City of Madison Senior Service
Descriptions and Reporting Requirements

Case Management Service

Case Managers assess the needs of the older adult client and the client's family, when appropriate, and arrange, coordinate, monitor, evaluate and advocate for a package of multiple services to meet specific complex needs and preferences.

Case Managers develop a written care plan and a course of action for services. An active case involves continued communication with the Case Manager, a service review every six months, and a home visit with reassessment each year. Appropriate forms and releases are completed and stored confidentially within the case management agency.

Reporting Requirements: Quarterly beginning case census data, with opening and closing case counts, and final case census data. Unduplicated senior adult number and service hours in 15 minute segments. These requirements are consistent with the Dane County, 610 Report.

Focal Point-Based Community Assistance

1**. Information and Assistance (I&A)** is a service provided through individual contacts with senior adults and their families. Trained agency staff people establish a personal rapport and initiate this service, in a variety of settings, by
- Providing current information of opportunities and services available to individuals within their communities;
- Assessing the problems and capacities of the individual;
- Linking the individuals to the opportunities and services that are available and appropriate, and
- Ensuring that the individuals receive the needed services.

Reporting Requirements: Quarterly count of contacts, service hours in 15 minute segments and topic info (Excell spreadsheet provided).

2. Community Education efforts are lectures, presentations, and outreach efforts to alert older adults, their families, and the community to services and programs which may benefit them now or in the future. Special efforts are made to engage underserved or diverse populations of the service population, including those with language or cultural barriers. These activities may be provided in a variety of settings, but are usually offered in group settings by a trained agency staff person with the expectation that interested individuals and/or their families will initiate additional contact with the agency. Newsletters and website information is included.

Reporting Requirements: Number of newsletter issues prepared, number of website hits, community education events, program hours in 15 minute segments, and number of participants or contacts.

3. **Collaborations and Partnerships** are a hallmark of successful agencies as they work with a variety of community organizations, faith-based institutions, and other service agencies to integrate services, enhance participant access, improve service delivery, and learn about services.

Reporting Requirements: Number of initiated meetings

Senior Activities

Senior Activities focus on positive aspects of aging which retain and enhance people's ability to function in later life. Three identified components, according to Rowe and Kahn*, of successful aging are behaviors and activities which:

- Lower the risk of disease and/or disease-related disability (examples: health screening, wellness education, defensive driving, home safety modification and checks, home chore, nutrition, depression screening, support groups),
- Maintain high levels of physical and mental function (examples: physical fitness, exercise, recreation, play, movement/dance, mental fitness games, , and
- Provide active engagement with life (examples: social relationship building, intergenerational activities, leadership roles, volunteerism, community service).

Activities are provided in a variety of convenient and accessible community locations and in locations that which maximize the comfort, proximity, and ease of gathering for older adults.

Reporting Requirements: name of program or event, number in classification, number and percentage of offsite (not at agency location) events, program hours in 15 minute segments, and participant count.

* John W. Rowe and Robert L. Kahn in Successful Aging, 1998