

# 2023 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:

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## **Positive News:** (in our area during this quarter):

We assisted a number of clients during the Annual Medicare Open Enrollment by reviewing their Medicare D plans--also including a few clients requesting assistance in reviewing their Medicare Advantage plan. Even as important as providing the assessment, overview and help with enrollment in a new plan, we provided peace of mind to all involved knowing they received professional, knowledgeable assistance. Many clients shared that this is a very anxious time for them and expressed appreciation for our assistance and support.

## **Emerging Trends** (in our area during this quarter):

Annual Medicare Open Enrollment assistance. This also included counseling individuals regarding the deluge of TV commercials during this time of the year causing great anxiety and concern that they felt they had to make changes to their healthcare coverage. We reviewed their current healthcare coverage and provided an overview so that they could make an informed choice regarding their healthcare coverage. This definitely brought them peace of mind.

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

We continue to get a consistent amount of referrals regarding the need to find more affordable housing. However, the housing availability remains very limited due to long waiting lists and increased requirement from housing units for an older adult to meet in order to be considered a potential tenant.

Working with a number of complex client situations with little to no support system resulting in the need for increased case manager involvement.

**Challenging/Rewarding Case of the Month**

Rewarding: Client has high prescription costs via Medicare D, particularly due to Eliquis (expensive blood thinner medication). Case manager assessed client for SeniorCare and found that client should be found eligible for SeniorCare at Level 1--meaning that she would not have any deductible to meet or a monthly premium. This also resulted in paying only \$15/month for Eliquis. Ultimately, client has an estimated savings of \$1,805.00 with SeniorCare coverage (Med D plan estimate of \$2,325.00/year - SeniorCare estimate of \$520.00/year).

Reward: Assisted 2 clients with complex concerns regarding the renewal of their healthcare coverage via the Medical Assistance Purchase Plan (MAPP). Their healthcare benefits are now back in place.

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

1.00

Number of First Responders Dementia Forms completed

0.00

**E-mail completed report by 10 April 2023, 10 July 2023, 10 October 2023, and 10 January 2024 to: [aaa@countyofdane.com](mailto:aaa@countyofdane.com)**

# 2023 Quarterly Client-Centered Case Management Service Report

Agency Name:

DeForest Area Community & Senior Center

Reporting Period:

Quarter 4 (October-December)

Reported by:

Natalie Raemisch

Phone & Email:

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**Positive News:** (in our area during this quarter):

More and more people continue to come in. People hear about us from their friends/family and ask questions.

**Emerging Trends** (in our area during this quarter):

New to Medicare, Consortium assistance-confused about paperwork,  
Many older adults do not have access to computers or do not have the knowledge/confidence to use computers.

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

Transportation needs, dementia/family education, Part D of course,  
Lots of new clients-challenging to manage transportation calls with new calls.

**Challenging/Rewarding Case of the Month**

A long-time client who has been a staple here at the Center has had higher needs. She has been case managed for a long time. She has gotten more help and is thriving!

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 2023, 10 July 2023, 10 October 2023,  
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# 2023 Quarterly Client-Centered Case Management Service Report

Agency Name:

Fitchburg Senior Center

Reporting Period:

Quarter 4 (October-December)

Reported by:

Sarah Folkers, Amy Jordan, Katie Bogucki

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## **Positive News:** (in our area during this quarter):

- Continued partnership with Edgewood College School of Nursing. Six RN students were paired with an older adult client for the semester; students met with clients at the Senior Center as well as in their homes.
- Giving Tree was again put up during the holidays. Clients in need had their names and gift ideas placed on the tree. Anyone coming into the Senior Center was able to pick a name from the tree and purchase a gift for one of our clients.

## **Emerging Trends** (in our area during this quarter):

- Clients are beginning to receive services through the ILSP program
- Mental health struggles increased around the holidays

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

- Lack of affordable housing for seniors continues to be a problem. Case Managers spend a great deal of time trying to help clients find housing as well as possible sources of rental assistance.
- Transportation for our clients to attend activities at the Senior Center other than lunch
- Multiple complex Medicare Part D planfinders were conducted by Case Managers, which required extensive time

**Challenging/Rewarding Case of the Month**

- Three long-term clients moved out of their homes and into more appropriate levels of care.

