

**SENIOR OUTREACH
SERVICE COMMITTEE**

Thursday, February 20, 2020

8:30 AM

McFarland Municipal Center
Conference Room A

AGENDA

1. CALL TO ORDER, ROLL CALL.
2. PUBLIC APPEARANCES.
3. APPROVAL OF MINUTES.
 - a. Motion to approve the minutes of the January 16, 2020 meeting.
4. BUSINESS.
 - a. Brief presentation on final Department annual report
 - b. Review draft goals for committee
 - c. Discuss objectives to achieve goals, both long term and short term
5. SCHEDULE NEXT MEETING DATE.
 - a. Next meeting scheduled for Thursday March 19, 2020 at 8:30 a.m.
6. ADJOURNMENT.

This meeting notice constitutes an official meeting of the above referenced group and was posted in accordance with all applicable laws related to Open Meetings Law. It is possible that members of and possibly a quorum of members of other governmental bodies of the municipality may be in attendance at the above stated meeting to gather information. No action will be taken by any governmental body at the above stated meeting other than the governmental body specifically referred to above in this notice. Upon reasonable notice, efforts will be made to accommodate the needs of disabled individuals. For additional information or to request this service, contact the McFarland Municipal Center at (608) 838-3153 or cassandra.suettinger@mcfarland.wi.us.

SENIOR OUTREACH SERVICES COMMITTEE

Thursday, January 16, 2020

8:30 A.M.

McFarland Municipal Center

MINUTES

1. Call to Order. Roll Call.

The meeting was called to order by Chairman Adrian at 8:30 A.M.

Members Present: Chairman/Village Board Trustee Jerry Adrian, Village Board Trustee Mary Pat Lytle, and Citizens: Carol Lobes, Becky Losby, Colleen McCormick, and Monica Macarra.

Members Absent:

Staff Present: Senior Outreach Director Lori Andersen.

2. Public Appearances: no one present

3. Approval of minutes from November 21, 2019

Adrian declared that the minutes should stand as amended.

4. Business

a. Director's Quarterly report and overview of annual report.

The increase in the needs of the elderly McFarland population is reflected in many areas of the Outreach services. Client enrollment, RSVP rides, meal deliveries, and meal participation have all expanded in number of participants. As a result, the Outreach Department anticipates that in future years there will be even further demands on Outreach Services.

More detailed accounts of the Quarterly and Annual reports are listed in the handouts attached to the January 2020 agenda.

b. Present department goals/programs for 2020.

Andersen announced that the department will prepare and present several programs. "Living with Diabetes," "Support for Care Givers," work with EMS on "Falls (causes and prevention)," and explore "Stepping On" that will be in addition to the present "Strong Women" classes.

The department personnel will continue to evaluate what the Village Board expects from Outreach services and identify and focus on future and present problems/needs (transportation, meal programs, services, designing a Senior Center model, etc.)

c. Establish committee goals.

Adrian announced that he, Andersen, and Lytle met as a subcommittee to clarify the goals that the committee should consider. The Village Goals A. "...community center...", B. "...quality of life services to the community," and D. "improve safety and wellbeing of Village residents..." were used as a guideline to formulate

committee goals. Therefore, the committee should focus on programming, facilities, and financing goals. Complete Village Goals/Sub goals and descriptions are on a second handout attached to the January 2020 agenda.

- The subcommittee will again meet to formulate the correct wording for the goals and present them at the February committee meeting.
- Adrian explained that the present Village Hall could possibly be the location for a community center if the fire and police departments move to a newly built safety building. The plans are still tentative.
- Andersen said that each community has unique requirements. She plans to explore different models of Senior Centers and create a plan specific to the needs of McFarland.
- McCormick announced that the Lioness Club will donate some of the proceeds from their annual raffle to the Outreach Endowment Fund.
- Lytle said that she is thinking about starting a fundraiser for the Community Center.
- Adrian and Lytle are retiring as Trustees on the Village Board.

5. Next meeting: Thursday, February 20, 2020 at 8:30 A.M.

6. Adjournment: Motion to adjourn at 10:30 A.M. by Lobes, seconded by Losby, and carried by 6-0 vote.

Respectfully Submitted by,
Citizen: Jackie Burger (volunteer recorder)



VILLAGE BOARD SUMMARY SHEET

MEETING DATE: Thursday, February 20, 2020

SECTION: Business

DEPARTMENT: Outreach

CONTACT:

AGENDA ITEM: Brief presentation on final Department annual report

PREVIOUS ACTION:

ISSUE SUMMARY:

FINANCIAL/BUDGET IMPACT:

VILLAGE PLAN REFERENCE:

ORDINANCE REFERENCE:

BOARD, COMMISSION OR COMMITTEE RECOMMENDATION:

ATTACHMENTS:

1. 2019 McFarland Senior Outreach ANNUAL report

McFarland Senior Outreach annual report 2019

Case Management units of service (1 unit equals 1 hour)

Total units 722.50 Jan-Dec

McFarland	471.25
Cambridge	98.75
Christiana	2
Town of Dunn	107
Pleasant Springs	41.5
Rockdale	2

We opened 69 clients, closed 37 clients, and had an average monthly case management census of 134 clients. Our overall numbers continue to increase but the percentage distribution by township remains about the same. See attachments.

