2020 Quarterly Client-Centered Case Management Service Report

Agency Name:

Colonial Club Senior Activity Center

Reporting Period:

Quarter 2 (April-June)

Reported by:

Gail Brooks, Case Management Coordinator

Phone & Email:

(608) 837-4611 ext. 127

Provide comments on:

Emerging Trends (in our area during this quarter):

COVID-19 related trends:
Increase in home delivered meal requests, in part due to safety concerns going out into the community to obtain groceries.

Increase in options for grocery shopping assistance and additional food options via the local food pantries

Increased social isolation causing anxiety, fear, loneliness and depression (as reported by contacts with clients). The increased anxiety and fear expressed by clients in part relates to COVID-19. Concerns expressed about when the pandemic will come to an end. However, concerns expressed to staff is not just about COVID-19. There are so many layers based on what has been happening locally and nationally. Many of them have expressed fear as to what bad thing is going to happen next.

Increase in requests for caregiver support in providing care for care recipients. In addition to spousal requests for assistance, a number of them have been from family members who are long-distance caregivers; even more concerned at this time due to COVID-19.

I want to add that it has also been difficult at times for case managers due to volume of referrals (particularly initially when COVID-19 concerns really kicked in); different work structure (i.e. technical glitches at times with equipment, working from home); harder to assist clients at times; not meeting face to face with co-workers or fellow colleagues in the field. Also anxiety at times relating to the many things happening locally and nationally. That being said, we're still definitely getting the job done. We have also taken steps to meet together and talk through concerns. However, I felt it was important to share some of the impact that has occurred with case managers during this past quarter.

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

Still continue to receive many requests for assistance in finding alternate affordable housing (particularly subsidized, section 8 or HUD). Very difficult to find due to extensive waiting lists.

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

3.00

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