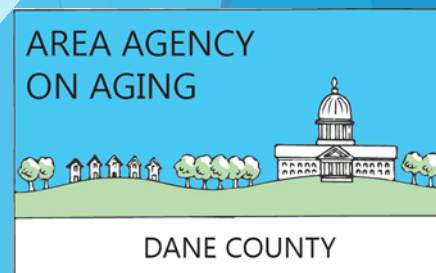




# The Challenges of COVID-19 on Dane County Older Adults

Meeting the needs of vulnerable elders during the 2020 pandemic

*Cheryl Batterman, MPA, Manager  
Area Agency on Aging of Dane County*





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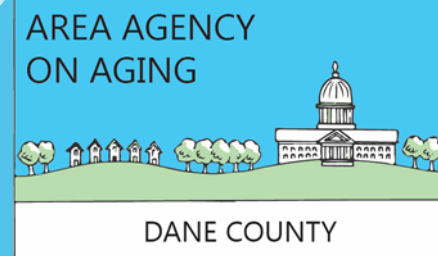


DANE COUNTY

# Dane County Aging Network

- ▶ 12 Senior Focal Points & 3 Senior Centers
- ▶ Adult Protective Services (Elder Abuse)
- ▶ Aging & Disability Resource Center (ADRC)
- ▶ Alzheimer's & Dementia Alliance (ADAW)
- ▶ American Parkinson Disease Association/Wisconsin Chapter
- ▶ Area Agency on Aging
- ▶ Goodman Community Center
- ▶ Hmoob Kai Siab/The Hmong Institute
- ▶ OutReach
- ▶ RSVP
- ▶ Safe Communities of Madison-Dane County
- ▶ The River Food Pantry
- ▶ Wisconsin Alzheimer's Disease Research Center

WHY  
ARE  
WE  
HERE?



# No wrong door



## Aging and Disability Resource Center (ADRC)

Provides information about resources and support on all aspects of life related to aging or living with a disability and is a one-stop shop for older adults, people with disabilities and their families. Staff are unbiased and knowledgeable professionals who listen to your concerns, help clarify your options, and direct you to appropriate resources. The access point for information about long-term care options and applying for public benefits. Services provided by the ADRC are free and available to all Dane County residents regardless of income or assets.

