2020 Quarterly Client-Centered Case Management Service Report

Agency Name:

Southwest Dane Senior Outreach

Reporting Period:

Quarter 1 (January-March)

Reported by:

Lynn Forshaug

Phone & Email:

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Provide comments on:

Emerging Trends (in our area during this quarter):

January was busy with calls for appointments for the free AARP Tax Program in February and March.

In February, we were renewing many Food Share and Wisconsin Senior Care applications.

We had some seniors hospitalized in February and March with pneumonia, who are in their 90's and recovered well.

We had 13 seniors who participated in two Tai Chi sessions. The ladies really enjoyed the class and want to participate in future classes.

We are having young seniors calling again for information about services available and volunteering opportunities.

We have found a couple who are now delivering our monthly CAC Food boxes to 18 seniors.

March has now been a crazy month with the covid-19. Trying to keep in touch with seniors who are nervous and scared about this pandemic, trying to keep up with emails from our Village administration and Dane County to keep us informed, arranging for new volunteers for meal delivery and kitchen help, working with the new meal routine, free food box distribution with the group, "Neighbors Helping Neighbors" , arranging for groceries for seniors and keeping everyone and ourselves safe and healthy with education and encouragement for social distancing, proper hand washing, sanitizing,etc.

We have a volunteer who is working with the local Fire Dept. into getting "Knox HomeBoxes" for our seniors.

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

Mary Kay has been very busy and involved with a client who has major health issues, went to the hospital, then nursing home for a couple of weeks and then coming back home when the Covid-19 was starting in our area. He has had breathing issues for a year, now on O2 and no family or friends who could help with his cares, pay his bills, do household chores, etc. Mary Kay found someone who will shop and deliver his groceries and check in on him. He is getting home-delivered meals. We were worried that he would be a victim of the covid-19, but now he has been staying home and doing wonderful!

Mary Kay was getting involved with another senior who is having issues with her family and finances. This has been put on hold till the covid-19 improves.

Lynn worked with a senior who was needing some help with minor hoarding issues and getting some of these items out of her apt. The senior was willing to part with many items that were going to benefit a homeless person.

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 2020, 10 July 2020, 10 October 2020, and 10 January 2021 to: aaa@countyofdane.com