

**SENIOR OUTREACH  
SERVICE COMMITTEE**

**Thursday, July 16, 2020**

**8:30 AM**

**McFarland Municipal Center**  
*Community Room*

AGENDA

You are invited to this meeting through a Zoom webinar. The Public is strongly encouraged to watch and participate in these meetings remotely through either the webinar or telephone options listed below.

***PLEASE CLICK THE LINK BELOW TO JOIN THE ZOOM WEBINAR:***

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1. CALL TO ORDER, ROLL CALL.
2. PUBLIC APPEARANCES.
3. APPROVAL OF MINUTES.
  - a. Motion to approve the minutes of the May 21, 2020 meeting.
4. BUSINESS.
  - a. Directors quarterly report
  - b. Review core services of department
  - c. Review potential future needs of Department
  - d. Discuss nutrition manager opening
5. SCHEDULE NEXT MEETING DATE.
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](mailto:cassandra.suettinger@mcfarland.wi.us).

## SENIOR OUTREACH SERVICES COMMITTEE

Thursday, May 21, 2020

8:30 A.M.

McFarland Municipal Center

### MINUTES

#### **Call to order.**

1. The meeting was called to order by Chair Adrian at 8:30 am.

Present: Carolyn Clow (Trustee/Chair), Lori Andersen (Director), Kathleen Blair, Brad Czebotar, Monica Macarra, Colleen McCormick, Diane Mikelbank, Barbara Vander Werff, Sara Sprang (Case Manager)

2. **Public Appearance**

No public appearances

3. **Approval of minutes from February 20, 2020**

Minutes were approved by Colleen McCormick and seconded by Brad Czebotar.  
Abstaining: Carolyn Clow and Diane Mikelbank.

4. **Business**

- a. **Directors Report**

- Case Manager units of service was explained per Dane County contract. Unit of service goal is 600
- Director explained territory that Case Managers covers for case management services
- McFarland meal site changes since covid-19 has been delivery only and Cambridge meal site has been a drive-up service.
- Fat Tuesday celebration and Pi(e) Day were held, all other activities were canceled related to covid-19
- Upper Iowa Student Intern ended early March.
- Contracts with surrounding municipalities that Senior Outreach services are in place for 2020.

- b. **Review current Service Delivery related to emergency plan**

- Case Managers are working with clients that need transportation and a few clients with food insecurity. Case Managers have been connecting with EMS and Police for coordination of services. Units of services will be down related to not doing home visits.
- Director feels we are meeting clients' needs thru Meals on Wheels, Food Pantry, FEMA food boxes, delivering shelf stable food bags from Senior Outreach to 55 clients. Meals on Wheels participants have increase, homebound requirement waived during covid-19.

- Medical equipment is being loaned out but not accepting medical equipment back.
- Food Pantry is doing curbside deliveries and gift cards.
- Foot Clinics are canceled, Stoughton Home Health provides the service and unknown when the clinics will resume.
- Two tax clinics were canceled, Volunteer coordinator for AARP tax service is not anticipating on holding any more tax clinics. Committee members voiced the importance of finding other resources or having tax preparation possibly done via Zoo.
- RSVP medical rides, many rides have canceled only accepting essential medical appointments.

**c. Review shared Focal Points plan based on Badger Bounce back plan**

- Director of Area Agency on Aging (AAA) shared a plan with Focal Point Directors that mimics that Badger Bounce back plan. Meal program and case management services will be interconnected decision between Dane County and Village of McFarland. Village of McFarland Department Heads are currently developing a plan to open facilities.

**d. Present committee goals**

- How to move forward. Committee members looking for direction from Village Board on how to provide the best facility that is financially feasible. Need to look at priorities of needs of Senior Outreach, Services and Community Center. Committee member emphasized for the committee to meet current demand but also think about the future. Also, need to consider if other townships will contribute for a facility and staffing will need to be addressed. Public Safety building is under contract with an architect

**5. Schedule Next Meeting Date**

- a. Next meeting scheduled for Thursday, July 16, 2020 at 8:30 a.m.

**6. Adjournment**

- Motion to adjourn at 9:55am by McCormick, seconded by Mikelbank.

