

**SENIOR OUTREACH
SERVICE COMMITTEE**

Thursday, April 15, 2021

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:

<https://us02web.zoom.us/j/81191518822>

Or by Telephone: +1 (312) 626-6799
Webinar ID: 811 9151 8822

1. CALL TO ORDER, ROLL CALL.
2. PUBLIC APPEARANCES.
3. APPROVAL OF MINUTES.
 - a. Motion to approve the minutes of the February 18, 2021 meeting.
4. BUSINESS.
 - a. Emerging trends and client issues- statistical data for 2020
 - b. Further discussion on current Senior Outreach department structure
 - c. Review planning document for potential changes
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.

VILLAGE OF MCFARLAND
Senior Outreach Service Committee Minutes

Thursday, February 18, 2021 - 8:30 AM

1. CALL TO ORDER, ROLL CALL.

Chair Clow called the regular meeting of the Senior Outreach Services Committee to order at 8:30 AM in Conference Room A.

Members present: Monica Macarra, Colleen McCormick, Jerry Adrian, Carolyn Clow, Brad Czebotar, Kathleen Blair, Diane Mikelbank, Barb Vander Werff, Leilani Amundson

Members not present: Becky Losby

Staff Present: Lori Andersen and Sara Sprang

2. PUBLIC APPEARANCES.

None.

3. APPROVAL OF MINUTES.

a. Motion to approve the minutes of the January 21, 2021 meeting

Motion by Member Diane Mikelbank, second by Member Colleen McCormick, January 21, 2021. Motion carries 10 - 0 - 0 by acclamation.

4. BUSINESS.

a. Senior Outreach Annual report

SOS Director, Lori Andersen provided the SOS Annual report. Case Management hours for 2020 were 67% of case management hours were in McFarland and 32% was case management hours were with the townships. Endowment has received no request but anticipating an increase in the next few months. Staff continue to loan out and take back equipment. Outreach events continue. Stoughton Home Health closed but will continue the foot clinic at the clinic. Meals on Wheels increased thru the year. 400 extra boxes of food were distributed to Meals on Wheels participants. Dane County had an increase of 40,000 meals for the Meals on Wheels. RSVP is still paused, transportation for COVID vaccines are available. Tax clinics will not be offer in McFarland, staff are able to make appointments with the Richard Dilley Tax Center in Madison. Schedule Plus, computer software, has been helpful in streamlining processes especially for Meals on Wheels. Shelf stable meals for meal on wheels participants were delivered if meals are cancelled for inclement weather.

b. Review draft planning document with Volunteer section developed

Reviewed pages 20-27 of packet. No questions or comments.

c. Discuss Administration section of planning document

Director of Senior Outreach shared job descriptions and organizational charts from other communities. Director of Senior Outreach discussed how the roles could be based on the community needs and there could be flexibility in how McFarland organizes positions. Mikelbank, suggested to view current job descriptions and current

organizational chart of McFarland Senior Outreach for a starting point. Committee commented that the needs of seniors are different than other populations, and how do seniors make their voices heard for a Senior Center vs a Community Center and to make sure there is enough space for seniors. Defining administrative roles as a citizen committee is difficult. Director of Senior Outreach suggested that Health and Wellness could be a niche for McFarland Sr. Outreach like offering health and patient self-advocacy classes. Village Departments can coordinate and share some things to bring community together. Consideration should also be given if Senior Outreach overlaps with other departments regarding space needs. Diane Mikelbank, Director of Monona Senior Center, discussed the organizational chart of Monona Senior Center and job descriptions are updated annually. Monona is different from other focal points because it does not have nutrition services, home chore or case management services within the senior center. These services are contracted out to New Bridge, Committee member suggested not to get too specific because things change when there are new programs and a new facility. Committee member also suggested to start with guidelines when it comes to day to day operations.

5. SCHEDULE NEXT MEETING DATE.

Thursday, March 18, 2021 at 8:30am.

6. ADJOURNMENT.

Motion by Village Trustee Carolyn Clow, second by Member Colleen McCormick, to adjourn at 9:32am.

Pursuant to law, written notice of this meeting was given to the public and posted on the public bulletin boards in accordance with Open Meetings Law.

