2020 Quarterly Client-Centered Case Management Service Report

Agency Name:

Colonial Club Senior Activity Center

Reporting Period:

Quarter 1 (January-March)

Reported by:

Gail Brooks, Case Manager

Phone & Email:

(608) 837-4611 ext. 127 / gbrooks@colonialclub.org

Provide comments on:

Emerging Trends (in our area during this quarter):

Even before COVID-19, we saw a significant increase in requests for home delivered meals primarily due to clients needing additional support after returning home from rehab nursing facility or due to hospitalization. Some of the referrals were for clients experienced overall increased frailty.

Increase in referrals relating to caregiver support in complex caregiving situations.

COVID-19 support primarily involving wellness/socialization phone calls as many seniors expressed feeling afraid in addition to increased loneliness and isolation; some requests in obtaining medications from local pharmacy; food assistance via home delivered meals or general grocery items due to fear of going out into the community and Safer at Home order.

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

Limited Resources: Need more HUD and low-income housing units, not just "affordable" as often clients cannot afford "affordable". No ability to apply for Section 8 Housing Vouchers which could expand opportunities for finding housing. Only a few clients are okay with having to leave their community of choice in order to find housing they can afford. The majority want to remain in their community but often have to find housing (if possible) in alternate location.

Extensive Time: Complexities relating to assisting clients with mental health concerns or Dementia-related safety concerns.

Limited Resources due to COVID-19: Difficulty fulfilling requests for masks, hand sanitizer and other sanitizer products.

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

4.00

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