

2022 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:

608-837-4611 ext. 127 / gbrooks@colonialclub.org

Provide comments on:

Emerging Trends (in our area during this quarter):

Annual Medicare Open Enrollment assistance provided throughout our service area. We served clients with reviewing plan options and enrollment assistance for Medicare D and for Medicare Advantage Plans via Zoom, telephone, mail and in-person appointments. A few complex referrals were clients who had both Tri-Care for Life and had been encouraged to also enroll in a Medicare Advantage Plan due to the "additional benefits" which ended up not being what clients thought they would be. All of these clients wanted to disenroll from the Medicare Advantage Plan. We worked with Medigap Helpline Services to make sure disenrollment was handled correctly. Another added layer this year that occurred during the open enrollment was the ending of health insurance coverage for WEA participants. This did result in more time being spent with these referrals.

This quarter showed an increase in home delivered meal referrals due to increased frailty or temporary request due to recovery from surgeries.

These other trends for this quarter remain pretty consistent with our third quarter report:

Referrals requesting additional support in the home due to advancement of chronic diseases, particularly dementia-related. This also includes supportive options for the caregiver(s).

Referrals continue with requests to obtain financial assistance for utilities, medications, food and rent. Financial assistance for rent and medication increased this quarter.

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

We continue to have difficulty in obtaining in-home care services for home chore and personal care assistance, particularly in our rural service areas due to agencies continuing to experience staffing shortages. We've seen the cost for in-home care go up significantly with some of the agencies, making it financially difficult for some consumers to utilize these services. Often these clients are above the medicaid eligibility so unable to pursue long-term care options via FamilyCare programs.

Low-income housing still a major problem in trying to find resources that are available for clients in their community of choice. Can be very time-consuming as an increasing number of housing organizations request applications be done on-line and some clients do not have skills to utilize a computer or the Internet. Case manager is often very involved at this point, particularly for those clients who do not have support from family/friends to help with this process.

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 2022, 10 July 2022, 10 October 2022, and 10 January 2023 to: aaa@countyofdane.com

2022 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:

608.846.9469 x 3

Provide comments on:

Emerging Trends (in our area during this quarter):

Energy assistance help needed. People worried about paying their bills. People struggling with customer service. They either have difficulty hearing on the phone, understanding on the phone, or do not have the technology to follow instructions needed.

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

Medical transportation is not reliable. It is difficult for people to continually not get to the doctor. It is also difficult for people in wheelchairs to schedule affordable transportation. Their options are limited. People are lonely and find comfort in being a "regular at the Community Center." People overwhelmed by "junk" mail and do not know what is real and what is a scam.

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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2022 Quarterly Client-Centered Case Management Service Report

Agency Name:

Fitchburg Senior Center

Reporting Period:

Quarter 4 (October-December)

Reported by:

Amy Jordan, Sarah Folkers & Katie Bogucki

Phone & Email:

608-270-4290 amy.jordan@fitchburgwi.gov sarah.folkers@fitchburgwi.gov katie.bogucki@fitchburgwi.gov

Provide comments on:

Emerging Trends (in our area during this quarter):

Fitchburg annexed part of the Town of Madison as of November 1, 2022. This has required increased outreach to new residents and becoming familiar with the new area.

Housing - continues to be a high priority issue for older adults needing affordable housing

Financial - clients asking for security deposits, help with paying rent/other bills

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

Housing - several clients in senior apartment building are being non-renewed and/or want to move on their own accord. Most need affordable housing which complicates the situation even further.

Medicare Open Enrollment - SWs spent a lot of time doing planfinders with clients

Guardianship - requires SW to be very involved in details and process

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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2022 Quarterly Client-Centered Case Management Service Report

Agency Name:

McFarland Senior Outreach Services

Reporting Period:

Quarter 4 (October-December)

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):

We continue to see people that are struggling with basic payments, especially rent. Many are new to our service area into new apartments. After six or so months, the landlords have already increased rent for the new year. Some as much as \$60. Many of these people are being "placed" here from Madison and expect transportation services at the level of Madison. They had previously been homeless or near homeless.

Worked with seniors on Medicare D renewals or sign up. Some were losing coverage and needed a plan. The majority of the evaluations we did the client found a cheaper plan. We did get a few calls about those losing Badger care status.