Respectfully submitted,
Sara M. Sprang
Case Manager

2020 Case Management Emerging Trends and Client Issues

Emerging Trends & Client Issues: 2020	TOTAL
Agency - CM transitions impacting service	9
Benefits - Assistance contacting Capital Consortium	1
Benefits - Coordination complications	1
Benefits - Energy Assistance information/referrals	6
Benefits - Enrollment	7
Benefits - General counseling	7
Benefits - Medicare Advantage Counseling	5
Benefits - Medicare counseling - SHIP Counseling	5
Benefits - Prescription drug assistance (incl. Part D & SeniorCare)	14
Benefits - Private Health insurance	5
Benefits - Public benefit program renewals	4
Benefits - SSDI/SSI/MAPP Disability Applications	6
Care coordination - ADRC Long Term Care Program referrals	3
Care coordination - In-home caregiver assistance	13
Care coordination - Lack of affordable home care/SHC svcs	7
Care coordination - Long term care coordination/planning	3
Care coordination - Need more than SHC, but not LTC eligible	2
Care coordination - Supportive Home Care (SHC) pgm referrals	5
Caregiver - Caring for the Caregiver grants	3
Caregiver - Dementia resources and support	9
Caregiver - General support	13
Caregiver - Respite Requests	4
Clients - Family dynamics (issues impacting service to client)	10
Clients - Increase in Dementia-related issues	16
Clients - Increased AODA/substance abuse	7
Clients - Increased frailty	5
Clients - Increased medical complexity	5
Clients - Increased mental health/mental illness	24
Clients - Increased safety concerns	10
Clients - Isolation	8
Clients - MA case management	1
Clients - More new referrals/moving to service area	7
Clients - Referrals following hospital discharge	2
Clients - Referrals from (and interaction w/) law enforcement	1
Clients - Referrals from complex case mgmt programs	2
Clients - Referrals to get the flu shot	1
Financial - Assistance finding employment	4
Financial - Budgeting assistance	2
Financial - Exploitation/scam assistance	19
Financial - General assistance	15
Financial - Tax prep/homestead tax credit	6

2020 Case Management Emerging Trends and Client Issues

Housing - Eviction	4
Housing - Hoarding	5
Housing - Home repair/maintenance assist.	1
Housing - Homelessness	4
Housing - Housing search assistance	6
Housing - Lack of affordable and subsidized housing	20
Housing - Moving assistance	4
Housing - Non-renewal of lease	1
Housing - Waitlists	3
Legal - Guardianship	1
Legal - Low income legal service needs	3
Medical - Dental/Vision care	1
Medical - Durable medical equip/loan closet requests	11
Medical - Medical care coordination (contacting providers)	2
Medical - Medication reviews or management	1
Nutrition - Assessments	5
Nutrition - Farmers market vouchers	2
Nutrition - Food pantry referrals	3
Nutrition - Grocery delivery referrals	12
Nutrition - Holiday Nutrition Resources	2
Nutrition - Home-delivered meals	22
Other - Assist with technology	12
Other - Assistance with Census	4
Other - EAN involvement (referral; report)	4
Other - General paperwork review and assistance	6
Other - Requests for help while in Partnership	1
Other - Voting/requesting absentee ballot	6
Safety - Elder abuse referrals/coordination	5
Transportation - General (non-medical)	10
Transportation - Medical ride coordination	21
Transportation - Wheelchair accessible	2
COVID-19 Pandemic - Social isolation concerns/virus fear	34
COVID-19 Pandemic - Financial insecurity	7
COVID-19 Pandemic - Food Insecurity	7
COVID-19 Pandemic - Not attending Medical Appointments	7
COVID-19 Pandemic - Request for help with vaccines/testing	2

2020 Case Management Emerging Trends and Client Issues

#	Top 5: 2020	TOTAL	Comments
1	COVID-19 Pandemic - Social Isolation concerns/virus fear	34	Concerns about older adults in isolation, little contact with others, and the strain on mental health. This is seen at all Focal Points across all 4 quarters.
2	Clients - Increased mental health/mental illness	24	Depression & anxiety
3	Nutrition - Home-delivered meals	22	Increase in home delivered meals and meals on wheels program, as clients are fearful of going out to the community and to grocery stores.
4	Transportation - Medical ride coordination	21	Difficulties with coordinating rides through RSVP.
5	Housing - Lack of affordable and subsidized housing	20	Continue to see a lack of affordable housing for older adults.

