

2020 Quarterly Client-Centered Case Management Service Report

Agency Name:

Colonial Club Senior Activity Center

Reporting Period:

Quarter 4 (October-December)

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):

Increase in referrals for counseling caregivers as to next steps to take and options available in developing plan of care due to level of care changes for care recipient. Also included caregiver support options overview.

Another round of older adults needing to move and seek alternate housing as can no longer afford to stay where they are at due to increased rent and no increase in income.

Annual Medicare Open Enrollment assistance provided throughout our service area. We served clients with reviewing plan options and enrollment assistance for Medicare D and for Medicare Advantage Plans via Zoom, telephone (was concerned with this option, but worked well) and in-person appointments. All three options worked well, but Zoom ended up being very successful. A helpful tool that we will use during and beyond COVID-19.

Clients are starting to express fear as it relates to potential variants of COVID-19. Some hesitancy in running errands in the community for groceries and other items.

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

Social isolation for many clients causing anxiety, fear and loneliness as a result of COVID-19 and local and world events. Although many resources are available and emerging, trying to find ways to provide technology to clients as have now seen the benefits of using programs like Zoom to connect with clients. May not be able to meet in person with them, but this kind of connection really can be helpful to the client.

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.

Difficulty finding agency help for in-home care as a result of COVID, particularly in our more rural service areas.

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

2.00

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**

2020 Quarterly Client-Centered Case Management Service Report

Agency Name:

DeForest Area Community & Senior Center

Reporting Period:

Quarter 4 (October-December)

Reported by:

Natalie Raemisch, MSW

Phone & Email:

608.846.9469 ext. 1608 nraemisch@deforestcenter.org

Provide comments on:

Emerging Trends (in our area during this quarter):

- *Quarter 4 was filled with people needing Medicare Part D searches completed.
- *Transportation has been increase due to more people going places. The need for RSVP back is immense!
- *People called with scams that they either thought happened or almost happened over the phone.
- *We have seen an increase in a need for HDM during COVID
- *People are starting to ask about vaccine availability

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

*People with chronic pain continue to run into problems with even being able to leave their home. They need transportation, assistance with coordinating appointments and communicating their pain journals to their doctors. They need help in their home but generally cannot pay for help.

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

4.00

Number of First Responders Dementia Forms completed

0.00

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2020 Quarterly Client-Centered Case Management Service Report

Agency Name:

Fitchburg Senior Center

Reporting Period:

Quarter 4 (October-December)

Reported by:

Sarah Folkers & Amy Jordan

Phone & Email:

sarah.folkers@fitchburgwi.gov amy.jordan@fitchburgwi.gov 608-270-4290

Provide comments on:

Emerging Trends (in our area during this quarter):

Food insecurity
Housing insecurity
COVID-related social isolation
Transportation insecurity
COVID-related depression/anxiety
COVID-related financial insecurity
Voting
Medicare Part D
COVID-related holidays isolation

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

People continue to be eager to come back to the Senior Center as they miss staff and other participants. We receive multiple calls each week asking when the center will re-open.

Transportation to medical and other appointments continues to be difficult due to RSVP services remaining closed. The rural parts of Fitchburg do not qualify for Metro Paratransit, thus creating an additional barrier.

We continued to see many requests for help with absentee voting and getting to the polls. Most people live alone so don't have a readily-available witness to sign their ballot, or someone to drive them to their polling location. Social Workers continued to act as witnesses as well as request absentee ballots online for those who are unable to do it themselves.

COVID-related financial insecurity is very real for many people, which then typically leads to housing and/or food insecurities. There are limited resources for those who are having difficulty getting their rent and/or bills paid due to a COVID-related job loss.

Social Workers stayed busy with Medicare Part D open enrollment. This year was unique as some people preferred to meet via phone or Zoom.

Social Workers identified clients who would not receive any gifts this holiday season, and were able to provide them with gift cards to area businesses. The gift cards were donated by community members.

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

1.00

Number of First Responders Dementia Forms completed

0.00

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2020 Quarterly Client-Centered Case Management Service Report

Agency Name:

McFarland Senior Outreach Services

Reporting Period:

Quarter 4 (October-December)

Reported by:

Lori Andersen

Phone & Email:

608-838-7117

Provide comments on:

Emerging Trends (in our area during this quarter):

Prior to the holiday our clients were becoming restless with the restrictions placed on them regarding COVID and how things would be different during this time also.

