

Waupaca County Committee on Aging Meeting Minutes
Tuesday January 29, 2019
Waupaca County Courthouse
811 Harding St
Room 1068

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

Chairperson Mary Kay Poehlman called the meeting to order at 10:07 am and a quorum was established.

Members Present: Mary Kay Poehlman, Jan Lehrer, Bob Appleby and Dawn Brumm.

Members Absent: Ray Claussen, Dona Gabert.

Others Present: Shannon Kelly, Leah Klein, Darlene Kramer, Pat Huber, Dr. Melanie J Oppor, Julie Wurth, Tanya Wadzinski.

- I. **Adoption of agenda:** *A motion to adopt the agenda as written was made by Jan Lehrer and seconded by Bob Appleby. Motion carried.*
- II. **Adoption of Minutes from December 4, 2018 meeting:** *A motion to adopt the minutes of December 4, 2018 as written was made by Jan Lehrer and seconded by Dawn Brumm. Motion carried.*

Public Comment: Darlene Kramer, Regional Calumet, Outagamie and Waupaca County ADRC Coordinator, reviewed the results of the 2018 ADRC Customer satisfaction survey. Dr. Melanie Oppor with Manawa Public School District noted the continued interest that Manawa Public Schools has to partner with the Nutrition Program. Dr. Oppor noted the additional information necessary to continue to consider such as scope and amount of service needed. Julie Wurth noted the Sacred Heart Catholic Church's ongoing interest in hosting the Nutrition Site and explained the Church's need for additional information on possible timelines and commitment to having a Manawa Congregate Dining site prior to their remodel of the education building.

- III. **Address to Committee on Aging – Leah Klein:** Leah Klein reviewed the responsibilities of the entire Aging & Disability Resource Unit (ADRU) including the Waupaca County Elderly Nutrition Program. Leah explained that the ADRU team is at its maximum workload capacity and overflow work from various positions has been accommodated by Leah. Leah explained that in accommodating this additional work, which has caused delays in the progress of resolving concerns within the Nutrition Program. Until such a time when additional assistance is provided to the ADRU team, the forward progress on the Nutrition Program concerns will be slow. Substantial increases in service areas include a 32% increase in ridership for the Volunteer Driver Transportation Program from 2017 to 2018. Also, the Adult Protective Services team has seen a 53% growth in case management time in the past 3 years. Leah noted the increasingly complex nature of Adult Protective Services cases. Discussion was held regarding the workload of the ADRU team as it relates to the Nutrition Program.

IV. Nutrition Program Updates:

a) Site Specific Updates:

Marion: Congregate participation is steady as Home Delivered Meal participation remains low in Marion. The previously reported contracted Senior Aide position being split between Marion & Clintonville sites has been reassigned within the contracted organization and is no longer working with those two locations. The Marion site does have a new volunteer for kitchen operations.

Clintonville: Congregate participation is steady as well as Home Delivered Meal participation. Clintonville has steady volunteerism for kitchen operations which will allow flexibility for the Clintonville Nutrition Site Manager to assist in covering the New London location should Melissa Anderson be unable to do so.

Iola: Iola Living Assistance has not found a replacement Nutrition Site Manager for the Iola location. That Nutrition Site Manager position is an employee of the Iola Living Assistance. Iola Living Assistance staff notified Melissa Anderson earlier this week that they will also be losing their Elderly Nutrition Program cook within the next month and a half. Informal discussions regarding the outcome of the program should Iola Living Assistance be unable to find a replacement cook. Leah noted that with the instability of the staffing at Iola Living Assistance for the Elderly Nutrition Program operations, Manawa location has received food at unsafe temperatures 4 times during the last 2 months. Leah noted growing concern with the instability as this catering operation affects approximately 50-60 Nutrition Program participants daily.

Manawa: There have been no changes in the Congregate Dining participation at the Manawa location. There continues to be one individual daily with 1-3 individuals possibly one time per week. Discussion was held on the possibility of relocating the Manawa location to the Sacred Heart Catholic Church. Community member Julie Wurth noted that the Church would need sufficient notice in order to prepare its educational building. Leah noted that the change in location may not provide as significant an impact to gain interest in the program. Leah explained that although change in location is possible, the interest in the “product” of Congregate Dining does not prove attractive at this time. Leah also noted that increased participation at any one of our Congregate Dining sites would not necessarily bring in additional revenue, in fact it may widen the financial deficiency of the program. Bob Appleby noted that the change in location of the Weyauwega Congregate Dining operations from the Presbyterian Church to the City Hall in Weyauwega did not increase participation. Bob noted that in the Weyauwega, the participation is barely 1-2 persons per week. Leah noted the Nutrition Program’s challenge of honoring the needs of the present aging population while anticipating and adapting to the needs of future aging population. Shannon Kelly noted that the financial concerns of the program will not dissipate with small incremental changes. Difficult decisions regarding the operations of the Nutrition Program will be necessary in order to obtain financial stability and sustainability.

