2020 Quarterly Client-Centered Case Management Service Report

Agency Name:

Middleton Senior Center

Reporting Period:

Quarter 2 (April-June)

Reported by:

Jill Schonenberger and Colleen Rojo

Phone & Email:

608-831-2373 jschonenberger@ci.middleton.wi.us crojo@ci.middleton.wi.us

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Provide comments on:

Emerging Trends (in our area during this quarter):

The COVID-19 pandemic continues to require us to modify the way we operate. Some of us continue to work remotely. As of June, case managers started to come back to the office a couple days a week while continuing to work from home a couple days. This seems to be working fine. We are still available 5 days a week and are able to provide case management services connecting with clients mainly via phone and/or electronic communication. We have done some home visits as needed while practicing the safety precautions and guidelines put in place such as wearing a mask at all times, practicing social distancing as much as possible, etc. For the most part, we continue to be able to meet clients needs through phone calls and electronic communications. The request for meals on wheels has started to plateau as it seems the majority of people have been set up with the services they need in regards to groceries, meal delivery, etc. We are still getting some new additions to the MOWs program, however, and continue to be able to complete the HDM assessments via phone for the most part. Within the last month, we have seen an increase in the number of phone calls asking for transportation to appointments as the clinics and healthcare facilities are slowly starting to open up appointments again. We have been directing those phone calls to the Dane County Transportation Center since RSVP is still not operating. Overall, we are continuing to make phone calls to check in on our clients and see if there is anything they may need.

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

I have received several phone calls this quarter (just like every quarter) asking for affordable housing. There continues to be limited resources for affordable housing, without long waiting lists, and there are no programs such as Section 8 open to apply for assistance.

The Stimulus payment was an issue for many seniors and we were receiving several phone calls asking us to help them get the payment faster. This seemed to be very confusing for many.

The tax program not starting back up has been an issue for many people as well.

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