2020 Quarterly Client-Centered Case Management Service Report

Agency Name:

Middleton Senior Center

Reporting Period:

Quarter 1 (January-March)

Reported by:

Jill Schonenberger and Colleen Rojo

Phone & Email:

608-831-2373 jschonenberger@ci.middleton.wi.us crojo@ci.middleton.wi.us

---

Provide comments on:

Emerging Trends (in our area during this quarter):

The COVID-19 pandemic has required us to close the facility. Limited staff continue to work in the facility physically while the rest of us are working remotely. We are still able provide case management services connecting with clients mainly via phone and/or electronic communication. There have been a couple instances where a home visit was needed but overall we have been able to meet people's needs and get necessary services set up without direct in-person contact. With the meal site closing, we have been able to move those individuals on to Meals on Wheels delivery and the case managers have been checking in and doing home delivered meal assessments as needed. There have also been several new clients requesting Meals on Wheels, which has resulted in a significant increase to the number of meals we are delivering. The other most common need we are receving calls for is help to get groceries. Many of the area grocery stores are not able to keep up with the amount of people requesting deliveries, therefore, people have been looking for alternate ways to get their groceries. Transit Solutions has been a huge help with filling this need. We are continuing to make phone calls to check in on our clients during this time of uncertainty and trying to provide them some comfort by letting them know we are here for them and they can reach out to us for anything they may need.

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

I have received several phone calls this quarter asking for affordable housing. There continues to be limited resources for affordable housing, without long waiting lists, and there are no programs such as Section 8 open to apply for assistance.

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