Submitted by,  
*Sara Sprang*



## VILLAGE BOARD SUMMARY SHEET

**MEETING DATE:** Thursday, July 16, 2020

**SECTION:** Business

**DEPARTMENT:** Outreach

**CONTACT:**

**AGENDA ITEM:** Directors quarterly report

**PREVIOUS ACTION:**

**ISSUE SUMMARY:**

**FINANCIAL/BUDGET IMPACT:**

**VILLAGE PLAN REFERENCE:**

**ORDINANCE REFERENCE:**

**BOARD, COMMISSION OR COMMITTEE RECOMMENDATION:**

**ATTACHMENTS:**

1. 2020 second Quarter board report

## McFarland Senior Outreach report First Quarter March-June 2020

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

April 65.75

May 43.5

June 64.75

Total 174 units for 363.75 units year to date. This represent 62% of our annual contracted amount.

Our contacts for most of the quarter have been limited to phone contacts with clients or collateral contacts. Only a few have been in person. PPE has been used and the department has face masks, shields, sanitizer, and gloves.

Newly opened clients are mostly because of becoming a Home Delivered Meal client and not the need for other services. Many of them had been known to us but were not actively participating in any services we offered. Closures were for the usual reason of no longer wanting or needing services, moving or passing away.

We closed 16 clients and opened 21 clients

I would say that for the most part our clients did exceptionally well during this time frame given the circumstances. A lot of that was because of the contact and the services we continued to provide for them during this time. That included meals, grocery shopping transportation and delivery, food pantry coordination and frequent check in calls. Many of the program renewals for food share, Medicare savings etc. were put on hold so those things did not have to be done. We anticipate quite a busy time catching up with that.

The Case managers focus was on the nutrition aspect for clients. At one point we were down half our staff and only now did one position rerun. The case managers and director handled the day to day aspects of the meal program during these months while the nutrition manager completed the monthly paperwork. We have been able to evaluate the program more fully and apply efficiencies in order to make that happen. We want to continue many of these changes forward. We also were able to finally clean and organize the kitchen thoroughly.

### Nutrition

In the beginning of the pandemic, Senior Outreach provided all meal recipients with a 7-day meal package of shelf stable food provided by a generous donation. Recently we delivered over 332 packages (4 per person) of FEMA shelf stable food to our recipients with the help of McFarland Police Department which were provided by Dane County.

### *McFarland - Only home delivered after March*

**April 975**

**May 1119**

**June 1156\* estimate**

***This is approximately a 25% increase from 2019 same time period and a 31% increase from the first quarter of 2020. From 2018, before adding the areas of Dunn and Pleasant Springs, it is a 149% increase over that same time period.***

### *Cambridge meal site - Drive up only after March*

**April 188**

**May 238**

**June 207**

Cambridge meals site went from a dine in, to a carry out, and now a drive up. That involved purchasing numerous supplies, redeveloping the process and recruiting three additional volunteers. We received reimbursement from Dane County for a total of \$800 thus far on supplies for both sites, such as for PPE and carryout containers.

## ***Transportation***

RSVP rides were cancelled after the end of March and most likely won't return until sometime in August. Dane County Transportation has been providing transportation services to medical appointments if needed. We anticipate high requests due to pent up need, but we are concerned that many of our drivers will not return. This concern is county wide and may impact this service.

Our contracted transportation service Transit Solutions has continued to take clients grocery shopping as needed and to Walmart. They also have been delivering meals for us and grocery shopping and delivering food on behalf of clients free of charge.

## ***Foot Clinic***

All foot clinics had been cancelled. We recently found a substitute for the service as it is unknown when or if our past provider is returning.

## **Events**

PI DAY – Safer at home order was about to go into effect. Very few attendees and most carried out

Cancelled Cinco E Mayo Dining Club

Cancelled all outside regular groups ROMEOS, JULIETS and SOS.

We held 3 out of 5 tax clinics. Clients really don't have free alternatives available to file leaving about 50 people dissatisfied. All the tax clinics closed and are not returning despite the federal extension.

## **Educational and Recreational**

All Evidenced based classes were cancelled such as Living Well with Chronic Conditions and Powerful Tools for Caregivers.

Cancelled all outside groups ROMEOS, JULIETS and SOS.

Bocce, swimming and yoga which are held elsewhere for seniors was also cancelled during this time.

Cards, Mah Jong and exercise classes have been on hold.

SOS is permanently cancelled as may our card group. Several of these groups were ones that have existed for decades in its current form and are not effective in reaching new people. We are looking at developing some other programs to replace them and our recruiting volunteers to assist with these groups in the same way these were volunteer run. We welcome seniors to come forward to help develop some new things with guidance from the Director and feedback from the SOS committee.

