

2021 Quarterly Client-Centered Case Management Service Report

Agency Name:

Colonial Club Senior Activity Center

Reporting Period:

Quarter 2 (April-June)

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):

Definite increase in requests for home delivered meals due to increased physical/cognitive frailty--Not due to safety concerns relating to COVID-19 in going out in the community.

Increase in supportive home care service referrals from families concerned about frail parent(s).

Assistance in helping clients apply for the Emergency Broadband Benefit (EBB) program.

Still continue to receive many requests for assistance in finding low-income senior housing.

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

Due to staff shortages, we are having difficulty finding in-home care via agencies for more rural service areas of Cottage Grove, Marshall and Deerfield.

The process for getting the EBB in place for clients can be time-consuming as a number of clients we have assisted seeking assistance with making the choice which provider to go with. Often facilitating phone calls with the client with providers. Also, not all costs associated with getting the service in place via some providers are covered under the EBB program. Some providers have installation charges if coming to the home to assist client with the installation and potentially a one-time activation fee.

Housing requests continue to be time-consuming due to no availability--or very little without waiting lists--for low-income senior housing. Often time there is more involvement than seeking housing as clients often need other assistance to help meet monthly financial obligations. Often includes benefits eligibility assessment and providing assistance (when necessary) in applying for benefits.

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

2.00

Number of First Responders Dementia Forms completed

2.00

**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 2 (April-June)

Reported by:

Natalie Raemisch

Phone & Email:

(608) 846-9469 nraemisch@deforestcenter.org

Provide comments on:

Emerging Trends (in our area during this quarter):

With society emerging back to "normal" we are seeing a trend for people having declined over COVID. Dementia and isolation have taken its toll. People with chronic conditions have not been able to get to the doctor as regularly needed or scheduled. As a result their conditions has not been properly managed.

Along those same lines, we have seen a large number of people needing Hospice care. People struggle with managing their medical conditions with the healthcare world vs. moving on and working with the Hospice world. The medical world tends not see hospice as a resource. We have been educating many families on the benefit.

Transportation has been a huge need. With things opening back up, and appointments happening, we are seeing a need to get people to appointments. We are working on getting new RSVP drivers, but this is proving to be difficult!

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

The caregiver shortage has really affected our neck of the woods. Homecare agencies do not want to take on new clients due to this shortage. People in assisted living facilities are reporting poor quality care due to this shortage. This seems to be hitting caregivers the hardest. They need to take on more, sometimes to the point of keeping someone home when it is not safe.

We have had a case where someone was evicted for what we feel management had a difference in personality or opinion about our client. Our client has mental health challenges. Despite efforts to improve the quality of life and mental health, this client still got evicted by Oakbrook Company in DeForest. This client was not given the opportunity to make changes or seek treatment. We utilized Fair housing, Legal Action of WI, and various other housing advocacy agencies.

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:

Fitchburg Senior Center

Reporting Period:

Quarter 2 (April-June)



Reported by:

Sarah Folkers & Amy Jordan

Phone & Email:

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

Provide comments on:

Emerging Trends (in our area during this quarter):

- Lack of affordable housing
- People needing alternate housing d/t evictions or non-renewals
- Mental health - many clients who are in need are NOT able to access MHRT due to Medicaid status
- Senior apartment building built in 2020 have many tenants who have complex needs and/or cause ongoing issues that require police contact

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

Client with mental health concerns. Client was assaulted in her building earlier this year, and since then has been hearing voices/sounds coming through the vents in her unit. Social Worker has connected the client with a CIT officer through the local PD. SW took client to the ER (voluntary) for evaluation, although client did not agree to be admitted. Client also has CHF and COPD so is having increased difficulty doing errands on her own. Client is on Medicaid so is not able to access support through the Mental Health Resource Team.

Social Workers have fielded multiple calls from older adults needing alternate housing within a short time frame; all require affordable housing which is very difficult to find.

Client needing heart surgery; no HCPOA was on file so SW spent time working with client's friend and the hospital to get document completed prior to the surgery.