Contracts are now in place with the various municipalities, increasing monetary contributions from 26,500 to 52,250 for 2020. We will also receive an additional stipend to do target MA case management and to be SHIP counselors, which is related to financial benefit counseling. These services are reportable numbers to Dane County separate from our case management numbers. Total revenue for these two services adds \$4100 to our budgeted total.

We have co-hosted a student intern, Monica Liceaga, from the Upper Iowa Social Work program. She splits her placement between here and the McFarland Youth Center. Despite it being a last minute placement for us it has worked out quite well. Monica graduates in spring with a degree in Human Services. She is planning to attend Social work graduate school in fall.

Referrals

Our clients' needs continue to be complex. Some of the services we provided this year to clients included accessing long-term care programs, financial assistance and management, referral for mental health needs and frequent supplemental support to clients. We had at least three clients who acted on suicidal thoughts. We were working with all of them to a lesser degree but increased efforts and referrals after suicide attempts. Suicide is a risk factor even for the elderly. Our newest case manager attended two trainings on suicide. Our other case manager and Director had previously attended these trainings.

Our case manager worked quite closely with Officer Joel Zietsma with the Are you ok program, often doing joint visits. This program appears to be effective in reducing emergent calls for our first responders concerning these particular clients. Our case manager worked on placement or services for several of these individuals. For a few others the crisis has passed with our increased involvement. It makes individuals feel more supported and therefore more cooperative in working with us. Starting in January 2020 Officer Jackie Statz will be returning to the lead role of Are you Ok program

In 2019, we received funding from Dane County for a program called Supportive Home Care. The requirements are very similar to COP funding as it provides in home services to seniors who are functionally and financially qualified. We had not had access to this funding for approximately 10 years. We had 5 clients enrolled and used \$13,106 worth of funding. In 2020, we will have additional monies.

Outreach

On average, we provide approximately 10-15 clients a month with information and assistance without having them become case management clients. In addition, we have approximately 200 seniors that participate in our regular social and exercise groups. Special programs, classes, presentations and special events count for an additional estimated 200 clients/families.

Our Dementia Friendly Initiative has been on hold this year. There have been no businesses coming forward interested in completing training. We are hoping we can revive that in the New Year. We did help present the EMS and police departments with Dementia comfort kits.

This year we offered *Healthy Living with Diabetes*. We started with 9 participants but 5 finished. Participants were engaged and felt it was helpful in managing their diabetes. In 2020, we will be offering *Powerful Tools for Caregivers* and *Healthy Living with Diabetes*. We are still hoping to schedule *Stepping On*, a falls prevention class by hiring outside trainers through Safe Communities.

Our department helped initiate the Village wide diversity training provided by OutReach, INC, which provides services to LGBTQ+ individuals and supports.

Staff attended trainings related to Suicide, technology use, Legal issues, Elder Abuse, and Ethics. Director Andersen attended the statewide Alzheimer's conference.

We held a program with Agrace on Advanced Directive planning, Legal and Financial planning with an Attorney. Our Welcome to Medicare program, held on a Saturday with a county benefit specialist attracted close to 50 people. The Alzheimer's Association Caregiver Boot camp we were going to host was cancelled due lack of interest.

Forward pharmacy held their annual Medicare D presentation with us. Only a few people attended but it was very interactive.

Medicare D- we completed 37 plan finders from October 15- December 7th for individuals, along with completing Senior Care applications for a total client savings of \$67,800.

Our exercise groups continue to grow. Kathy Lyons, the original Strong Women instructor had taken an extended family leave so Terri Martinelli- Reiter was teaching all 4 classes. She has since returned. Both Yoga and Tai Chi have seen an increase in participation as well. Yoga moved to the McFarland United Church of Christ due to increase space needs.

Schedules Plus software will be put in place to help track client information and various sub groups for us. The program has the capability to scan nametags to collect attendance data. However, we do not have it set up to do that for groups. We will still try to work with the instructors on getting a

participation count in these types of programs including our off site groups and events. We are looking for a volunteer to enter data for us. Eventually we would like to utilize a scanning system to record that information.

Senior Outreach received funds from the 4-H dairy days, Sundae on Thursdays, loan closet users and general donations totaling in excess of \$3000.

McFarland Area Outreach Endowment utilized over \$1500 in individual grants this year for things like medication copays, utilities, medical care and a car registration fee. Donations to the Endowment exceed the payouts.

Loan Closet

There were 157 items lent out in 2019. This does not count any returned items.

