2020 Quarterly Client-Centered Case Management Service Report

Agency Name:

Northwest Dane Senior Services

Reporting Period:

Quarter 1 (January-March)

Reported by:

Vicki Beres, Case Manager

Phone & Email:

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Provide comments on:

Emerging Trends (in our area during this quarter):

SHIP Counseling
-Provided assistance with online Medicare Part A & B applications, and paper forms for Part B to employers for active employer insurance verification. -Counseled at least 2 people per month turning 65 in next 3-6 months on all aspects of retirement benefits, Medicare A, B, C & D, Senior Care etc.
Durable Medical Equipment
-Saw an increased need for wheelchairs and knee scooters this quarter
Housing and Employment
-Assisted several seniors with relocation (into and out of Dane County). This involved investigation of Medicaid programs in another state/county/region (AZ) as well as low-income housing and work for a senior moving here from Milwaukee.
SNF - return home
-Assisted several families and clients navigating their loved ones and spouses return home from PT and SNF stays. Needs included: coordination of resources to modify the home, mobile meals, durable medical equipment, in-home services, food pantry deliveries, SHC etc.
Memory Care/Dementia
-Counseled families in many stages (early, mid & late) of Dementia and or Alzheimer's Disease. This included partnering with Joy Schmidt for coordinated home visits, Mary Severson for grant fund assistance, medial appointment coordination for diagnosis and other miscellaneous resources to assist in the home, NWDSS Adult Day Programming, mobile meals etc.
-Other families needed resources and referrals to Memory Care facilities they could tour in a 40-50 mile range of their home
-Other families struggled with their loved one in/out of Memory Care units due to medication issues and compulsive behaviors that lead to their dismissal from current care facility.
Hoarding
-Several clients in need of hoarding clean up and assistance. The struggle is how best to balance/help the family with resources and information while respecting client wishes.
Census
-Spent a significant amount of time educating, reminding and encouraging our target population to participate/complete. NWDSS was prepared to help in person and by phone. We were able to help several clients at the center and homebound individuals over the phone with their Census completion, then mailed them a receipt.
COVID-19
–Coordination of phone and email resources, general I&A phone information about NWDSS services and misc. resources, SHIP phone counseling (Social Security online applications), mobile meal coordination, volunteer coordination to delivery of meals, food pantry deliveries, phone counseling to families of loved ones in isolated care facilities.

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

--Research and assistance with a client moving to AZ, currently on MAPP in Dane County WI. Spent a significant amount of time interacting with AZ county representatives learning about their Medicaid systems and how their program, similar to MAPP, operated. Coordinated meetings and calls in person and by email for the client to connect with his new county representatives the week of his move to AZ.

Elder Abuse
--Significant time dedicated to corresponding/coordinating with APS-Victims Unit, the family and client dealing with roommate abuse, self neglect and hoarding. Situation continues to be a WIP.

Hoarding & Mental Health
--Significant time spent corresponding with APS via email and calls RE: Elder Abuse funds and estimates from deep cleaning agent to secure funds for 2020. Deep cleaning has been completed, but this client's hoarding needs go beyond the funds allocated. Client has no local familial support, is low-income and has growing mental health issues (due to loss of DL, deteriorating health and isolation this winter and much more...) on-going/general health challenges, continues to struggle with life management. We also experienced significant issues with MTM, not picking up client for medial appointments, which caused the client extreme anxiety when appointments where canceled. Case Manager is providing on-going CM, mobile meals, coordination with medical facilities and rides, food pantry deliveries etc.

Unique Client issue
--Married but separated, low-income (new client) in need of assistance with IRS regarding not yet receiving 2018 tax refund. Completion of 2019 taxes (all tax places closed); general case management, legal resources for divorce and food pantry home delivery coordination.

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

60

Number of First Responders Dementia Forms completed 1

E-mail completed report by 10 April 2020, 10 July 2020, 10 October 2020, and 10 January 2021 to: aaa@countyofdane.com

Emerging Trends – Q1 2020 NWDSS

SHIP COUNCELING

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DURABLE MEDICAL EQUIPMENT

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