## **Trainings-**

Sara Sprang completed a Living Well training update

Lori Andersen, Sara Sprang, and Katie Gletty-Syoen completed Boundaries and Ethics which is required of all social workers.

Mary Gilberts and Dawn Fleury completed their annual nutrition training with Dane County

## **Volunteers**

We replaced almost all of our volunteers for meal delivery due to recommended restrictions or Due to personal choice. Our volunteer coordinator successfully recruited about 25 new volunteers to assist along with completing a monthly schedule which incorporate Transit

Solution for driving. As was noted earlier many efficiencies were found in this process and by using our new software purchased in January Schedules Plus. Our Volunteer Coordinator managed to solicit and organize a very dedicated work force in a short amount of time. Several will be staying on as permanent and one we may hire one as a backup nutrition person. She also put together weekly activity books with puzzles, coloring with crayons, word search etc. with various themes such as Father's Day, Memorial Day. Madison, Easter and spring. We received very positive feedback on those. On Mother's Day everyone got a live pansy plant with their lunch to brighten their day.

We also had a few volunteers assist in making masks in the beginning. We have distributed a few to seniors but it seems that most of them have their own. We do have some we can still give out but would need more if there were a lot of people requesting.

## **Communications**

Weekly Focal Point director meetings have been held by the Area Agency on Aging to discuss when the restrictions began and now again during the reopening process, so that we can share ideas and have some consistency from place to place. Normally we meet only monthly.

Our team worked together exceptionally well during this crisis to meet the increase needs of our clients. As the Director, I have been monitoring the stress level of staff and encouraging days off or working at home when needed. I feel that having flexibility really kept us performing at a high level throughout this time. And I appreciate the ability to do that.

I have been in contact with the communities we serve, including the Village of Cambridge and Town of Pleasant Springs authorities. This was initially to review the changes and to update as needed. They have been appreciative of this.

Our newsletter was printed in April and was outdated before it even went out. So, I skipped a May newsletter except for making some updates on our web page. I completed a June newsletter and will do a combined July/August edition. Hopefully by the September edition there will be more solid information to share.

## **Guidelines for phased in reopening**

See approved plan for more specific details.



## VILLAGE BOARD SUMMARY SHEET

**MEETING DATE:** Thursday, July 16, 2020

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**DEPARTMENT:** Outreach

**CONTACT:**

**AGENDA ITEM:** Review core services of department

**PREVIOUS ACTION:**

**ISSUE SUMMARY:**

**FINANCIAL/BUDGET IMPACT:**

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**ATTACHMENTS:**

1. Core Services only

## **Current Core services space**

Case management 2 offices. Current situation is Part-time Case manager (24 hours) shares office with nutrition manager (20 hours) and conference area. Other case manager is 40 hours and has own office.

Nutrition 1/2 office. Currently shares an office with part time case manager/volunteer coordinator

Director 1 office

Kitchen- Kitchen with outside access for caterer delivery, steam table, two refrigerators and prep space and dining area for 100 (can fit 60 while allowing walkers and wheelchairs through comfortably and moving about) with audio visual or placement for an entertainer.

1 closet for supplies and 1/2 for meal delivery bags

Activity storage-décor 1 ½ closet shared with exercise equipment

Loan closet for medical equipment- space is a small closet. Spreading over into hallway and community room.

## **Current program offerings in Senior Outreach**

Meal site three days a week at noon

Home delivered meals to McFarland, Pleasant Springs and Dunn 5 days a week

Second meal site in Cambridge two days a week

Seasonal clinics such as flu shots, taxes or distribution of famers market vouchers

Foot clinic- off site. Discuss alternatives

Dining out-specific groups such as Singles over 60, Romeos and Juliets, Senior dining club

Exercise-Strong women/Strong bones, Tai chi, Yoga (moved due to lack of space)

Educational programs

Evidenced based Classes 2X a year. Mostly held at library due to space availability.

Entertainment on occasion

Outreach in collaboration with various groups such as 4-H, Lioness/lioness, Girl scouts, day care, assisted living

Mah Jong weekly, Euchre monthly

Volunteer ride service for medical rides (20 hours a month coordination) in collaboration with RSVP and other internal volunteer opportunities

Shopping bus coordination-Pick n Save, Out of town two times a month and one in town shopping for McFarland, Pleasant Springs, Dunn and a separate service for Cambridge. Rides for meal site and coordination for meal attendance.

