those funds, arrange for a company to do the clean-up, work with the client to ensure they will allow the clean-up to happen.

Clients who only receive \$16/month in Food Share are typically unable to manage their grocery needs on their income and low FS benefit. SW's have to be creative in finding other ways to supplement clients' nutritional 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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2019 Quarterly Client-Centered Case Management Report

Agency Name:

McFarland Senior Outreach Services

Reporting Period:

Quarter 3 (July-September)

Reported by:

Lori Andersen

Phone & Email:

608-838-7117

Provide comments on:

Emerging Trends (in our area during this quarter):

We continue to see high mental health needs among our clients. This is impacting the amount of time dedicated to individuals that display high needs. There are more frequent requests for services or face time with a case manager because of this. In large part clients' refusal of resources is the underlying theme. We did successfully refer a suicidal client to CCS. Recently this client had an exacerbation of illness and their therapist called to notify us so that we could react pro-actively rather than wait for a potential suicide attempt to occur. But there are more clients that really need some ongoing treatment whether through therapy or medications. When the client displays behaviors related to their mental illness the case manager requires greater supervision and case consultation so that concerns related to those behaviors are addressed and risk management is addressed regularly.

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

Housing seems to be the reoccurring theme. Not only homelessness but maintaining housing for some who have difficulty with fiscal challenges. It is often due to limited income or managing money.

Several of our seniors are the primary source of income for the household that may have two or three generations living together. So we end up spending time dealing with the family as a whole who are often dysfunctional. This results in increased time spend on those client's issues as we are also dealing with their dysfunctional family system.

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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and 10 January 2020 to: aaa@countyofdane.com

2019 Quarterly Client-Centered Case Management Report

Agency Name:

Middleton Senior Center

Reporting Period:

Quarter 3 (July-September)

Reported by:

Kathy Lauer and Jill Schonenberger

Phone & Email:

klauer@ci.middleton.wi.us 608-662-7687

Provide comments on:

Emerging Trends (in our area during this quarter):

People continue to ask about affordable Housing, which is limited in Middleton.

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

Our loan Closet has continued to take much time.

The requests for rides to the Senior Center for activities has been increasing and unfortunately, we are unable to use RSVP driver escort for this purpose which is very disappointing as greater access to activities would help the issue of social isolation that we continue to see.

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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2019 Quarterly Client-Centered Case Management 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):

-During quarter 3, NewBridge was successful in eliminating the wait list for case management services despite still receiving a high number of referrals. This, in part, is due to the addition of another full time CM position. NewBridge had some staff changes during this quarter: 1 lead position was eliminated thus making an opening for another full time Case Manager. At the end of quarter 3, there were 2 lead positions and 11 full time CM positions filled. 2 CMs had been hired and trained during quarter 3 and those 2 CM caseloads are in the process of building to a max # of 60-65 clients. The other 9 CMs have full caseloads that run between 58-65 clients, depending on client acuity.

-NewBridge received a total of 122 new CM referrals during the 3rd quarter of 2019. NB also received the following HDM referrals (SSM Health): 44 new assessments and 25 referrals for re-assessments. Of the 44 new assessments, 8 referrals requested ongoing CM services. Total number of quarter 3 referrals which includes new CM referrals and new HDM assessments is 166.

-NB has seen an increase in referrals for SSI and/or SSDI applications, in part due to the NB having been trained this past spring on Disability applications. Other trends included home chore requests, housing assistance (including evictions, homelessness and relocations) and connection to or renewal of benefits.

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

Client issues that take up a significant amount of CM time:

-Homelessness/evictions: we continue to see individuals who are either homeless or facing imminent homelessness. Due to the housing shortage in Madison and Dane County, this issue continues.

-Mental Health: we continue to put in significant time with those clients who have mental health and/or AODA issues. The CMs work with the clients in connecting them to the appropriate MH service whether CCS or private service organization/providers.

-LTC referrals: CMs also continue to work in helping make referrals, as appropriate, to the ADRC for Long Term Care screening and options counseling.

-Home chore: NB consistently sees an increase in the number of clients needing home chore assistance, especially during the summer months for those individuals who live in one of the housing buildings where Badger Volunteers (BV) serve as home chore volunteers during the two school semesters. As the BVs are not in place during the summer, the clients are not able to keep up with the chores and then face housing inspections in late summer/early fall, which puts them at risk of losing their secure housing.

-NewBridge's service area continues to focus on diversity and poverty as well as those individuals with complex health and/or mental health issues, thus needing complex case management services.