Events

Pi (E) day was a success with about 40 people in attendance. We raised enough money to purchase one Knox box. That makes 4 we have given out in cooperation with the EMS.

Tax clinics- we held 5 clinics in Feb through April 2019. We will be holding 5 again in 2020. Total participation is approximately 110 appointments that we schedule and arrange. We estimate approximately 400 calls go into completing those clinics as our clinics are published on the AARP tax site. Priority and advance scheduling is done for clients that we provide service to or that live in our area.

The Senior Christmas party and lunch was held with entertainment from McFarland High School's Blue Notes. This year the students and teacher joined us for lunch.

Our 4th annual Senior picnic was moved inside due to excessive heat. We had around 50 attendees. A local high school musician playing Ukele music entertained us.

Organized the spring and fall yard cleanup and distributed Christmas baskets with the 4-H to 20 seniors. In addition, we did caregiver recognition baskets in spring in collaboration with McFarland Villa.

Besides, in kind gifts, our financial donations to Senior Outreach totaled over \$2500 to make these programs possible. Sources of donations include loan closet, program participants donations, and general donations to senior outreach such as from the 4-H, Lioness, Skaalen Village and the Ladies Auxiliary.

The Director helped organize the employee picnic, the employee Christmas party and the Village's Shared table meal. Our next date to sponsor Shared table will be May 14th, 2020.

Foot clinic (We handle all the scheduling for these clinics and oversee two onsite volunteers who assist Stoughton Hospital Home Health)

Cambridge 30 participants for an avg of 8 a month

McFarland 50 participants for an avg of 16 a month

Nutrition

McFarland

1241 meal site 9420 Meal on wheels 10,661 total
(Approx. 60% McFarland /40% Dunn and Pleasant Springs)

Cambridge 1596 meal site

Total meals served 12,257

We ideally have 4 routes a day. Two routes are about 1 hours in duration. The other two run about 1 ½ hours. On occasion, we run 3 routes due to no availability of drivers. Our outlying areas take more time so it makes it a challenge to deliver food at the desired temperature, even with hot/cold packs. It takes a lot of coordination on our nutrition manager's part to make that happen with regular and sub drivers changing regularly. Thankfully, we have one very reliable driver that delivers an out of town route every day.

At the end of the year, we replaced our site's aging refrigerators and steam table. These were original appliances from the buildings opening in 2000. It will be nice to have safer and more efficient units. Our refrigerators are slightly larger but due to space limitations, we could not order commercial appliances.

RSVP Medical Rides

In 2019, there were 310 rides for 44 non-duplicated passengers compared to 2018 when there were 170 rides for 42 non-duplicated passengers. This uses 5 hours a week for our coordinator Gletty-Syoen.

See attached report for more details.

Senior Outreach volunteers

We oversaw volunteers in all programs, including RSVP medical drivers, Foot clinics, Meal site, home delivery meal drivers, tax clinic coordination, office and general help and off site groups. This year we began recognizing volunteers with random gift cards. We also provided home delivery meal drivers with a small gift. Our medical drivers got gift cards with a note of appreciation. Volunteers were surprised but touched by the recognition. We are now recruiting for drivers due to our snowbirds being gone the next few months.

Respectfully submitted,

Lori Andersen



VILLAGE BOARD SUMMARY SHEET

MEETING DATE: Thursday, February 20, 2020

SECTION: Business

DEPARTMENT: Outreach

CONTACT:

AGENDA ITEM: Review draft goals for committee

PREVIOUS ACTION:

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ATTACHMENTS:

1. Strategic plan SOS COMMITTEE GOALS

Our role as an Outreach Committee

COMMITTEE CHARGE

To advise the Village Bd. and Outreach Dept. on policy, budget, operational and systemic priorities while promoting understanding in the community.

Then we looked at the Strategic Plan (presently being developed) and where we fit in the larger picture.

Found we fit A,B.and D of the six goals that outline the plan.

- A- Develop a multigenerational community center and recreation amenities to serve seniors, youth and families.
- B- Plan for and align physical facilities and open space to support future service delivery, quality of life and infrastructure needs.
- D- Improve the safety and wellbeing of Village residents, business and visitors.

These goals tend to center on future programing, future facilities, and financing. So we focused our attention on these three areas.

Programing

- Design and identify new potential and needed programs
- Share co-operative programs between departments
- Emphasize Community based Health / Wellness

Facilities (Based on Programs)

- Enlarge Staff
- Enlarge Sq. Ft. (Based on programs and staffing)

The Board is looking to build an offsite Safety Building, housing the Fire/EMS, Police, and Municipal Court that will open up Sq. Footage to be developed in the present facility.

Financing

- Fee based
- Village Budget
- Potential for Fund 80

Encourage the design and development of programs that emphasize Senior based Health/Wellness and to be promoted co-operatively between departments.

Help review facilities to be designed and sized to accommodate present and future programs / activities

Continued review of financing ensuring support of programing / activities.



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ATTACHMENTS:

None