

CITY OF VERONA
SENIOR SERVICES COMMITTEE
March 9, 2021
VERONA SENIOR CENTER
MINUTES

1. The meeting of the Senior Services Committee was called to order by Katie Kohl at 6:00 p.m.
2. Roll Call: On roll call: Charlotte Jerney, Christine Posey and Katie Kohl were present. Also present: Stephanie Ehle, Senior Center Director, Julie Larson, Case Manager.
3. Approval of the minutes from the February 9, 2021 Senior Services Committee meeting. Motion by Kohl, seconded by Jerney. Motion carried 3-0.
4. Director's Report
 - As the county continues to change the recommendations and emergency orders, the Senior Center will follow those and expand their offerings. The Senior Center will be opening slowly to keep everyone safe.
 - RSVP is expanding their medical ride pilot program. Verona drivers were not chosen however this is a promising step for moving forward.
 - Ehle invited Julie Larson to share some MOW reporting information and case management news.
5. Reports on Programs and Case Management:
Case Management - report given by Julie Larson
 - Becky Losby is stepping down from her role as Case Manager. Her last day will be March 26.

Alder Jerney asked if the Senior Center will be filling the position right away. Ehle responded that they will fill it, however they will be taking some time to assess their needs. Becky was not interested in a party so an announcement will go into the April 2021 Chronicle. Alder Kohl asked that the staff pass on thanks to her for her efforts.

- Larson talked through the following reports:

CM 2020 Details:																	
Total CM services	2104																
	Unduplicated Clients:	CAREGIVERS	CHECK IN	CLIENT	CONCERN	COVID19	CRISIS	FAMILYSUPPRT	FOLLOW UP	HOME VISIT	MEDICAL	OFFICE VISIT	OUTREACH	PROVIDER	TOTAL		
Total CM Services		36	194	286	24	1075	16	88	157	48	7	43	28	50	2103		
Becky Losby	206	19	140	176	14	311	11	30	155	18	4	29	3	24	934		
Julie Larson	202	17	54	110	10	764	5	58	2	30	3	14	25	26	1118		
Lauren Wendland	23		32	10		6			1			1		1	51		
CM 2019 Details:																	
Total CM services	915																
	Unduplicated Clients:	CHECK IN	CLIENT	CM SUPPORT	CONCERN	CRISIS	FAMILYSUPPRT	FOLLOW UP	HOME VISIT	MEDICAL	OFFICE VISIT	PROVIDER	TOTAL				
Total CM Services		140	38	523	11	3	17	25	13	14	12	532	802				
Becky Losby	113	10	20	191	3		3	17	6	10	10	6	276				
Julie Larson	216	130	18	332	8	3	14	8	7	4	2	2	526				
MOW services	2770	6047															
Total Services:	4874	6962															
Total unduplicated individuals served:	325	283															
CM services and MOW services make up total services. This is combined MOW and CM.																	
2019 Total Units Served																	
	Unduplicated Clients	CHECK IN	CLIENT	CM SUPPORT	CONCERN	CRISIS	FAMILYSUPPRT	FOLLOW UP	HOME VISIT	MEDICAL	MOW MEAL	OFFICE VISIT	PROVIDER	TOTAL			
	283	254	38	523	11	3	17	25	13	14	6275	10	8	7191			
2020 Total Units Served																	
	Unduplicated Clients	CAREGIVERS	CHECK IN	CLIENT	CONCERN	COVID19	CRISIS	FAMILYSUPPRT	FOLLOW UP	HOME VISIT	MEDICAL	MOW MEAL	MOW-EMERG	OFFICE VISIT	OUTREACH	PROVIDER	TOTAL
	325	36	226	296	24	1084	16	88	158	48	7	4364	700	44	28	51	7170
Who Was Served:																	
Veterans	2020	2019															
	45	39															
Age Under 50	2	6															
Age 50-59	10	6															
Age 60-69	36	40															
Age 70-79	88	66															
Age 80-81	59	60															
Age 90-99	16	22															
Age Over 100	3	1															
MOW 2020 Details:																	
Description / Year	2020	2019															
Traditional MOW services:	2595	6047															
Traditional MOW services - units served	4364	6275															
Traditional MOW unduplicated clients	64	61															
MOW Emergency meals (3/30-6/27)	175	N/A															
MOW Emergency meals - units served	700	N/A															
MOW Emergency unduplicated clients	29	N/A															
MOW services	2770	6047															
MOW TOTAL unduplicated individuals served:	70	61															
Total Units Served in 2020	5064	6275															
Lower this year since we did not serve all traditional MOW clients during shutdown and then also only brought back on based on need.																	