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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2019 Quarterly Client-Centered Case Management Report

Agency Name:

Northwest Dane Senior Services

Reporting Period:

Quarter 3 (July-September)

Reported by:

Vicki Beres

Phone & Email:

608-798-6937x3

Provide comments on:

Emerging Trends (in our area during this quarter):

SHIP

Increase in number of people turning 65 or retiring seeking options counseling regarding advantage plans, original Medicare, Senior Care and Part D, drug plan options.

Housing

Seniors located in NW Dane County seeking assistance with on-line applications and affordable housing

In-Home Care

Increased number of aging adults seeking part-time, in-home care, but do not qualify for FC and unable to afford hourly rates of vendors currently providing these services.

Alzheimer's & Dementia

Increase in the number of families seeking assistance and counseling regarding in-home care options of a loved one with early onset or worsening symptoms. Some are appropriate for NWDSS ADP, but others struggle to find affordable in home care options. Referrals made to AFCSP for financial assistance to get started.

SNF & Assisted Living

Saw an increase in number of clients moving into skilled care and assisted living this quarter.

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

3 clients suffering from depression, pain and inability to care for themselves. Two clients have hoarding tendencies, the other is unable to effectively manage finances. Provided CM assistance, mobile meals, working with APS Victim's unit, EA funds requests for deep cleaning and a local bank institution.

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

45.00

Number of First Responders Dementia Forms completed

1.00

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2019 Quarterly Client-Centered Case Management Report

Agency Name:

Oregon Area Senior Center

Reporting Period:

Quarter 3 (July-September)

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):

The OASC Case Management office is seeing a rise in the number of people needing assistance due to severe and persistent mental health issues. Case managers spent significant amount of time recording and reporting issues to APS and Crisis.

We are continuing to see an increase in the number of older adults who suffer from dementia. It requires time to consult family members as to how to proceed with caring for older adults. Many struggle to know when to facilitate moving to CBRF or memory care. Another aspect of the needs for persons with dementia, is sorting through the information case manager's receive from "unreliable historians." For example clients call for transportation to meal site, then later case manager needs to adjust requests because client is really not available to come because of appointments client has forgotten or was not aware of.

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

Transportation continues to be the one of the biggest hurdles for older adults in the Oregon area. Especially transportation for people using a wheelchair. The specialized transportation is very expensive.

Helping clients with mental illness to maintain stability in the community is difficult. OASC has little resource to do more comprehensive monitoring of client's with mental illness thus causing client to have "run ins" with law and complaints from community members. Housing situations become unstable as well, requiring case managers to get involved to avoid homelessness.

Clients with persistent and severe mental health issues required a significant amount of time this quarter. CM contacted APS and Crisis many times to report gross self-neglect. CMs are continuing to communicate with psychiatrist's office, Oregon police, and family members to ensure safety. It required significant amount of time for this particular client this quarter. Overall, CMs spend extensive time on clients with PSM requiring investigating the facts and contacting family members and friends to prevent elder abuse and gross self-neglect.

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

1.00

Number of First Responders Dementia Forms completed

4.00

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and 10 January 2020 to: aaa@countyofdane.com

2019 Quarterly Client-Centered Case Management 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):

Many seniors have been waiting help with their Energy Assistance renewal applications.

Encouraging seniors to use their Farmer's Market vouchers.

Renewing WI Senior Care for seniors.

Working with caregivers to find assistance and services for them and their loved ones.

Finding housing for seniors in our area; not a lot of affordable and or nice housing available.

Getting seniors connected with medical equipment.

Hosting a "Stepping On Class" and Medication Reviews.

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

Mary Kay is working with a man who is needing help applying for senior housing. He is not wanting to do a lot of the leg work himself. She had to help him fill out the form as much as she could, but he had to take the application home to fill out personal information. The manager of the apt. complex was waiting for the paperwork from him and he hadn't handed it in yet days later. Mary Kay and the manager had to encourage him to get the paperwork in. She is also working with him on his pending disability renewal.

Mary Kay worked with the lady who was scammed out of \$500.00. This senior called after the fact, feeling ashamed and sad that she fell for this scam. The scam started with this lady getting an email from a "Geek Squad", which she thought was legitimate. They said they wanted money for work she needed done on the computer. She went and withdrew money from her account and sent cash through the mail to California. Mary Kay worked with her to contact her bank, Social Security, local businesses, etc. The senior was very grateful for this help.

