2020 Quarterly Client-Centered Case Management Service Report

Agency Name:

Oregon Area Senior Center

Reporting Period:

Quarter 1 (January-March)

Reported by:

Noriko Stevenson and Carol Bausch

Phone & Email:

835-5301 nstevenson@vil.oregon.wi.us & cbausch@vil.oregon.wi.us

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Provide comments on:

Emerging Trends (in our area during this quarter):

Oregon Area case managers spent significant amount of time responding to Medicare related questions since there were many ads about switching to advantage plan, which made many older adults seek counsel from the case managers.

The Oregon Area case management office spent time assisting clients with accessing caregiver grants, which included referrals and having conference calls with clients.

OASC case managers saw an increase of usage for loan closet items in this quarter.

OASC case managers spent time with reviewing client lists to assess clients' support system closely as social distancing can potentially cause loss of support for some older adults.

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

The OASC case management office spent a significant amount of time assisting clients with severe and persistent mental health issues.

Arranging transportation service continues to require extensive time for case managers as there are limited public transportation service available in our service area.

Case managers spent an extensive amount of time checking in with clients, their family members, and friends during the state of emergency due to COVID-19 since the middle of March.

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