Working closely with the local food pantry on clients that may have reduced benefits due to the anticipated reduction in emergency grant level benefits.

McFarland police held a program with the bank on scams that was very successful. Lions club also had a program on scams with Amy Scarr.

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

Mental health service needs have expanded. People who previously had been resistant have agreed to a referral but I think after seeing success with clients we are also thinking of utilizing the resource to a greater extent than even before.

Clients that no longer qualified for Badger Care and were under age for Medicare. Steered them to resources to help with signing up with the affordable care act or applying for Medical Assistance if they were under 60.

Sara has been working with a couple who has a hoarding issue and no running water. Elder abuse has been involved. Recently a family member stepped in to help out and to problem solve. The situation is improving.

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

25.00

Number of First Responders Dementia Forms completed

0.00

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2022 Quarterly Client-Centered Case Management Service Report

Agency Name:

Middleton Senior Center

Reporting Period:

Quarter 4 (October-December)

Reported by:

Tammy Derrickson & Jill Schonenberger

Phone & Email:

608-662-7684 tderrickson@cityofmiddleton.us

Provide comments on:

Emerging Trends (in our area during this quarter):

The Middleton senior center is currently involved in a NOAH housing project that upgrades low income housing with Solar energy options reducing the costs of low income seniors living in those units. This will target small apartment buildings in a lower income section of Middleton who pay utilities costs in addition to rent. This project is an ARAPA funded project that makes efforts to provide assistance to those who have difficulty paying monthly costs. We expect that progress will be made over the next several months with Sustain Dane as a partner.

In December the Senior Center received a phone call from city officials wanting to use the senior to possibly take in 65 residents from a nearby nursing home. The power had been out in the nursing home from 2am -10am (approximately.) Nursing home staff called the city because they weren't sure what to do and wanted the city to provide the solution. City officials began working with MG&E to get the power back on. The senior center director has some serious concerns about the emergency plan or lack of that the nursing home had. The time frame of 2am-10am during really cold weather is very concerning. City officials did reach out to county agencies as well about this concerning situation.

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

Success Story: Case manager had a call from a client who recently stopped working and was applying for SSDI. In the meantime, she was looking for any programs that may be able to help her financially as she was living on her savings. She told the case manager that she had already called to apply for FoodShare and any other financial assistance, however, she was told that her monthly withdraws from her savings would count as income and therefore she does not qualify for any financial benefit programs. Case manager was questioning this information so we made a joint phone call back to the CDPU. Case manager explained this to the representative on the call who then confirmed that the information client was initially given was not correct. The representative sincerely apologized for this and was very happy that we called back in. The client was indeed eligible for benefits. She is now going to receive Food Share as well as Healthcare benefits. The client was extremely happy and very emotional as this is going to make a huge difference for her and will help her immensely while she waits for the decision from disability. She was very thankful to this case manager for helping her get this assistance.

Housing continues to be an issue, it seems that many are receiving significant increases in rent. I have seen \$50-60/month increases in many cases.

Medicare Part D sessions took considerable time but for the most part went smoothly. WPS is no longer offering Part D so that brought in several people looking for new plans.

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2022 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

Provide comments on:

Emerging Trends (in our area during this quarter):

SHIP:

*Medicare Part D Annual Open Enrollment: 77 seniors counceled (8 new participants); 75 plan finders conducted; 23 PDP enrollments completed.

*2 Senior Care renewals

*3 Medicare 101 counseling sessions for those turing 65 in 2023

*1 new to social security retirement counseling/assistance; this required 3 seperate sessions on-line; password assistance as well as in-person visit to Social Security office in Dane County.

HOUSING:

Navigated and counceled 3 older adults seeking low-income/subsidized units. One successfully found an apartment

HOARDING:

*utilized OAA Hoarding funds; successful home clean-up completed

MENTAL HEALTH PROGRAM AT NEWBRIDGE:

*WIP, spent much of Q4 counseling a client and navigating intake/referral paperwork (scheduled to complete referral in Q1 2023)

SCAMS:

*3 referrals from local law enforcement of clients suffering after affects of computer and grandparent scams.