Thanksgiving we had a special meal delivered by our staff to many of our folks courtesy of some VFW volunteers. They canceled their public meal but proceeded with one just for our folks!

Paper mosaic turkey cut outs were also included in packages.

We decided we wanted to make Christmas time special despite the limitations. So we ended up doing 10 days of Secret Santa gifts for our meal participants. They ended up loving all the surprises they got over those 10 days. We received feedback on brightening their spirits with being remembered during the holiday. Many had specific items they loved like the nutcrackers, puzzle books or coffee cups. We also incorporated items the preschool had made. To add to that we sent a picture Holiday card which we have never done before as many newer clients do not know what we looked like. For other seniors and community members we prerecorded a Holiday program from a local performer. At the end we added out special sung message. This also was well received.

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

I think the main things is the loneliness and social isolation. We did put extra effort into our outreach through phone calls but it was obvious many were still missing family members.

We had one eviction that was quite bittersweet. We had worked with a multi generational family for over a decade. The senior passed away earlier in the year. What we didn't know was that the grandkids, who lived nearby were heavily manufacturing and selling drugs. Once the grandkids and children were busted one remaining sibling , who had been moms caregiver was busted later for having drugs on the premises. She became a senior herself recently and is very frail. We were hoping to extend services to her as she took great care of her mom for a long time. Drugs were found in her apartment. She lost her subsidized housing and we have no idea where she is now. Poor choices made a huge difference. We were glad the mother was not alive to be affected.

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1.00

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0.00

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2020 Quarterly Client-Centered Case Management Service Report

Agency Name:

NewBridge Madison

Reporting Period:

Quarter 4 (October-December)

Reported by:

Jodie Castaneda and Jennifer Brown

Phone & Email:

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Provide comments on:

Emerging Trends (in our area during this quarter):

*During Quarter 4 2020, NewBridge continued to provide ongoing case management to the older adults in Madison/Monona with some limited face to face contact due to Covid 19 restrictions. Most contact with client occurred over the phone followed by mail/email and face to face. NewBridge continues to provide Emergency Food Bridge deliveries, Bridge Buddies (socialization), Cloth Face Masks and Take Out Meals; the Necessity Kit program ended due to limited funds. Also during Q4, NewBridge provided assistance to older adults during Medicare Part D Open Enrollment.

*The needs identified most during Q4 are Nutrition, Home Chore, assistance with Benefits followed by Transportation and Housing.

*NewBridge CMs continue to assist clients with Social Security and SSDI applications.

*Overall, NewBridge received 293 calls from non/new clients asking for information/referrals/assistance.

*Home Delivered Meal assessments also contributed to CM hours as alot of the individuals attending meal sites prior to Covid-19 are unable to do so and are receiving home delivered meals. CMs continue to assess them for need and eligibility. In total, NewBridge received 95 Home Delivered Meal assessment requests during Q4. Out of the 95 requests, 22 were for new assessment and 73 were re-assessments.

*Total number of unduplicated clients served during Q4: 935

*Medicare Part D enrollment: 2020/Covid-19 presented many challenges as to how to assist clients with safely accessing and running the Medicare Part D plan finder. NewBridge offered 4 methods of completing the appointments: 1) In person appointments 2) zoom/google meet appointments 3) telephone appointments and 4) mail only appointments. All appointments used mail for forms completion. A total of 111 older adults requested the Med D assistance. Of that 111, CMs completed 73 planfinders. Of that 73, 80% (59) were completed via telephone. The rest were 3 in-person appointments, 9 zoom/google meet appointments and 2 full mailed appointments.

*During Q4, NewBridge continued with lowered available CM hours due one FTE CM going on maternity leave from 10/1/2020 through 12/21/2020. Case Management case loads are averaged at approx 67 clients per FTE CM. NewBridge was able to avoid however, having a wait list for CM services during Q4.

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

The following issues have remained consistent as requiring increased CM time throughout Q4 and all of 2020.

