2020 Quarterly Client-Centered Case Management Service Report

Agency Name:

Oregon Area 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):

As we continue to adhere to the social distancing order, Oregon Area Case Managers spent a significant amount of time reaching out to older adults in our community to do check ins to find out their support system so as to ensure their safety.

OASC case managers received more community and police referrals as older adults are having challenges with more than normal socia isolation and lack of access to their resources. OASC CM are spending more time assessing and coordinating support over the phone during the Covid-19 crisis.

OASC case managers saw the number of people receiving meals increase greatly this quarter since older adults have become more frail due to inactivity, have been discharged from congregate settings or lack of family supports and resources. Case managers spent time coordinating HDM for the increased number of recipients.

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

OASC case mangers spent significant amount of time making phone calls to do check ins to make sure older adults are safe and that their needs are met. Case managers made sure to communicate how to access resources to clients, which took extensive time over the phone.

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

2

Number of First Responders Dementia Forms completed 0

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