

01-17-2019 NAC Draft _____ 2

2018 Survey Results-(NAC COA)_ _____ 5

Waupaca County Nutrition Advisory Council
Thursday January 17, 2019
Waupaca County Courthouse, LL42
811 Harding Street · Waupaca, WI 54981

This meeting and all other meetings of this committee are open to the public. Proper notice has been posted and given to the press, in accordance with Wisconsin Statutes so that the citizenry may be aware of the time, place, and agenda of the meeting.

Chairperson Jan Lehrer called the meeting to order at 1:34pm and a quorum was established

Members Present:

Chairperson: Jan Lehrer

Clintonville Site Representative: Dave Steffens

Manawa Site Representative: Dr. Janet Reilly

Manawa Site Representative: DeAnn Miller

Marion Site Representative: Wayne Laux

Weyauwega Site Representative: Bette Kaminske

Members Absent:

Waupaca Site Representative: Carol Elvery

New London Site Representative: Vacant

Iola Site Representative: Vacant

Others Present: Melissa Anderson (Aging Programs Supervisor), Leah Klein (ADRU Manager), Shannon Kelly (Deputy Director)

- I. **Adoption of Agenda:** Melissa Anderson requested point V. of the agenda be changed from an *Action* item to *Update* as no action would be requested. *A motion to adopt the agenda with the change of point V. to an Update item was made by Wayne Laux and seconded by Dave Steffens. Motion carried.*
- II. **Adoption of the Minutes of the December 6, 2018 meeting:** Jan Lehrer noted a grammatical error in point III. and requested an "an" be added in the location. *A motion was made to accept the minutes of the December 6, 2018 meeting with the grammatical error corrected by Dave Steffens and seconded by Wayne Laux. Motion Carried.*

Public Comment:

JoAnn Schuelke: JoAnn noted the continued interest of Sacred Heart Catholic Church in Manawa, WI as a host site for Congregate Dining in Manawa. JoAnn noted that the Church would need adequate notice from the County if the Congregate program would be moving to the Church so they could make necessary accommodations. Also, JoAnn noted that the Church would like some assurance from the County as to the longevity of the Congregate Dining option in the Manawa Community before the make modifications and purchase a dish sanitizer.

III. **Nutrition Site Status Updates** **Update**

Manawa: Congregate participation unchanged. Volunteer food transport from Iola Living Assistance has continued which saves 1.5 hours of paid staff time. The Volunteer is being reimbursed for his mileage. In December 2018, there were 3 instances of food being provided to the Manawa Nutrition Site that were of unsafe serving temperatures. In 2 of the instances, caterer, Iola Living Assistance replaced the concerning food item. The 3rd instance, the concerning food item was discarded. Melissa noted ongoing work with Iola Living Assistance to ensure a successful partnership going forward.

Clintonville: Strong volunteering and consistent congregare dining participation continues to be successful. The previously reported split Senior Aide position (Clintonville & Marion Sites) through Curative Connections proved to be unsuccessful and the staff person found another employment opportunity.

New London: Melissa continues to provide full-time coverage at the New London Site since the previous Site Manager's retirement at the end of Dec. 2018. Melissa noted 2 recruitment efforts at the

end of 2018 with a 3rd effort with interviews scheduled Friday January 18, 2019. Melissa noted that in order to perform safe site operations, 3 individuals are required at the New London Site. Melissa noted that the 1 remaining Senior Aide at New London is seeking an alternate assignment and may be unavailable at any time, leaving Melissa to provide coverage independently. Continued recruitments for additional Senior Aides & Volunteers are thus far unsuccessful. Melissa noted the recent resignation of 5 volunteer home delivered meal drivers.

Waupaca: Melissa receives regular contact from Waupaca area program participants noting their dissatisfaction with the food being served from caterer Schueller's Great ExSPECHTations. Concerns include appeal & taste of food as well as inadequate portion sizes. Melissa continues to communicate needs of the program with the caterer. A steady increase in home delivered meal participants continues in the Waupaca area which has led to the Site Manager delivering routes regularly. Additional volunteers are needed at the Waupaca Site.

Weyauwega: Weyauwega/Fremont area participants are also voicing their concerns with food product being served by caterer, Schueller's Great ExSPECHTations. Melissa does adjust the catering invoice according to the percentages below when food product is short (percentages are adjusted per meal that food product is short):

30% entrée shortage, 20% vegetable & fruit shortage, 20% dessert & milk shortage

Iola: The contracted Site Manager position is vacant at this time. Iola Living Oaks Administrator and Food Services Director are providing coverage at this time. Melissa will train and support a new contracted Site Manager once hired. Melissa noted difficult communication with Iola site due to the dual roles the Administrator and Food Services Director have as well as Melissa providing coverage at the New London Nutrition Site full-time.

Marion: Melissa reported very consistent operations at the Marion Nutrition Site. The Marion Nutrition Site Manager has received support from a new Volunteer in the kitchen operations.

Other Updates:

- A nursing student through University of Wisconsin – Green Bay will be interning at Waupaca County Dept. of Health and Human Services with the Aging Programs and Public Health. The student, Heather, will be primarily assisting with the Nutrition Program, performing in-home reassessments for eligibility with home delivered meal participants which occurs annually for all participants.
- On December 26, 2018, the Nutrition Program received a \$1,000 mini-grant which was applied to the purchase of a new dish sanitizer. The sanitizer is being held by the distributor until further direction is provided on the future of the Site locations.
- Leah Klein provided a handout to the Council members regarding 2018 year end participation and meal numbers. The program has seen a net decrease since 2017 in overall participation county wide by -5.1% for Congregate Dining and -8.8% for Home Delivered Meal. Overall meal provision countywide has risen from 2017; +3.5% in Congregate meals served and +5.0% in Home Delivered Meals served. It was noted that the decrease in participation but increase in meals could possibly due to the same individuals participating in the program for longer periods of time.
- Leah Klein provided brief explanation of the various responsibilities that both she and Melissa Anderson are charged with in their respective positions. Due to the increase in service provision for all Aging and Aging & Disability Resource Center (ADRC) programs, Leah and Melissa are unable to put the time into researching additional Nutrition Program options as vigorously as needed. ADRC Regional Director, Darlene Kramer, was in attendance at the meeting and requested permission to speak. Permission granted by Chairperson Lehrer. Darlene reported that the increase in service provision for Aging & ADRC programs is not unique to Waupaca County. Darlene noted that in Outagamie and Calumet Counties, which

she also provides support, experience the same challenges.