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:

McFarland Senior Outreach Services

Reporting Period:

Quarter 2 (April-June)

Reported by:

Lori Andersen

Phone & Email:

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

Provide comments on:

Emerging Trends (in our area during this quarter):

Seniors are interested in becoming engaged more. We have seen increased requests regarding the exercise classes, which we are unable to bring back at this time. This is due to space needs for the entire village and the room is not available. Director has been trying to find substitute spots for classes among our park shelters or buildings to no avail. We will see if the churches would be willing to host once they reopen. We have temporarily scheduled a Stepping On class at the local UCC church.

We started a coffee hour in the park two times a month and had great success with the first two events.

We reviewed our home delivered meal recipients needs and offered alternatives if appropriate. However, most of our attrition has been due to a clients passing or higher needs or moving.

We saw an influx of new referrals from family or friends who are suddenly seeing their loved ones for the first time in a while and noticing a decline.

After our newsletter featured the medication locked boxes given to us and the police department from Safe Communities, we received a number of inquiries and handed out about a dozen of them.

Farmers Market vouchers were advertised and case managers followed up on them with clients.

Several referrals were made to the Men's Health Resource team. Both the recipients and the case managers were pleased with the support and connection to resources. We have some other clients that remain resistive but they will continue to work on getting them to accept help.

We started a program called Threads of Resilience, in which community participants knitted or crocheted squares during our period of isolation. They recently were put together into 7 afghans. It is unknown what they will do with the finished projects. But they turned out beautiful.

Our loan closet has seen an uptick again in usage for post surgery needs and lending transport wheelchairs for personal outings and events.

Elder Abuse day was advertised on our village social media page.

Our 2020 production of our Senior Christmas event earned our communication technology student intern an Award of Achievement from Wisconsin Community Media's "Best of the Midwest Media Fest"

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

We have had a couple of clients and families/caregivers that required extensive time. One was due to some family dynamics related to the the senior vacating the house due to a need for placement. Numerous issues between siblings and grandchildren resulting in frequent calls here and to the police department. Family requesting free assistance in cleaning and downsizing.

Another family and a non-family caregiver are at odds over a clients estate - caregiver was the activated POAHC and finances right before a temporary volunteer guardian was put in place by APS. Client passed within days and caregiver remains in home . Family, who had not been involved, are fighting the estate and looking for free help in doing so. Few assets involved as house will revert to bank after reverse mortgage. This is now a civil case yet they continue to request assistance from the police.

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:

Middleton Senior Center

Reporting Period:

Quarter 2 (April-June)

Reported by:

Colleen Rojo & Jill Schonenberger

Phone & Email:

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

Provide comments on:

Emerging Trends (in our area during this quarter):

Two clients have been referred to case management from the city of Middleton with hoarding related issues. The city is having an increase in hoarding reports as of late.

Affordable housing continues to be our greatest need.

With the senior center opening up for programming we have seen an increase in office visits and drop ins to talk about a number of issues. Additionally, the Loan Closet continues to see an increase in requests. A number of requests have come in for more expensive/large equipment such as lifts, raising recliners, and hospital beds. We are not able to fulfill these requests out of our loan closet due to facility space issues and lack of storage. The demand for equipment has also left us short on items to lend.

With the facility opening after the long COVID-19 shut down we are seeing new people coming in our doors for the very first time. Each week more and more of our regular seniors have been returning as their comfort level eases. Some have changed a great deal since we last saw them, the effects of the pandemic were wide reaching in terms of physical and mental health.

In-person dining opened up on 7/7. We are transitioning several people off of the Home Delivered Meal program where the dine in option is a better fit for them.

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

Overwhelmingly, housing is the issue that takes up the majority of the case management hours. Most waiting lists for subsidized housing are over a year long in Dane Co.. The solution for some clients has been to move out of the county, but this is hard for some because of the increase upfront moving costs.

There have been at least three clients who experienced or still are experiencing homelessness this quarter. Several more have been in critical, near homeless situations.

As aforementioned, the two hoarding cases have also required a lot of case management hours. This included meeting with city code enforcement and building inspection to create a plan of action.

The facility director is currently working on a housing proposal in conjunction with MOM (Middleton Outreach Ministry) that would direct city ARPA funds to assist people in need with rent, utilities, housing deposits as well as moving expenses. This issue will be brought to the Middleton City Council on July 20th for discussion. This will be a very large ask, warranted by a critical housing crisis being experienced by people of all ages.