NUTRITION SITE MANAGER

POSITION DESCRIPTION

Position Title: Nutrition Site Manager
Department: Senior Outreach Services
Reports to: Senior Outreach Services Director

FLSA: Non-exempt
Represented: No
Employment Status: Part Time

POSITION SUMMARY

Distinguishing Characteristics of the Class

This position is responsible for coordinating the weekday, mid-day meal programs in McFarland and Cambridge serving adults age 60 and over, including the operation of a congregate meal site and a home-delivered meal program. The work involves taking meal reservations, placing meal orders with the catering service, setting up the meal site, packaging the meals for home delivery, kitchen clean-up, and arranging rides for participants with a transportation provider.

Supervision Received

Performs under the general supervision of the Director of the McFarland Senior Outreach Services Department.

Supervision Exercised

Gives direction to and coordinates the assignments and work of volunteers who assist with kitchen duties, the serving of meals, and home delivery of meals.

DESCRIPTION OF WORK

Essential Duties and Responsibilities

- Coordinates with catering service regarding the number of meals required, suggestions concerning menus for special events, and food quality issues.
- Sets up the meal site and cleans up site after meal has been served.
- Receives and checks in food from the caterer, and monitors and maintains appropriate food temperatures to insure food quality.
- Greets and welcomes participants.
- Records people who receive a meal.
- Oversees the collection of meal donations (posting of donation sign, assuring privacy).
- Records donation amounts, deposits donations per policy, and submits donation amounts to county on a monthly basis.

- Assists with the recruitment of volunteers to ensure adequate staffing for the congregate meal site and the food delivery program. Finds substitutes as necessary.
- Trains volunteers on appropriate procedures regarding program guidelines and food-service operations.
- Supervises kitchen, food handling and portion control.
- Assists participants with food delivery to table, and helps participants with food handling if they are physically unable to do so for themselves.
- Maintains an adequate inventory of meal program supplies, including ordering supplies when necessary, maintaining good storage protocols, and personal shopping for needed items.
- Packages food for home delivered meals.
- Monitors food quality and quantity, and reports concerns to Dane County and the Director of Senior Outreach.
- Attends County Nutrition meetings and training as required.
- Takes transportation requests and contacts transportation provider to arrange rides to the meal site.
- Attends advisory committee meetings per request to report nutrition program activities and concerns.
- Prepares end-of-the-month reports and billing information (billing agencies for their clients' meals).
- Makes copies of data at end of the month for SAMS reports.
- Decorates meal site and tables.
- Oversees student volunteer workers as a part of an intergenerational program.
- Gives input for programming around the meal site times.
- Informs department staff of observed or reported changes in status of meal site participants.
- Updates nutrition forms, including current lists of meal participants, home delivered meal routes, and volunteers/contact information.

Equipment Used

Telephone, voice mail, fax machine, copier, calculator, computer, steam table, kitchen appliances (i.e. coffee machine, microwave, dishwasher, stove), motor vehicle.

Work Environment and Working Conditions

Works in the kitchen and dining area during scheduled meal site times. Works in office for record-

keeping, computer and telephoning responsibilities.

TECHNICAL REQUIREMENTS

Knowledge of

- * Food handling protocol for the public.
- * Sanitation procedures.
- * Basic counting and record-keeping of money.
- * Working with older and disabled adults.
- * County requirements of nutrition sites and responsibilities of site manager.
- * Basic data collection and data entry techniques.
- * General data collection and forms.

Ability to

- † Maintain current food safety certification.
- † Monitor food quality and quantity.
- † Follow good sanitation procedures in handling food and keeping the kitchen clean.
- † Work well with people of all ages and personalities, especially older adults.
- † Train volunteers on meal site responsibilities.
- † Count and record donations and keep effective records.
- † Set and clean up meal site.
- † Decorate tables and site for regular activities and for special occasions.
- † Follow department and county policies/procedures.
- † Represent the McFarland Nutrition Program in a positive way to the public.
- † Establish and maintain effective working relationships with those contacted in the course of work.
- † Perform simple computer work.
- † Maintain valid Wisconsin driver's license.