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

6.00

Number of First Responders Dementia Forms completed

0.00

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# 2023 Quarterly Client-Centered Case Management Service Report

Agency Name:

NewBridge Madison

Reporting Period:

Quarter 4 (October-December)

Reported by:

Sammy Azuma and Jodie Casteneda

Phone & Email:

608-512-0000; sammya@newbridgemadison.org, jodiec@newbridgemadison.org

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## **Positive News:** (in our area during this quarter):

- During Quarter 4, the NewBridge case management team was able to hire two new case managers. These two new case managers started working in early Quarter 1 of 2024. This means we will be able to shorten the wait list time, which has been staying steady at about 8-10 weeks throughout Quarter 4.
- We assisted 90 older adults with Medicare Part D, which totaled \$441,156 in monetary savings

## **Emerging Trends** (in our area during this quarter):

- We continue to receive referrals from homeless clients in need of housing as soon as possible
- Continued mental health needs
- Clients are in more need of support than CMs can offer in assisting with the ILSP

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

1. One issue we continue to run into is fielding referrals for clients who are enrolled in CCS, but also need home chore assistance. NewBridge is unable to provide home chore services to those in CCS because in order to be enrolled in the home chore program, clients must be open on NB case management. However, we are unable to provide CM services to those enrolled in CCS or any other MA funded programs as to avoid duplication of services. Therefore, there is a gap in services for those enrolled in CCS who also need cleaning assistance.
2. Housing-an ongoing issue throughout the city, especially for those who are low income
3. Need for mental health support is not always immediately available
4. Home chore-especially in cases when someone cannot afford to privately pay

**Challenging/Rewarding Case of the Month**

1. Rewarding: One CM had a client who secured housing after living on the streets for 10 years. This client moved in 11 months after he was assigned a CM and was assisted by NB, SSM Health SW, CDA, the housing lottery, CAC, and Housing Initiatives.
2. Challenging: "A challenging situation involves someone who, although he was dealing w/ ongoing MH issues, was fairly independent and to some degree resisted services/intervention. About 6 mos ago his functioning began to decline, and increasingly rapidly. The challenges include a slow moving system, finances - income just over MA eligibility, limited communication due to clt's seeming loss of ability to use his phone(s), CM's limited ability to respond to weekly requests for visits, and the MH issues which lead to mistrust of those attempting to help"
3. Challenging: Another CM has a client who is struggling with cocaine addiction. It has been very difficult to find treatment for him due to insurance barriers as well as lack of providers that treat cocaine addiction.
4. Rewarding: "I have been working with a client who is legally blind-he was living with a family member but was asked to move out and stayed at a local hotel for about 6 months. He was able to access a Section 8 voucher through CDA and recently moved into his own apartment in a neighborhood that he likes and is familiar with. This client has gone from being quite dependent on family for assistance (transportation, navigating medical appts, attending activities, etc.) to being much more independent (using Veyo/Paratransit and setting up his own rides, taking care of his medical needs, getting involved in the community, grocery shopping, etc.) and he is starting to pursue various interests that he has."

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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# 2023 Quarterly Mental Health Resource Service Report

Agency Name: New Bridge Mental Health Resources

Reporting Period: October, November, December 2023

Reported by: Kathleen Pater LCSW

Phone & Email: [Kathleenp@newbridgemadison.org](mailto:Kathleenp@newbridgemadison.org) 608-512-0000 ext 3007

## **Emerging Trends**

In this quarter we worked with clients facing loneliness and isolation. We saw a trend and need for Grief and Loss support and added a group to meet this need. We assessed several individuals seeking to be matched with an individual therapist to work through issues with mood stability. We saw people struggling with the holidays and being alone. The weather and season changes also seemed to impact the mood of those we served and so we saw an increase in calls and need for support.

