

2021 Quarterly Client-Centered Case Management Service Report

Agency Name:

Colonial Club Senior Activity Center

Reporting Period:

Quarter 1 (January-March)

Reported by:

Gail Brooks, Case Management Coordinator

Phone & Email:

(608) 837-4611 ext. 127; gbrooks@colonialclub.org

Provide comments on:

Emerging Trends (in our area during this quarter):

Increase in referrals for age group 60-65. Notable complex needs such mental health concerns, insufficient healthcare coverage and limited to no personal support system.

Increase in referrals with safety concerns relating to hoarding and increased frailty of older adult in their home.

Referrals relating to Medicare D plan enrollment choices during Medicare Annual Open Enrollment where prescription costs are now higher. Troubleshooting and also assessing for other potential eligibility options to assist with higher costs.

Complex new to Medicare referrals due to spouse employer-related insurance.

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

Still continue to receive many requests for assistance in finding alternate affordable housing (particularly section 8 or HUD). Very difficult to find due to extensive waiting lists and potential for poor rent history and credit history. Good news is that case management is now participating in the City of Sun Prairie Housing Advisory Committee to bring forth our perspective and concerns for older adults in the Sun Prairie service area.

Clients with limited to no support consuming a lot of time due to complex nature of needs.

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

7.00

Number of First Responders Dementia Forms completed

1.00

**E-mail completed report by 10 April 2021, 10 July 2021, 10 October 2021,
and 10 January 2022 to: aaa@countyofdane.com**

2021 Quarterly Client-Centered Case Management Service Report

Agency Name:

DeForest Area Community & Senior Center

Reporting Period:

Quarter 1 (January-March)

Reported by:

Natalie Raemisch

Phone & Email:

846-9469 nraemisch@deforestcenter.org

Provide comments on:

Emerging Trends (in our area during this quarter):

We have seen a number of individuals qualify for Hospice. We have also seen a number of people at end of life that struggle to get support from their medical team to let them know .

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

We have gotten many, many calls from people all over the state of WI wanting free tax preparers. There are virtually no other AARP sites within hundreds of miles. People are also calling with questions about the stimulus payments and WI homestead tax credit.

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

Number of First Responders Dementia Forms completed

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2021 Quarterly Client-Centered Case Management Service Report

Agency Name:

Fitchburg Senior Center

Reporting Period:

Quarter 1 (January-March)

Reported by:

Amy Jordan

Phone & Email:

608-270-4295

Provide comments on:

Emerging Trends (in our area during this quarter):

Issues related directly to the pandemic

Social Isolation

Housing

Mental Illness

Food insecurity

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

Trends in Fitchburg continue to be related to the pandemic. Social Isolation, fear of going out, and housing needs and food insecurity.

A newer apt complex in Fitchburg that serves seniors has had multiple issues and much time has been dedicated to helping the residents of this complex.

We also had a senior complex without heat during the brutal cold in February as well as a complex that suffered a water main break that left residents without water.

Hopefully when things begin to open in May we will see some of the isolation issues resolving or becoming less then in previous months.

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

2.00

Number of First Responders Dementia Forms completed

2.00

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2021 Quarterly Client-Centered Case Management Service Report

Agency Name:

McFarland Senior Outreach Services

Reporting Period:

Quarter 1 (January-March)

Reported by:

Lori Andersen Director

Phone & Email:

608 838-7117 lori.andersen@mcfarland.wi.us

Provide comments on:

Emerging Trends (in our area during this quarter):

We have been checking in with all the seniors on whether they received or are able to receive the COVID vaccine. We have a pretty high percentage of seniors that did receive their shot if they wanted one. We widely advertised the transportation flyer thru our home delivered meals, the village facebook and medium senior housing in area, sharing with townships centers we serve so they could post or have the information if people called to inquire.

We assisted administration with helping seniors have an opportunity to vote absentee in person or by mail.

Our home delivered meal numbers remain stable, even though we have people going off. Several of our newer referrals have been male caregivers. We have shared info regarding TRUALTA along with traditional resources such as the Alzheimers and Dementia Alliance.

Supportive home care referrals have increased too after holding off for a bit. There is still a challenge in fulfilling needs by agencies but I have spoken to Beth Freeman about that. Hopefully with COVID restrictions getting looser we won't have a problem.

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

We did not offer a tax clinic this year due to volunteers not offering to. But the case managers were successful in getting clients appointments at either the Dilley tax center or the other ones around. Very few of our folks went without service which is great and was much to our surprise.