GENERAL COMPETENCIES

In carrying out the duties of this job, the employee is required to accomplish all of the tasks routinely associated with the performance of this position.

The employee must be able to taste and smell; bend, stoop and reach items from cabinet, refrigerator, microwave and closets; and must frequently lift and/or move up to 25 pounds.

In addition, the employee must be able to satisfy the following competency requirements.

- ◆ **ANALYTICAL SKILLS:** Identify problems and opportunities; review possible alternative courses of action before selecting one; utilize information resources available when making decisions.
- ◆ **COMMUNICATION SKILLS:** Communicate ideas and information both in written and oral form.
- ◆ **PROBLEM-SOLVING SKILLS:** Develop feasible, realistic solutions to problems; recommend actions designed to prevent problems from occurring; refer problems to supervisor when necessary.
- ◆ **ORGANIZATIONAL SKILLS:** Establish systematic methods of accomplishing goals.
- ◆ **READING ABILITY:** Effectively read and understand information contained in memoranda, reports, technical manuals, bulletins.
- ◆ **TECHNICAL COMPREHENSION:** Ability to learn, adopt, and apply new technology, computer systems and software programs.
- ◆ **ABILITY TO COMPREHEND AND FOLLOW INSTRUCTIONS:** Effectively follow verbal and written instructions from supervisor.
- ◆ **MATHEMATICAL ABILITY:** Calculate basic arithmetic problems (addition, subtraction, multiplication, division) with the aid of a calculator.
- ◆ **TIME MANAGEMENT SKILLS:** Set priorities in order to meet assignment deadlines.

DESIRED QUALIFICATIONS

High school education; training in the food service industry; ability to obtain food safety certification; 3-5 years of restaurant/food handling experience; experience in coordinating the work of volunteers; experience working with the public, especially with older and/or disabled adults; must possess or be able to obtain a valid WI driver's license; or any equivalent combination of training and experience which provides the required knowledge, skills, and abilities.

Updated
01.04.16

Village of McFarland

NOTES

1. *The job duties listed herein are intended only as illustrations of the types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*

2. *The work environment characteristics and physical demands described herein are representative of those that the employee encounters or must meet while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*
3. *The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

I hereby acknowledge that I have received a copy of and do understand the requirements of this position description. Dated this _____ day of _____, 20____.

Employee Signature

Department Head Signature

SENIOR OUTREACH SERVICES DIRECTOR

POSITION DESCRIPTION

Position Title: Senior Outreach Services Director	FLSA: Exempt
Department: Senior Outreach Services	Represented: No
Reports to: Administrator/Treasurer	Employment Status: Full Time

POSITION SUMMARY

Distinguishing Characteristics of the Class

This department head position is responsible for directing and administering the programs and services of the Senior Outreach Services Department, including case management and senior nutrition programs. These programs, which are operated by the McFarland focal point under contract with the Dane County Human Services Department/Area Agency on Aging, serve residents of the villages of McFarland, Cambridge, and Rockdale and all or part of the townships of Christiana, Dunn, Pleasant Springs, and Rutland. The work involves planning and coordinating the programs and services of the department; selecting, training, and supervising departmental employees; formulating departmental goals and short/long range plans; preparing and administering the departmental budget; and establishing standard operating policies and procedures for the department.

Supervision Received

Performs under policy direction received from the Village Board and the Senior Outreach Services Committee (SOS) and administrative direction from the Administrator/Treasurer, but exercises considerable independent judgement in determining program and work priorities and the technical/operational objectives and practices of the department.

Supervision Exercised

Supervises the work of case management staff and nutrition site managers; recruits and coordinates the efforts of a variety of volunteer workers.

DESCRIPTION OF WORK

Essential Duties and Responsibilities

- Plans, directs, and supervises the services of the Senior Outreach Services Department.
- Prepares and administers annual operating budget. Assures that assigned areas of responsibility are performed within budget; performs cost control activities; monitors revenues and expenditures in assigned area to assure sound fiscal control; assures effective and efficient use of budgeted funds, personnel, materials, facilities, and time.
- Recommends department goals, policies and service levels to the SOS Committee and the Village Board.
- Establishes and enforces internal rules, policies, work methods, and procedures.