Lynn worked with a lady who was taken off of MA after getting some insurance money for after her ex-husband passed away. This was a long procedure to get her back on MA. She is now paying a co-payment to get her MA again.

Mary Kay worked a long time to get a senior's Section 8 renewal completed. The senior had a grandson living with her, that is not legal in subsidized housing. It was a lot of paperwork going back and forth to Dane County Housing and the Management Company.

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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2019 Quarterly Client-Centered Case Management Report

Agency Name:

Stoughton Area Senior Center

Reporting Period:

Quarter 3 (July-September)

Reported by:

Hollee Camacho

Phone & Email:

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

Provide comments on:

Emerging Trends (in our area during this quarter):

- Many clients struggling with AODA are refusing counseling.
- Animal hoarding
- Medical illiteracy; without literacy it's very hard to negotiate basic life and health systems
- Erratic health, multiple ER and hospitalizations and does not call until there is a crisis.,
- A few people who are at poverty level, paying too much for rent are disabled but need to work. They may have poor work follow-through as a result of life and disability; multiple family members coming from larger cities to escape violence. Just people struggling with a lot of challenges. No easy answers.
- Clients needing much more support than what they admit
- Many clients identifying as struggling with grief and loss issues but are refusing to consider looking into mental health counseling. Consequently, the CM ends up being the front line contact for issues that should be handled by a professional grief counselor. The same concern is going on with untreated mental health issues. When grief counseling is needed and a person is homebound, resources are rare, if not impossible to find.
- Isolation; clients with too few social contacts
- A lack of affordable housing.
- Landlords are allowed to force clients to sign new leases 4-5 months before their current one is ending; they put the new date on the new lease. Basically, clients have no chance to ever give notice this way. If they won't sign the new lease right away when asked, clients are told the landlord has people who want the apartment and he is going to start showing it.
- MTM issues; Many missed rides or canceled rides for no reason!

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

- Dental issues with VA
- Dealing with several individuals with severe dementia, and needing to collaborate with multiple family members and area organizations to ensure client safety.
- It takes time to maneuver a person onto a payee, and to coordinate the paperwork/approvals with Social Security, as well as helping the client understand the process and utilization of payee services.
- Lack of services due to ESRD
- Illiteracy, English as a second language, citizenship; without literacy it's very hard to negotiate basic life and health systems
- Transitioning into assisted living
- someone with untreated mental health issues who has no friends/no social supports and needs MAPP
- behind in rent, disabled but needs work, no car, few employment resources
- More clients under 60 with complex needs
- new referral- denial of dementia/refusing services/safety concerns
- possible neglect at a nursing home
- poor decision-making allowing daughter to reside with her despite eviction warnings, and then getting evicted and becoming homeless
- hoarding, refusal to make changes necessary for health
- passed LTC-functional screen but gave in to family pressure not to turn life insurance into an irrevocable burial trust and now does not have the in-home service she needs; is blind and family does not help to extent needed
- adult with cognitive disability dealing with housing issues and physical disability, poor decision-making, does not reach out to case manager until there is an emergency.
- theft of bankcard, facing eviction-disconnect with utilities -another illiteracy example
- multiple ER visits, resistive to care
- Caregiver stress
- QLink and Safelink and many of the free government phone programs have unfriendly user assistance when we call on behalf of a client with a phone that isn't working.

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

Number of First Responders Dementia Forms completed

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2019 Quarterly Client-Centered Case Management Report

Agency Name:

Sugar River Senior Center

Reporting Period:

Quarter 3 (July-September)

Reported by:

Angie Markhardt

Phone & Email:

68-424-6007 &angie.srseniorcenter@outlook.com

Provide comments on:

Emerging Trends (in our area during this quarter):

In our area this quarter we faced many issues with transportation. We have had a huge increase in the amount of rides through RSVP that we have had to increase the number of drivers available to provide those rides. We are without mass transit so our area needs to get more creative. The most common area that seniors in our area are struggling is with understanding all the mail that they are receiving and knowing what to keep and what is garbage and the changing of so many services preferring to have things taken care of online when a predominance of our Seniors do not even own a computer. Both of these areas are just an area for creative thinking on our part.

We will be beginning a process with the first responders in the area to provide some Dementia friendly training and work to build the number of first responder dementia forms for our area as we are finding a growing group of individuals with Dementia and their caregivers who need this in place. We will also be joining the University and UW-clinics in a pilot program for Dementia Diads.