## **Client Issues:**

- Needing to be assessed for cognitive changes
- Housing insecurity
- Substance use/abuse
- Depression/Anxiety
- Mood changes related to Seasonal Affective

- Stress around self-care and ADL's

**During this quarter MHR served 69 clients. There was an 76% success rate with connecting open clients to a mental health resource to help address presenting symptoms.**

Total Program Hours - 534

Groups:

- Grief and Loss Group "SOAR"
- Case Manager Debrief Group
- Depression, Anxiety and PTSD in older adults - presented at Monona Meadows.
- Artists Way support Group
- Participated in CSC steering committee
- Participated in the Hoarding Task Force

Trainings:

- Hoarding
- Hearing Voices
- Trauma Body Keeps Score.

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# 2023 Quarterly Client-Centered Case Management Service Report

Agency Name:

Middleton Senior Center

Reporting Period:

Quarter 4 (October-December)

Reported by:

Jill Schonenberger, Vicky St. Laurent, Case Managers

Phone & Email:

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

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## **Positive News:** (in our area during this quarter):

Case Managers along with a very dedicated volunteer, conducted several appointments for Medicare Part D planfinders during the Medicare Annual Open Enrollment period.

## **Emerging Trends** (in our area during this quarter):

We have a number of people searching for assistance who are considered "elder orphans", those aging without the assistance of children, partners, etc. Some of the requests are more minor (ex. rides after a minor medical procedure, someone who could check on their pet if they are unexpectedly admitted to the hospital, etc.) and others are for more major issues (need for someone to be their financial or healthcare POA, someone to manage their estate after their death, etc.). These are tasks that are typically managed by informal supports, but those without that support in place are forced to look at paid options. There are multiple issues with this. Many clients don't have the financial means to pay for these services, and it is difficult to find providers who can plan ahead for services that are not yet needed.

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

We continue to receive an increase in requests for RSVP rides from individuals living in assisted living facilities. The facilities are not providing transportation to their residents for medical appointments. With consultation and approval from RSVP, we were able to sign these clients up for RSVP ride program, however, this is most likely going to become a bigger issue as more and more requests come in.

**Challenging/Rewarding Case of the Month**

Case manager worked with a client who was scammed and his Social Security income was re-directed into a different account. This person contacted a Social Security office out of state and was able to get client's social security checks re-directed to a different account. Case manager made phone calls to client's bank and to Social Security, and attended an appointment with client at the local Social Security office to resolve the situation. Case manager also filed a report with the Office of the Inspector General (OIG) to report the scam. Case manager also changed client's phone number in hopes of stopping the phone calls he was receiving from the scammers.

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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# 2023 Quarterly Client-Centered Case Management Service Report

Agency Name:

Northwest Dane Senior Services

Reporting Period:

Quarter 4 (October-December)

Reported by:

Vicki Beres

Phone & Email:

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

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## **Positive News:** (in our area during this quarter):

Successfully transitioned a client (who previously required extensive CM time, energy, and effort in prior quarterly reports) to a Family Care, MCO. This was a collaborative effort with a ADRC I & A representative, as well as the client's previous PCP.

Successfully assisted over 80+ clients through Medicare Part D annual open enrollment.

Assessed for eligibility and enrolled six new Meals On Wheels, at risk older adult clients, in our service area.

NWDSS partnered with PJ's Pizza, a locally-owned restaurant located in Cross Plains. PJ's generously delivered a free meal to homebound clients, or older adults potentially not seeing family over the holidays. Deliveries occurred on Thanksgiving Day and Christmas Day.

## **Emerging Trends** (in our area during this quarter):

NWDSS saw an increased need for a return of a program formerly called, "Peer-to-Peer" in Dane County. Many home-bound older adults are in need of in-home companionship. This may include playing cards, reminiscing, baking cookies, or learning how to use smart phone or other new smart devices. There are a varying degree of reasons for this... family lives far away; friends and former companions are passing or entering care facilities; weather and health conditions (including anxiety in public situations) limit ability to use Transit Solutions and or participation in-person at NWDSS facility.

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

The client mentioned above in "Positive News"; the time dedicated to calling, emailing, paperwork, and physical in-person meetings to facilitate the enrollment and transition to Family Care Programming.

**Challenging/Rewarding Case of the Month**

Medicare Part D: NWDSS saw 5 new clients this season, who were very pleased with counseling and services provided. Case Manager handled 4 very difficult Medicare Part D assessments this season and partnered with various PCP and pharmacy representatives to find collaborative solutions for clients with challenging medication lists.