We are beginning to see folks who delayed either health care or mental health needs during the pandemic. We knew there were unmet needs but we are beginning to see those emerging. We believe the resources will be available to meet those needs.

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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2021 Quarterly Client-Centered Case Management Service Report

Agency Name:

Middleton Senior Center

Reporting Period:

Quarter 1 (January-March)

Reported by:

Jill Schonenberger and Colleen Rojo

Phone & Email:

608-831-2373 jschonenberger@cityofmiddleton.us crojo@cityofmiddleton.us

Provide comments on:

Emerging Trends (in our area during this quarter):

We have been working on arranging rides and appointments for the COVID vaccine. We have also been adding eligible clients to the list for the in-home COVID vaccine option.

With the vaccine and some of the restrictions lifting a bit more, we are starting to see people getting out a bit more. There has been an increase in the amount of people coming in to the Senior Center. The loan closet traffic has picked up as it seems more people are being scheduled for their surgeries. People are definitely eager to get back to the Senior Center for some of the activities and lunch as well as some sense of normalcy.

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

Three clients have required extensive time from case managers to assist them with housing related issues. One client was having trouble finding affordable housing after her brother, who she lives with, had to sell his condo. The lengthy application process has forced her to stay in a hotel while she waits for approval. Affordable housing continues to be a scarcity.

A second client feels she is being discriminated against by her property manager because she has a service dog. This client deals with severe anxiety and other possible mental health concerns. The case manager is eager to refer her to the county mental health resource once it is available at the beginning of May.

A third client is facing eviction due to a odor coming from his apartment. The client is dealing with severe incontinence that was not being managed for several months. The case manager is working closely with his property manager and a social worker at APS to get his apartment deep cleaned and hopefully enroll him in a long-term care program.

Another client is experiencing an increase in memory loss that is starting to effect and concern other tenants in her building, resulting in more calls to the Case Manager to address it. It is a difficult situation in that the client does not want to make any changes to her situation. The case manager is collaborating with Joy Schmidt for her expertise and assistance.

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

0.00

Number of First Responders Dementia Forms completed

0.00

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2021 Quarterly Client-Centered Case Management Service Report

Agency Name:

NewBridge Madison

Reporting Period:

Quarter 1 (January-March)

Reported by:

Jodie Castaneda and Jennifer Brown

Phone & Email:

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

Provide comments on:

Emerging Trends (in our area during this quarter):

During the Quarter 1, 2021, NewBridge continued to provide ongoing case management services via telephone calls/check ins, limited face to face visits, and at times, some virtual visits, all due to Covid 19 restrictions. NewBridge continues to provide Emergency Food Bridge deliveries, Bridge Buddies (socialization), cloth face masks and Take Out Meals.

Trends identified: The needs identified most during Q1 are #1: nutrition-this include both HDM assessments and food accessibility; #2: Home Chore needs-both indoor and outdoor; #3: assistance with benefits. We also continued to see requests come in for transportation and housing assistance.

During Q1, NewBridge received 231 phone calls that includes those seeking information only or new client intake calls.

Home delivered meal assessments continue to contribute to case management hours. During Q1, NB received a total of 115 HDM assessment requests. This include 87 re-assessments and 28 new assessments

Total number of unduplicated clients served in Q1: 859.

Starting in 2021, NewBridge started the Mental Health Resource program (grant award) with a LCSW and RN to provide assessments and referrals for those affected with mental health issues and/or substance use issues. The program supports older adults with mental health issues and helps access community resources to address their needs. The program will also provide mental health consultation to Focal Point Case Managers. Q1 saw the program being developed and being ready to train focal point CMs and offer services starting in Q2.

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

Client issues that require extensive time or are lacking resources:

1. Housing assistance; there remains a lack of affordable housing and wait lists are often over a year long. CM spend time reviewing housing lists and assisting with applications, that now more often are required to be completed online.
2. SSI/SSDI applications: CMs continue to assist with these applications and any needed follow up. With the SSA office being closed to in-person visits, the CM spends times completing the application over the phone or online with the client. There are times when the wait time for phone calls with SSA are quite long.
3. Home Chore services: clients remain without indoor home chore services that had been provided by the volunteer Home Chore program/NewBridge. CMs have explored paid service options and other options as well.
4. Nutrition concerns to include HDMs, Food Bridge referrals, and assistance with connecting clients to either Dane Delivers program or paid delivery services with local grocery stores.
5. Mental Health: CMs spend a lot of time working with those affected with mental health issues whether is it supporting the client via phone calls or referring to CCS or CM program and/or treatment providers.