- Leah Klein provided a Decision Making model to the Council Members. This Decision Making model outlines Technical Problems and Adaptive Challenges and notes the differences in both. At this time, Council members and Committee on Aging members are asked to continue to consider Adaptive Challenges as Melissa and Leah manage the Technical Problems.
- Leah Klein updated the group on the requests of the Committee on Aging during their December 4, 2018 meeting. At this time, Manawa Steak House is not interested in providing catering service to the Manawa area noting the nutrient guidelines as the primary restriction. Also, The Daily Grind café is going through an ownership change. Leah Klein will follow-up in a month or so to approach the new owners about a potential partnership. Also presented to the Council were 2 Considerations for Manawa Nutrition Site Operations:

Consideration #1: No change to operations

Consideration #2: 3 days per week Congregate Dining operations and 5 days per week Home Delivered Meal operation.

With Consideration #2, it would provide a potential annual cost savings of approximately, \$10,386.74

IV. NAC Member Updates:

Update

Melissa noted continued vacancies in the New London Site Representative and Iola Site Representative Council member positions. Also, Melissa noted that it is desired to have more than one Representative per Site on the Council. Interested persons should contact Melissa for more information.

- V. Adjourn:** *A motion to adjourn the meeting was made by Dr. Janet Reilly and seconded by Wayne Laux.*
Motion carried.

Next Meeting: Thursday March 21, 2018 – Waupaca County Courthouse, LL42 – 1:30pm

Respectfully Submitted,
Leah Klein, Aging & Disability Resource Unit Manager

Waupaca County
Elderly Nutrition Program
2018 Participant Satisfaction
Survey Results



Waupaca County Elderly Nutrition Program 2018 Participant Satisfaction Survey Results – Highlights

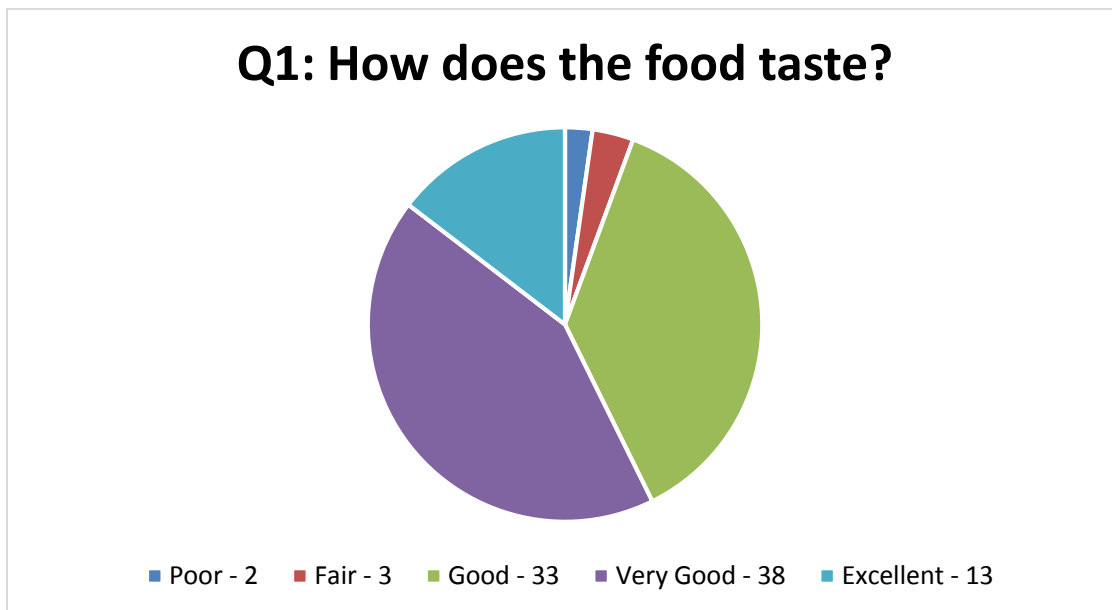
Survey Data:

Number of Surveys Completed:

| Site Location | Total # of Surveys Returned | Home Delivered | Congregate |
|-------------------|-----------------------------|----------------|------------|
| Iola | 14 | 8 | 6 |
| Manawa | 13 | 9 | 4 |
| Marion | 18 | 4 | 14 |
| Waupaca | 45 | 22 | 23 |
| New London | 45 | 22 | 23 |
| Clintonville | 23 | 12 | 11 |
| Weyauwega/Fremont | 24 | 13 | 11 |

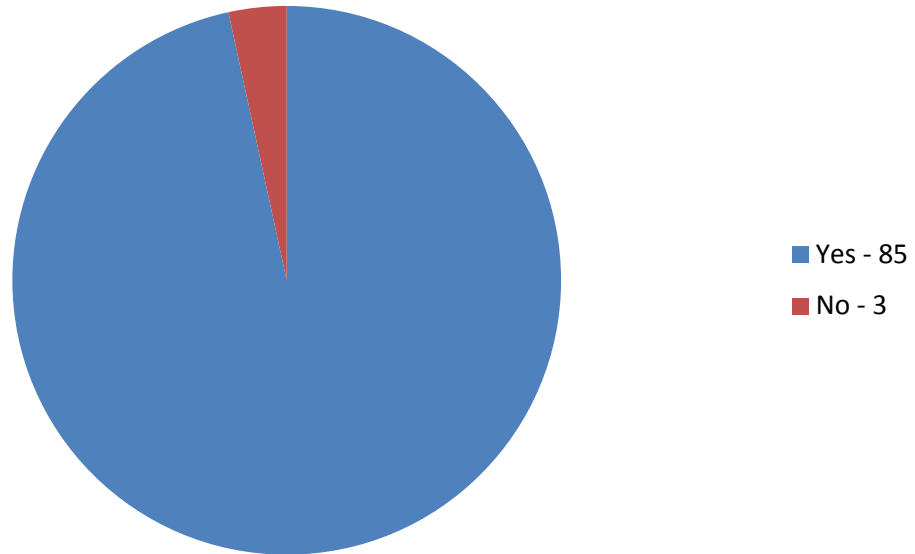
****Please note that not all participants answered every question, and some participants gave more than one answer.****

