

Application for 2010 Supplemental Funds Community Resources Program

*Submit signed original and digital copies of this application to the
Community Development Division,
Room 225, MMB, 215 Martin Luther King Jr., Blvd.
Madison, WI 53701*

Deadline: Noon on March 2, 2010

(Late or incomplete applications will not be considered)

Program Title:	Case Management		Agency:	East Madison/Monona Coalition of Aging	
Amount Requested:	\$4,902	<i>Amount Allowable:</i> \$2500-\$10,000	Current Community Resources Funding for this Program:	\$42,360	
Address:	4142 Monona Drive, Madison, WI 53716				
Contact Person:	Patti Holden		Telephone:	608.223.3103	
E-Mail:	pattih@emmca.org				

- 1) **Program Description:** Summarize the programs major purpose and activities, demographics of intended population and geographic service area.

Geographic area served: The East Madison/Monona Coalition of the Aging (EMMCA) serves the City of Monona (funded separately) and Madison east/ far east. Boundaries were determined 30+ years ago and the population has increased dramatically in the last 10-15 years as many condominiums, apartments and senior living apartments have developed between Stoughton Road and I90.

Demographics served: Age 60+ and family caregivers. The population in the 60+ group is primarily lower income Caucasian with a growing number of African Americans, Hispanics and Asians. Roughly 70% of those served are over age 75.

Program purpose and activities: The program effectively assists clients in identifying, advocating for, and managing services that enable them to remain in their own homes. We also assist in the transition to other living options when a client expresses the desire to move or has a critical need. We also lead a caregiver support group.

- 2) **Program Need:** Please describe the increase in requests for service or unanticipated economic hardship for your program that warrants application for this funding. For example: increased service participants, increased waiting list, specific increases to staffing hours or program hours, unanticipated program cost, or lost funding.

Requests for services continue to increase as the numbers in the eligible group increase (baby boomers). We are seeing a larger number in the group that is slightly above income eligibility for many services but cannot afford to pay for services needed to stay in their own homes. Case managers are able to assist in finding services they may be eligible for regardless of income or in identifying services provided by volunteers. We need to operate more efficiently to meet the growing need. Key to that is increasing our technological capacity. Case manager's computers are 12-17 years old. Case notes, follow up, reporting, etc. is extremely time consuming. Managing those activities more efficiently results in more time for direct service to more people. It is highly doubtful we can maintain the current level of service let alone increase without adequate computers/software as they break down more and more frequently. Also as the 60+ population has increased in the far east we have been unable to do adequate outreach. We need more staff time and supplies to reach this population so they can be served.

Need is also increasing because more and more of the frail elderly have no family members in the local area as their children relocate to other areas of the country (world) and are unable to help their parent(s) through the ever increasing maze of services, forms to complete, etc. Our case managers fill this void.

Our goal is to continue to provide high quality, effective service to all. If we cannot increase our efficiency and overall service capacity, waiting lists will increase or less service per individual will be provided. This will result in fewer seniors being able to stay in their own homes in their own neighborhoods.

3) **Service Goals:** Please attach a copy of your Community Resources Program year end or December service report to this application. Please add a column to your service numbers section that identifies what your 2010 proposed new goal numbers would be if you were allocated the funds you are requesting.

4) **Fund Utilization:** Understanding that this is a one time allocation, how will these funds be used in 2010? Will the supplemental costs be allocated to staffing, program supplies or other expenses?

The funds requested would be allocated as follows:

Personnel: \$2048 (this is a total of 3 additional hours/wk for the part time case manager for May - December 2010 (includes salary, taxes and benefits) to serve additional people and to do more outreach to the underserved in our geographic area.

Operating: \$2854

- \$ 1,400 for two computers and monitors for two case managers (current equipment is 12 and 17 years old)
- \$ 500 for the appropriate software (Windows 2007, Office 2007, etc)
- \$ 600 for technical assistance to build custom data base for case management and to install software and integrate with our current system)
- \$ 160 for travel reimbursement for case manager to do additional outreach and service for case management
- \$ 194 for additional postage, printing and office supplies for additional outreach and service

Total: \$4902

5) **Budget:** Please provide the following information. You will be contacted if additional information is necessary.

Program Budget	Current (as reported in your Budget appendixes in January 2010)	Proposed
Personnel	35334	37382
Operating	4900	7754
Space	2126	2126
Special Costs	0	0
Total	42360	47262

6) **Signature:** Name and signature of the principal individual responsible for this program proposal.

Name: Patti Holden Title (if applicable): Executive Director

Signature: _____ Date: March 1, 2010

If you need assistance with this application or are unclear about how to answer the above questions please feel free to contact your current contract manager or staff at (608) 266-6520.

EAST MADISON/MONONA COALITION OF THE AGING

**Quarterly Service Report: City of Madison
Due Dates: 4/15, 7/15, 10/15, 1/15**

Period Covered: October, November & December 2009 Date: January 19, 2010

Prepared By: Patti Holden, Executive Director Telephone: 223-3100

Service A: Outreach/Case Management

1. Outline the level of services provided as reported on the AAA 610 or equivalent report.

This quarter: 87 Year-to-date: 138

2. Indicate the percentage of cases reported above who are City of Madison residents.

64 %

3. Total number of Information and Assistance contacts as reported on the AAA monthly report.

This quarter: 1126 Year-to-date: 3453

4. Total number of agency hours providing Information and Assistance services as reported on the AAA monthly report.

This quarter: 211.8 Year-to-date 3453

5. Outline any changes noted by staff that may affect service, or make service delivery more difficult (e.g., increased number of clients with mental health issues or language barriers). *Our ½ time Case Manager left our agency October 9th for a social work position that paid better and had better benefits. We hired a replacement in mid-December. When full staffed with CMs we have 2.3 FTEs. Oct 9th-mid December we only had 1.8 FTEs. The number of I&As continues to increase. Also the number of case management cases increased this quarter. The number of clients with AODA and mental health issues continues to increase especially among the 60-70 age group. The number of clients with financial difficulties continues to increase especially related to utilities and housing. We are seeing an increase in calls from outside of the area, long distance caregivers desperate regarding information about services for their elderly family members that live in our area. We had an increased number of caregivers looking for respite this quarter (many cannot afford to pay for it though).*