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

3.00

Number of First Responders Dementia Forms completed

2.00

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2021 Quarterly Client-Centered Case Management Service Report

Agency Name:

Northwest Dane Senior Services

Reporting Period:

Quarter 1 (January-March)

Reported by:

Vicki Beres

Phone & Email:

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

Provide comments on:

Emerging Trends (in our area during this quarter):

DME:
Increased requests for all types of durable medical equipment; mostly for post-surgery needs

SCAMS:
Complaints about frequency of calls. Helped many community members with the Do Not Call Registry

COVID - most area older adults and CM clients were able to successfully get on wait lists or schedule appointments after 65+ eligibility started

SHIP Counseling:
Over the phone counseling for individuals turning 65 as well as individuals losing employer or retiree insurance; as well as supplemental, Part D and Senior Care counseling options.

Housing:
Area seniors looking for lower monthly rent options (but want to stay in this rural area) as area landlords continue to increase rent annually

PERS (Personal Emergency Response System):
Increased requests for life line options and systems

Transportation:
Feedback that Dane County Transportation is challenging to work with and not always able to meet needs. Frequent calls as to when RSVP will be back in place as most 65+ have had vaccinations

Isolation & Loneliness:
NWDSS staff and SW intern have done a great job of staying in touch with CM case load and community members. Many are struggling with loss of friends and family members during this challenging time and are "ready to be done" with COVID restrictions.

Hospice:
Saw an increase in number of clients entering into hospice care this past quarter

I&A inquiries:
Increase in the number of general assistance and information inquiries (non-case managed clients) in need of miscellaneous information, education and resources for family or friends. (I.E. mom moving in with me, what resources are available; my sister is falling all the time and needs assisted living; housing, downsizing, hoarding etc)

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

SHIP Counseling:

LEP (late enrollment penalty situation): area senior switched from a supplement to an advantage plan, but also has Senior Care. Successfully changed the advantage plan during open enrollment to add, drop or change in early 2021, but kept getting LEP letter, regardless of who we called and spoke to. Finally resolved 3 months later.

Client situation:

Son dying of cancer (2 months to live), wife in memory care and family concerned for their dad's mental health, ability to continue to live in the home alone, manage finances etc. There was a lot of discussions, emails/conversations to help navigate and counsel steps of selling the home, moving both mom (memory care) and dad closer to family while navigating potential loss of immediate family member, who also was a support person to dad.

Client with multiple health issues and end-stages of Dementia living at home (hallucinations, frequent falls and alcoholism; firing of caregivers); frequent calls to the police, APS and Guardianship involved.

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

5.00

Number of First Responders Dementia Forms completed

1.00

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2021 Quarterly Client-Centered Case Management Service Report

Agency Name:

Oregon Area Senior Center

Reporting Period:

Quarter 1 (January-March)

Reported by:

Carol Bausch & Noriko Stevenson

Phone & Email:

608-835-5801 cbausch@vil.oregon.wi.us/nstevenson@vil.oregon.wi.us

Provide comments on:

Emerging Trends (in our area during this quarter):

In Oregon we are seeing a higher need for meals and also health needs. We believe that since January folks have been given approval to schedule medical procedures resulting in need for meals and other health related resources.

COVID-19 questions and client concerns continue to emerge as people hear the ever-changing information related to COVID vaccines, side effects, stimulus money and social/travel restrictions.

Also emerging during this first quarter is mental health concerns related to the long-term isolation older adults have experienced these past few months. One individual stated she is "so use to being at home that she is not sure she'll want to go out once she can." Another person did not want to go to get her vaccine because "there are too many people there (@ vaccine site)."

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

OASC case managers spend a fair amount of time finding and setting up home supports for individuals that do not have family to assist.

Searching for affordable housing takes time and Oregon has very limited options.

Mental health clients' needs are extensive and require a lot of the case manager's time.

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

3.00

Number of First Responders Dementia Forms completed

0.00

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2021 Quarterly Client-Centered Case Management Service Report

Agency Name:

Stoughton Area Senior Center

Reporting Period:

Quarter 1 (January-March)

Reported by:

Hollie Camacho

Phone & Email:

(608) 234-2226, hcamacho@ci.stoughton.wi.us

Provide comments on:

Emerging Trends (in our area during this quarter):

Questions regarding stimulus checks
Lack of in-town low-cost transportation options
Clients facing evictions/homelessness

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

Several clients were exposed to COVID-19 (and some later tested positive) from an in-home care worker who tested positive and continued to work in clients' homes.

