2019 Quarterly Client-Centered Case Management Report

Agency Name:

Sugar River Senior Center

Reporting Period:

Quarter 1 (January-March)

Reported by:

Angie Markhardt- CM

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Provide comments on:

Emerging Trends (in our area during this quarter):

CM was working in January and February with clients with more extensive medical ride needs. CM has been in touch with Jane Betzig and have been able to work out rides with Dane county very well for these individuals.

We were seeing an increase in rides in general and 2-3 clients are facing loss of license so CM is working with them on a list of resources along with RSVP rides that will aid them if they lose their license.

March changed the needs completely.
CM quickly organized a community grocery system that will work for Seniors and others in the community through our volunteers and other volunteers in the community for those under 60. CM organized Emergency preparedness bags that were sent out to all meal participants and other targeted Seniors that do not currently get meals.
CM prepared a list of clients and contact needs to be used for volunteers or others if CM is not available. CM also used Fitchburgs emergency needs form and is reaching out to community seniors that aren't currently asking for help to make sure all needs possible are met.

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

CM was looking for places for Hearing aids for a client with limited funds but unable to receive medicare- this has been put on hold until after quarantine.

CM consistantly has trouble finding private caregivers in our area. Most clients are not in need of the 4 hr minimum and the private providers are willing to piece together schedules to meet some of these needs better. CM currently has 5 clients that this would benefit if we could work on more private providers.

Quarantine has brought it's own challenges as meal participants have increased and the change in schedules have left the clients that were bordering on Dementia understandable confused and off schedule. CM is fielding more calls from these individuals

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

0.00

Number of First Responders Dementia Forms completed 1.00

E-mail completed report by 10 April 2019, 10 July 2019, 10 October 2019, and 10 January 2020 to: aaa@countyofdane.com