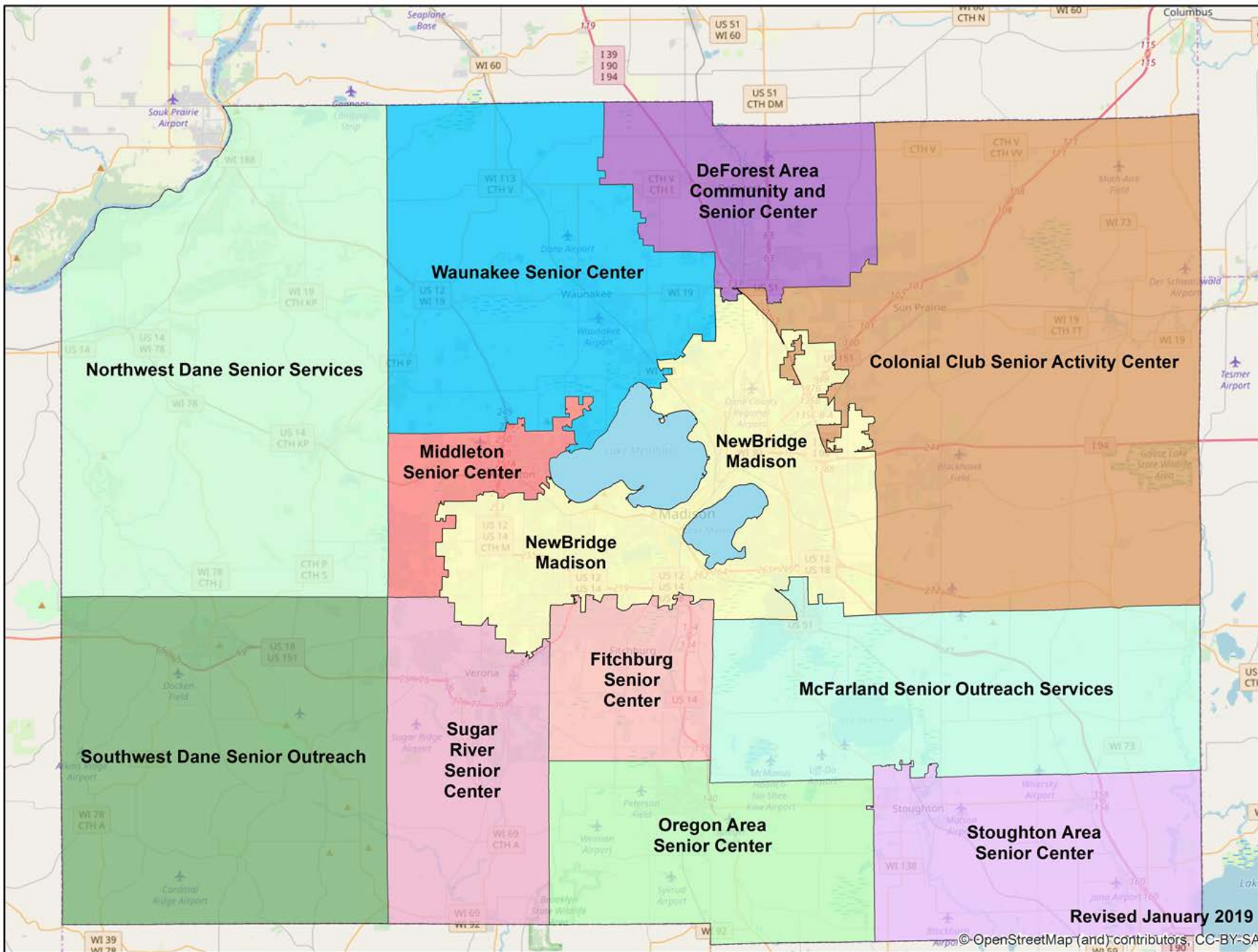
240-7400 [adrc@countyofdane.com](mailto:adrc@countyofdane.com) [www.daneadrc.org](http://www.daneadrc.org)

## Senior Focal Points

Twelve agencies located throughout Dane County have primary responsibility for programs and services for older adults. Serving designated geographic areas, these focal point agencies provide the entry points through which older persons—and their families—access a broad array of programs and services.

[Click here to learn more about Dane County Senior Focal Points](#)





Revised January 2019

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# Challenges

- Food Resources
- Case Management
- Caregivers
- Transportation Services
- Donations
- Social Isolation
- Elder Benefit Specialists
- Nutrition Counseling
- Health Promotion

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# Food Resources

All 27 congregate & restaurant in-person senior dining sites are closed. Home-delivered meals continue. Drive-thru/curb side meals available (days & times vary; click [here](#) for schedule):

Cambridge Community Center

DeForest Family Restaurant

Fink's Restaurant (Mt Horeb)

Madison

Hmoob Kai Saib

Kavanaugh's Esquire Club

LJ's Grill

Messiah Lutheran Church

NewBridge West

Stoughton Area Senior Center

Ziggy's BBQ Smoke House (Oregon)



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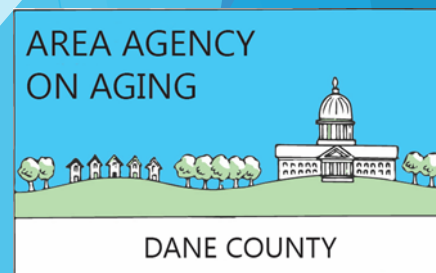
DANE COUNTY

# Case Management

A contracted service of the Area Agency on Aging (AAA) of Dane County, this program provides older adults support they need to achieve and maintain optimum independence in their community through the assessment of needs and the coordination and monitoring of community-based services. Case managers work at all 12 Senior Focal Points. To learn more about this program, click [here](#).