Home Delivered Meal Results



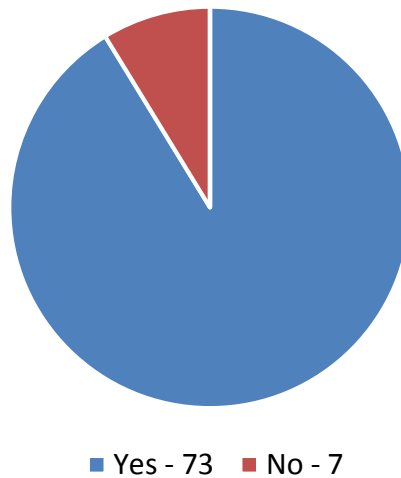
94% of the Home Delivered Meal Participants rated the food taste Good-Excellent

Q2: Do the meals look good?



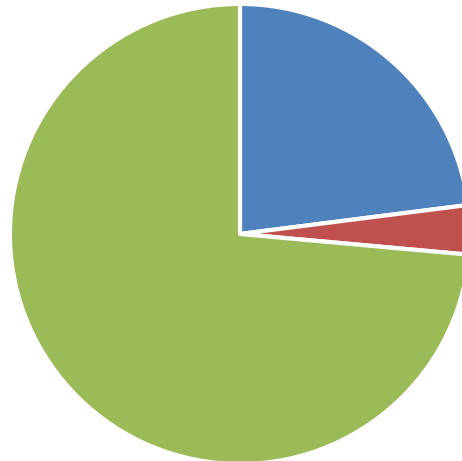
97% of Home Delivered Meal Participants stated the meals look good

Q3: Is the hot food hot and cold food cold when it is delivered?



91% of Home Delivered Meal Participants rated the hot food is hot and cold food is cold upon delivery

Q4: Lately the food quality has been:



■ Better - 20 ■ Worse - 3 ■ The Same - 64

97% of Home Delivered Meal Participants reported the food quality is the same or better

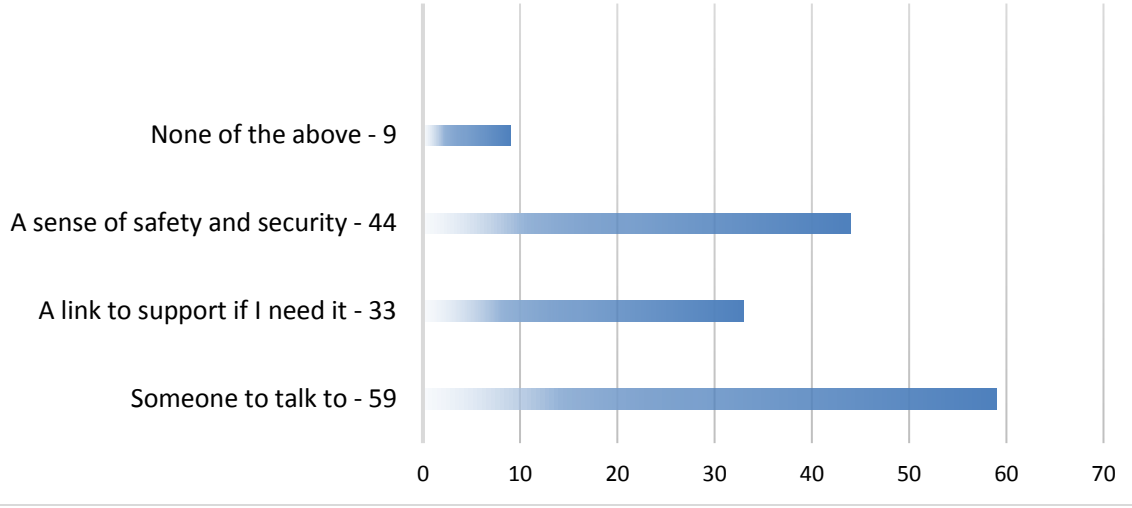
Q5: How much of your total daily food intake is from the meal that is delivered?



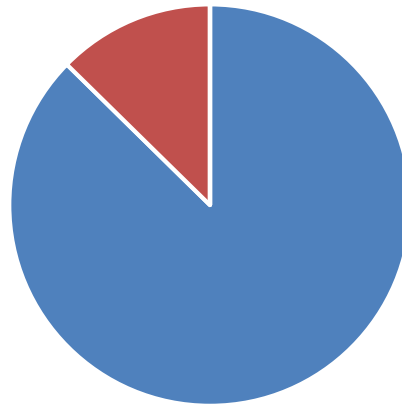
■ Less than 1/3 - 5 ■ About 1/3 - 16 ■ About 1/2 - 45
■ Greater than 2/3 - 9 ■ About 2/3-25

79% of Home Delivered Meal Participants reported the Home Delivered Meal they receive is 1/2-2/3 their daily food in take

Q6: HAVING MEALS DELIVERED IN PERSON OFFERS: (CHECK ALL THAT APPLY)



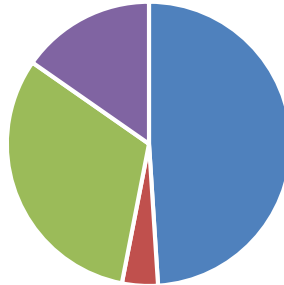
Q7: Do you eat healthier foods because you receive Meals on Wheels?



■ Yes - 76 ■ No - 11

87% of Home Delivered Meal Participants reported they eat healthier foods due to receiving the meal

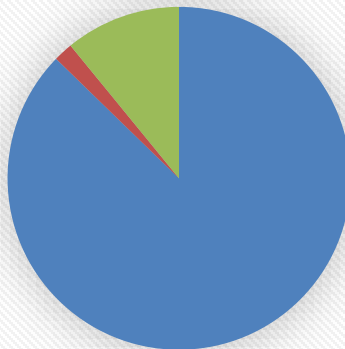
Q8: Do the meals help you to maintain or improve your health or conditions such as diabetes, heart disease, high blood pressure, etc.?



