2020 Quarterly Client-Centered Case Management Service Report

Agency Name:

McFarland Senior Outreach Services

Reporting Period:

Quarter 2 (April-June)

Reported by:

Lori Andersen

Phone & Email:

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Provide comments on:

Emerging Trends (in our area during this quarter):

As with everyone COVID became the main concern. How were we going to continue to serve seniors for case management and nutrition during this time. We began having the building closed down with clients unable to access our department except by phone or email. We developed our emergency operations plan internally and with guidance from the Area Agency on Aging with feedback from the other focal points. We also had to meld our department plan with the Municipal building plans for approval by the Village Board. We have continued to serve clients in a very limited way. It has been difficult to do on occasion. Thankfully most of the program renewals are not happening now such as food share, energy assistance etc. Most of energy went into the nutrition program and serving the meals in McFarland and Cambridge in different ways to meet the CDC guidelines. This meant recruitment of more and different volunteers, gathering supplies and developing a new system while missing a crucial staff position. Our team pulled together and was able to make meet the challenges. Nutrition Services to seniors were and have continued to be pretty seamless. Case management priorities became to maintain contact with clients and continual assess their physical and mental needs. It was helpful to have the Focal point group discussing the overall needs and Dane County responding to these such as transportation and shopping. We could not have helped as many folks f our contracted transportation services TSI would not have assisted in the ways they have. We want to really thank them.

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

Just difficult to meet the overall needs with not being able to do in person visits or having regular services such as transportation or foot clinics up and running. This will be the ongoing challenges as we move through the phases. We had severl very challenging situations involving Elder Abuse or the long term care system that were quickly brought to conclusion in a way that felt faster than it would have been. That was extremely helpful and we were grateful that occurred.

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

0.00

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