2020 Quarterly Client-Centered Case Management Service Report

Agency Name:

McFarland Senior Outreach Services

Reporting Period:

Quarter 1 (January-March)

Reported by:

Lori Andersen

Phone & Email:

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Provide comments on:

Emerging Trends (in our area during this quarter):

Prior to the current COVID-19 situation our focus in the beginning of the year was our tax clinics. We were able to hold three of the five scheduled clinics prior to restrictions took place. This has left some unhappy consumers as it looks like no further clinics will be held this year according to our lead tax preparer.

As soon as we received notifications from AAA, our village administration and Dane County Public Health we began making changes to our service delivery in accordance to the then current guidelines. Once it was clear that significant modifications needed to be made, especially in regard to meal service I met with the clients at both sites, McFarland and Cambridge. Our meeting in Cambridge involved the Village Board President and the Deputy clerk addressing the clients as well. There have been several articles in the Cambridge/Deerfield paper addressing the current situation in which I submitted information ,or they reported on. I had further communication with the other townships we served along with a special McFarland Village board meeting in which Senior Outreach, Fire/EMS and the McFarland Police Department reported on the current status changes and discussed future planing needs. Almost immediately, our department experienced a staff member who had potential exposure and another staff member requesting a leave due to personal concerns. So our biggest challenge was prioritizing our needs with less than half of our staff. Fortunately our Cambridge meal coordinator felt more comfortable staying as long as we made the meal site a drive up only and restricting client access, after starting as a carryout. We were able to secure a volunteer in collaboration with the Cambridge Area Resource Team and the Cambridge Activity Program/Food Pantry. Sara and myself have been operating as nutrition managers,serving food and overseeing our new volunteers. All but two of the McFarland delivery people were considered high risk , along with all of our kitchen help. Since Katie is our part time volunteer coordinator, she worked numerous hours on securing new volunteers and managing the schedule of volunteers. We also enlisted Transit Solutions to either drive volunteers or deliver meals. Both our fod pantry and the Cambridge food pantry were involved in reaching out to seniors in their areas along with reaching out to the private senior meal delivery program in Cambridge.

As we have continued on we have reached out to all of our 610 clients along with clients that utilize the tax clinic, foot clinic, RSVP ride service and transportation services. During the entire time frame of the safer at home place our building was open to absentee voting which shared a communal area adjacent to our kitchen. This was a challenge with increased need to have space for double meals. On election day , due to the last minute legislative indecision, we moved the kitchen to another area in the building for that day.

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

I have to say that resources for the new needs of clients during this time have been met by the changes in delivery of the existing services ,and different resources coming forth with innovative services.
Most recently we are finding the clients that are calling for requests appear more motivated by a veiled need to reach out than an actual need. We appreciate the support received by the various partners, both local and county wide, along with the volunteers who have stepped up.

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