■ Yes - 48 ■ No - 4 ■ Doesn't know - 31 ■ Doesn't apply to me - 15

*Of those participants who answered 49% said the meals **maintain or improve their health conditions***

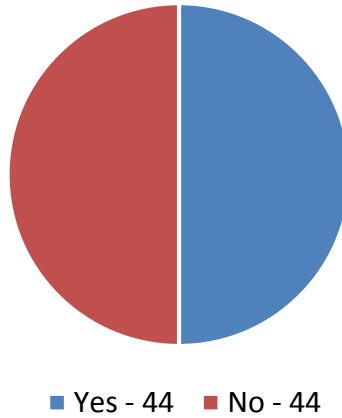
Q9: Does receiving Meals on Wheels help you continue to live freely where you choose?



■ Yes - 75 ■ No - 2 ■ Unknown-14

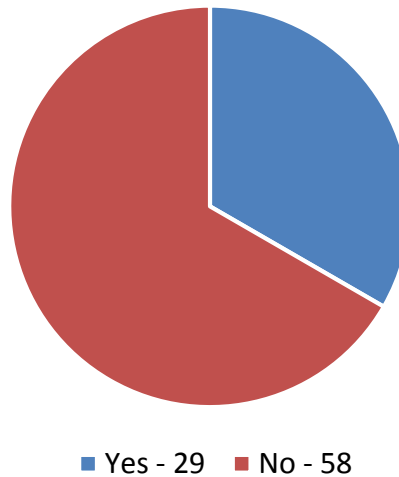
*Of those Home Delivered Meal Participants who answered 82% reported receiving home delivered meals help them to **continue to live freely where they choose**.*

Q10: Without these meals, would you still have at least one hot, freshly prepared meal to eat daily?



*Of those participants who answered 50% said without home delivered meals they **would still have one hot/fresh meal daily.***

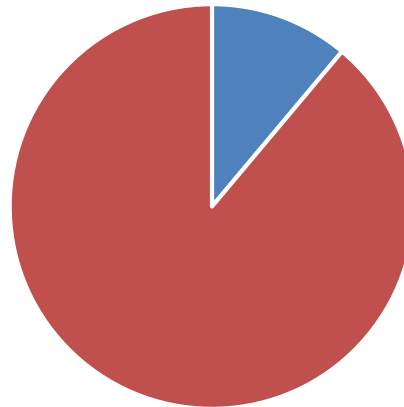
Q11: Without these meals, would there be days you do not get enough to eat?



*33% of Home Delivered Meal participants reported without the meals there would be days they would **not get enough to eat.***

What this graph tells us is at this time, a majority of our Home Delivered Meal participants are not “food insecure”: meaning they have enough food to eat. However we understand from the information gathered in Q7 participants may be getting **enough** to eat, they may not be getting enough **healthy foods**

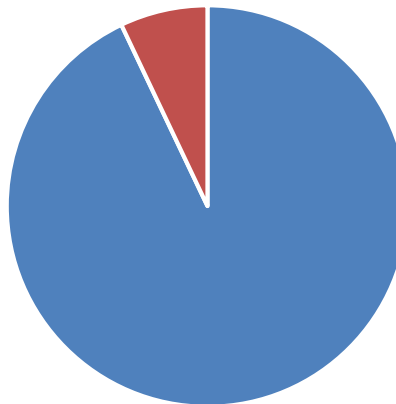
Q12: Have you skipped any meal to pay for other living expenses?



■ Yes - 10 ■ No - 80

*11% of our participants have **skipped a meal** to pay for other **living expenses***

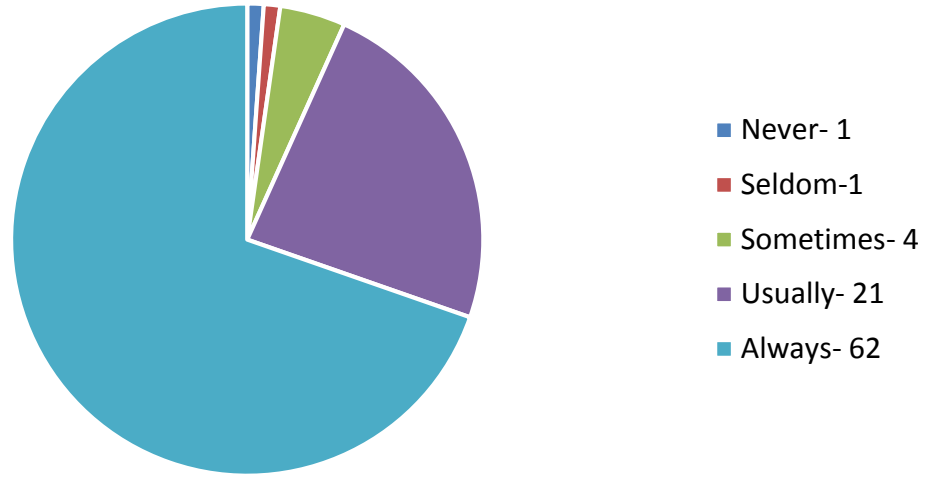
Q13: Does the Meals on Wheels program improve your quality of life?



■ Yes - 79 ■ No - 6

*93% of Home Delivered Meal Participants reported **meals have improved their quality of life.***