1. Assistance with SSDI and SS applications and any needed follow up. Some of the CMs have experienced longer than normal wait times on the phone for a SSA rep.
2. Nutrition concerns are still a big contributor to CM time.
3. The lack of available lower income housing has contributed to increased CM time as continued exploration for options for the client continues.
4. Assistance with home chore service connections continued during this past quarter as NewBridge's Volunteer Home Chore program for indoor services remains suspended due to Covid. CMs have been exploring other options including paid services.
5. Those clients with mental health issues continue to need a higher amount of time from CMs.
6. Poverty remains another issue due to lack of income for some, lack of access to resources, etc all due to Covid 19 restrictions.

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4.00

Number of First Responders Dementia Forms completed

0.00

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2020 Quarterly Client-Centered Case Management Service Report

Agency Name:

Northwest Dane Senior Services

Reporting Period:

Quarter 4 (October-December)

Reported by:

Vicki Beres, Case Manager

Phone & Email:

608-798-6937 Ext 3; casemanager@nwdss.org

Provide comments on:

Emerging Trends (in our area during this quarter):

SHIP
2020 Medicare Part D Annual Open Enrollment: 98 clients assisted, ran 105 plan finders (with the assistance of a volunteer and UW-SW intern) and 35 new enrollments for 2021. Many clients are happy with their current plan for 2021 and chose to stay; felt confident having gone through the review process in order to make an informed decision. Completed several Senior Care renewals for 2021 and a new Extra Help recipient. Counseled serveral older adults retiring at the end of 2020 or losing retiree coverage.

Energy Assistance
Several online applicaitons (and one paper) completed this quarter.

Loneliness & Isolation:
Social Work intern developed a Intern's Page in our newsletter to address isolation and loneliness. Also developed a check-in data base for those most at risk with little family/friendship connections. Intern is calling clients and gathering feedback as to what their individual needs might be (crossword books, technology assistance etc).

Local organization and donors put together 8 care packages, gift cards and cookies for 8 gentleman in our service area with little family and support systems. Case Manager hand-delivered on 12/23 and was met with smiles and appreciation for the care of their community.

DME
Steady need for wheelchairs, walkers and commodes this quarter as older adults in the community left SNF to return home.

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

1. Caregiver burnout situation. Caregiver has a special needs son and lives with her disabled, veteran dad living with Dementia as well as overseeing business, family farm operations. Worked several months with this caregiver to set up County SHC services for her dad as she and her dad are both MA. In addition, worked with Mary Severson Alz/Dem 2020 AFCSP grant. Challenges arose in communication with caregiver, via phone and email, to finalize end of year receipt reimbursements for services rendered for person living with dementia (finalized 1.6.21). Along the way, there has been many mental health challenges as well as COVID in the home, as well as multiple changes to home delivery of meals schedule.
2. Hoarding client, low-income, in need of additional hoarding support & services (but has already utilized EA funds in early 2020, household situation requires significantly more work than monetary funds allotted). Client continues to struggle with home care (rents from his sister) and deterioration, weatherization, ESI and general financial assistance. Many obstacles occurred due to misplaced mail and missed phone calls from ESI, Social Security and MTM transportation. Encountered online ESI application issues and obtaining income proof. This client continues to struggle with multiple mental health issues, overall declining health and safety issues of living alone in a isolated COVID environment, but also refused to accept SHC assistance to help manage daily life and general maintenance.

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2.00

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0.00

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2020 Quarterly Client-Centered Case Management Service Report

Agency Name:

Oregon Area Senior Center

Reporting Period:

Quarter 4 (October-December)

Reported by:

Carol Bausch and Noriko Stevenson

Phone & Email:

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Provide comments on:

Emerging Trends (in our area during this quarter):

In the 4th quarter of 2020 we have been providing more support to clients dealing with COVID 19 issues.

Home support assistance has been on the increase this quarter.

Our loan closet has been very active this quarter.

We have had increased number of inquires about isolation.

Open enrollment for Medicare Part D plans is something that had many people requesting assistance this quarter trying to find relief from the rising costs of their medications.

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

Listening to clients concerns and frustrations with COVID 19 and political affairs.

Assisting clients with mental health issues.

