2020 Quarterly Client-Centered Case Management Service Report

Agency Name:

NewBridge Madison

Reporting Period:

Quarter 2 (April-June)

Reported by:

Jodie Castaneda and Jennifer Brown, CM Supervisors

Phone & Email:

608-512-0000; jodiec@newbridgemadison.org; jenniferb@newbridgemadison.org

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Provide comments on:

Emerging Trends (in our area during this quarter):

-During the 2nd quarter of 2020, NewBridge's Partnership with CommonBond Housing continued to flourish. As of June 30, all 11 units have been filled and the assigned CM is working with those clients/tenants at Point Place (the CommonBond apartment building). The assigned CM is housed at the Point Place building several days/week up to 16 hours weekly.
-During the 2nd quarter of 2020, NewBridge continued to provide services to older adults in the Madison/Monona areas (as well as the bilingual CM clients in Dane Co) despite being under a Safer at Home order. Case managers worked form home providing telephone (and sometimes virtual) case management services. NewBridge continues to provide Necessity Kits, Emergency Food Box deliveries, Take Out Meals at various restaurants and other locations around Madison, and Bridge Buddies, a friendly caller program offered to assist with check-in and have a friendly conversation. Case Managers take the requests for these programs and assess for needs. Another need addressed by NewBridge and coordinated via case managers is the Cloth Face Mask delivery program. As Dane County moved into Phase Two of reopening, case managers returned to the office a few days/week and began very limited face to face visits.
-During the 2nd quarter, NewBridge received approximately 330 calls from non-clients looking for resources, assistance ,etc.
-During the 2nd quarter, NewBridge had numerous intake referrals for new case management clients who needed assistance for immediate needs related to Covid. NewBridge also received 24 new intake CM referrals for non Covid related issues.
-during the 2nd quarter, NewBridge CMs provided support and active listening to those clients affected by racial disparity and Black Lives Matter.

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

The Covid 19 Pandemic continues to have effects upon our older adults including increased anxiety and/or social isolation, decreased access to food, transportation options are limited and increased mental health issues. The following issues have required an increase in CM time:
1. home chore services are very limited or have stopped due to Covid19. The NewBridge Volunteer Home Chore program has been halted to prevent the spread of Covid so these clients have gone without home chore services for months. CMs spend time assisting clients in referrals for paid services (if affordable or via paid home chore reserve funds) or problem solving.
2. the continued low income housing shortage contributes to CM increased time spent with clients
3. assisting clients with SSDI applications and any needed follow up.
4. Mental Health issues remain a large time expense for our case managers
5. Diversity and poverty-case managers remain active in assisting clients to the appropriate resources.
6. Assisting clients with unemployment applications and weekly check ins.
7. Assisting clients with stimulus payment inquiries.
8. Assisting clients with applying for CARES and WRAP grants and other resources for rent payments, etc to avoid eviction.
9. Nutrition issues were a big contributer to CM hours this past quarter; NewBridge saw nutrition as one of the top concerns for older adults when they called in for services.

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

0.00

Number of First Responders Dementia Forms completed 2.00

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