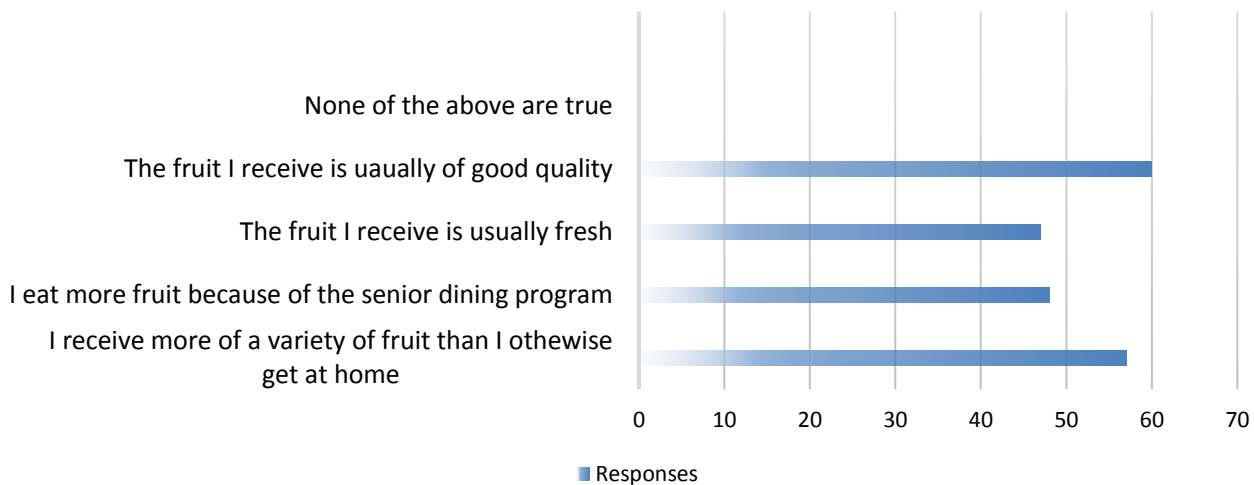
Q14: Are you satisfied with the service you receive from Meals on Wheels?



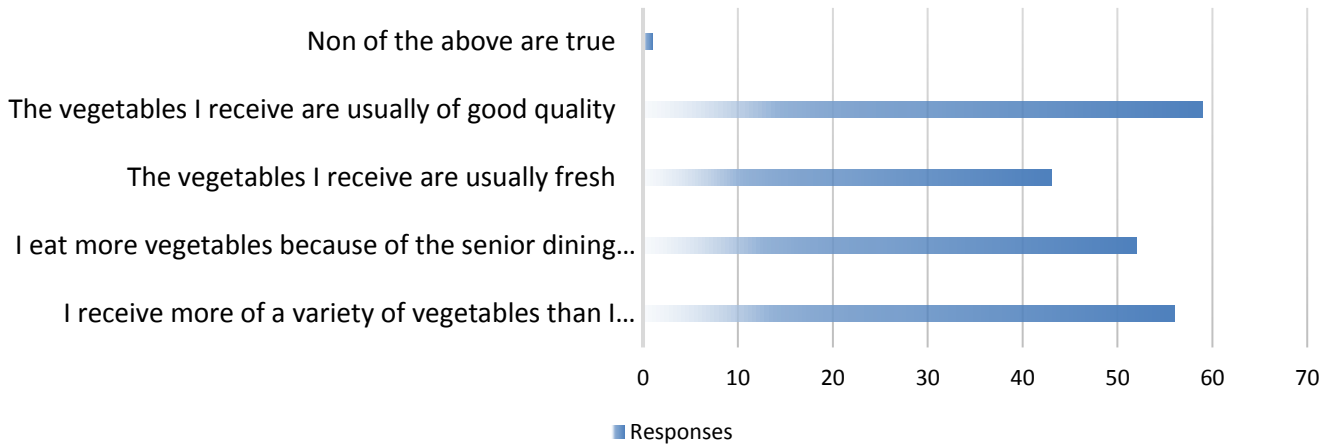
93% of Home Delivered Meal Participants responded they are **usually to always satisfied** with the Waupaca County Home Delivered Meal Program

Q15: Are any of the following statements true about the fruit served in the Meals on Wheels program?

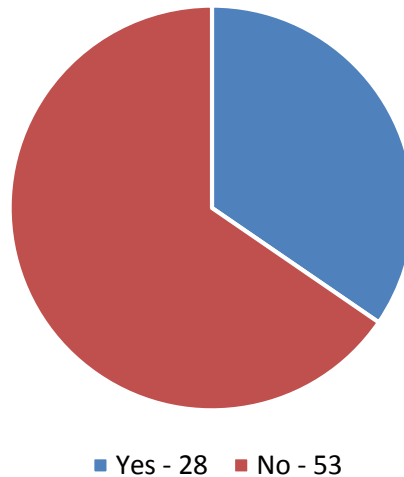
Q15: ARE ANY OF THE FOLLOWING STATEMENTS TRUE ABOUT THE FRUIT SERVED ON THE MEALS ON WHEELS PROGRAM?



Q16: ARE ANY OF THE FOLLOWING STATEMENTS TRUE ABOUT THE VEGETABLES SERVED IN THE MEALS ON WHEELS PROGRAM?



Q17: On most days, is the Meals on Wheels driver the only person you see?



*Of those Participants who answered 35% reported most days the Home Delivered Meal driver is **the only person they see.***

Q18: If you could change one thing about the Meals on Wheels program, what would that be?

- They come too early
- Whole milk & Ice cream
- Have soup more often
- More Meat and more chocolate milk
- More different kinds of food
- Nothing x12
- Don't freeze desserts on weekends
- More consistent delivery time, not within an hour or so
- More mashed potatoes
- Include more eggs or omelets
- I would say everything is very good that they tasted more like a good home cooked meal
- I would like more kinds of soups, chocolate milk, stuffed peppers, we need a suggestion box.
- Better food
- To use iceberg lettuce instead of Romaine for salads, easier to chew & tastes better
- More ham
- I like to have bread with my meal. I know when there is a bun I don't need the bread. I don't like having a sandwich. I can make a sandwich myself. I don't like to have breakfast for lunch either, I have that for breakfast. Don't like when they change the menu and give something else
- I can't think of a thing!
- Less lettuce
- Change up menu a bit. I get meals a few times a week on the same few days. Like Tuesdays meal switch with Fridays meal. Otherwise I am glad this service is available.
- Would be nice to have some old fashioned casseroles
- Have chili once a week in the winter
- Change menu up, too much of something, too repetitive
- Make casseroles and soup
- No potato wedges, dry and hard
- I really don't know
- Everything is good
- Better chicken, has a different taste

- More variety on vegetables
- Season the cooked vegetables
- The wet bread, wrap buns & bread separately from hot food
- Potato wedges and baked potatoes more done, no gravy on the chicken breast, fish on Friday and dark meat for chicken more
- Weekend meals
- I don't like a lot of veggies not cooked
- To make sure the next month's menu is to the house before the 1st of the month
- Less sugar