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

Chimney fire of a homebound client living with Dementia and other chronic health issues, which resulted in displacement from home to a hotel for one week. Dedicated a great deal of time to securing funds from local food pantry for hotel stay beyond Red Cross financial assistance; procurement of daily food; transportation for medical and other misc needs. A good deal of time was also spent as liason with neighbors, Red Cross, food pantries, law enforcement and ambulance, PCP and pharmacy for Rx refills in addition to replacement of Rx due to fire. Provided assistance to client and family for long-term housing plan while insurance company assesses damages. Client is currently residing in another state with family, but continues to need assitance in navigating Rx refill across state lines from PCP and pharmacy. This is in addition to navigation of home repair contractors in NWDSS service area.

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3.00

Number of First Responders Dementia Forms completed

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2022 Quarterly Client-Centered Case Management Service Report

Agency Name:

Oregon Area Senior Center

Reporting Period:

Quarter 4 (October-December)

Reported by:

Noriko Stevenson and Carol Bausch

Phone & Email:

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

Provide comments on:

Emerging Trends (in our area during this quarter):

Case Managers spent more time this quarter assisting clients with loan closet needs. Appointments are made for clients to pick-up or return items. More transportation needs due to having in-person medical appointments.

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

Case Managers spent significant amount of time on Medicare Part D open enrollment this quarter. Housing requests were on the rise this quarter as well.

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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2022 Quarterly Client-Centered Case Management Service Report

Agency Name:

Stoughton Area Senior Center

Reporting Period:

Quarter 4 (October-December)

Reported by:

Hollie Camacho

Phone & Email:

(608) 873-8585, hcamacho@ci.stoughton.wi.us

Provide comments on:

Emerging Trends (in our area during this quarter):

-Lack of affordable housing continues to cause difficulty for clients
-RSVP, Transit Solutions and HDM policy change with RCAC clients posed challenges for some clients
-It is becoming more difficult to find medical transportation options for wheelchair-bound individuals with appointments to Madison; at the same time Stoughton clinics are losing medical staff.

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

- Dealing with more clients with late-stage dementia or mental health concerns in which there are no family, or family chooses not to take action.
- Medicare Part D new enrollments

Scam Articles:

- "Feeling Bombarded by Celebrity Commercials on TV" in October newsletter
- Scam Singo event offered on Oct. 25 (facilitation included two Stoughton Police Detectives)
- "There Are No New Medicare Cards!" in November newsletter
- "Spoil your grandkids, not scammers!" in November newsletter
- "Scam Advice from our Local Stoughton Police" in November newsletter
- "Scams: Tips and Resources" with link to a scam handout in December newsletter
- We also had a reminder to never sign up for plans or give personal info. unless you are the one initiating the contact within our article on Medicare Part D Open Enrollment in Oct., Nov. & Dec. newsletters.

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

7.00

Number of First Responders Dementia Forms completed

0.00

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2022 Quarterly Client-Centered Case Management Service Report

Agency Name:

Southwest Dane Senior Outreach

Reporting Period:

Quarter 4 (October-December)

Reported by:

Lynn Forshaug

Phone & Email:

608-437-6902 swdaneoutreach@mounthorebwi.info

Provide comments on:

Emerging Trends (in our area during this quarter):

We are working with seniors to fill out applications for the new housing complex, in Mt. Horeb, called Landsby Ridge. This will be for seniors, families, single folks, etc. Filling out the application has been very time consuming for Mary Kay and I. The manager of this new complex has been meeting with perspective applicants at our Senior Center, while the complex was being built. Ten seniors had applied for these apartments and five have now moved in. Three seniors decided that it wasn't for them, due to having to break their current lease, pay rent at two complexes along with a deposit, having to hire a moving company, etc.

We have continued to help seniors apply for Energy Services. Some received applications in the mail to fill out and send and some have not. We leave messages at Energy Services and then we or clients wait for weeks for a return a call. They want seniors to go on line to sign up for an appointment, but many seniors do not have computers or email. Two seniors who have signed up for years with this program were denied, then approved and then denied again. They finally got everything settled!

We have been helping seniors sign up for flu immunization at our local pharmacy via computer at our office. They did not have the computers again to do this.

