



# 2018 Case Management Service Reports: Housing Challenges

## **Colonial Club Senior Activity Center** (*Bristol, Burke, Cottage Grove, Deerfield, Marshall, Medina, Sun Prairie, York*)

### Client Issues (that require extensive time or for whom resources are limited or unavailable)

- Limited resources and extensive time as a result: Affordable and/or subsidized housing available in our service area. Although there may be some availability outside City of Sun Prairie, some of the surrounding communities do not have a grocery store or other helpful services that would benefit older adults.
- Extensive time assisting homeless older adults to find housing, even short-term as they share they do not feel safe going to a shelter. There often are medical concerns and need for obtaining medical care and medications. Had very good success partnering with Community Action Coalition to find long-term subsidized housing for one of our clients.

### Emerging Trends (in our area during this quarter)

- Referrals for two homeless older adults. One now has housing in place. Once again had to move out of desired area to find available subsidized housing.
- Need for alternate independent housing due to: 1) Increased frailty, thus having increased ability to safely manage where currently living. Usually involves homes with stairs or other reasons why no longer senior friendly. 2) Unable to continue to afford current rent. 3) Non-renewal of leases (one is 87 years old having to find affordable housing after living in housing for 30+ years). 4) More people moving into our service area.
- Increase in non-renewal of leases. Also increase in housing requests by senior adults seeking alternate housing as they no longer desire to live in current situation because of dynamics with family and/or friends.

## **DeForest Area Community & Senior Center** (*DeForest, Vienna, Windsor*)

### Client Issues

- Local DeForest/Windsor and even surrounding communities HUD housing have long waitlists. Finding affordable housing in our area is nearly impossible.

### Emerging Trends

- Housing, housing, housing ☹
- Many of our people are moving to HUD housing due to inability to make higher rent costs. Even higher rent apartment options are few.
- Family members living with the older adults in housing where they are not able to have long-term guests. The family members then get kicked out of the apartment and are homeless. The older adult is beyond crushed about the situation and try everything to help their family.

## **East Madison/Monona Coalition of the Aging** (*Blooming Grove, Burke, Madison, Monona*)

### Client Issues

- Homelessness and lack of affordable housing. Seniors who want to move into affordable housing from another housing situation or from a homeless situation are limited by the lack of available resources.
- The expense of moving is overwhelming for many seniors. For example one senior, who recently moved into a new apartment, was sleeping in her recliner because she could not afford to buy a bed and did not have the finances or the means to transport the bed she did have that was in a storage locker to her new apartment.

## **Fitchburg Senior Center**

### Client Issues

- When a client is non-renewed, it can be time-consuming as they then contact us for housing options. It is especially difficult when the person needs subsidized housing, as we are all aware of the significant lack in Dane County.
- Working with folks who have little income and need housing either immediately or are needing housing that is affordable for which there is none.

### Emerging Trends

- Lease non-renewals - we have experienced an increase in clients who are being non-renewed

## **McFarland Senior Outreach Services** *(Cambridge, Christiana, Dunn, McFarland, Pleasant Springs, Rockdale, Rutland)*

### Client Issues

- We continue to deal with several situations in which the client is living in an unsafe environment. Currently we are working with a man in poor health that lives outside his house in his van with his two dogs. Our case manager and police department and building inspector have been working on securing services for him and his pets and eliminating a source of problems in the neighborhood due to the condition of his home. He has limited financial resources so self pay options are limited. We are concentrating on his health and the animals along with looking at alternative living situations. He displays signs and symptoms of depression and has responded positively to increased contacts by our department. Hopefully we can effect some change before winter and before he starts getting fined by the village.
- We continue to have people expect to get low income housing immediately. We recently had someone who called on a Friday afternoon and wanted to move into a place that evening. He is staying with someone who feels he has overstayed his welcome and he is refusing to leave. We offered help filling out applications but he dismissed us. The sheriff department has been contacted to look at if they can remove him.
- We also have a person living in a storage locker, no income.

## **Middleton Senior Center**

### Client Issues

- We are talking to numerous people looking for affordable housing/apartments in our area, which is not readily available.

### Emerging Trends

- Available lower cost apartments is something that is very difficult to find without a long wait.

## **North/Eastside Senior Coalition** *(Madison, Maple Bluff)*

### Client Issues

- Our case managers have received referrals for complex cases of seniors with mental illness and seniors struggling to find resources for financial/retirement planning, transportation, and homelessness.