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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2021 Quarterly Client-Centered Case Management Service Report

Agency Name:

NewBridge Madison

Reporting Period:

Quarter 2 (April-June)

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 Quarter 2 2021, NewBridge continued to provide case management services via telephone calls/check ins, limited face to face visits, and some virtual visits, due to the Covid 19 restrictions, however by the end of Q2, Case Managers have resumed in person visits with clients.

Trends identified: The needs identified most during Q1 are Nutrition (includes both HDM assessments and access to food), Home Chore-both indoor and outdoor requested and Benefits-includes those applying for benefits and renewing benefits.

Home Delivered Meal assessments contribute to case management hours. During Q2, NB received a total of 88 HDM assessment requests that includes both new assessments and reassessments.

During Q2, NB received a total of 338 intake phone calls which includes those seeking CM assistance and those just looking for resources/information. The majority of referrals are those seeking assistance with housing issues, mental health and those needing assistance with benefits, including SSDI applications.

NB Bilingual CM program also received a total of 17 new intake calls for CM assistance during Q2.

As of June 1, 2021, NewBridge began utilizing a wait-list for CM services due to the high demand for assistance.

Total number of unduplicated clients served in Q2 is 811.

The Mental Health Resource Program for Dane Co has begun to accept referrals and see clients who are participating in the MHR program. MHR staff (LCSW and RN) are also providing consultations to Case Managers as well.

Emerging Trends Specific to Bilingual Case Management: Housing: significant barriers to getting housing due to income limitations and/or lack of proper documentation/legal status to qualify for governmental assistance. Other emerging trends include home chore needs, nutrition and transportation.

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

Client issues that require extensive time or are lacking resources include:

1. Housing assistance: due to the lack of affordable housing in the Madison area and long wait list for affordable housing, case managers spend time assisting clients with housing searches, applications, etc. Oftentimes, the applications are now required to be completed online.
2. SSI/SSDI applications: CMs continue to assist with these applications and any needed follow up as SSA offices have remained closed for in person appointments until just recently in June when they reopened for certain appointments.
3. Home Chore: NewBridge's volunteer home chore program for indoor services has just begun providing services again. During the 1st part of Q2, clients continued to seek services and CMs were needing to look for alternate services.

Client Issues Specific to Bilingual Case Management:

Bilingual Case Management services require extra time with the clients as these CMs often will need to translate mail or documents and also be the interpreter on phone calls and at visits with community resources. Bilingual CMs also often will need to seek resources for those clients who are not eligible for some benefits due to legal status. A significant amount of time is taken by clients who won't qualify for Federal (e.g. SSA) or State Assistance due to their immigration status.

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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2021 Quarterly Client-Centered Case Management Service Report

Agency Name:

Northwest Dane Senior Services

Reporting Period:

Quarter 2 (April-June)

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):

Several rental unit non-renewals effective 07/01/2021. Assisted an area homeless person with funds from local church for a short-term hotel stay.

DME - daily requests for wheelchairs, walkers, canes and commodes

SHIP - counseled those turning 65 regarding Medicare A, B, D, Advantage, Senior Care, MSP and Extra Help options. Assisted with Medicare A & B online Social Security Retirement benefit enrollment.

Supportive Home Chore, In-Home Care - greater Madison area agencies are reporting staff turn-over and inability to hire new employees. BrightStar is no longer serving rural NW Dane County as a result.

Housing - increased requests for affordable, low-income, subsidized housing. Market rates for NW Dane service area apartment and condo rentals are \$800 - \$1400. Landlords report at least two outstanding applications on wait list for units becoming available in August.

Transportation - some area older adults have not been satisfied with Dane County Transportation as a medical ride option and are anxiously awaiting RSVP to return to full/normal operations. NW Dane does have a few volunteer drivers, but the demand is high. Of note: due to RSVP's current COVID driver and passenger requirements, some volunteers have been hesitant to return at this time until standard operations resume.

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

Client struggling with recent Dementia diagnosis, unsteadiness, mental health issues (anxiety, depression) and malnutrition. Client is not always receptive to care and resources; caregiver suffering burnout. Client recently received notice that driver's license will not be renewed, due to issues noted above. Client has accepted, SHC and home delivery of meals. CM is working with doctors, caregiver and a new referral to Mental Health Program.

