2020 Quarterly Client-Centered Case Management Service Report

Agency Name:

Waunakee 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):

The most provided resources/information was; Alzheimer's & Dementia resources/support,Home Care & Cleaning Agencies, Home Delivered Meals, Grocery Delivery Service, Transportation, Tax Resources, Economic Stimulus Payment Information,Farmer's Market Vouchers and Food share extra benefits.

Due to COVID 19 there have been more calls /consults with caregivers on a variety of issues and resources.

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

Staff from the Senior Center delivered evening meals on wheels every Monday to over 40 seniors each time. The meals were delivered between 2-3:30pm. The staff did this from April until the end of May. This was in addition to normal duties but very rewarding to provide meals to seniors who were in need of a little extra to get by during the Stay at Home Order.

Many calls about transportation options as doctor offices have started to open in June. Referrals to the Dane County Transportation Call Center. However, these conversations do take a while as need to see how the person is doing with other necessities and discuss other resources.

Continued outreach calls to seniors in our area to check on how they are doing during COVID 19. Conversations have shifted from essentials to options for leisure and to get out of house. Providing resources for Zoom classes and discuss options for getting outside safely.

Completed several HDM assessments and re-assessments, due to increase in MOW from COVID 19.

COVID-19 and Dementia – clients with dementia and their caregivers are really struggling during the Pandemic. Some are having a harder time understanding the changes that are going on right now (social distancing, wearing masks etc). Their routines have been disrupted, due to closures of Senior Centers/Adult Day Centers. One of CM client also moved to an apartment during this time, and several safety issues had emerged. CM made a referral and is collaborating with the Dane County Human Services Dementia Care Crisis Specialist, assisting family and client.

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

7.00

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