Assisting already stressed caregivers and clients with dementia who are also ill with COVID-19

Advocating for and explaining health concerns and navigating to fill various needs (i.e. drivers license, stimulus check, COVID vaccination) to clients with language barriers and illiteracy

Assisting clients with navigating the VA health system, Medicaid application process, and applying for Social Security card, and finding dental insurance

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

1,207.00

Number of First Responders Dementia Forms completed

2.00

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2021 Quarterly Client-Centered Case Management Service Report

Agency Name:

Sugar River Senior Center

Reporting Period:

Quarter 1 (January-March)

Reported by:

Angie Markhardt

Phone & Email:

608-424-6007 ext 104

Provide comments on:

Emerging Trends (in our area during this quarter):

In the last quarter I have worked with an increasing number of seniors that are feeling safer to go to medical appointments. While this is a great thing to improve their health, I am seeing more seniors that are being counseled due to the increase in their frailty and memory issues or a decrease in their physical stability, to enter assisted living situations. I have been working with those that can stay home safely to make the arrangements to make that possible but have been saddened to see some that had to move elsewhere for their safety. I feel that the next few months will be a continuation of this trend as more people are out and moving after the winter and more families are able to have more contact with their loved ones.

I have also seen a huge increase in the use of our durable medical equipment loan closet. This increase is 2 fold. Young seniors are increasingly having elective surgeries and are borrowing the equipment short term. Older seniors are calling as well but they are looking at long term equipment as they are someone they are caring for are trying to remain at home. This hasn't been a challenge as we have a large lending area but there are weeks where we are getting down to our last walkers etc.

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

The main client issue that I have spent a great deal of time on this quarter is the transition from my case management to case management with a care program. The care program was chosen for him because of the intensity of his request for his needs and the care program initially was quick to get involved but the lack of progress in them taking care of his needs has turned him back to contacting me. He is confused and frustrated and may end up having to go into a assisted living situation if we cannot get the care program to move forward. SHC hours that he previously had were switched to his wife but come nowhere close to covering the needs that they have as a couple and my hands are tied. Caregivers outside of the care program are not an option due to limited income.

The other big push for the quarter was vaccines. Aiding those that inquired about resources to use outside of their Dr's office. Aiding people with MyChart wait lists. Aiding homebound clients in how to receive the vaccine until the county program came through which was outstanding for the few I was struggling with. Checking in with a large client list as well as seniors that are eligible for case management but not currently utilizing it to make sure that they were not needing help in obtaining a vaccine and providing resources if they did.

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

5.00

Number of First Responders Dementia Forms completed

2.00

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2021 Quarterly Client-Centered Case Management Service Report

Agency Name:

Southwest Dane Senior Outreach

Reporting Period:

Quarter 1 (January-March)

Reported by:

Lynn Forshaug

Phone & Email:

608-437-6902

Provide comments on:

Emerging Trends (in our area during this quarter):

Getting ready for our free Tax preparation for the seniors, turned into a big job with AARP canceling our appointments in February, at the last minute. AARP did not have volunteers who wanted to come to the Mt. Horeb Senior Center due to the pandemic. We were able to work with a local gentleman who has volunteered for VITA for years. He agreed to provide this service for about 45 seniors. He brought in all of the needed paperwork ahead of time for us to get out to all of the seniors. The seniors brought in all of their completed paperwork on two Fridays in February, for fifteen minute individual appointments. Four stations were set for the seniors to meet with the Tax Preparer, who checked in all of the paperwork. There were no more than four seniors here at one time. Stations were sanitized after each senior completed their turn. These seniors then returned three weeks later in March to pick up their completed taxes. The procedure went very smooth and the seniors asked if we could do it like this again next year! (In the past, seniors had to wait a long time at their appointments, especially as the day went on and if a senior had forgotten paperwork, etc.)

Contacting seniors to see if they wanted to get the Covid-19 vaccine was a busy time. Where and when they could get it and arranging transportation for them was another time consuming job. We were on the phone for hours each day sharing information with our seniors, who and where to call, etc. The majority of seniors were anxious to get the vaccine, so they could be safe, stay healthy, get back to some normalcy in their lives and see family again. Most of our seniors have had both vaccines! Seniors were getting their vaccines in Madison and our local pharmacy.