Case managers are available by phone and email to provide information, resources, and support. They are continuing to call their clients to ensure the clients' needs are being met. Face-to-face home-visits are conducted on an extremely rare occasion. Older adults should contact their case manager or [Senior Focal Point](#) if they have any questions or concerns.

Case managers are also available to help older adults during the Medicare Part D open enrollment period (ending 12/7/20). Click [here](#) for the schedule.





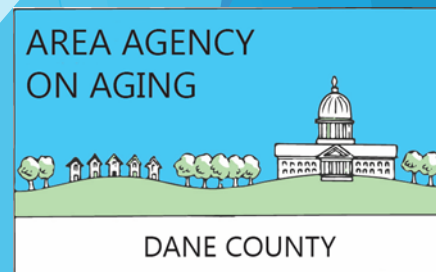
# Caregivers

Caregiver grants are no longer available for 2020. Contact Dane County Caregiver Coordinator Jane de Broux ([Debroux.Jane@countyofdane.com](mailto:Debroux.Jane@countyofdane.com) or 261-5679) for grants starting 1/1/21. Although the grant program is closed, Jane is doing a lot of “listening,” caregiver support, referrals to the Respite Care Association of Wisconsin and other resources, and talking about other caregiver-related issues. Struggling caregivers who need support, should contact Jane.

The Music Therapy for Older Adults & Caregivers Program is currently full but will start up in January 2021.

The [Trualta](#) online platform helps caregivers build skills to manage care at home for their aging loved ones. Email [Schupbach.Sarah@countyofdane.com](mailto:Schupbach.Sarah@countyofdane.com) for details and to register for this free resource.

Click [here](#) for more information and to read the Monthly *Caregiver Chronicles* newsletter.



# Transportation Services

Dane County Transportation Call Center 242-6489 (Monday-Friday)

## Medical Appointments (door-to-door)

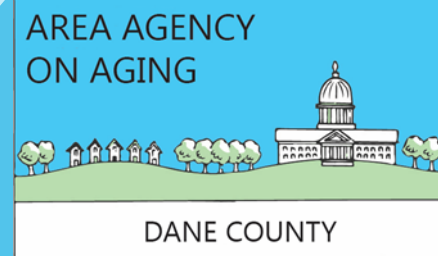
Leave name & phone number; staff will return call & obtain details (NOTE: RSVP Driver Escort is not providing medical rides; Road to Recovery is no longer providing volunteer drivers to transport people to cancer treatments.)

## Food Resources (door-to-door)

Dane County Delivers: Senior Grocery Solutions is a new program where volunteers shop for groceries and Transit Solution/Care Van Service delivers groceries to homes. Grocery shopping trips continue but in small groups (maximum 2 people), numerous trips available each day.

Take-out Meal Delivery: transportation available to deliver meals to homebound older adults.

Food/Supply Delivery): transportation available to deliver packages of food/supplies (limited areas).



# Donations

## Volunteers & Supplies are needed

Food Resources: package and/or deliver home-delivered meals and food pantry groceries; shop and deliver groceries to home-bound older adults; distribute curbside meals

Cleaning & Hygiene Supplies: donate, package & deliver

Face Coverings: make and deliver cloth masks



## Monetary

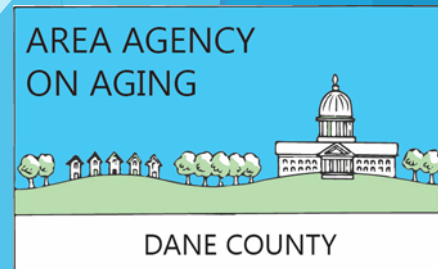
Many agencies serving older adults were forced to cancel in person fundraising events for this year due to the pandemic. This has had a major impact on their budgets and reduced their ability to provide services and programs that will in turn affect the ability of older adults to live independently and safely in their own homes.

