2019 Quarterly Client-Centered Case Management Report

Agency Name:

Sugar River Senior Center

Reporting Period:

Quarter 2 (April-June)

Reported by:

Angie Markhardt- CM

Phone & Email:

608-424-6007 / angie.srseniorcenter@outlook.com

Provide comments on:

Emerging Trends (in our area during this quarter):

As clinics began to open we saw a rise in the need for rides in our area. This has been a consistent increase each week. The lack of community RSVP drivers has been difficult for some. Dane Co Transportation has done well with rides with a few glitches that were situational. For MA rides we had a difficulty in rides being canceled with MTM and chose to use the mileage reimbursement option instead of them obtaining drivers and canceling day of.

We are also spending a great deal of time reaching out to Seniors, especially those living alone. We are seeing many more calls coming in that are more of a reach out for connection than they are true need and have compiled a list of clients that should receive more regular calls. We also have reached out to our groups to reach out to others in their group for conversation.

A trend that I have been noticing as well is seniors completely letting Dr, dentist and other such appts slide because they do not want to go into a clinic. This has resulted in to be honest a few deaths, more emergency room visits and more effort to get back to where they were before. The addition of BP checks and footcare to our scheduled activities has made a little headway in a small portion of the population.

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

The main client issues are honestly obtaining rides in comparison to the system that was available pre-covid and keeping up with the health and well being of clients from a distance.

In a rural town the community effort of volunteers makes rides and services a smooth process most of the time. It has taken alot of effort to convince people to use Dane Co Transportation and then to get the scheduling process correct with them. As we all know change for many seniors is unwelcome and untrusted. MA rides have been even harder as canceled rides that were in town was quite often the case and scrambling to find options was time consuming.

I have marked a decline in a large amount of my clients. Some of the clients already had dementia diagnosis's prior to Covid and the decline has been faster without much socialization opportunities and others have since been diagnosed and there decline has been faster than what I have normally seen. The clients without dementia are also having a decline in health as they are more unwilling to go to the Dr. I have spent much time trying to convince clients to go to the clinic and have also worked with our local clinic to have them reach out to encourage as well.

No face to face contact has also made it difficult for those who already had hearing issues or comprehension issues so more time is taken for these clients as well to make sure that they understand what is going on when we are working with them by phone.

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 2019, 10 July 2019, 10 October 2019, and 10 January 2020 to: aaa@countyofdane.com