2020 Quarterly Client-Centered Case Management Service Report

Agency Name:

Northwest Dane Senior Services

Reporting Period:

Quarter 2 (April-June)

Reported by:

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Provide comments on:

Emerging Trends (in our area during this quarter):

Durable medical equipment loan requests - wheelchairs & commodes

SHIP Counseling
- over the phone and email assistance for Social Security Medicare Part B activation & those new to Medicare due to disability activation
- Senior Care
- Spouse retiring, will lose creditable coverage; options counseling
- Senior Care Applications - new
- Persons retiring and needing direction on advantage plan vs. original Medicare

Housing
- (2) assistance with relocation to new state & city (obtaining funds to pay movers for a low-income senior; church donations)
- (1) homeless situation

Saw an increase in number of clients in need of home delivered meals this quarter due to COVID (family urging them to stay home) and other health-related issues

COVID challenges
- depression & isolation; case manager and NWDSS staff reaching out daily, via phone & email
- medical appointments canceled for many with multiple chronic health conditions
- unable to see spouse in SNFs or memory care units
**see a definite need for a Peer-to-peer volunteer program to resume in Dane County

Saw an increase in PERS (Personal Emergency Response System) requests for information and resources

Transportation
- 60+ older adults challenged with having only one source for medical appointment rides; wait time up to 3 weeks
- Medicaid MTM (prior to new vendor) issues - many appointments where incorrect (causing client to miss appointments) and filing a grievance was challenging at the time. New MTM system has proven more efficient and accurate.

Unemployment filing challenges, via online
- phone counseling provided to a senior with a disabled adult son and others still working having issues with online access & use

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

Considerable time spent dealing with MTM (missed rides and incorrect information translated either on MTM side or vendor) for medical rides for a client with multiple health issues, who also suffered a fall during COVID. Nothing came of grievances filed; this is all prior to new MTM contracted company. New automated system has proved to be much more efficient and arcuate. This same client, who previously had displayed cognitive challenges due to health issues lost his DL. Many road blocks with DMV dur to COVID and lack of correspondence/information or support in returning his and my emails to solidify his ability to obtain a new DL in person now that we've moved to phase two.

Low-income client experiencing homelessness (currently visiting with family in IL during COVID) due to issues with roommate, mental health issues because of a difficult divorce in another county (no money to defend herself; running into roadblocks with other assistance programs); SS disability denied and needed free tax assistance.

Client's wife fell during COVID and due to increased dementia symptoms is in SNF/memory care on going. She will not be returning home; worked with family and counseled them on Dementia best practices with their mom as to why not returning home; partnered with ADRC, Medicaid and transfer to new facility. Client is suffering depression from not being able to see spouse for last 3 months since the fall.

Working with 2 other families struggling with Dementia (one not yet diagnosed due to inability to see PCP) behavioral issues and challenges of COVID.

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

5

Number of First Responders Dementia Forms completed 2

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