2020 Quarterly Client-Centered Case Management Service Report

Agency Name:

Waunakee Senior Center

Reporting Period:

Quarter 1 (January-March)

Reported by:

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Provide comments on:

Emerging Trends (in our area during this quarter):

The most provided resources/information was; Alzheimer's & Dementia resources/support, Elder Law Attorneys/Free Legal Clinic, Energy Assistance, Home Care Agencies, Homestead Tax Credit, Home Delivered Meals, Hospice Services, Grocery Delivery Services, PERS, Transportation, and Tax Clinics.

Falls - We had over 10 clients who had significant falls/health issues, that resulted in hospitalizations and nursing home placements. A few of these we learned about through the Home Delivered Meal Program/volunteers. Either when a check up call if the person did not answer the door, or in some cases the falls had happened prior/during the home delivery meal volunteer being present.

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

Benefits - We provided assistance to several clients with new & renewal benefits this past quarter. This included Food Share, Senior Care, and Capital Health Care. We continue to provide information to clients on counting their medical & pharmacy bills. This has resulted in several clients receiving a one time benefit of $194 (from $16/month).

AARP Tax Clinic - Our Senior Center had tax clinics Tuesdays 2/4/20 - 3/10/20. We assisted numerous clients with their taxes. This included setting up appointments, printing rent certificates for Homestead credit, telephone calls with clients regarding their appointments, and helping clients gather needed documentation for their appointments. We met with several clients before their scheduled Tax appointment to help complete the AARP Tax forms.

COVID-19 Outreach
We contacted 98 older adults to check in with them to see how they were doing with their groceries, medications, activities, and overall wellness. We also talked to them about who their support person/people are and what their back up plans are if the people they are counting on can't help. Encouraged them all to call if having any issues. This process is very important but very taxing on Case Managers as one call usually lasts 30 minutes and we are going over a lot of resources.

COVID-19 Meals on Wheels
We had 22 new seniors start Home Delivered Meals from 3/16-3/31/20.

COVID-19 Transportation
We worked with our RSVP Coordinator in determining essential medical appointments for rides that had already been scheduled, and for any new RSVP ride requests. This involved phone calls with clients, clinics, and providing other options/resources.

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

1.00

Number of First Responders Dementia Forms completed 3.00

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