2020 Quarterly Client-Centered Case Management Service Report

Agency Name:

Southwest Dane Senior Outreach

Reporting Period:

Quarter 2 (April-June)

Reported by:

Lynn Forshaug

Phone & Email:

608-437-6902 swdaneoutreach@mounthorebwi.info

Provide comments on:

Emerging Trends (in our area during this quarter):

We are calling many of the seniors daily to make sure they are staying safe and healthy.

Many seniors were calling us to find about grocery delivery, rides to medical appts., when will foot clinics start, when will the meals change back to Monday through Friday, etc.

Working with a couple who lost $1,600.00 to a lawn mowing scam. Gave her some numbers to call.

Delivered 168 Emergency Meal boxes to our home delivered meal recipients.

Working with a senior who was homeless and has now moved into a local motel. Mary Kay shared info on housing, FoodShare, our meal program, transportation, etc. He does not have a car for transportation.

We are working with a new group in town called "Neighbors Helping Neighbors". They will be transitioning into the current Food Pantry building and also working with our free "Clothes Closet", which is located in the same building.

Many seniors calling us just to talk because they are lonely, bored and want to hear a voice!

Referral from Northwest Dane Senior Services for a couple in the Mt. Vernon area (they are friends of the seniors' in the Northwest Dane service area).

Contacting seniors who have received the Farmer's Market Vouchers last year, to remind them to watch for the letter from the Dane County Area Agency on Aging with Farmer's Market Voucher information and to fill in information and send it back.

Calling seniors to remind them that the home delivered meal program will go back to five days/week, starting on July 6. Many had not read this info in our newsletter!

Calling seniors to see if they felt comfortable coming in for foot clinics in June. 95% of the seniors were anxious to have this service again!

Trying to keep up with the ever changing Covid 19 guidelines!

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

Mary Kay continues to work with a senior who is having some memory issues and dealing with her finances and her family who seems interested in only her money.

Mary Kay also continues to work with a gentleman who needs help with paying bills. He has been to the hospital a few times in the past few months, so is dealing with ambulance bills, getting different prescriptions, making sure his portable oxygen machine is working correctly, etc.

Lynn worked many hours with a man in June, who spends winters in FL, and comes back and wants help in renewing his SOS, Senior Care and helping him organize all his paperwork for his Homestead Tax. Because he had two different landlords in 2019 and one landlord is no longer in the area to fill out the rental form, we had to contact this senior's bank to get copies of past checks to prove his rental payments. This man usually stops in without calling for an appt.

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

1.00

Number of First Responders Dementia Forms completed 0.00

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