2019 Quarterly Client-Centered Case Management Report

Agency Name:

DeForest Area Community & Senior Center

Reporting Period:

Quarter 1 (January-March)

Reported by:

Natalie Raemisch

Phone & Email:

(608) 846-9469 nraemisch@deforestcenter.org

Provide comments on:

Emerging Trends (in our area during this quarter):

Covid-19:
1. Stressful times: Friends and family who are not being safe really provide a lot of stress to people.
2. People are commenting that it is good to hear my voice or a person's voice in general.
3. Thankful for the efforts the DACSC has put in.
4. Grateful for the "care packages" the DACSC has sent out with supplies.
5. The anxiety of "when will this end?"
6. The news is stressful.
7. Tele-health for a few people or phone appointments.
8. Missing the Center and the socialization
9. In the beginning people did not understand the importance of staying home, but after the virus getting closer to home they understand the importance of it all.

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

Many people looking for distilled water for cPap machines. We managed to find some. :)
Transportation to necessary appointments-again we managed to solve this one.

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

3.00

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