- Recommends the selection, directs the training, schedules the work assignments, and evaluates the performance of departmental employees, including case managers, nutrition site managers and Nutrition Site Coordinator.
- Maintains appropriate records and prepares reports to the SOS Committee, the Village Board, and the Dane County Human Services/Area Agency on Aging.
- Attends required and appointed county meetings.
- Writes grant applications, solicits donations, and coordinates fund raising activities, as needed.
- Writes and edits a monthly newsletter, contributes articles to the Village newsletter and the local newspaper, makes presentations to local service organizations, promotes events on cable television, and conducts other public relations activities.
- Recruits, trains, and oversees volunteers to provide services to various segments of the community, and oversees a program of appreciation.
- Coordinates congregate meal site programs in McFarland and Cambridge and a home delivered meal program in McFarland and surrounding rural areas.
- Serves as staff liaison to the SOS Committee and Senior Outreach Endowment Committee, and is an appointed staff member of various Village committees.
- Coordinates foot care clinics.
- Serves as liaison between the department and other Village departments, local governments, service organizations, churches, schools, RSVP, and businesses.
- Oversees Endowment funds, financial donations, and miscellaneous monies which are handled by the department.
- Performs limited amount of duties as Case Manager.
- Performs other related duties as required.

Equipment Used

Personal computer/printer and various software applications, calculator, copy machine, fax machine, telephone, CD-ROM equipment, audio-visual equipment, motor vehicle.

Work Environment and Working Conditions

Works in normal office setting with moderate noise levels. Conducts client home visits which may expose the employee to environments which may not be optimal for health, safety and comfort (examples: hoarding, smoke-filled, odorous, untidy, structurally unsound, etc.). Some hours beyond the normal work week required; attendance at evening meetings required.

TECHNICAL REQUIREMENTS

Knowledge of

- * Current principles and practices of case management and nutrition site management.
- * Local, regional, state, and federal agencies and other community resources providing services to older adults and adults with disabilities.
- * The standards by which the efficiency, effectiveness, and quality of department services and performance of employees can be evaluated.
- * The aging process and current research about the needs of older adults and adults with disabilities.
- * Data processing applications and basic computer skills.

Ability to

- † Plan, organize, direct, and evaluate the work of paid personnel and recruit, train, and motivate volunteer workers.
- † Forecast the operational and capital needs of the department and formulate and administer the departmental budget.
- † Establish and enforce standard departmental policies and procedures.
- † Determine proper priorities, delegate work, and accomplish departmental objectives.
- † Maintain necessary records and prepare required reports.
- † Interpret and implement policy and procedural direction from SOS, the Village Board, and the Administrator/Treasurer.
- † Establish and maintain effective working relationships with advisory board members, Village Board, Administrator, other department heads, employees, volunteers, other governmental agencies, and the general public.
- † Represent the department and Village in meetings, public presentations, and before the media.
- † Maintain a valid Wisconsin driver's license.

GENERAL COMPETENCIES

In carrying out the duties of this job, the employee is required to accomplish all of the physical and

mental tasks routinely associated with the performance of office type functions.

In addition, the employee must be able to satisfy the following competency requirements.

- ◆ **ANALYTICAL SKILLS:** Identify problems and opportunities; review possible alternative courses of action before selecting one; utilize information resources available when making decisions.
- ◆ **COMMUNICATION SKILLS:** Communicate ideas and information both in written and oral form.
- ◆ **PROBLEM-SOLVING SKILLS:** Develop feasible, realistic solutions to problems, recommend actions designed to prevent problems from occurring.
- ◆ **PLANNING AND ORGANIZATIONAL SKILLS:** Develop long-range plans to solve complex problems or take advantage of opportunities; establish systematic methods of accomplishing goals.
- ◆ **READING ABILITY:** Effectively read and understand information contained in memoranda, reports, ordinances, statutes, technical manuals, bulletins.
- ◆ **TECHNICAL COMPREHENSION:** Ability to learn, adopt, and apply new technology, computer systems and software programs.
- ◆ **ABILITY TO COMPREHEND AND FOLLOW INSTRUCTIONS:** Effectively follow verbal or written instructions from supervisor.
- ◆ **MATHEMATICAL ABILITY:** Calculate basic arithmetic problems (addition, subtraction, multiplication, division) without aid of a calculator.
- ◆ **TIME MANAGEMENT SKILLS:** Set priorities in order to meet assignment deadlines.