Homeless situation - community member had previously been homeless for 20 months; lived in car (now sold) and with sister locally on and off; suffers from anxiety and depression; limited income. CM worked with community member as an I & A referral; sent a request for funds to Adults At Risk, but because the person had not been directly affected by COVID and had not yet worked with ADRC, funds denied. Worked with two area hotels and a local church to pay for two weeks stay as the individual, enabling time for the person to work through resources provided by CM. Individual is no longer in NW Dane Service area; CM provided referral and resources for M.O.M., Middleton Senior Center, 211 and other housing options, including homeless shelter. Individual had previous traumatic experience at a homeless shelter in FL, therefore not willing to go to one locally.

Hoarding situation - client has a history of AODA and continues to struggle with mental health and overall health decline and isolation. Client is accepting of home delivery of meals and some case management, but is difficult to navigate help and resources as client tends to cancel appointments and is resistant to change. Due to MA status, client does not meet Mental Health Program criteria, CM will consult MHP coordinators.

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:

Oregon Area Senior Center

Reporting Period:

Quarter 2 (April-June)

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):

The OASC Case Management office is continuing to see a rise in the number of people needing assistance due to dementia related issues. It required case managers to start home visits with caution and increase contacts with their family members and friends as well as their medical team. As the number of seniors who live with dementia increases in our area, we spend time providing information regarding supportive home care agencies and private caregivers.

Also, OASC is continuing to see an increase in the number of older adults who are seeking affordable/accessible senior housing.

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.

Some of OASC clients have anxiety caused by longterm social isolation and fear of COVID. Case managers are spending more time on the phone to connect with these clients to acclimate back to normal living.

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

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

5.00

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 2 (April-June)

Reported by:

Hollee Camacho

Phone & Email:

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

Provide comments on:

Emerging Trends (in our area during this quarter):

Clients facing evictions/homelessness

Increase in addiction

Increase in elder abuse cases

Housing crisis for low income clients because all HUD housing has a year waitlist

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

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

Capital Consortium is continually losing clients' qualifying documents

Many new and existing clients struggling with addiction

Many new and existing clients facing multiple forms of elder abuse: physical, financial and emotional

An article from Social Security of phone scams was published in our April newsletter, and a notice from Medicare regarding COVID-19 vaccine scams in our June newsletter; 1200 copies of the newsletter are printed monthly and they are also available by email and our website.

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

1.00

Number of First Responders Dementia Forms completed

1.00

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2021 Quarterly Client-Centered Case Management Service Report

Agency Name:

Sugar River Senior Center

Reporting Period:

Quarter 2 (April-June)

Reported by:

Angie Markhardt

Phone & Email:

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

Provide comments on:

Emerging Trends (in our area during this quarter):

One of the emerging trends in our area is an increased need for caregivers. Whether this is for personal care or help in keeping up a house, we have had more calls for local caregivers, agency numbers and SHC care needs.

The other emerging trend is more people in need of financial assistance. We have had to work with medicaid and the consortium as well as increasing the use of Belleville Food Pantry and Senior Box program. The incomes of the seniors has not been affected as much as the increases in the cost of goods.

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

The major issue that we have spent time on and found no resources for is in-home care, this includes those that would utilize Supportive home care. I have heard from various agencies that they are short on staff but the main issue is that most of the approved agencies for SHC are not willing to schedule staff "this far away". This has been frustrating as I try to enroll people in SHC and can't utilize our hours because there are no providers willing to provide services. Private pay services are also hard to find but they are able to utilize local people that do in home care instead.

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 2 (April-June)

Reported by:

Lynn Forshaug

Phone & Email:

608-437-6902

Provide comments on:

Emerging Trends (in our area during this quarter):

Finks Cafe opened for official In-House Dining for Senior Meals on June 1. Seniors are glad to be able to get together with friends and go out to eat again.

We hosted an Ice Cream Treat Day in June. 49 seniors joined us at the Senior Center for the treat and to visit with others.

We hosted "Brats in the Lot" in May, where 56 seniors drove up for a Brat, chips and drink. We were fortunate to have Neal Minogue, from the state who offered to help serve and distribute the Brats!

Our Senior Center had a float in our local "Frolic Parade", with nine seniors and staff.