We had a homeless lady who just stopped in mid-December. She wanted money for new tires for her van, wanted to plug her camper into our outdoor outlet and camp here for the winter. She also wanted money to stay in a hotel for a couple of days. I gave her info for our local Food Pantry and Clothes Closet and Police Dept. She had already been in touch with them. Another day, she called and wanted me to help her lift her clothes washer, (which had partly come of the trailer) back on a the trailer. Another day, she came with her U-Haul truck and trailer (with all of her worldly possessions on it) and wanted some of the Giving Tree gifts that were being delivered for other seniors. She has not been back here since. I am not sure where she went on those very cold days! I gave her some numbers for the Women's Shelter in Madison and subsidized housing in our area. She did not want that information.

Mary Kay has finished working with Medicare D reviews, about 23 seniors participated in the Medicare D Prescription Drug Plan renewal.

We are having more seniors coming in every Wednesday for free food (that we get from our local grocery store, Miller & Sons). We use to have around 25-30 seniors coming in, but now, we could have up to 50.

More seniors are looking for subsidized housing.

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

We have both been working with two gentlemen who received eviction notices. The one man who was in his mid-eighties was 4 months behind in his rent, even though he lived in subsidized housing. We went to our local Food Pantry & Clothes Closet (Neighbors helping Neighbors) who connected us with Joining Forces For Families and Porchlight. This man was able to contribute some money. He was trying to pay off some medical bills and car repairs and he said his landlord had increased his rent without a notice. We connected him with Food Share during the pandemic and the VA. I actually found him dead on Dec. 21 when I went to his apt. to deliver his Giving Tree gifts. Sad ending!

The other gentleman that had received the eviction notice was not keeping his place clean. He had lots of meal trays, mail and garbage everywhere. We finally found someone who was willing to clean for him and then it took three weeks for him to pay her, which did not make the woman happy. She will probably not clean for him again. We are now back in the same boat with trying to find someone to clean for him. He has a rep payee who pays all of his bills, but this cleaning person wants to be paid in cash.

We have been notifying seniors through our newsletter and notices in lunch bags that when bad weather is predicted and schools are closed or not closed, we may cancel meals. We do call all meal participants that morning to let them know there will no meal, since some may have forgotten.

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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2022 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:

mwoznick@waunakee.com 608-849-8547

Provide comments on:

Emerging Trends (in our area during this quarter):

Energy Services, New Foodshare Applications, transportation options to the senior center and medical, Turning 65 & Medicare, POA Forms, new meal on wheels, Lifeline options, Medicare Part D, Cleaning Service options - do not have any affordable options and snow removal options.

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

CM made a home visit to review Med D options with a couple that CM has been working with for 11 years. The husband has been the caregiver, driver, and has set up their medications in pill boxes. CM noticed his health has declined significantly and encouraged them to consider their medications be delivered and set up in med boxes. This would be a change in pharmacy and would make a difference in what Med D plan they picked. CM worked with their RN Case Manager to get their prescriptions switched over. They needed to schedule a pharmacy visit and CM arranged a RSVP ride. They were new to RSVP, so CM had to get copies of proof of vaccinations. CM also referred client to patient assistance for one of his expensive medications.

CM received a call from an older adult, who no longer drive seeking assistance to obtain her prescription medications that were ordered from the ER. I was able to get her connected with Waunakee Hometown Pharmacy, and her prescriptions where delivered that same day. I had found out, that she was discharged from the Emergency Room at 1:00 a.m. (it was 3 degrees outside) and was sent home in a cab (she had a daughter who was waiting for a call to come pick her up). This is very concerning as there were numerous risk and safety issues. With her permission, CM wrote a letter to her Primary Care Doctor and Patient Resources advocating that there could be better procedures in place for when a vulnerable person is discharged from an Emergency Room.

CM worked with the Dane County Sheriff's dept on two case with seniors and dementia. One had a spouse with her and so CM provided some resources for him for helpi nth ehome. The other lived alone and started to have halluciations and paranoia. The family was not helpful so CM met with the senior and discussed options. This senior ended in a crisis and was admitted to the hospital.

CM spent over 20 hours with a senior this quarter to get her on BadgerCare for health coverage, a local agency helped with her car repair and now all set with Social Security , foodshare. CM is still assisiting with Energy Services and looking for housing. This senior is younger 63 but lost job, insurance and home needs repairs. CM is working on Project Home in to help with some repairs on her mobile home.

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

16.00

Number of First Responders Dementia Forms completed

2.00

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