

Staff Kudos!

2020

Leilani Amundson, EBS in Dane County, recently helped a non-English-speaking client who received a 5-day eviction notice for non-payment of rent after the state COVID-19 moratorium lifted. Leilani was able to coordinate with his case manager to help him apply for additional funding and also apply for the Dane County Cares funds through the Tenant Resource Center in Madison. Leilani also negotiated with the landlord to hold off on formal eviction filings while that application was processed. The landlord was agreeable, and the tenant's back rent and future rent was paid. The tenant also applied for and was approved to transition to subsidized housing in the near future.

Nice work, Leilani!

BenSpectrum—August 2020
(state-wide Elder Benefit Specialist Program newsletter)

woot!

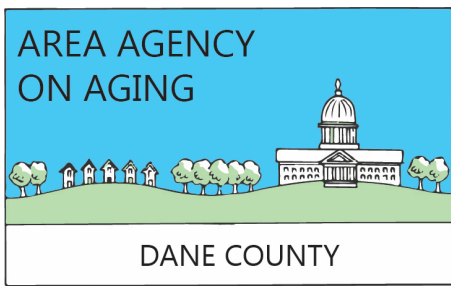
Leilani Amundson, EBS in Dane County, recently received a favorable decision with a Medicare Skilled Nursing Facility (SNF) appeal. The client's advantage plan had denied further SNF services while he was receiving skilled therapy services to help recover from a fall. Leilani helped gather all the documentation necessary and helped prepare for the Administrative Law Judge hearing. At the hearing, the plan showed up and immediately agreed to coverage for over two months' of SNF coverage. **Way to go, Leilani!**

BenSpectrum—September 2020
(state-wide Elder Benefit Specialist Program newsletter)

Tiffany Scully (along with former Limited Term Employee **Kari Davis**) EBS of Dane County assisted a client who received a notice from Social Security Administration (SSA) in May 2020 informing her that her retirement benefit was being reduced by several hundred dollars due to receipt of a pension that was subject to the Windfall Elimination Provision (WEP) beginning that month. The client was very confused as she was not receiving a monthly pension at that time and always had federal taxes withheld from her employment earnings during her working years. Kari assisted the client with a request for reconsideration in July; however, no movement was being made on a decision due in part to the pandemic. The client needed her full benefit payment in order to make ends meet. Tiffany then took over the case and assisted the client with contacting the Madison SSA office several times and advocating for the case to be flagged as 'dire need.' The client received a favorable decision from SSA at the end of November. The WEP reduction was removed and the client received a back payment of \$2,994.00! She was relieved and very pleased with this outcome. **Nice work, Tiffany and Kari!**

BenSpectrum—December 2020
(state-wide Elder Benefit Specialist Program newsletter)





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2020

Client Feedback: Tiffany Scully

Tiffany is amazing at her job and very through and pretty 'perfect.'

Awesome!!! God bless you!! I'm so grateful to you and who ever in the scores of phone calls I made who turned me on to you! I don't even know who it was... You're amazing. So diligent and caring. I hope it comes back to you tenfold! Please understand the tongue in cheek when I say I hope I never hear from you again... Seriously...from the bottom of my heart...a big thank you hug.

Tiffany was very caring, helpful, and attentive working on my case. I cannot be [happier] with the outcome of her involvement in my case.

Very informative & we felt we were educated in what we needed to know. Tiffany was very helpful & understanding in being patient in educating us in what we needed to do to help enroll my parents in Medicare. It helped the enrollment process to be easier to have the guidance that we had with Tiffany. We felt very appreciative to have the time & effort that Tiffany displayed & it's nice to have the follow-up calls to see how the process & the transition went. Thank you!

Tiffany is very knowledgeable and very professional, kind, engaged in serving me as a person. She is the example of all that the client that come in for help will receive exceptional care, service and the benefits they hoped for.

Tiffany was very helpful and proactive. She really knew her stuff. This experience of having my identity stolen and several times was a victim of fraud so that my credit card has to be cancelled three more times

really destroyed my self-esteem. She helped me understand I was not to blame and that this problem is more common than I had ever imagined. She encouraged me to take steps to prevent a reoccurrence.

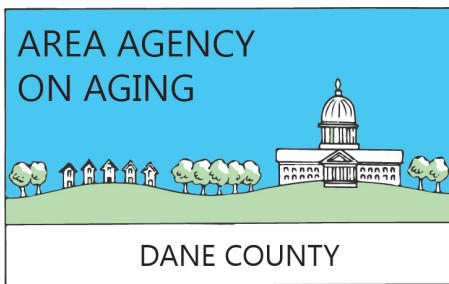
Tiffany did an exceptional job. From our first meeting, she exuded confidence and knowledge that lifted a huge burden from my shoulders. Without her, I'd still be stuck in SSA red tape. She was awesome!

I would ask Tiffany for assistance again but try not to be such a pain in the butt – me not her. I was helped to understand my health insurance coverages. She spotted billing errors as well. I was at a real low point in my life when the hospital and doctor bills started coming in right after my fall that resulted in three fractures in my pelvis. Luckily, prior to my fall, a friend sang the praises of the EBS Program. Tiffany was tenacious in dealing with the billing inaccuracies. She truly was a godsend!

