

2020 Paul H. Kusuda Special Projects Fund Grant

Final Report: DeForest Area Community & Senior Center

Amount Awarded: \$2,208

Grant purpose: Technology Access for All Served by Case Management

Project Budget		
Personnel	Hours-DaneNet computer set-up	110.00
Supplies	Costco – HP laptops (2)	1,265.98
	Verizon – iPhone SE (2)	820.00
	Victra	23.28
	Total Costs	2,219.26
	Total Grant awarded	2,208.00

Number of persons served

The equipment purchased using the grant was intended to support home visits. However, due to the COVID-19 pandemic, the equipment was essential to all aspects of case management, whether working from home, outside in warm months, or while offering drive-through assistance.

In 2020, 474 clients were served by the two case managers.

Project Summary

Previously, the case managers did not have assigned Center cell phones. Laptops are preferred for data entry using keyboards for entering forms on clients' behalf and charting. The Center did not have laptops available to regular use off-site. It became apparent during 2020 that this equipment is now a necessity. Case managers worked remotely and utilized the cell phones to provide seamless communication and caller id privacy.

When COVID conditions improve and home visits resume, this equipment will enhance the case managers' ability to assist clients. The cell phones' hotspot capabilities will provide secure internet access to the laptops in client homes or other locations without WIFI access. In 2020, many clients had virtual appointments and needed assistance with the video visits.

Case managers are able to use the equipment to enter their notes into a web-based data system from any location. This has been vital during 2020 to maintain accurate records and to facilitate communication between case managers. Using these devices, case managers are able to look up an individual's history, phone numbers, emergency and other contact information. With improved technology, case managers are better able to collaborate and conduct outreach to community members safely. With improved technology, case managers are better able to collaborate and conduct outreach to community members safely.

Qualifications

As full-time case managers, Natalie Raemisch and Kristin Weinstock are the primary users of the new laptops and cell phones. They have appreciated having these essential tools during a challenging time to meet the needs of those they serve.

Natalie has 10+ years working as a social worker with older adults. She has been an integral part of the case management team member at DeForest for over 8 years and has gained a depth of professional experience in senior services. She was promoted to Senior Services Supervisor in 2018.

Kristin has 25+ years working with older adults before joining DeForest in 2020. She has worked as a social worker in long term care settings and for hospice organizations.

Both Natalie and Kristin have computer skills and experience to utilize using new equipment to implement this proposal.