The seniors have been calling us for two months wanting to know when they could play cards again. We have been making lots of phone calls to let seniors know that we were re-opening on July 1, for meals and programs.

Many seniors have been calling to see when RSVP will be ready to start the Driver Escort program. We have been working with RSVP to get our volunteers trained for the re-opening of the Driver Escort program.

Many families have been calling for names of caregivers for their loved ones.

Many seniors have been calling and borrowing adaptive equipment after surgeries.

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

Mary Kay continues to work with a senior who needs help with bill paying, arranging for his oxygen and portable oxygen, and now helping him with an application for different senior housing.

We have been re-enrolling seniors (who used to have Capital Care) in the UW Health Financial Assistance Program, which takes time to get proof of all of their financial information together and sent in. It also takes time to hear back from the UW Financial program if the senior is accepted or not. We have not had anyone denied.

A senior went to Dodgeville, WI to renew her Driver's License. She passed out just as she was entering the building and was taken to the hospital. Lynn spent a couple of days trying to help a senior renew her driver's license. We tried to do it online, but because the senior is over 64, they cannot do it online. The senior didn't want her picture taken with two black and blue eyes and stitches on her nose, but it was due in three days. I printed out the application for her to fill out and made many phone calls to arrange for a ride. The license did get renewed!

Mary Kay has been spending a lot of time doing the Home-delivered meal assessments with seniors.

Mary Kay has spent a lot of time working with a senior who gets anxious when her health coverage changes. There has been some confusion in qualifying for her special help. She talks with an agent from the state of Oregon where she moved from and qualified for state programs there but doesn't here.

Lynn has been working with a younger senior who has been diagnosed with dementia. This lady is single and living alone, with no family to help. She does have a good friend who has agreed to be a Power of Attorney for health and finance. We are trying to get all her affairs in place. She is also having work done on her home to be able to sell it in the future.

Working with a senior who has returned from Florida for the winter. He needed help in renewing his Senior Care, getting his Homestead application and worried that his rent was going up at his mobile home park.

Helping two seniors look into different housing and for moving arrangements for these folks. Very time consuming!

Helping a senior file a complaint with Ag, Trade and Consumer protection who was not able to get an apartment in his complex. Management said he would be next in line to get the apartment and then it was given to someone else.

We have been getting calls from seniors who are experiencing scams through phone calls and emails from Social Security and Medicare. This really bothers them. No one has given out any information.

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

2.00

Number of First Responders Dementia Forms completed

1.00

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2021 Quarterly Client-Centered Case Management Service Report

Agency Name:

Waunakee Senior Center

Reporting Period:

Quarter 2 (April-June)

Reported by:

Melissa Woznick & Candice Duffek

Phone & Email:

608-849-8547, mwoznick@waunakee.com

Provide comments on:

Emerging Trends (in our area during this quarter):

Meals on wheels increase
Caregiver resources-respite ,in home care, AFSCP grant referrals
Transportation options- medical and shopping
Senior & Subsidized Housing lists
Food Share applications
Requests for Cleaning agencies
Grief Support
Farmers Market voucher information
Behavioral Health Resource Center Referral

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

CM spent over 8 hours and 3 office appointments assisting an individual with applying for Social Security Disability.

CM has a client who is no longer receive a monthly allotment from her IRA. She only has Social Security for in her income. I completed a review of her current income and expenses and did the following: applied for the Medicare Savings Program and Social Security Extra Help, contacted a local agency to assist with rent for the month of July, and her Food share was increased to the full benefit amount.

A great deal of CM time was spent on the transitioning from clients receiving Home Delivered Meals to Carry-out meals (May) & eating at the lunch site (June). This involved CM contacting several individuals and completing HDM Re-Assessments. We provided information on the new options and signed individuals up for lunches/TSI rides.

CM spent several hours with a senior and her foodshare and health benefits. She moved here from New York. CM had to get her health insurance and drug coverage right away. Then assisted senior with canceling benefits in New York. CM helped her apply for foodshare and Senior Care. CM met with daughter and senior several times. Alot to do in a short period of time.

CM worked with a family to get a senior 24/7 care in the home. CM provided agencies that might be able to accomadate the senior. CM worked with the LTC company to get the claims going for the senior.

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

4.00

Number of First Responders Dementia Forms completed

2.00

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