

2020 Case Management Emerging Trends and Client Issues

Emerging Trends & Client Issues: 2020	TOTAL
Agency - CM transitions impacting service	9
Benefits - Assistance contacting Capital Consortium	1
Benefits - Coordination complications	1
Benefits - Energy Assistance information/referrals	6
Benefits - Enrollment	7
Benefits - General counseling	7
Benefits - Medicare Advantage Counseling	5
Benefits - Medicare counseling - SHIP Counseling	5
Benefits - Prescription drug assistance (incl. Part D & SeniorCare)	14
Benefits - Private Health insurance	5
Benefits - Public benefit program renewals	4
Benefits - SSDI/SSI/MAPP Disability Applications	6
Care coordination - ADRC Long Term Care Program referrals	3
Care coordination - In-home caregiver assistance	13
Care coordination - Lack of affordable home care/SHC svcs	7
Care coordination - Long term care coordination/planning	3
Care coordination - Need more than SHC, but not LTC eligible	2
Care coordination - Supportive Home Care (SHC) pgm referrals	5
Caregiver - Caring for the Caregiver grants	3
Caregiver - Dementia resources and support	9
Caregiver - General support	13
Caregiver - Respite Requests	4
Clients - Family dynamics (issues impacting service to client)	10
Clients - Increase in Dementia-related issues	16
Clients - Increased AODA/substance abuse	7
Clients - Increased frailty	5
Clients - Increased medical complexity	5
Clients - Increased mental health/mental illness	24
Clients - Increased safety concerns	10
Clients - Isolation	8
Clients - MA case management	1
Clients - More new referrals/moving to service area	7
Clients - Referrals following hospital discharge	2
Clients - Referrals from (and interaction w/) law enforcement	1
Clients - Referrals from complex case mgmt programs	2
Clients - Referrals to get the flu shot	1
Financial - Assistance finding employment	4
Financial - Budgeting assistance	2
Financial - Exploitation/scam assistance	19
Financial - General assistance	15
Financial - Tax prep/homestead tax credit	6

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Housing - Eviction	4
Housing - Hoarding	5
Housing - Home repair/maintenance assist.	1
Housing - Homelessness	4
Housing - Housing search assistance	6
Housing - Lack of affordable and subsidized housing	20
Housing - Moving assistance	4
Housing - Non-renewal of lease	1
Housing - Waitlists	3
Legal - Guardianship	1
Legal - Low income legal service needs	3
Medical - Dental/Vision care	1
Medical - Durable medical equip/loan closet requests	11
Medical - Medical care coordination (contacting providers)	2
Medical - Medication reviews or management	1
Nutrition - Assessments	5
Nutrition - Farmers market vouchers	2
Nutrition - Food pantry referrals	3
Nutrition - Grocery delivery referrals	12
Nutrition - Holiday Nutrition Resources	2
Nutrition - Home-delivered meals	22
Other - Assist with technology	12
Other - Assistance with Census	4
Other - EAN involvement (referral; report)	4
Other - General paperwork review and assistance	6
Other - Requests for help while in Partnership	1
Other - Voting/requesting absentee ballot	6
Safety - Elder abuse referrals/coordination	5
Transportation - General (non-medical)	10
Transportation - Medical ride coordination	21
Transportation - Wheelchair accessible	2
COVID-19 Pandemic - Social isolation concerns/virus fear	34
COVID-19 Pandemic - Financial insecurity	7
COVID-19 Pandemic - Food Insecurity	7
COVID-19 Pandemic - Not attending Medical Appointments	7
COVID-19 Pandemic - Request for help with vaccines/testing	2

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#	Top 5: 2020	TOTAL	Comments
1	COVID-19 Pandemic - Social Isolation concerns/virus fear	34	Concerns about older adults in isolation, little contact with others, and the strain on mental health. This is seen at all Focal Points across all 4 quarters.
2	Clients - Increased mental health/mental illness	24	Depression & anxiety
3	Nutrition - Home-delivered meals	22	Increase in home delivered meals and meals on wheels program, as clients are fearful of going out to the community and to grocery stores.
4	Transportation - Medical ride coordination	21	Difficulties with coordinating rides through RSVP.
5	Housing - Lack of affordable and subsidized housing	20	Continue to see a lack of affordable housing for older adults.