2020 Quarterly Client-Centered Case Management Service Report

Agency Name:

NewBridge Madison

Reporting Period:

Quarter 1 (January-March)

Reported by:

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Provide comments on:

Emerging Trends (in our area during this quarter):

-During the first quarter of 2020, NewBridge Madison started working with CommonBond Housing who is bringing a 55+ senior apartment building focusing on those who are Homeless, Disabled, and/or Veterans. NewBridge and CommonBond have a contract where NewBridge will provide 16 hours of CM time to work with up to 22 persons, who will live in the apartment building, Point Place. A NewBridge CM was assigned and has begun to work with the CommonBond team and has begun taking referrals from Coordinated Entry. As of March 31, 2020, 6 referrals have been made for Point Place applications and the CM assigned has begun working with these individuals.
-NewBridge has also begun a new contract to provide bilingual CM services through the Hmong Institute. At the end of March 31, 2020, NewBridge had provided oversight and training to the Hmong Institutes's 7 CMs who will be providing the direct case management to the Hmong participants.
-During the first quarter of 2020, NewBridge also successfully eliminated its CM waitlist and had been able to maintain this.
-NewBridge received 115 referrals for ongoing Case Management services during 1st quarter of 2020.
-NewBridge provided as needed, the required witness for Absentee Voting for those who were CM service eligible.
-NewBridge rec'd 118 HDM assessment requests from SSM Health. 62 of these 118 referrals came from the NewBridge/area meal site closures as a result of the Safer at Home Order in the state of WI, due to Covid19.
COVID19:
-Due to Covid19 and the Safer at Home order, NewBridge Case Managers began working from home on March 18, 2020, to provide phone/email case management services to our clients and also to provide continued intake/referral support. A total of 142 intake calls were received during the time of March 18-31. Most of these calls were regarding food insecurity and need for assistance in getting staples and food. NewBridge started a partnership with area food pantries to provide Emergency Food Boxes for delivery; Necessity Kits were put together by NewBridge, using donated supplies and/or monetary donations to purchase supplies and are also being delivered to those in need. Case Managers process the intake calls and assessments so that these boxes/kits can be delivered in a very timely manner, using volunteers for the delivery. Between March 18 and March 31, a total of 197 kits were assembled and delivered to those needing the kit. These clients were assessed via phone call by the CMs who helped with the kit application.
-Case managers made extraordinary efforts to reach out to all of the NewBridge CM clients to provide reassurance and to check in on those clients during this Covd19 pandemic.

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

Besides the Covid19 pandemic causing higher anxiety and stress in our clients and the Safer At Home order keeping our clients at home thus causing increased isolation, the client issues that have required increased CM time include:
1. a low income housing shortage that continues in Dane Co is an issue that continues to use a lot of CM time in assisting clients in searching and applying for housing.
2. Mental Health issues remain a large time expense for case managers. This includes not only the ongoing support the CMs are providing for these clients but also the referrals and process of assisting clients in getting referred to and/or enrolled in community support programs such as CCS.
3. Diversity and poverty-assisting clients in getting connected to the appropriated resources.
4. Assisting clients with SSDI applications.
5. Home chore services for our clients due to a shortage of volunteers. This includes not only regular ongoing home chore services but also seasonal outdoor home chore.

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

2.00

Number of First Responders Dementia Forms completed 1.00

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