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2.00

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0.00

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2020 Quarterly Client-Centered Case Management Service Report

Agency Name:

Southwest Dane Senior Outreach

Reporting Period:

Quarter 4 (October-December)

Reported by:

Lynn Forshaug

Phone & Email:

608-437-6902 swdaneoutreach@mounthorebwi.info

Provide comments on:

Emerging Trends (in our area during this quarter):

We had a lady who moved here to get away from the fires in CA. She came here on an invitation from a cousin who lives in Mt. Horeb. She came with a bed, chair, book shelf and clothes. I emailed applications to her for three senior housing complexes in Mt. Horeb, before she moved here and was lucky enough to get into a subsidized apartment here. She now has a furnished apartment thanks to many generous people.

We have been working with a lady who fell and broke her leg. She was in the hospital and rehab center in Janesville for a couple of months. Lots of phone calls between her and our office about services, meals, medical equipment, etc. that she would need when she arrived home. We set up home delivered meals, delivered medical equipment (shower bench, raised toilet seat, walker and wheel chair) and gave her info about the Care Giver grant.

Many folks needed help in getting connected with Energy Services this fall. Since Energy Assistance wasn't coming into facilities for appointments, we helped seniors call for appointments, fill out applications that were sent out to some and not others and fax income verification onto Energy Services.

Medicare D was a busy time for Mary Kay, dealing with in person and phone appointments.

Working with our new "Neighbors Helping Neighbors" in connecting seniors with free fresh produce, dairy products and meat either on a weekly or monthly basis. Also connecting seniors with free Holiday Food Boxes from this organization.

Many seniors that we have been working with have gone to hospitals or nursing homes.

~~We put candy, cookies, home made hot pads, Christmas cards made by our 4 H group and the~~

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

Mary Kay continues to work with a lady whose son and grandson is not real involved in her life, but want her money. Grandson has POA for finances and she has no clue where her money is being spent. She never sees her bank statement or knows what bills are or are not being paid. Our office gets the calls that her new glasses are still not paid for since Oct. We have been trying to contact grandson, but never returns our calls. We have also sent two registered letters to get his attention.

Mary Kay continues to help a gentleman pay his monthly bills.

We have worked with a lady who has now received her third Medicare number. She has given it out to strangers on the phone who sound so legitimate. One caller said they were from Social Security and she gave out personal information. This lady has been involved in scams where she has received medical equipment in the mail, and it is then it is charged to Medicare. We have reported this to the Medicare.

Lynn continues to work with a lady who lives alone and now wanted a Lifeline. We researched different companies and she decided on one. The product was sent to her, so Lynn helped set it up and program it. The lock box (for the key for her house) was sent separately, so then I had to make another visit to set that up and attached to the front door, for emergency responders to get into her home.

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

2.00

Number of First Responders Dementia Forms completed

0.00

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2020 Quarterly Client-Centered Case Management Service Report

Agency Name:

Stoughton Area Senior Center

Reporting Period:

Quarter 4 (October-December)

Reported by:

Hollee Camacho

Phone & Email:

(608) 873-8585, hcamacho@ci.stoughton.wi.us

Provide comments on:

Emerging Trends (in our area during this quarter):

Isolated, lonely and anxious due to COVID-19

-Many clients who were already without good supports suffering more due to isolation. If they are not tech-savvy, it's worse because they cannot access internet in order to participate in many of the group-based online support out there. We have increased roles in phone counseling, problem-solving and support for these seniors.

No Home Health and/or in-home care providers available due to COVID healthcare crisis

-Quality, consistent in-home care was already challenging to obtain in Stoughton. The pandemic has made the situation worse. One of our strongest local agencies stopped taking referrals and that led to increased demand across remaining agencies.

Increase in illnesses

-We've seen an uptick of clients' health significantly worsened and several clients dying of non-covid-related illness because they were reluctant to get their essential health needs met because of fear of contracting COVID.

Increased Substance Abuse due to Isolation and COVID

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

Challenging health and medical conditions

-In the time of practicing during COVID this issue has been the one requiring most time and intensive energy. It is difficult to provide quality case management without the personal contact. The summer season was deeply important for being able to see people outside. Many of the severely unwell or disabled were not able or willing to meeting out of doors and so having to complete complicated referrals, provide information and assistance, connect people to needed care was more difficult given the contact limitations.

Transportation to medical rides

-MTM continues to miss scheduled pickups leaving our clients to have to reschedule important medical appointments or wait for hours in clinics to return home. In some cases, clinic staff have paid for taxi rides when clients continue to wait past clinic hours.
-We are grateful for Dane County Transportation's service in the absence of RSVP, but recognize they are overworked. Some clients are not receiving calls back from Dane County Transportation (and even calls made by healthcare workers on behalf of patients), and in turn, are missing important medical appointments.