# Social Isolation [video](#)

Through phone calls and emails, staff and volunteers from Focal Points and RSVP are offering a variety of opportunities to address social isolation. Older adults should contact their [Senior Focal Point](#) or RSVP (238-7787) to learn more about these efforts.

Volunteers will connect with older adults to provide online socialization and physical and mental exercises. Contact DCDHS Dementia Crisis Program Specialist Joy Schmidt ([Schmidt.Joy@countyofdane.com](mailto:Schmidt.Joy@countyofdane.com) or 286-8183) to sign up to volunteer, make a referral, or register for this program.

[Updated Social Isolation Resource Guide](#) is a tool to help combat social isolation and loneliness in older adults. It includes resources covering the following topics: wellness calls, physical activity, brain health, entertainment, positivity, and social connections.



# Elder Benefit Specialists

Provides free advocacy and legal advice and/or representation for older adults (age 60+) who are faced with benefit, housing and other disputes or denials, complications, changes in benefits, insurance claims not paid, and other similar issue groups that have an economic or socially isolating effect on the older adult. Referrals for this program are through the ADRC.

EBS staff are connected remotely and providing services via phone, email, and virtually (using Zoom). EBS staff closely monitor changes to State & Federal benefits due to COVID-19. For more information about the Dane County Elder Benefit Specialist Program, click [here](#).

EBS staff offer **FREE *Welcome to Medicare (Virtual) Seminars*** on 1/23/21, 3/20/21 & 5/15/21, 9-11:30am. Click [here](#) for more details.

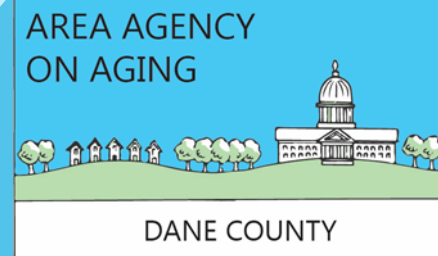


# Nutrition Counseling

Free nutrition counseling is available over-the-phone or virtually (via Zoom) to anyone age 60 years or older. This service is for those seeking information on ways to improve their overall health. Proper nutrition is essential in maintaining strength, immune system, and energy during this difficult time.

For more information, contact Registered Dietitian Alyce Miller at 261-5678 or [Miller.Alyce@countyofdane.com](mailto:Miller.Alyce@countyofdane.com).

For more information about the Nutrition Counseling Program, click [here](#).



# Health Promotion

Due to COVID-19, there are no in-person workshops offered at this time. However, online workshops are available all over the state. If you are interested in participating in an online workshop, go to this [website](#) and click "Statewide Online Workshops." You do not have to reside in the county that is offering the online workshop. If you need help registering for the class, contact Alyce Miller at 261-5678 or [miller.alyce@countyofdane.com](mailto:miller.alyce@countyofdane.com).

Nutrition Education and Wellness Social (NEWS) Calls will be offered via the phone (thru a conference call) to learn about nutrition & wellness topics starting 12/8/20 at 10:30am and will continue every other Tuesday. To participate, dial (888) 363-4734 and use access code 9400768.

Click [here](#) to learn about virtual health promotion programs offered in Dane County.



Thank you!

**Cheryl Batterman, MPA**

Manager, Area Agency on Aging of Dane County

<https://aaa.dcdhs.com/COVID-19.aspx>

2865 N Sherman Ave, Madison, WI 53704

(In the Northside Town Center—at the corner of N Sherman Ave & Northport Dr)

Phone: (608) 261-9789/direct or (608) 261-9930/office

Fax: (608) 283-2995

[batterman.cheryl@countyofdane.com](mailto:batterman.cheryl@countyofdane.com)

<https://aaa.dcdhs.com>

*Co-located with the Aging & Disability Resource Center (ADRC) of Dane County*