Tiffany is a great person to work with. She knows what she is doing. I recommend anyone who needs help with aging resources should request her assistance.

Tiffany was prompt and professional with my questions and concerns. She even helped me in learning how to read my Medicare statement.

Tiffany was exceptional. Prior to contacting her, we received no assistance from either our insurance company or our medical clinic and resulted in a high level of stress. We are deeply appreciative of her compassionate and proficient assistance in resolving this situation. She is our savior!



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2020

Client Feedback: Leilani Amundson

After two years of getting nowhere with a durable medical equipment company, I was referred to the EBS program. I didn't know you existed or what services it provided—and it was not from my lack of searching for assistance. Social workers throughout Dane County need to be reminded to list the EBS program as a resource. Leilani was very helpful!

I truly appreciate the guidance and assistance provided by Leilani. Her willingness to share her knowledge regarding SSDI issues was invaluable.

Thanks again to Leilani for helping me navigate my COBRA options through my spouse's retirement from the City/County Health Department.

Leilani knows her field very well and is able to use that knowledge to effectively resolve issues. When I first met Leilani, I was potentially on the verge of homelessness. Leilani was able to pick up my areas of trouble and effectively respond on multiple issues at the same time. In addition to her extensive knowledge on all my issues, Leilani always acted in a professional manner and also Leilani has excellent communication skills. Thank you.

I was treated with respect by Leilani regarding my situation. My apprehensions and fears were alleviated in a sensitive and timely manner. I was recovering from major surgery during this time and had three different therapists, a nurse, and a social worker involved as well. All parties are responsible for my recovery, and for this I am eternally grateful.

Leilani is a true angel on earth! Without her assistance, my husband and I would have been lost

when it came to filling out his disability paperwork. Leilani is so wonderful and very patient. You are very fortunate to have her.

Leilani was extremely helpful. Along with two appointments, she also fielded numerous phone calls for me, and set-up three way calls with other parties to include Social Security, Medicare, and Medigap.

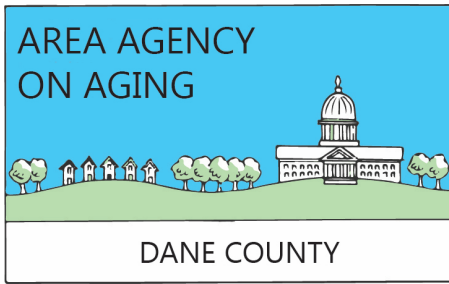
Leilani is awesome! She showed great compassion, treated me with dignity and respect at all times. Leilani gave very good advice and she conveyed a sense of true understanding of me and great concern for me and my situation. The treatment was much greater than I expected. Thank you for all you did for me, Leilani.

Very positive experience. I felt comfortable with the knowledge of the specialist. Leilani made sure I understood the information she provided. Very helpful and courteous. Thank you!

Leilani's assistance was greatly appreciated. I could not have gathered and organized all the required forms and information without her help. She was knowledgeable and very efficient. It was so helpful that she knew how and where to submit the documents so I was confident they would be received by the right person. She was amazing! What a wonderful service.

Professional, yet personal, warm help was given by Leilani. I have already recommended her services.

She was most knowledgeable and the help she provided was extremely beneficial to me!



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2020

EBS **Leilani Amundson** was recognized for her volunteer efforts delivering meals to home-bound and homeless older adults. In an article appearing in *The Outlook* (McFarland's May-September 2020 newsletter), McFarland Senior Outreach Services extended heartfelt gratitude to their volunteers who took up the call to service amidst the COVID-19 pandemic. With guidance from Public Health Madison and Dane County, the decision was made to direct volunteers who were age 70+ (and therefore deemed at higher risk for COVID-19) to pause their volunteer work for McFarland's Home-Delivered Meals Program. This choice was met with reluctance from many of their longtime volunteers who had maintained steadfast dedication to the older adults they serve. Due to these shifts in protocol, the program was left with many vacancies that needed immediate volunteers for meal drivers and kitchen assistants. Leilani was one of several community members to respond to this need. The article ended with, "We have been very blessed with numerous community members, who have stepped forward to devote their time and energy to support the nutritional needs of the older adults in this community." It should also be noted Leilani also delivered meals to local hotels housing homeless community members for several months during the pandemic. **You rock, Leilani!**



Photo: L to R-- Alyce Miller (Registered Dietitian & Healthy Aging Coordinator), Angela Velasquez (AAA Aging Program Specialist/ Nutrition Director) & Cheryl Batterman (AAA Manager)

The Area Agency on Aging of Dane County received an Aging Innovations Award at the National Association of Area Agencies on Aging (n4a) virtual conference for the "My Meal-My Way" congregate dining restaurant model, which was created in 2014 and is being replicated in various counties across the State of Wisconsin. It has been the inspiration for similar models nationally in states like Iowa and Washington. "My Meal-My Way" also received third place in the nation and was recognized by the National Resource Center for Engaging Older Adults (engaging) Practices: Best Practices for Helping Older Adults Stay Socially Engaged.

The "My Meal-My Way" restaurant model involves partnerships with local, accessible, and inviting restaurants and has several characteristics (in non-pandemic circumstances) that make it unique and successful:

- A variety of menu options to choose from
- Expanded dining hours
- No advance reservations required
- Coordinated transportation to and from the restaurant/food service establishment

