

Abstract

Goals & Objectives: To identify case management services available to senior members within the organization; To determine the association between the services provided and the positive outcomes; and To analyze what services are utilized most and to what extent.

Methods: The proposed evaluation was completed over a 3-month period. A secondary data analysis study design of case management services was done during this time.

Results & Discussion: When grouping all 34 services into 5 categories, social support services became increasingly prevalent after March 2020 for India Home's members. Before, India Home mainly provided general assistance services to its members.

Recommendation: A major recommendation is to continue to do analysis using the 5 groups created for the 34 services in order to have a better understanding of the work being done by India Home.

Background

Change in work, lifestyle, and family dynamics may cause conflict after one migrates to another culture and location. Life after retirement may not live up to expectations and living in a new environment can also include socioeconomic deprivation. Depression and cognitive impairment have been studied in the South Asian subcontinent and depression rates vary across India. The symptoms of depression are common. Migration itself might alter the perceptions of depressive symptoms as just a consequence of adjusting to a new culture.

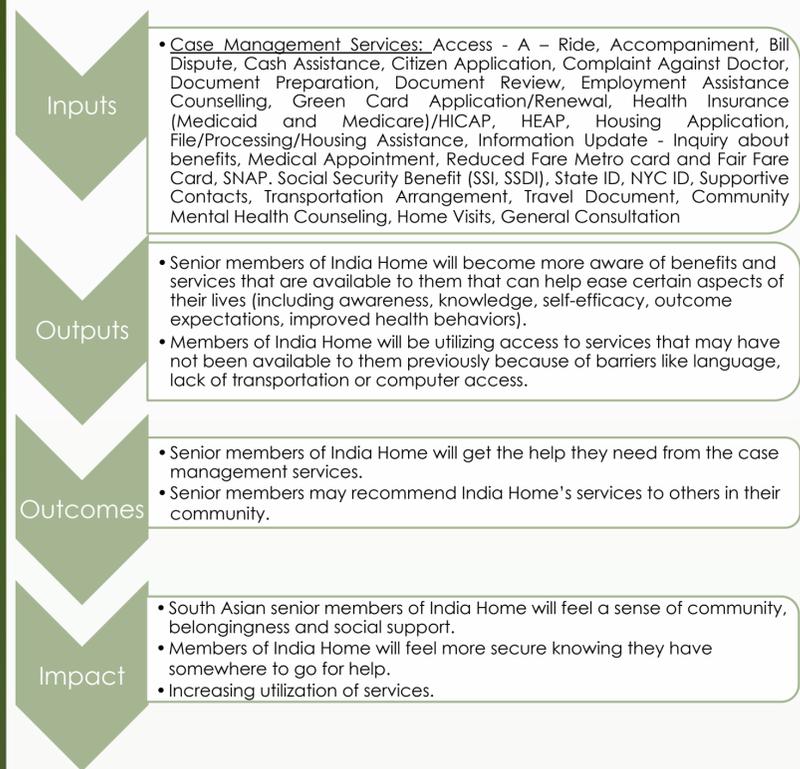
Purpose

The purpose of this study is to evaluate the impact of the Case Management Assistance by senior members of India Home.

US Healthy People 2020

- Improve the health, function, and quality of life of older adults.
- Improve health-related quality of life and well-being for all individuals.
- Promote health for all through a healthy environment.

Theoretical Framework: Logic Model



Results

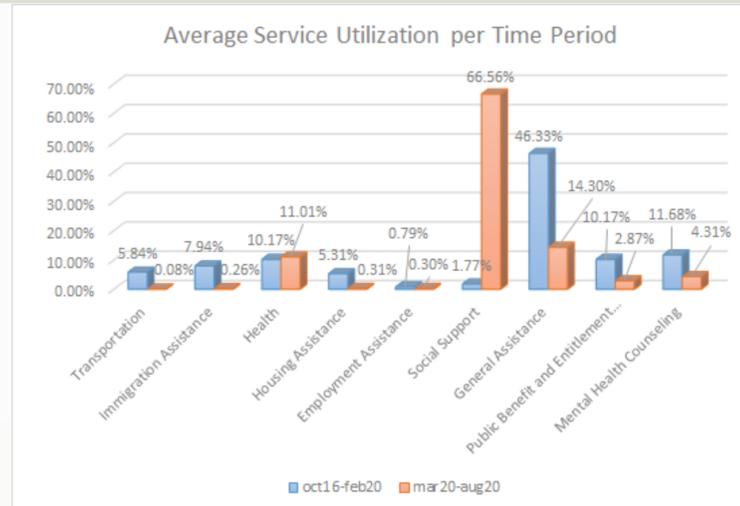


Figure 1. Average Case Management Service Utilization between the time period before March 2020 versus post March 2020.

In Figure 1, the colors demonstrate the shift in service use depending on the time period. For example, the green time period of October 2017 to May 2019 demonstrates a large use of those services and they differentiate from the orange time period of July 2020 - August 2020, where those services seem to not have much other time period use.

	October 2016 - September 2017	October 2017 - May 2019	June 2019 - December 2019	January 2020 - February 2020	March 2020 - June 2020	July 2020 - August 2020
1	Document Reviews/Information Referral	Information Referral	Information Update-Inquiry	Information Update- Inquiry	Telephone Assurance/Follow Up Call/Friendly Phone Call	Telephone Assurance/Follow Up Call/Friendly Phone Call
2	Supportive Contacts	Document Reviews	Document Reviews	Document Reviews/ Mental Health Counseling	Information Update- Inquiry	T2 call (Test and Trace)
3	Housing Application, File/Processing	Mental Health Counseling	Citizen Application	Housing Application, File/Processing/Information Referral/Transportation Arrangement	Information Referral	Information Referral
4	Information Update-Inquiry	Health Insurance (Medicaid and Medicare)	Information Referral	Citizen Application/General Consultation	Supportive Contacts	Farmers Market (\$20 Coupon)
5	Accompaniment/Citizen Application	Supportive Contacts	Health Insurance (Medicaid and Medicare)	Document Preparation/Health Insurance (Medicaid and Medicare)/Reduced Metrocard	General Consultation	Supportive Contacts/General Consultation

Table 1. Top 5 Services per Time Period

Methods

Study Design: A secondary data analysis study design was implemented to evaluate the case management services using data collected by India Home. The data were analyzed in Microsoft Excel.

Study Setting: This study took place remotely through data analysis.

Participants: The study included all senior members who have used the case management services up until August 2020, who met the eligibility criterion. Approximately 300+ members using case management services at India Home, Queens, NY.

Discussion and Conclusion

The results indicate the significant changes that India Home and its members have undergone throughout different time periods. The organization has been flexible depending on the needs of its senior members. This study highlighted the difference in case management use before and after the beginning of the COVID-19 pandemic that affected the world's dynamic starting in the US in March 2020. Inevitably, this also translating to services provided by India Home. This organization had to quickly switch to virtual services for its members as it became unsafe to have in-person contact with many of its members, that also fall into the higher risk category because of their age.

When grouping all 34 services into 5 categories, something significant that should be noted is that social support services became increasingly prevalent after March 2020 for India Home's members. Before March 2020, India Home mainly provided general assistance services to its members. The rate in which they provided services exponentially increased due to the COVID-19 global pandemic.

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