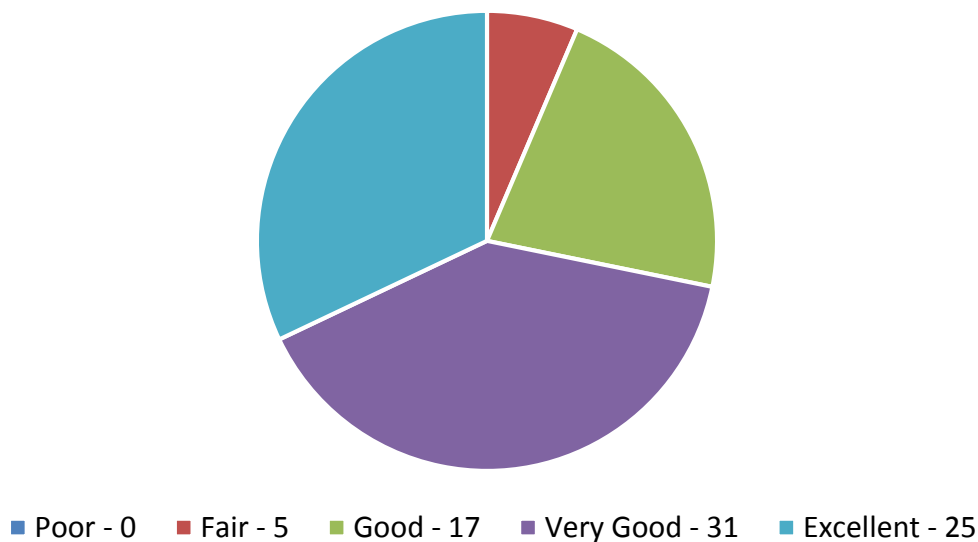
Home Delivered Meals – General Comments

- I enjoy meals on wheels very much
- Very satisfied with the program
- Like delivery every day and friendly delivery person!
- I throw the sauce with hot stuff in the garbage!
- Very thankful for the food & its quality
- Very friendly people, I enjoy their company
- I think it's a good program
- Add one or two more noodles when making lasagna. Have larger pieces of fish
- When burgers brats & hot beef are served, buns get very soggy when sealed, serve bun separate
- Name tags, I don't retain names, feel bad being so forgetful
- Keep them coming!
- Enjoy them very much! Volunteers are great!
- Don't change food provider
- Keep those pies coming! Thank you so much
- Quality of food excellent
- I used to be a good cook before I had 2 strokes so I am more likely to complain
- Meals on wheels are so very helpful to me. It would be very hard on me without meals on wheels
- God bless you
- Keep up the good work
- I appreciate all the people that deliver my meals and Joanne who does the extra things she does for me because of my special diet

- Overall the program is excellent and a great blessing for me. Thank you!
- The drivers are the best!
- I can't eat raw veggies, sorry
- Would not change a thing!
- I would like more meat and plain mashed potatoes, more chocolate milk
- All excellent
- I appreciate the service, thank you!
- Some days large enough portions, some not. Would like larger portion of fish
- I just come on Thursday
- I look forward to the person each day, the food I also very great

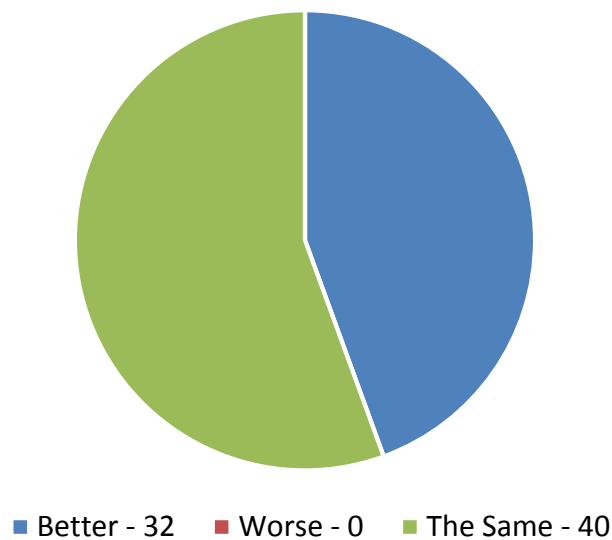
Congregate Dining Results

Q1: How does the food taste?



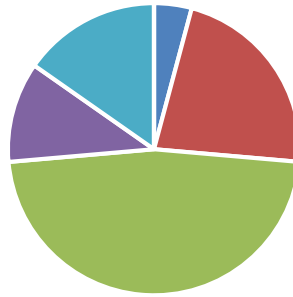
*94% of Congregate Participants reported the **food tastes** good to excellent*

Q2: Lately, the food quality has been:



*100% of Congregate Participants reported the **food quality** lately has been the **same or better!***

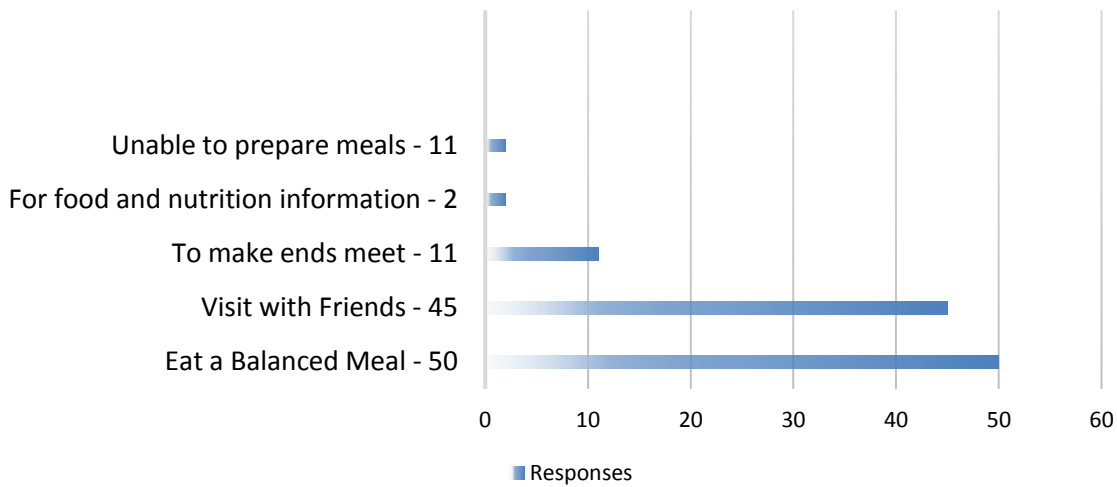
Q3: When you eat at the dining center, how much of your total daily food intake is from this meal?