DESIRED QUALIFICATIONS

A B.A. degree in the field of social work or gerontology or equivalent specialized education or training in the needs of older adults; a minimum of 3-5 years of administrative and supervisory experience in the human services field; experience in providing case management or outreach services to individual older adults and in coordinating group activities for older adults; experience in recruiting and working with volunteers; experience in conducting public relations programs; or an equivalent combination of training and experience which provides the required knowledge, skills, and abilities. Must possess or be able to obtain a valid Wisconsin driver's license.

Updated
01.04.16

Village of McFarland

NOTES

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2. *The work environment characteristics and physical demands described herein are representative of those that the employee encounters or must meet while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*
3. *The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

I hereby acknowledge that I have received a copy of and do understand the requirements of this position description. Dated this _____ day of _____, 20____.

Employee Signature

Department Head Signature

SENIOR OUTREACH SERVICES CASE MANAGER

POSITION DESCRIPTION

Position Title: Senior Outreach Services Case Manager
Department: Senior Outreach Services
Reports to: Senior Outreach Services Director

FLSA: Non-exempt
Represented: No
Employment Status: Part Time

POSITION SUMMARY

Distinguishing Characteristics of the Class

This position is responsible for providing comprehensive and complex case management services to adults age 60 and over and disabled adults. The objective of these services is to assist clients in solving medical, financial, and accessibility problems, thereby helping older and disabled adults to remain independent in their own homes. The programs serve residents of the villages of McFarland, Cambridge, and Rockdale and all or part of the townships of Christiana, Dunn, Pleasant Springs, and Rutland. The work involves: identifying older and disabled individuals that may need access to services; making personal contact to educate and assist eligible adults to make use of available community facilities, services, and resources; creating and maintaining a comprehensive client file; conducting functional assessments; creating case plans; and providing service coordination.

Supervision Received

Performs under general supervision of the Senior Outreach Services Director, but exercises considerable independent judgement in planning and managing the types of assistance provided to individual clients.

Supervision Exercised

None.

DESCRIPTION OF WORK

Essential Duties and Responsibilities

- Provides information and assistance to older and disabled adults regarding a wide variety of programs and services, including but not limited to Social Security, SSI, Medicare, Medicaid, Medicare Supplemental Insurance, Homestead Tax Credit, energy assistance, housing, transportation, personal care, foot care, home repair, food pantry, loan closet, Endowment Fund, elder abuse, financial, adult day care, meal sites, home delivered meals, care for caregivers, hospice, and support groups.
- As part of case management services, creates and maintains a comprehensive client file that includes initial and on-going assessments of financial, psychosocial, and personal needs, establishes short and long range goals as part of the client's case plans, records progress toward goals, documents collateral contracts, and closes files when appropriate.
- Makes referrals to appropriate agencies and services when it is indicated by assessments.
- Makes referrals to Dane County Aging & Disability Resource Center when requests are outside

the scope of department's services.

- Informs clients about county, state and federal programs that provide medical and financial help.
- Works with families, interested parties, and social and medical service agencies to determine the types of services that are needed, and educates clients in making informed choices about available resources.
- Is a certified RSVP driver.
- Keeps accurate client records and completes monthly reports for the County and the Village.
- Attends required County meetings and staff meetings that provide information and training on programs, services and pertinent issues.
- Performs tasks which may be outside of case management duties, but which support the Outreach Department and community outreach in general.
- Works collaboratively with other outreach organizations and with other Village departments to enhance comprehensive services to seniors.
- Maintains computer data, records and reports for clients and department.

Equipment Used

Personal computer/printer and various software applications, calculator, copy machine, fax machine, telephone, audio-visual equipment, motor vehicle.

Work Environment and Working Conditions

Works in normal office setting with moderate sound levels. Conducts client home visits which may expose the employee to environments which may not be optimal for health, safety and comfort (examples: hoarding, smoke-filled, odorous, untidy, structurally unsound, etc.).

TECHNICAL REQUIREMENTS

Knowledge of

- * The common service needs of older and disabled adults.
- * The physiological, psychological and social process of aging.
- * Laws, regulations, policies, and procedures applying to older and disabled adults.
- * Mental health and chronic health conditions.
- * Resources that may be used by older and disabled adults.
- * Medicare Part D regulations.