6. Final Report Only - Due 1/15

Service B: Focal Point-Based Community Assistance

1. During the quarter the following services/activities were provided:

	<u>Goal</u>
<u>515</u> Newsletters distributed monthly	<u>500/month</u>
<u>2-3</u> Monthly toe nail clinics	<u>3/month</u>
<u>67</u> Attended nutrition site activities	
<u>0</u> Sunday afternoon dinners were held	
<u>3</u> Education programs were held at the nutrition sites	
<u>0</u> Community activities (e.g., Thanksgiving dinners) were held	
<u>0</u> Health screenings were held	
<u>0</u> Blood pressure screenings attendees	
<u>2</u> Caregivers Support Group meetings or trainings	<u>10/year</u>
<u>18</u> Number of Caregivers Support Group participants	<u>100/year</u>
<u>0</u> Friday Forums were held	
<u>7</u> <i>Toe Nail Clinics</i>	
<u>367</u> Volunteers provided <u>1876.5</u> hours of assistance in the following areas: (e.g., office help: 12 volunteers provided 40 hours of service) Office Help: 6 volunteers – 162 hours; Special Projects help: 18 volunteers – 32.25 hours; Nail Clinic: 3 volunteers – 9 hours; Nutrition: 18 volunteers – 230.5 hours; Day Center: 17 volunteers – 126.75 hours; Home Chore: 274 volunteers – 1215.5 hours; Yard work for facility: 17 volunteer – 23 hours, Small repair for facility: 13 volunteers – 46.5 hours and IT – 1 volunteer – 31 hours	

2. The following significant issues, concerns and achievements occurred during the quarter. See response to question 5 on previous page. Also we continue to see an increase in seniors needing home chore services who are unable to pay for it themselves but are slightly over the income eligibility limit.

3. *The following progress on the information library for caregivers has occurred. Library information continues to be updated and additional materials obtained. Eleven people checked out information.*

4. Final Report Only - Due 1/15

Complete and submit the attached form on Outcome Objectives, Performance Standards and Measurement Tools.

This report will be submitted separately.

Outcome Objectives, Performance Standards and Measurement Tools

Agency Name: East Madison/Monona Coalition of the Aging Contract Period: 2009-2010

Service Name: A. Outreach/Case Management

Outcome Objective #1	Case management will assist older adults to remain in their own home.				
Performance Standard	Targeted Percent	90%	Targeted Number	261	<i>Target number with grant = additional 20 (281 total)</i>
Measurement Tool(s) or Methods to be Used	<p>Client files will be reviewed to determine how many clients are still in their own homes that received services. We will review a random sampling of 25 files. <i>This number includes clients who required substantial amount of time even if they only received only one service.</i></p> <p><i>(In 2010 we will also conduct pre and post service surveys of new clients to help determine which services were of the most help and the individual's biggest areas of concern.)</i></p>				
Outcome Objective #2	Number served - 535. Increase the knowledge of older adults and their families/caregivers of services and resources available in the community. Includes information and referral.				
Performance Standard	Targeted Percent	95%	Targeted Number	481	<i>Target number with grant = minimum addition of 54 (535 total)</i>
Measurement Tool(s) or Methods to be Used	<p>Random sampling of 25 clients and families. Surveys will be done. <i>The current number reflects face to face contacts, not over the phone contact. (The target number is contacts not unduplicated individual. That number would be much larger as reflected on the service report.</i></p> <p><i>(In 2010 additional surveys will be done for groups that have received presentations)</i></p>				

Outcome Objectives, Performance Standards and Measurement Tools

Agency Name: East Madison/Monona Coalition of the Aging Contract Period: 2009-2010

Service Name: A. Outreach/Case Management Date Submitted: _____

Submit this form with Service Report due on 1/15

Outcome Objective #1	Case management will assist older adults to remain in their own home.			
Performance Standard	Targeted Percent	90%	Targeted Number	261
	Actual Percent	91%	Actual Number	239
Measurement Tool(s) and Comments:				
<p>Client file reviews were used as the measurement. If a client was still in their own home after a minimum of six months being case managed, they were counted.</p> <p><i>Next year we will randomly survey at least 25-50 clients to ask if they feel they could have remained in their own home without the case management assistance. And we will ask what their biggest concerns are relative to remaining in their own homes.</i></p>				
Outcome Objective #2	Number served - 535. Increase the knowledge of older adults and their families/caregivers of services and resources available in the community. Includes information and referral.			
Performance Standard	Targeted Percent	95%	Targeted Number	481
	Actual Percent	460%	Actual Number	2241
Measurement Tool(s) and Comments:				
<p>The 2241 represents the actual number served in our Madison service area. However, with information and referral and information and assistance it is difficult (next to impossible) to get an accurate unduplicated number. This number is not unduplicated.</p> <p>For 2010 our target number should reflect that it is not unduplicated number but actual contacts.</p> <p>100% of those who responded to the surveys indicated their knowledge had been increased. Next year we will ask them to rate knowledge in certain areas so we have more specific information and we'll ask them to identify areas where they wish they could get more information.</p>				