■ Less than 1/3 - 3 ■ About 1/3 - 16 ■ About 1/2 - 34
 ■ About 2/3 - 8 ■ More than 2/3 - 11

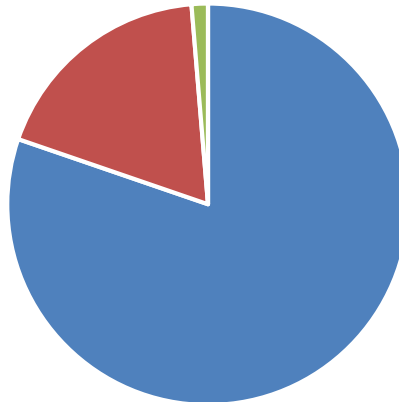
*74% of Congregate Participants reported the meal they receive from the dining center is 1/2 – 2/3 of their **daily food intake***

Q4: WHY DO YOU ATTEND THE DINING CENTER?



*From those who participated in the survey we learn the primary reason they dine at the center is for **socialization and nutrition**.*

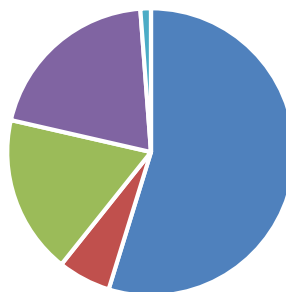
Q5: Do you eat healthier food as a result of the dining program?



■ Yes - 61 ■ No - 14 ■ No answer - 1

*81% of Congregate Participants reported as a result of the Senior Dining Program they **eat healthier food***

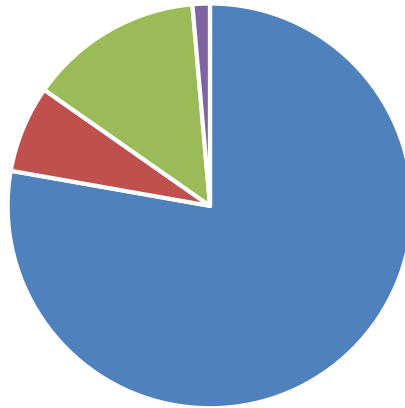
Q6: Do you feel that the meals help you maintain or improve your health conditions such as diabetes, heart disease, high blood pressure?



■ Yes - 16 ■ No - 5 ■ Don't know - 15 ■ Doesn't apply to me - 17 ■ No answer -1

*For those Congregate Participants who answered 'yes' or 'no'; 76% reported the meal helps to **maintain or improve their health conditions**.*

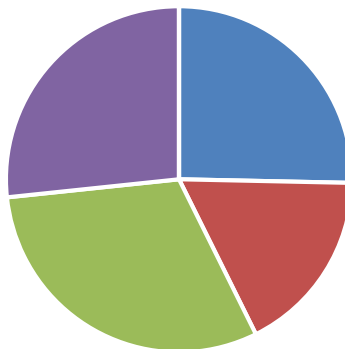
Q7: Does the dining program help you continue to live freely where you choose?



■ Yes - 56 ■ No - 10 ■ Don't know - 10 ■ Doesn't apply to me - 1

*For those Congregate Participants who answered 'yes' or 'no'; 100% reported the dining program enables them to **live freely where they choose**.*

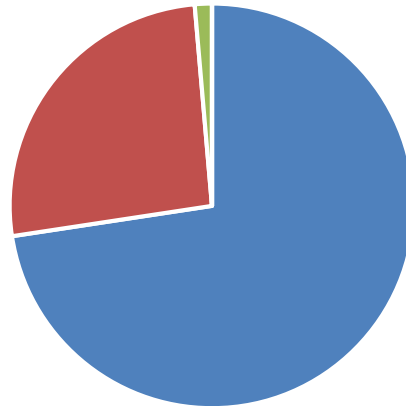
Q8: Without these meals, would you have at least one hot, freshly prepared meal to eat daily?



■ Yes - 19 ■ No - 13 ■ Don't know - 23 ■ Doesn't apply to me - 20

*59% of Congregate Participants responded the meals have **helped to prevent or decrease** the number of visits to the hospital or clinic.*

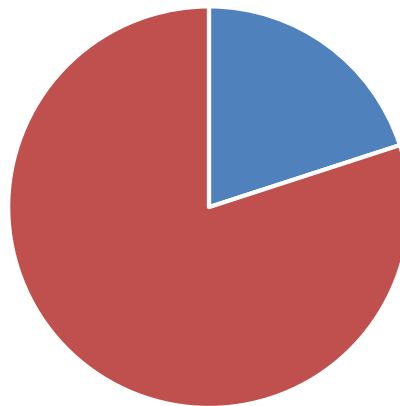
Q9: Without these meals, would there be days you do not get enough to eat?



■ Yes - 53 ■ No = 19 ■ Did not answer - 1

*74% of Congregate Participants reported without the meal received from Senior Dining Program they **would still have at least one hot, freshly prepared meal***

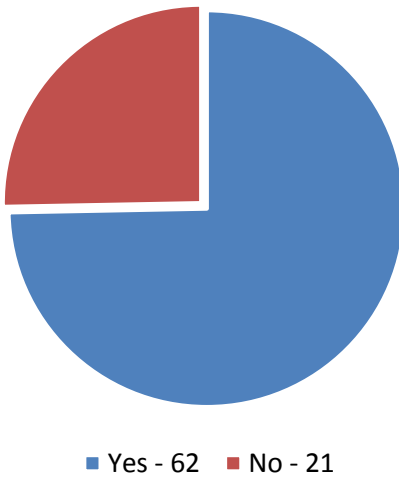
Q10: Have you skipped any meals to pay for other living expenses?