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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# 2023 Quarterly Client-Centered Case Management Service Report

Agency Name:

Oregon Area Senior Center

Reporting Period:

Quarter 4 (October-December)

Reported by:

Carol Bausch/Noriko Stevenson

Phone & Email:

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**Positive News:** (in our area during this quarter):

More people are coming to dine at the center. They are enjoying the food and the social interaction provided. The Medicare Part D comparison meetings went well and folks were thankful for the assistance provided.

**Emerging Trends** (in our area during this quarter):

Housing is very high cost and not affordable for the older adults so many are leaving the community.

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

Parents of mentally ill adults that live in their homes. The parents worry about their children who are in their 60s and they (parents) are in their 90s. These parents try to continue to support these adults that are not functioning well. Some of the children take advantage of their parents causing health and financial issues.

**Challenging/Rewarding Case of the Month**

Moving forward with a client obtaining a guardianship. It will be finalized in Jan.

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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# 2023 Quarterly Client-Centered Case Management Service Report

Agency Name:

Southwest Dane Senior Outreach

Reporting Period:

Quarter 4 (October-December)

Reported by:

Lynn Forshaug, Director

Phone & Email:

608-437-6902 swdaneoutreach@mounthorebwi.info

## **Positive News:** (in our area during this quarter):

We had a wonderful Holiday/Christmas music program with 106 seniors attending. The performer was Mary Beth Kenworthy (alias Maggie Mae) who is a well known singer in southern WI. She had just moved to Blue Mounds (5 miles west of Mt. Horeb) and contacted us to see if we would like her to perform. Seniors would normally pay \$30.00-\$40.00/ticket to see her, but we provided a free concert for them!

Our Medicare D reviews went real well with our new Case Manager, Julie Schmocker. She is a great addition to our team!

We applied to our local Giving Tree, to get presents for about 25 seniors who do not have families. The gifts were not a complete surprise, since we did call them to see what they might like or need. We sent this info to a group in town that posted these wants on Christmas trees located in banks and stores in our area. Most seniors are practical and wanted a pillow, bath towels, dish cloths, etc. It was fun delivering these gifts though and the seniors were like kids again!

## **Emerging Trends** (in our area during this quarter):

Many seniors are borrowing adaptive equipment for upcoming surgeries.

We helped many seniors apply for Energy Services and helped send proof of income back to Energy Services.

Medicare D Plan Reviews.

We worked with our local Food Pantry & Neighbors Helping Neighbors to find seniors who would like to get a free Thanksgiving and Christmas Food Box. We called many seniors in our service who are on fixed incomes. These boxes had a complete Holiday meal for 2-3 people but they had to prepare the food themselves. Around 40 seniors received these boxes.

We also worked with a Church group, Neighbors Helping Neighbors, the Rotary Club, (who delivered the meals) and a local restaurant to prepare a home-cooked Thanksgiving dinner for 70 seniors who would be alone or could not cook or travel to be with family. The seniors were very appreciative of this kind act! They loved the home made pies!

We are getting calls from many caregivers needing help with their family member. We have local women who do care giving in our area. We are very lucky to have and know them. Folks in our area do not want to go with an agency in Madison. They want someone they know. (And we still could use more of them! Most of the care giving ladies charge \$30.00/hr. and have quite a list of clients. They all know each other and help each other out with hours.

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

Julie is currently working with an 89 yr. old gentleman who was suffered a stroke, went to the hospital and just got released from the hospital. His wife has died, no children, a sister who is having her own health issues and a niece in another town. Julie and I had a phone meeting with this senior, the hospital Social Worker and his niece before his discharge. The Social Worker had mentioned that he may not be able to drive because of his stroke and this really upset him. He said he may as well be in prison, if he can't drive. He just shut down and didn't want to hear anything else. (The niece, myself and Julie thought that the Social Worker should not have approached the driving issue at this time.) We visited him on the day he got home from the hospital, to help explain his new medications and the appropriate times of the day to take them, getting meals set up for him again, working with the hospital and clinics to get follow-up appts. set up, etc. Very time consuming. He and Julie hit if off well and he is glad Julie is helping him, since his memory isn't as good since his stroke. Julie is trying to connect him with the VA, since he is a veteran and could possible get free or medications for a small co-pay. This may one reason he had the stroke, his blood thinner medication was very expensive and he didn't take it.