Ability to

- † Interpret and apply laws, regulations, policies, and procedures to the situations of individual

clients and educate clients and interested parties in making informed choices of available resources.

- † Interact effectively and empathetically with older and disabled adults.
- † Perform face-to-face client assessments.
- † Develop, implement, and evaluate a care plan that addresses the client's needs based on his/her values and personal strengths.
- † Maintain comprehensive and current care notes.
- † Work with little supervision, exercise sound, ethical judgment, and maintain confidentiality.
- † Listen carefully and communicate effectively in oral and written form.
- † Establish and maintain effective working relationships with those contacted in the course of work.
- † Perform computer work of moderate difficulty.
- † Maintain a valid Wisconsin driver's license and provide personal transportation (as needed).

GENERAL COMPETENCIES

In carrying out the duties of this job, the employee is required to accomplish all of the physical and mental tasks routinely associated with the performance of office type functions.

In addition, the employee must be able to satisfy the following competency requirements.

- ◆ **ANALYTICAL SKILLS:** Identify problems and opportunities; review possible alternative courses of action before selecting one; utilize information resources available when making decisions.
- ◆ **COMMUNICATION SKILLS:** Communicate ideas and information both in written and oral form.
- ◆ **PROBLEM-SOLVING SKILLS:** Develop feasible, realistic solutions to problems; recommend actions designed to prevent problems from occurring; refer problems to supervisor when necessary.
- ◆ **PLANNING AND ORGANIZATIONAL SKILLS:** Develop long-range plans to solve complex problems or take advantage of opportunities; establish systematic methods of accomplishing goals.
- ◆ **READING ABILITY:** Effectively read and understand information contained in memoranda, reports, technical manuals, bulletins.
- ◆ **TECHNICAL COMPREHENSION:** Ability to learn, adopt, and apply new technology, computer systems and software programs.
- ◆ **ABILITY TO COMPREHEND AND FOLLOW INSTRUCTIONS:** Effectively follow verbal and written instructions from supervisor.
- ◆ **MATHEMATICAL ABILITY:** Calculate basic arithmetic problems (addition, subtraction, multiplication, division).

- ◆ TIME MANAGEMENT SKILLS: Set priorities in order to meet assignment deadlines.

DESIRED QUALIFICATIONS

An Associate degree in a human service field; three (3) years experience working with older and disabled adults; previous case management, or social work experience highly desirable; or an equivalent combination of training and experience which provides the required knowledge, skills, and abilities. Must possess or be able to obtain a valid WI driver's license.

Updated
01.04.16

Village of McFarland

NOTES

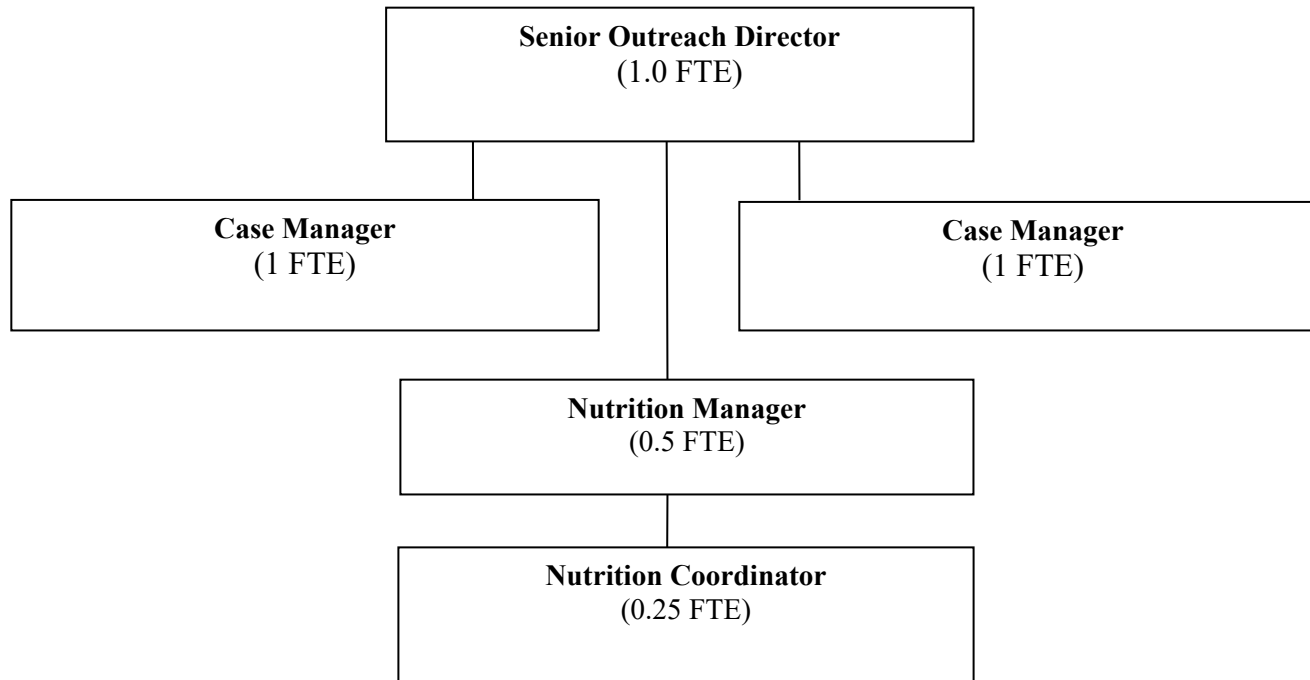
- 1. The job duties listed herein are intended only as illustrations of the types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*
- 2. The work environment characteristics and physical demands described herein are representative of those that the employee encounters or must meet while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*
- 3. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