Alder Jerney asked if the information was broken down monthly. Larson stated no, however it is possible to look at it that way in the Schedules Plus system. Jerney stated it would be neat to see the cumulative data and month to month data to see if there are any seasonal trends.

Alder Jerney asked about lead time for emergency meals. Larson stated that the case management team has spoken with people weekly throughout the pandemic to see if they needed meals. Some higher needs clients were/are contacted multiple times a week.

- On March 25th all three case managers will be hosting an Outreach event via Zoom. Moving forward each staff will take turns hosting the events one time per month. April's topic is self-care.
- The case managers are checking in with the veterans. The group members also check in on each other. The Senior Center will be offering a drive up event for veterans in spring before Lauren (student intern) leaves.

- Caregiver's group has had three new members since January 1st. In February they had a Valentine's party via Zoom with fun games and trivia. They are exploring meeting in person, possibly outdoors, in the spring/summer.
- TRIAD programs are on hold but the Senior Center is offering a drug take back event in April.

Alder Kohl asked if case managers are receiving more self-referrals or referrals from others. Larson stated many are self-referrals. Lots of people call for one specific thing which then opens the discussion for more. Many others calls come from clinics, police, and a few from concerned neighbors.

- Lauren's last day will be April 29th. She will compile survey results before she leaves. The Senior Center will look to have more students in the future.
- Larson shared a case study as an example of the type of clients the Senior Center serves.

Case Management Highlight

During the summer Sylvia, still living independently, started developing memory loss and confusion which led to "crisis like" calls to the senior center about people taking her things, people being in her apartment, and concerns for her personal safety. Case management worked countless hours with Sylvia, her daughter, the apartment complex, her medical providers and Verona Police Department. Case management assisted the family with:

- Ensuring that, during periods of lucidity, Sylvia was part of the conversation and her desires were documented for future reference.
- Finding a private caregiver to come in multiple times a week.
- Supporting her daughter with resources, education and guidance.
- Arranging home-delivered meals for adequate nutrition and ease on her daughter.
- Communicating with Sylvia's medical team to schedule appointments and arrange for a geriatric assessment.
- Working collaboratively with Verona Police Department when Sylvia started wandering alone outside at night.
- Working collaboratively with her apartment complex over concerns of neighbors and information on terminating her lease when needed.

In the fall Sylvia was diagnosed with several health issues including an aggressive form of Dementia. For the time being Sylvia has moved in with her daughter and has around-the-clock care. The family continues working with case management to explore options for Sylvia for when her Dementia progresses further and navigate the financial burden.

Programs:

- Programs at the Verona Senior Center continue to be mostly virtual. Programs offered in-house for March include: foot care/diabetic foot care, AARP taxes, foot reflexology, movies, exercise room, Great Course, and bracelet making.
- Online signups through the Schedules Plus program will start in April.
- Examples of popular programs:
 - What we Need to Know About the Corona Vaccine: 32 attended
 - *Virtual Devils Lake Hike*: 23 attended
 - Mindfulness and Meditation: 21 attended
- The Senior Center continues to partner with local businesses. They have been collaborating with one to two restaurants each month, offering a drive thru meal. They also choose one Chronicle advertiser each month and give them a half page spread in the newsletter to promote their company or business.
- Volunteers are slowly returning. The Senior Center has brought back one MOW driver and three front desk volunteers. They hope to bring back more volunteers soon.
- Spring/summer plans include many outdoor events: exercise classes, outdoor concerts, outdoor movie, and a possible gardening group.

6. Other Business - none

7. Adjournment

- Motion by Alder Jerney, seconded by Posey, to adjourn at 6:46 p.m. Motion carried 3-0.