### **Challenging/Rewarding Case of the Month**

We worked with Joining Forces for Families to find an apt. for a homeless senior man in Mt. Horeb. He had lived in and out of Mt. Horeb for many years. He was around all summer staying with friends, but then had to find his own place. No apartments were available, so he went to the Homeless Men's Shelter in Madison in fall. He came back to Mt. Horeb in Nov., stating he'd rather sleep outdoors than in the Men's Shelter with all of the fighting there. He ate meals with us most days, would stay and rest here and then go somewhere and sleep outdoors and come back here here the next am. He finally found an apt. in Verona and moved into his new apt. on Dec. 21! The best Christmas present!

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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# 2023 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@cityofstoughton.com

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## **Positive News:** (in our area during this quarter):

We are excited for the new 20-hour case manager position to assist with the increasing need our community has for case management services.

## **Emerging Trends** (in our area during this quarter):

Confusion arose with the POA-HC activation process among some clients. This warranted a meeting with local health providers to discuss our questions and how case managers can best assist.

Experiencing another wave of clients with late-stage dementia or mental health concerns in which there are no family, or family chooses not to take action.

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

We are continuing to receive an increase in new referrals.

Medicare Part D new enrollments

Hoarding cases are on the rise; one particular case has required extensive time and involvement of APS, Police, EMS, and Fire emergency services and local health providers. Ensuring client's use of mental health services is especially difficult.

**Challenging/Rewarding Case of the Month**

82 Y/O female client has police contact D/T confusion and allegations against her live-in son. Client did not have an activated HCPOA, and was very against sharing information or receiving case management services. Son was advised on how to get the HCPOA activated. Son was not forthcoming and did not follow through with medical professionals. Client again had police contact recently and was Emergency Detained and taken to Geri Psych Facility where she remains.

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

2.00

Number of First Responders Dementia Forms completed

3.00

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# 2023 Quarterly Client-Centered Case Management Service Report

Agency Name:

Sugar River Senior Center

Reporting Period:

Quarter 4 (October-December)

Reported by:

Renee Lynch, case manager

Phone & Email:

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

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## **Positive News:** (in our area during this quarter):

Implemented the My Wheel My Way Congregate dining site at the RiverVille Grill here in Belleville. Many new clients and more foot traffic at the center. Lots of activities this quarter, especially during the month of December. We have had a few new volunteers step up to help and added a second case manager to our team.

## **Emerging Trends** (in our area during this quarter):

Younger seniors using the center for help avoiding scams and getting help after fraud.

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

We have had a noticeable increase in requests for in home care providers. Our frail and elderly clients who live alone are having more complex needs. Keeping them safe in their homes is challenging with limited care providers in our area.

A client had his identity stolen to open a credit card toward a gaming company. We worked with the FTC to file claims for him and remove the false information from his credit report.

**Challenging/Rewarding Case of the Month**

One of our clients lives alone with no family in the area. We were noticing his medications were sometimes missed or were confusing to him. We worked with his Dr's office and pharmacy to come up with a much more streamlined packaging and administration plan. It seems to be working well.

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

1.0

Number of First Responders Dementia Forms completed

0

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# 2023 Quarterly Client-Centered Case Management Service Report

Agency Name:

Waunakee Senior Center

Reporting Period:

Quarter 4 (October-December)

Reported by:

Melissa Woznick & Candice Duffek

Phone & Email:

608-849-8547, mwoznick@waunakee.com

## **Positive News:** (in our area during this quarter):

The Case Managers coordinated with the KC's to have raking done for 7 clients. This has been very helpful for older adults homeowners who no longer are able to rake, and have limited resources and/or family members to help.

The Case Managers provided counseling to 167 individuals with their Prescription Drug Coverage (10/15/23 – 12/7/23). We completed 173 SHIP Sheets.