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

1.00

Number of First Responders Dementia Forms completed

3.00

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2020 Quarterly Client-Centered Case Management Service Report

Agency Name:

Sugar River Senior Center

Reporting Period:

Quarter 4 (October-December)

Reported by:

Angie Markhardt

Phone & Email:

608-424-6007 angie.srseniorcenter@outlook.com

Provide comments on:

Emerging Trends (in our area during this quarter):

Meal needs have increased. I am noticing a decline in many clients that I would not have expected a decline and they are turning to us for meal delivery. Many of them are coming on short term as they recuperate but some are beginning their long term delivery with us. Much of the decline that I am seeing is being tracked back to how their medical care has changed during the pandemic. Many clients were at the Dr's office quite often pre-pandemic. The pandemic has decreased these in office appointments to only medically necessary visits. The problem that we are seeing with this is that many of these tele-med visits are not a video visit but a phone call only. The tele-med issue here is that there is not a honest exchange many times of the problems that they are having. The nurses and Dr.s aren't seeing the person to judge patients by sight as well.

Rides are still an issue for my clients and in town rides more difficult than those in Madison. The willingness to take a cab here is low.

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

I would have to say that the biggest issue that we face is not different than most other focal points. Loneliness and the path to combating it faces us daily. We are taking the social isolation and its detrimental effect seriously and making and carrying out plans that are specific to our area. We continue to host treat curbside pick up 2 times a month and are able to see people and encourage them this way as well. As for those that are more homebound we are continuing our visiting program. We have made some changes to the visiting schedule and are focusing on a small group of people that could use extra connections. 2 of us are making visits to their doors, no inside home visits, and bringing with us a little something to cheer them up. We have a group of volunteers that are also making calls and sending encouraging notes to a list of people that were determined to need a little connection. We continue to reassess not only needs but how we respond to them on an ongoing basis. Our solitary living support group was attended minimally and then the increase in covid cases and the Dane County mandate, canceled the groups going forward. The caregivers group met the same fate. We are looking towards February when we will reintroduce those groups as well as a slow and small restart of some other programming. Client calls have increased and 60% of that increase seems to be a connection and a listening ear.

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

0.00

Number of First Responders Dementia Forms completed

1.00

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2020 Quarterly Client-Centered Case Management Service Report

Agency Name:

Waunakee Senior Center

Reporting Period:

Quarter 4 (October-December)

Reported by:

Melissa Woznick & Candice Duffek, Case Managers

Phone & Email:

849-8547, mwoznick@waunakee.com, Melissa Woznick

Provide comments on:

Emerging Trends (in our area during this quarter):

The most provided resources/information was; Alzheimer's & Dementia resources/support, Home Care Agencies, Home Delivered Meals, Grocery Delivery Service, Energy Services, Medicare Part D, Medicare Supplement Insurance resources.

Social Isolation – we continue to make it a priority to provide resources and outreach to our clients, Memory Café participants, and Parkinson's support group participants. We collaborated with Catholic Charities, in providing information on their new developed Phone Pals program in our SilverNotes newsletter. In December, Melissa put together goodie bags and delivered them to Memory Café participants. Candice mailed the Parkinson's group members holiday cards.

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

Most of our energy and time was spent on Medicare Part D Open Enrollment. It was more complex, adapting to the COVID-19 pandemic. With extra planning, creativity, and time spent we still were able to assist 160 individuals. It was an intense year, with there being multiple problems on the Medicare Part D Planfinder, more plans being "out-of-network" at certain pharmacies, and some common medications having an enormous increase in cost for 2021. There were several people that had situations that needed on-going contact, re-running plans, checking into other pharmacies and 2nd (and sometimes even more) appointments were scheduled.

Two clients had gotten themselves into Advantage Plans (through tv and mail marketing). One of them lost his Dean Care Gold, and the other her State Plan. This entailed numerous phone calls with the client, ETF, Dean Care Gold, Medicare, and Medigap, along with letters and faxes. CM spent approximately 20 hours on these two clients, and one of the is still not resolved.

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

5.00

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0.00

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