■ Yes - 16 ■ No - 64

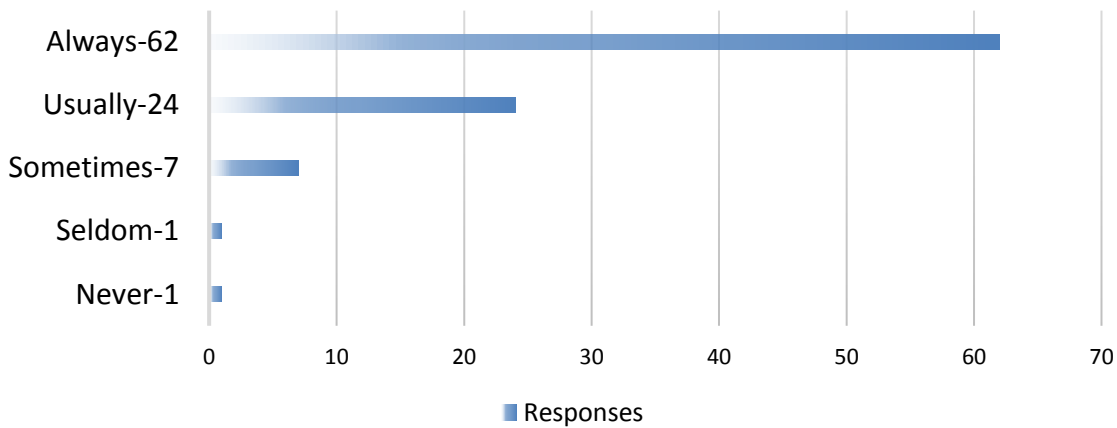
*20% of Congregate Participants have **skipped meals** to pay for other living expenses.*

Q11: Does the senior dining program improve your quality of life?



75% of Congregate Participants reported the senior dining program **improves their quality of life**

Q12: ARE YOU SATISFIED WITH THE SERVICE YOU RECEIVE FROM THE SENIOR DINING PROGRAM?

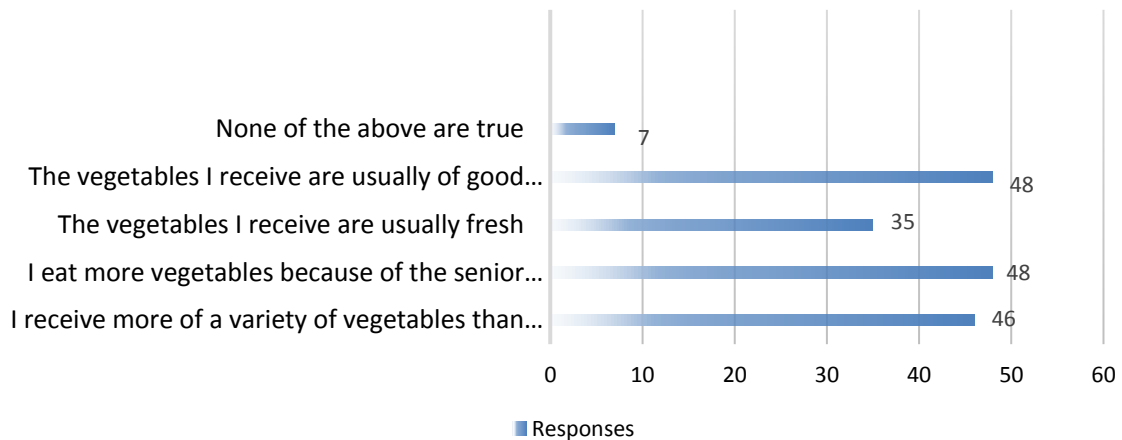


91% of Participants reported they are **usually to always satisfied** with the service they receive from the Waupaca County Senior Dining Program

Q13: ARE ANY OF THE FOLLOWING STATEMENTS TRUE ABOUT THE FRUIT SERVED IN THE SENIOR DINING PROGRAM?



Q14: ARE ANY OF THE FOLLOWING STATEMENTS TRUE ABOUT THE VEGETABLES SERVED IN THE SENIOR DINING PROGRAM?



Q15: What prevents you from attending the dining center more often?

- | | |
|--|--|
| <ul style="list-style-type: none">• Everything is good• When the dining center is closed• Weather• Play dominos on Thursday AM• If you could change something about the senior dining program, what would it be?• the nutrition program WOULD CLEAN UP AFTER USING• Nothing• Money• I attend just about every day• Have other obligations• Nothing• Nothing• Drivers card, too much for cab• Vacation and family visiting• Time• I usually eat 4-5 times per week• Dr. appointments• My schedule• My diet, I don't eat pork• Sometimes have appointments• Need more people-more activities• More games• That the people that use this facility other than• Come all days available• It's not open Monday and Fridays | <ul style="list-style-type: none">• Mondays and Fridays have been cancelled. Would attend every day if available.• I go all the time• No car• Dr. Appointments• Have other things to do and live out of town• If you could change something about the senior dining program, what would it be?• Make sure who comes down puts some money in, this is not a free meal• I had a stroke• Have other things to do• Menu• Son needs meals• Time• I go every day• Appointments• Weather• Dr. visits• Attend often• Weather• Ride, bus doesn't come this far• Will not drive in poor weather• Not change in menu• Time, I also work• Fridays only bad fish• Work |
|--|--|

Q16: If you could change something about the senior dining program, what would that be?

- All are ok
- Different meals
- I like dining here
- Offer more fitness programs
- Better quality vegetables as they are steamed too long and are soft and soggy
- Everything is fine
- Sometimes the food isn't that good
- Limit the number of people sitting at a table
- Needs nothing

- More activities
- Mary does a great job
- I like the community family feeling
- More card players
- To get more people to come to the center for lunch
- Don't know
- More hamburgers
- Better meatloaf
- No change
- Limit tables to 7 guests

ADDITIONAL COMMENTS:

- Love it!
- We like our milk man!
- Wonderful job, thank you
- Better than what I get at home
- Keep up the good work
- Some foods are burned to obtain temp
- I work at the center 3 days a week

- We serve a lot of hamburger
- Very well run
- The service personnel are the best
- I don't have to cook, I am alone. I enjoy eating there
- I'll make the menus out with help from restaurant