We worked with a local organization this past quarter on a few ways to help 37 of our clients. One was giving tree, where we provided ages and gift ideas for our clients who didn't have family/limited income. They had also provided us with Kwik Trip, Walgreens, and Piggly Wiggly Gift Cards that we were able to hand out to our clients. Including those we saw during Medicare Part D who had high medication costs. Lastly, they have provided us with supplies to hand out such that we started this past quarter, such as paper towels, hand soap, Kleenex, dish cloths, and bath towels.

## **Emerging Trends** (in our area during this quarter):

Medicare Part D Trends — We are seeing more Medicare Part D Plans Out-of-Network at pharmacies. So, we are now needing to do a lot more digging into what pharmacies people can/can't go to, as it makes a big difference. Or, we have had more people not happy with their service at major pharmacy and have let them know their other pharmacy options. This continues to be a service that people are very thankful for and we receive comments like "what would we do without you". We also talk to people about much more than their medications, and people feel very comforted after our Medicare Part D appointments.

Met with more seniors this season for SeniorCare applications to avoid the penalty and not for drug coverage. Also applications for expensive medications with the manufacture.

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

Energy Services – Client's are receiving denial letters for being 31 past due dates. This has been very frustrating for them. I have had three clients this past quarter who have needed more follow-up assistance. They are not doing anything wrong. They have their appointment; they mail in what they are supposed to. There is nothing they can do quicker. One of my clients had COVID and was hospitalized and was so worried she wanted us to get the paperwork that was needed. In both situations, CM was able to speak to a Energy Services rep and get it straightened out. And, in another situation, I met with a client two times to help her get the documents that they were requesting. But this adds, to our time we already spend with assisting people with filling out their applications, making copies of the required verification. I don't think people realize the Case Managers involvement with the Energy Services program. Having a point person would be very helpful.

Guardianship for Client - CM spoke to three physicians from St. Mary's hospital regarding a client and her ability to make her own medical decisions. She continued to threaten to leave against medical advice and it would not have been safe. She didn't have anyone to be her Power of Attorney for Health Care. CM has worked with this client for 13+ years and was able to provide history and information for the physicians. I was also able to speak to the client and try and deescalate the situation. I was then contacted on a Thursday by Adult Protective Services Guardianship worker who was writing the report for guardianship, as my client was contesting. CM was able to provide documentation that help support and a corporate guardian was placed.

The Independent Living Support Pilot program has taken some extra time. I have a client that wanted her mobile home cleaned up. CM had to find a company that would be willing to give an estimate and then submit paperwork to the program. CM had a tight deadline in October during Med D enrollment to complete This. CM did find an agency and had everything completed by deadline. The client still as of January 2024 has not been approved by vendor to start service.

MAPP in kind proof due Jan 2024, spent time on this with several clients to submit the form they request completed and then the proof of in kind work.

## Challenging/Rewarding Case of the Month

Village Center Car Accident - CM was alerted that an older adult had hit the Village Center building. It was a client that I had started working with Spring of 2023. Client had told the police that he was not able to move his foot quick enough and had hit the gas instead of the break, that is why he hit the building. CM spoke to the Police Officer, and requested that a DOT Driver Condition report be submitted. The client was telling EMS that he didn't want/need to go to the hospital. When his spouse arrived she had said right away that he either has an infection or didn't take the right medications that morning. CM had talked to the EMS worker letting them know that it is important that we try and get him to agree to go to the ER (which did happen). CM was with spouse after the client left for the hospital. She said that they had just bought that vehicle, as a replacement to the one that was totaled when she hit a deer. This was a traumatic experience for the client and his family. Having someone they were familiar with on the scene and afterward provided them with much relief. CM continued to be involved with his follow up medical care and checking in with them. A few weeks later, CM had been in contact with one of the AAA Caregiver Specialists, letting me know she had called the caregiver for a post program evaluation as she had received Caregiver Grant money earlier in the year. She had wanted this CM to be sure I knew about the situation. It was determined that due to caregiver stress and a new situation, she was awarded additional dollars through the Caregiver Grant. This provided a lot of relief to the caregiver.

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

0.00

Number of First Responders Dementia Forms completed

2.00

**E-mail completed report by 10 April 2023, 10 July 2023, 10 October 2023, and 10 January 2024 to: [aaa@countyofdane.com](mailto:aaa@countyofdane.com)**