



Report to the Committee on Aging  
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**Issues affecting Madison Seniors:**

During the third quarter of 2014, the most common concerns of seniors when contacting EMMCA were:

- Issues related to health care, and Health or Dental insurance
- Concerns related to accessing transportation
- Housing issues, including but not limited to eviction and hoarding problems
- Getting home chore services
- Concerns related to dementia
- Elder abuse, either physical or financial

During the third quarter of 2014, of the 173 case managed clients EMMCA case managers worked with:

- 63 clients have issues related to their health, and their Health or Dental insurance
- 44 clients we are working with have Mental Health or AODA issues – while treating mental health or AODA issues is beyond our scope, these issues have an impact on other issues and on how the client behaves. Some clients with severe mental health or AODA issues are not civil in their interactions with case managers.
- 31 clients have transportation difficulties that we are working to help resolve.
- 29 clients have housing issues that we are working to help resolve
- 21 clients have dementia and we are working with them to find services to suit their needs

Many of these issues appear together. For example, many of our clients are wrestling with mental health, AODA and housing issues simulatenously.

During this quarter EMMCA continued our work on streamlining our intake process in an effort to cut down on our wait time and to focus the work of our full time case managers on our ongoing case managed clients. Our two full time case managers work exclusively with ongoing case managed clients and our two part time case managers work with intake, MOW assessments and the I & A calls we get. The intake case managers resolve many issues before they get to our ongoing case managers. In addition the intake case managers are responsible for much of our paperwork and community outreach. During third quarter our two full time case managers had case loads of 79 and 77 active clients. Because of our case management structure, these two case managers can carry higher loads than case managers at other Madison Coalitions, but these case loads are too high and during the fourth quarter we are working on strategies to reduce their case loads probably to around 65 active clients per case manager.

### **My Meal, My Way Update**

The My Meal, My Way program continues to attract seniors new to the program. There have been some seniors who have tried our other senior dining programs after coming to My Meal, My Way, but most are just attracted to the unique aspects of the My Meal, My Way program.

The most important factors in attracting seniors to this program include:

1. It is a breakfast site rather than a lunch site – for seniors who are active, this is a good way to start a day as opposed to a lunch program that may interrupt a busy day.
2. It is located in a restaurant rather than in a senior center, community center, senior apartment building or church – because it is in a restaurant it does not feel like a “senior dining site” but rather seniors are getting an affordable, nutritious meal in a restaurant.

Other factors that make this program different than a traditional “senior dining site” or contribute to its success:

3. Seniors are integrated in with the restaurant’s other customers rather than being in a senior only program (although the seniors do tend to be the vast majority of the people in the restaurant).
4. Seniors order off a limited menu of items taken from the restaurant’s menu rather than eating a meal from the pre-arranged congregate meal menu. There are now four menu items for seniors to choose from each Friday.
5. Seniors do not need to make a reservation in advance.
6. Seniors can show up any time between 8:30 am and 10:30 am.
7. Transportation is available through Transit Solutions and on a limited basis Badger Cab.

Average attendance by month at the My Meal, My Way program:

August was 63

September was 44

October is 47

Beginning in October a new addition to our meal program is that we now offer a small trip once per month which will leave from a meal site after the meal is served. These will be open to any senior in the community, but the meal site participants are an obvious pool of people to draw from. The October trip is today (October 22) to Eplegaarden Farm. Seniors pay by donation to help offset the cost of transportation, admission is free. We have 10 people signed up.

### **Concerts at the Coalition Update**

During the summer of 2014 EMMCA held its first concert series. These were small concerts in our backyard. Our average attendance was 35. We are talking about doing this again in the summer of 2015, but hosting these concerts during the day. Our audience would then include our Day Center participants, their families and our nutrition site participants in addition to members of the community who would like to attend.