Loan closet for lending medical equipment such as bath benches, commodes, walkers, raised toilet seats.

## **Offerings by other groups**

E.D. Locke Library offers short-term exercise, craft groups, movies, educational programs, games or cards

McFarland Lutheran Church offers Thursday night community meal

Maple Tree offers casino trips. Not sure with new owners.

Other senior centers offer a variety of additional programs as does the ADRC OF Dane County. Sometimes we host and other times other sites host. All citizens are welcome to attend. There may be fees attached to certain programs.

Food pantry- collaboration with food pantry delivery to seniors, registering clients

## **Examples of frequent services we connect clients to**

McFarland Area Outreach Endowment for unmet needs like medications, assistance with bills

Energy assistance/ free phone/specialized phones for hard of hearing/ hearing aides

Food share/ farmers market voucher/food pantry

Supportive home care

Caregiver grants

Support groups

Dementia specific programs such as memory clinics

Housing and public assistance housing programs when available

Long-term care services such as managed care organizations

Alcohol and drug treatment/ support

Medicare information including Medicare D sign ups and referrals to look at Medicare insurance programs whether it is supplemental, advantage or low income insurance

Medicare savings plan, applying for Medicare and/or Social Security. Referrals to Benefit Specialist to resolve issues

Money management such as payee

Guardianship

Mental health services

Health services such as dental or hearing aid, prosthetics, cancer referrals and assistance, incontinence products and dietary supplements such as Ensure

Home health agencies-publicly funded or private pay

Specialized housing referral such as assisted living, nursing home

Hospice referrals

Elder abuse referrals

Collaboration with Police and EMS for seniors at risk- Knox boxes, Care Trak, Are you OK program

Monthly Senior Newsletter, Village web page, Village Facebook, Village Outlook newspaper insert and Lookout electronic news

Specialized medical equipment



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1. Future needs

## Requesting

Separate Spaces for two volunteers/Volunteer coordinator/Activity and or health promotion person with personal phones and computer with workspace

Private conference room to hold 10-20 ppl and internet access with a computer, PowerPoints (Storage)

Health room for on-site services such as foot clinic, weight management, blood pressure screening individual consultations, video conferencing for telehealth needs adjacent to a waiting area.

Sewing/craft room- storage for materials and crafts and 4-8 crafting tables

Dedicated exercise area to hold 50 ppl. Separate Storage for equipment accessible by group leaders.

Secure entry and reception area for department including place for receptionist. Electronic signage and bulletin board area. Information resource room accessible to people without coming in the area of offices.

Classroom type space for 50 people w/ audio/visual with storage

Larger Community room for events with storage for Senior Outreach Department decor

More intimate lounge area near a small separate food prep/kitchen area for smaller casual events. Could have a lunch or salad bar or breakfast area. Would consider a food cart model.

*Accessible bathrooms- electric doors for entering, lower sink area, larger handicap stall, Emergency response system potentially*

Copier/fax/scan for department located in general area, not an office

*Display for posting events electronically and written and outside display*

Larger loan closet area 4-6x minimum -easily accessible for check in/out

*Explore transportation options- in town taxi or transit*

Commercial Kitchen -expanding counter space and adjacent lockable kitchen storage. Extra refrigerator w/freezer for public if renting out. Able to be used for events and instructional classes/ video or live demonstrations,

Must have weather proof access to outside for easy delivery of food and for drivers to pick up meal deliveries

Event and décor storage space- large lockable walk in closet and one rentable storage closet for upcoming events. Priority to in house departments.

*Main entry covered with drive up*

## Staffing Needs

Increase Case manager/Volunteer coordinator to full time -2021

3-5-year outlook- add additional full-time case manager

Part time or Full time activity person

Part time health promotions person

Clerical person to handle nutrition and case management needs, minutes, agendas and 20 hours a week.

Increase nutrition staffing to add special event assistant as needed.

\*Many of these decisions are inter-related due to mixed roles of current staff.



## VILLAGE BOARD SUMMARY SHEET

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**DEPARTMENT:** Outreach

**CONTACT:**

**AGENDA ITEM:** Discuss nutrition manager opening

**PREVIOUS ACTION:**

**ISSUE SUMMARY:**

**FINANCIAL/BUDGET IMPACT:**

**VILLAGE PLAN REFERENCE:**

**ORDINANCE REFERENCE:**

**BOARD, COMMISSION OR COMMITTEE RECOMMENDATION:**

**ATTACHMENTS:**

None