We are noticing an increase of Seniors whose income is bordering the poverty line and are having increasing difficulty in making that amount of money cover all the items that they are in need of.

(Received late)

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

We currently have 3 clients at least that we are looking at Bariatric needs for. This effects their rides if mobility is declining as those that are confined to a wheel chair are unable to receive a ride from RSVP by a volunteer. There is conversation with first responders as well as local ambulances would have difficulties in transport of these clients if the need arises. We are still in discussion about how best to provide the rides beyond medical appointments.

In addition, clients ability to get the medicines that they are prescribed at a cost they can afford has been an increasing issue and trying to find a way through that system has proven frustrating and not fruitful.

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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2019 Quarterly Client-Centered Case Management Report

Agency Name:

Waunakee Senior Center

Reporting Period:

Quarter 3 (July-September)

Reported by:

Candice Duffek & Melissa Woznick

Phone & Email:

608-850-5877 cduffek@waunakee.com

Provide comments on:

Emerging Trends (in our area during this quarter):

The most provided resources/information were; Adult Day Centers, Alzheimer's and Dementia Resources, energy assistance, home care agencies, housing lists/questions/resources, home delivered meals, PERS, transportation (RSVP & TSI), and senior center lunches/programs.

This past quarter we had an increase in meals on wheels services. We had approximately 20 new home delivery meal participants.

We assisted many clients with their Senior Care Renewal applications this past quarter.

We have had several phone calls from family members of older adults. They are either calling about services for their parents, or their parent is moving to our area and they are looking for information/resources.

We have had several phone calls and appointments with clients in August and September, assisting them with completing their Energy Assistance applications that they received in the mail. In addition to completing the applications, we have been helping them obtain the proof of income that they need. We have also been providing information on Energy Assistance and promoting the upcoming appointments that are scheduled at the Senior Center.

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

Home Delivery Meal Program

During the 3rd quarter we focused on getting our HDM Re-assessments completed for the SAMS database cycle ending 9/30/19. This includes reviewing ADL'S/IADL's, completing the nutrition screening, updating forms in their files, and completing the HDM Assessments. The re-assessments are in addition to any new HDM assessments we had also completed.

Housing

A huge need for affordable housing in our area. Met with several people this quarter to help complete applications for Wisconsin Management Housing, that has a huge waitlist. These seniors need to relocate sooner than later. Had to complete housing applications for Meridian, for Madison apartments which is not where the seniors want to locate. A lot of time spent on the applications and then knowing will need to be corrected if/or when come to the top of the waitlist.

Transportation

We continue to be very involved and spend extensive time with coordination of Transportation for clients. This is for rides to medical appointments, and includes on-going transportation needs (adult day care, radiation etc). We also spend time on scheduling and coordinating TSI rides for clients to the Senior Center and other errands.

Medicare Part D Planfinder Changes

On 8/16/19, we learned about the upcoming major changes to the Medicare planfinder. To be prepared and able to assist clients starting 10/15/19 - we have had to spend more time on training, learning the new system, reviewing new policies, and setting up processes so we are following procedures.

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

4.00

Number of First Responders Dementia Forms completed

3.00

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**Number of Individuals Counseled Regarding Reporting
& Repairing Finances After a Scam**

	QTR 1	QTR 2	QTR 3	QTR 4	TOTAL
Colonial Club	4	9	9		22
DeForest	1	1	1		3
Fitchburg	2	3	1		6
McFarland	0	0	0		0
Middleton	0	0	0		0
NewBridge	3	0	6		9
NW Dane	45	55	45		145
Oregon	1	1	1		3
SW Dane	0	1	1		2
Stoughton	1	2	0		3
Sugar River	1	3	1		5
Waunakee	1	3	4		8
TOTAL	59	78	69	0	206

Waunakee: Tyranny of Robocalls in our September Newsletter – and we distribute 1,000 Newsletters

Number of First Responders Dementia Forms Completed

	QTR 1	QTR 2	QTR 3	QTR 4	TOTAL
Colonial Club	0	2	2		4
DeForest	0	0	1		1
Fitchburg	1	1	1		3
McFarland	0	2	0		2
Middleton	1	0	0		1
NewBridge	0	0	0		0
NW Dane	3	1	1		5
Oregon	0	2	4		6
SW Dane	0	0	0		0
Stoughton	4	1	0		5
Sugar River	0	0	0		0
Waunakee	0	3	3		6
TOTAL	9	12	12	0	33