City of Stoughton

Additional Staffing Request Form

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General Information

Date:	7/15/2022
Director:	Cindy McGlynn
City Department:	Stoughton Area Senior Center
Requested Position Title:	Case Manager
Status:	☐ 40 Hours ☐ 30 Hours ☐ 24 Hours ☐ 22.5 Hours ☒ Other _____

Directions:

Before adding a new position to our budget, we need to justify the significant additional expense. Increasing headcount is an important and expensive decision that can only be funded with anticipated increased productivity, expense reduction, and/or additional revenues.

The Employee Cost Summary will be completed by the Director of Human Resources & Risk Management once this form is received.

Justification

Give a specific explanation regarding why the proposed position is critical to the operation of your department: Attach proposed or existing position description and organizational chart.

Case management services are a vital part of what we do at the Senior Center. The complexity that many older adults are dealing with in their lives is staggering. Oftentimes older adults are attempting to navigate through confusing services and programs by themselves. A case manager can help ease the mind and clarify what is important and what is pertinent for the older adult. Their job ranges from informing individuals of medical, legal, housing, financial, food and transportation options; and coordinating, evaluating, and advocating for such services to meet the needs and preferences of the individual.

Case management: 1) prevent crisis situations, and saves the resources of City EMS, Fire and Police; 2) keeps older adults safe and independent in their homes, and therefore continuing to participate economically, civically and socially in the community; 3) provides a referral source for families, citizens and city staff struggling with issues regarding older individuals; and 4) saves older adults significant amounts of money by informing them of benefits in which they are eligible. On average, over 40% of our case management clients (those with monthly incomes below $1528) are eligible for programs that can save them $5,800 or more in annual savings. Consequently, these cost savings (many of which clients would not have known about otherwise) afford these individuals to better care for their daily needs as well as be more able to spend money throughout our community.

Below are some examples of the complex case management cases that our case managers are seeing more consistently. They give an example of the agencies involved and the number of contacts that need to be made on behalf of the client. These are just three examples from the over 320 clients our case managers currently serve.

Case 1: A 59 year old Stoughton resident has several health issues including AODA which affects the client's ability to maintain employment. She is currently at risk for homelessness. SASC Case Manager has assisted in the past with talking to her landlord into delaying evictions; referring her to apply for disability; and obtaining grant funding from Saint Vincent DePaul and Adult at Risk of Dane County Human Services to secure temporary housing for a few weeks. The client's future housing is still unknown. She is currently awaiting approval from disability before she can apply for subsidized housing. There is currently a waiting list for senior subsidized housing in Stoughton.

Case 2: A 55 year old Stoughton resident came into the SASC as a "walk-in." Due to financial hardship, the client reported that the apartment where he resides did not have electricity for a month and he owed $2,000 in rent. SASC Case Manager called the landlord to inform him that client is trying to remedy the current amount of rent owed, and reluctantly, the landlord agreed to work with the agency. Case Manager assisted the client with filling out an application for CORE 2.0 funds from Urban Triage for rent; helped make several calls to Energy Assistance and secured Emergency funds for a total of $700; referred client to St. Vincent/Salvation Army who granted a $150 to help offset the large amount owed to Stoughton Utilities. Case Manager also assisted with renewing his FoodShare; referred him to the local food pantries, Joining Forces for Families (JFF), Covenant Lutheran's Clothing Center and St. Vincent's for a clothing voucher. The client does not have a working phone, so the SASC allowed him to make phone calls to establish a primary care doctor, a therapist at Journey Mental Health and a dentist. The client also used the Senior Center's computer room to look for jobs and fill out applications online. Presently, the client has three job interviews.

Case 3: An 84 year old Stoughton resident worked with a SASC Case Manager for four years. Initially she requested assistance with benefits and FoodShare renewals. After the passing of her significant other, the Case Manager witnessed the client experience tremendous grief and depression. The death of her cat and pandemic shutdowns caused further depression and isolation. The client was very private, which caused many barriers in getting assistance. She declined Power of Attorney, releases to speak with doctors or to emergency contacts, and refused the home delivered meals program and assistance with housekeeping. Client had a very low-income but chose to not accept Medicaid. The client's mental condition declined quickly when she became isolated. She exhibited signs of dementia and had cataracts in both eyes. Client was a hoarder so getting around the two-story house became a safety risk. Several times client needed to be assisted by Stoughton Police for getting "lost" in the home. Case manager reported all of this to client's primary doctor, but nothing could be done. Client would wander the block, asking for help to any stranger as she could not see. Client would call Stoughton Utilities, the local pharmacy, hardware store, library and neighbors to request assistance, as she could not find her way around the house. Client's eyes could not be treated as the cataract procedure needed someone to assist with eye drops following the surgery, and the client did not have anyone to assist with this. Case manager called R.N.'s, Home Health, and Medicare to see if anyone could assist with the eye drops. All declined as it would be costly to have someone go into the home 4-6 times a day. Adult Protective Services (APS) made two home visits, however, nothing could be done as client was her own decision maker and declined all help. APS suggested that the client's emergency contact be informed of the dangerous situation the client was living in. Case manager called client's son, who lives in California, and advised him to come up with a plan for his mother's future, as she was not able to live independently anymore. Client's son agreed to come home to help, but client had already declined to a point that she had to be placed on a psych hold. Due to no POA-HC, son had to pursue guardianship. Client then was placed in an Assisted Living, where she resides to this day.

Impact

If position is not approved, give specific departmental impact as well as impact to City services and other departments:

The perceived impact if hours are not approved are:
-staff burnout
-continued and longer waiting lists
-negative effect on emergency services
-lower quality of life for older adult population

Alternatives

List alternatives to filling this position: Give specific alternatives, i.e., restructure – attach additional documents, if necessary.
Unfortunately, there are no alternatives othen than less people served.

Submitted By

Director:	
Cindy McGlynn	
Signature: Click here to enter text.	**Date: 7/15/2022**

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Amy Jo Gillingham

From: Cindy McGlynn
Sent: Monday, October 3, 2022 3:26 PM
To: Amy Jo Gillingham
Subject: Request for additional staff hours - Office assistant

I am requesting taking the existing Office Assistant position which is currently at 28 hours per week to full time 40 hours per week or 2 / 20 hour per week positions. We currently have staff and volunteers covering when we do not have coverage, which conflicts with existing staff getting their regular duties done and relying on volunteers who are not able to do all work needed. There are issues of confidentiality with participant information that volunteers cannot handle and puts our staff at a disadvantage with getting issues handled in a timely manner. Our current staff is also in need of clerical support which a 28 hr/week cannot provide. I also need this position to schedule volunteer rides for our participants. This responsibility is currently being handled by our Program/Volunteer Coordinator (only 32 hours/week), but this has begun to take too much of their time and is not allowing this position to do their primary responsibilities. This is taking on average, 5 hours a week to coordinate rides. With our expansion of our programming space next year, we will not have time for the Program/volunteer Coordinator to do this task.

Impact:

- Not taking staff to cover front desk duties, and allowing them to do existing duties.
- More professional office coverage at front desk, handling of confidential information.
- Clerical support for staff.
- More effective time spent for Program/Volunteer Coordinator

Cindy McGlynn, Director
Stoughton Area Senior Center
248 W. Main St
Stoughton Wi 53589
608-873-8585

Additional Substitute Hours Calculation

Substitute Hourly Wage (5)	$	13.28
WH Substitute Hourly Wage (1)	$	16.25
Avg Sub Wage as of Aug 2022	$	13.77
400 hours	$	5,508.00
FICA (7.65%)	$	421.36
Total	$	5,929.36