We sent out St. Valentine's and St. Patty's Day treats donated by seniors and Valentine cards (donated by a preschool and a 4- Club) to all of our home delivered meal recipients in Feb. and March.

We participated in two virtual tours and Bingo with the UW School of Geology. We had about 20 seniors who joined us on zoom and really loved it!

We checked on many seniors during the frigid weather in February to make sure they were OK and safe, had enough food and medications.

We distributed the "Activity Box" to 35 senior meal participants and 60 "Activity Backpacks" to our seniors. They loved both, but especially the backpacks!

A senior called and was very upset. He received a call from "Social Security" and thought it was very legitimate. They wanted some personal information and then realized it must be a scam. He did not give out any information to them. I told him Social Security will never call you. They would send a letter if they want to communicate with someone. This bothered him for a while, because they sounded so real.

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

Mary Kay put in many hours working with a senior who has memory issues and problems with her grandson, who has POA for Health Care and Finance. Mary Kay also contacted APS who checked into the situation and they found no misuse of this senior's financial or health situation. The grandson rarely sees his grandmother because they don't get along. She calls our office frequently, very distraught because she doesn't have money to get groceries, get her hair cut or just go shopping! Her church family is good to take her out for rides, grocery store, etc.

Mary Kay continues to work with a gentleman who needs guidance and help in managing his bills. She also helped this man write a letter to his landlord, requesting a move to a first floor apartment in his building, so he will not have to climb the stairs. This man is on oxygen 24/7 with severe health conditions. He was having to go down two flights of stairs to do laundry in his building, until Mary Kay found someone to help with his laundry.

Lynn has been working with a senior who is still living in her own home and needing services. She has started with meals, getting transportation to medical appointment, getting her signed up for Wisconsin Senior Care and a Lifeline. The senior just started experiencing some hallucinations due to a chronic illness and was calling 911. The family wanted her to stay in her own home as long as possible, so this senior is now getting in home care, 24/7.

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

1.00

Number of First Responders Dementia Forms completed

2.00

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2021 Quarterly Client-Centered Case Management Service Report

Agency Name:

Waunakee Senior Center

Reporting Period:

Quarter 1 (January-March)

Reported by:

Candice Duffek & Melissa Woznick

Phone & Email:

608-850-5877, cduffek@waunakee.com

Provide comments on:

Emerging Trends (in our area during this quarter):

COVID-19 Information

COVID-19 Vaccine Scheduling

COVID-19 Vaccine Transportation

COVID-19 Testing

AARP Tax Clinic

Grocery Delivery - promoted the use for EBT cards for delivery by Amazon, Fresh-Food Market & Metcalfe's

Lending equipment requests

Medicare Part D clarifications of plan details

Transportation options

Turning 65 with Medicare and Social Security enrollments

Lending equipment requests

New Meals on wheels requests

Caregiver resources

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

AARP Tax Clinics

The first week of January we were very busy with making several phone calls to clients to help them schedule their AARP Tax clinic appointments, as they were filling up fast. We also printed several rent certificates and mailed them to our clients, for their Homestead Taxes. We spent a lot of time assisting seniors with getting all their documents together for tax appointments. There were a lot of questions this year regarding tax questions. Assistance with checking to see if seniors received stimulus checks and if not letting them know how they can get the stimulus. We met with several clients at the Senior Center to be sure they had their AARP tax paper work completed and had all their documents.

COVID-19 Vaccines

Research and calls to seniors to/ for seniors to get their COVID 19 vaccines. A lot of time with coordinating all the details. We stayed on-top of the latest information regarding options for scheduling vaccines. This included research into some clinics are clients go to such as Associated Physicians and Prairie Clinic in Sauk City. We provided outreach in contacting clients to see if they needed assistance in scheduling their COVID-19 Vaccines. We also put an add in our local paper, to have people contact us if they were needing assistance. We were able to get several people scheduled through SSM health, Walgreens, and Hometown Pharmacy. We had a few clients who had their COVID-19 vaccine appointments and transportation all set, and then the clinic had to reschedule their appointments due to vaccine shortage. These clients we then had to reschedule their appointments and transportation. We also were able to coordinate those who are homebound to receive their vaccines through the Homebound Vaccine Clinic.

CM spent 20 hours on assisting two clients who were dis-enrolled from Dean Care Gold. Thankfully, both of these clients were able to get assistance from the AAA Elder Benefit Specialists. But, there was a lot of time spent meeting with the clients, making copies, phone calls, emails etc.

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

4.00

Number of First Responders Dementia Forms completed

9.00

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