### Emerging Trends

- Frequent requests for affordable housing
- Extensive staff time to help seniors apply for affordable housing

## **Northwest Dane Senior Services** *(Berry, Black Earth, Cross Plains, Mazomanie, Roxbury, Vermont)*

### Client Issues

- Successfully helped a senior move from a difficult/abusive trailer park situation into a subsidized apartment with WI Management. I dedicated 6 hours of time on application assistance (proof of documentation needed for lengthy application details), calls and emails with the future landlord of the property. I also spent about 2-3 hours with other seniors (in person, on the phone and email) filling out and/or forwarding applications.
- More housing time spent facilitating a new apartment transition for a client moving from a farm/home and downsizing the move itself (still assisting with legal estate issues and spousal protection); plus two other clients I'm currently working with the landlord regarding 5-day notice/vacate notices.

### Emerging Trends

- Many in-home agencies do not serve rural areas—this makes it difficult for seniors to remain in their homes
- Seniors continue to struggle with affordable housing options without moving to Madison.
- Mazomanie and Black Earth flood victims in need of short and long-term housing options. Some have moved into apartments in our service area, others are still temporarily living with family, short-term rentals or in trailers until foundational or home repair determinations are made.

## **Oregon Area Senior Center** *(Brooklyn, Oregon, Rutland)*

### Client Issues

- Securing low rent housing in Oregon has been an issue. Due to the destruction of one of the low income rental places, the folks living there are seeking other housing options in our area. However it is difficult to find options as Oregon has very little to offer. People who had been living in this complex may have jobs, doctors etc. in this community and don't want to have to leave. Some of them have no transportation options beyond their feet or a bicycle, so moving farther away would be hugely disruptive to their lives.
- Case managers here spend considerable time securing housing for low income seniors. However, the Oregon area has very limited low income housing and one of the buildings is located in Green County. If someone moves into Green County he/she loses access to our services, and this requires the case manager to spend significant amounts of time setting up transitional supports in Green County (which are severely limited). Also, the application for the low rent housing is complex and extensive, and many people require assistance with filling it out and locating the supporting paperwork that it requires.

### Emerging Trends

- Another trend is the higher need for low rent housing. People are looking for assistance in locating affordable housing.

## **South Madison Coalition of the Elderly**

### Client Issues

- Housing issues are taking up significant amount of CM time (10+ hrs/month)

## **Stoughton Area Senior Center** *(Albion, Dunkirk, Stoughton)*

### Client Issues

- Difficulty finding support for people with very limited monthly income, who are in need of housing repairs. Staff are finding that community agencies that assist with repairs have long waiting lists, grant money has been used, and/or the person does not qualify.
- Housing issue/lack of affordable housing still an issue; difficult for people to find.

### Emerging Trends

- Housing availability (subsidized/low income and handicap adapted) continues to be an issue. We have prospects for new “affordable” senior housing going up in our area but it will not be affordable to the low-income of the seniors we work with.
- A local church has initiated a free service to provide low-income seniors with housing repair and basic maintenance help as part of their mission. This has greatly benefited people who cannot otherwise afford to pay for these projects. A great example of faith communities coming through for people when government and private business do not.

### **Sugar River Senior Center** *(Belleville, Montrose, Verona)*

#### Emerging Trends

- CM has noted an increase in people looking for housing in our service area; including new community members moving in and existing community members looking to downsize or look for less expensive housing. The main senior housing apartment building in town recently changed over to a Dane County Housing complex. CM is navigating this transition along with clients who are experiencing the shift.

### **Southwest Dane Senior Outreach** *(Blue Mounds, Mt Horeb, Perry, Primrose, Springdale)*

#### Emerging Trends

- Seniors are calling for information on housing,

### **Waunakee Senior Center** *(Dane, Springfield, Vienna, Waunakee, Westport)*

#### Client Issues

- There has been an increase in calls about landlord tenant issues (i.e. non renewals, lease violations and no hot water-maintenance issues). This has taken a lot of our time assisting clients with these significant issues that affect their lives.
- CM spent many hours with one senior in regards to a nonrenewal lease. Senior wanted to discuss options with attorney so CM connected him with Legal Action of WI. CM assisted with finding an apartment for him. CM worked with the local American Legion to get the senior moved to new apartment. CM coordinated services with another senior center, Home Accessibility for safety equipment, Life Assist to make sure senior safe in new home. This senior is a disabled Vietnam Veteran with AODA issues. This senior had no one else willing to help him. CM glad stayed with it and assisted the senior.

#### Emerging Trends

- Senior housing is one of the most requested and provided information/resources

### **West Madison Senior Coalition**

#### Client Issues

- CMs continue to assist clients in trying to find affordable/disabled/low income housing in safe areas

#### Emerging Trends

- Housing searches and general housing issues, particularly around evictions or denied lease renewals