2020 Quarterly Client-Centered Case Management Service Report

Agency Name:

Fitchburg Senior Center

Reporting Period:

Quarter 2 (April-June)

Reported by:

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Provide comments on:

Emerging Trends (in our area during this quarter):

Food insecurity
Housing insecurity
fear over virus
missed appointments with physicians and untreated illness due to virus
loss of transportation
increase in mental illness
many new clients who have money loss due to covid
Social Isolation

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

Similar to quarter one we are seeing most of the same trends along with an increase in anxiety and mental illness exacerbations related to the virus. Clients are continuing to have ongoing issues with food security as well as housing.

While some are starting to attend appts, mostly in the latter half of quarter, most are left without transportation due to loss of RSVP services. Transportation and the ability to get to appts continues to be limited in the area. Most had one number to call and leave information and now for some it is more difficult to obtain without a CM assisting or directly setting this up.
Social isolation is now very real for people as they try to navigate without the company of others.

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 2020, 10 July 2020, 10 October 2020, and 10 January 2021 to: aaa@countyofdane.com