Jan Lehrer recommended a group to discuss and analyze the program needs going forward. It was noted that the responsibility of program needs lies with the Nutrition Advisory Council, Committee on Aging and Department of Health and Human Service Board.

Chairperson Mary Kay Poehlman noted her desire for continued follow-up with Sacred Heart Catholic Church and the Manawa School District as possible Manawa Congregate Dining locations.

Waupaca: The Waupaca area continues to see the most significant increase in new Home Delivered Meal participants. An increase in Home Delivered Meal driver volunteers is an ongoing need in the Waupaca area.

Weyauwega: Congregate Dining operation continue 3 days per week. Operating 3 days per week for Congregate Dining does not relieve financial strains as staff are still needed on the non-Congregate Dining operation days to package Home Delivered Meals. Congregate participation continues to primarily be staff and volunteers at the Weyauwega location.

New London: Melissa Anderson has been covering full time at the New London location since January 2nd. With travel time, she is committed to 6.5 hours per day at the New London location. Melissa is then answering only urgent or emergency concerns with in the Nutrition Program with her remaining 1.5 hours per day. Since the previous Site Manager announced her resignation in late 2018, there were two unsuccessful recruitments. ADRU staff are in the process of a third recruitment with follow-up interviews scheduled for Friday February 1st. Until that position is filled, Melissa will continue to cover full-time with the assistance of one contracted Senior Aide. With consideration for successful site operations, 3 people are

necessary at the New London site. The ADRU team has considered pulling ADRC Clerk Pat Huber from her responsibilities to assist in New London. Pat's essential responsibilities will be transferred to Leah Klein as well as Melissa's essential responsibilities while they cover that location.

- b) **Review of Nutrition Program Budget:** Leah asked to table this item until the next meeting.
- c) **Follow-up to Previous Recommendations:** Leah Klein provided the follow-up to the Committee's recommendations during the December 4, 2018 meeting.
- A. Consideration for Congregate Dining operations at the Manawa location 3 days per week. Leah provided a handout which illustrated the cost savings of operating Congregate Dining operations in Manawa 3 days per week. In order for the cost savings to take effect, on the non-Congregate Dining operation days, the Home Delivered Meal participants in the Manawa location would receive frozen meals – thus eliminating the rent costs and staffing costs for 2 days per week. Cost savings in operating 3 days per week in Manawa would be approximately \$10,386.74 annually.
 - B. Consideration for Manawa Congregate Dining operations and catering operations for the Manawa Home Delivered Meal program at the Manawa Steak House. Leah contacted the owner who declined interest at this time noting the restrictive meal nutrient requirements.
 - C. Consideration for the Manawa Congregate Dining operations and catering operations for the Manawa Home Delivered Meal program at the Daily Grind Café. Leah contacted The Daily Grind Café which is now under new ownership. Leah can reach out again in the future as the new business adjusts. Community member Julie Wurth noted that the parking situation at that location is not ideal for individuals who are aging as it is limited and curbed.
- d) **Next Steps Discussion:** Leah requested the Committee recommend the following next steps for consideration at the Department of Health and Human Services Board February 6, 2019 meeting:
- 1) Immediate exploration of the separation of Home Delivered Meal operation and Congregate Dining operation countywide. This would allow much needed stability for the Home Delivered Meal program while allowing flexibility for individual area Congregate Dining operations.
 - 2) Immediate exploration of catering options for the lola and Manawa areas. Leah noted that given the instability and fragility of lola Living Assistance's ability to provide catering service ongoing, it will be essential to begin the search for alternative catering options immediately.
- A motion was made to recommend for consideration by the Department of Health and Human Services Board at the February 2019 meeting the immediate exploration of the separation of Home Delivered Meal operation and Congregate Dining operation countywide and the immediate exploration of alternative catering options for the lola and Manawa areas by Dawn Brumm and seconded by Jan Lehrer. **Motion Carried.***

- V. **Transportation Program Update:** Leah Klein provided a 2018 year-end summary for the Volunteer Driver Transportation Program. Highlights include a 32% increase in service provision, Volunteer Drivers driving over 500,000 miles in 2018 and volunteering over 17,000 hours of their time. This continued success of the Volunteer Driver Transportation Program is an item of continued discussion at the Waupaca County Transportation Coordinating Committee meetings bi-monthly.
- VI. **Adult Protective Services Update:** APS has seen a 53% increase in their case management since 2016. That being said, Leah Klein noted that our staff works very hard assisting clients, extended family, as well as community social workers who come to them for assistance. The increase in case management time has many variables to consider including the complexity of financial exploitation cases and complexity of family dynamics that Social Workers must navigate.

VII. Adjourn: *A motion was made to adjourn by Jan Lehrer and seconded by Dawn Brumm.* **Motion carried.**

Respectfully Submitted, Pat Huber, ADRC Clerk