I hereby acknowledge that I have received a copy of and do understand the requirements of this position description. Dated this _____ day of _____, 20____.

Employee Signature

Department Head Signature

Senior Outreach Department



Committee

Senior Outreach Services Oversight
Committee

Senior Outreach/Community Center Planning

We all have seen statistics which indicate the rising Senior population. Dane County and McFarland are also seeing growth not only in the general population but seniors as well. The latest group of seniors bring some newer issues to the forefront, along with some ongoing concerns.

Some of the trends that are being seen-

Aging Orphan Seniors who have no significant other or children involved in their lives

Distinction between younger old, middle old and oldest old -Seniors now represent a wide range of ages from 60's to over 100. This also represents a range in interests and functional abilities and needs.

Health consciousness- desire for education classes and self-advocacy has given rise to evidenced based education, variety of physical fitness classes and change in diet

Aging in Place-more seniors remaining at home

Personal choice-aging population is used to many options and freedom in choosing supports just as options become more limited in certain categories

Disparity in financial status

Ongoing concerns that will need to be addressed by governmental and social service agencies include -

Housing types and affordability

Transportation options

Economic stability and cost of living

Programs to address a variety of functional changes including physical and cognitive abilities

Health related coaching and support

Rising dementia and mental health support and programs

Substitute care givers for services that historically have been filled by family members, including help with Activities of Daily Living and Independent Living skills, home maintenance, and informal and legal decision making

So, planning for this cohort will require innovative community based social service programs, prioritizing caregiving role and supports, evidenced based health teaching, increased opportunities for decision making when possible, and innovative housing options.

In addition, developing a sense of community, embracing diversity /cultural/ functional abilities to enrich the group, and the values of sustainability and green living will be important factors for this group as well in aging.

A vibrant community space to accommodate these needs must be welcoming and comfortable, provide adaptable and accessible space, and must promote sustainability and inclusivity.

Population trends for McFarland

Based on projections from the McFarland Community Development department, growth is estimated in three ranges- high, mid, low. For our purposes we looked at mid-range growth projections.

From the American Community Survey (ACS) it is estimated that the medium population estimate for McFarland in 2040 will be 12,847

The overall population is expected to grow by 3984.

2020-2025	862
2025-30	946
2030-35	1038
2035-40	1138

Our area has around 22 % seniors. At 22% that adds 876 seniors.

The number of clients we are requested to serve through our Dane County contract reflects 3.5% of the senior population in *all* our service area, which is currently estimated at 5121 seniors or 179 clients.

An increase in 876 McFarland seniors would be an increase in **31 clients**.

Population trends for Senior Outreach Service Area

Dane County estimates a 15 % overall increase in senior population. Our supervisory district had a 22.4-25 % population over age 60 as reported in the Dane County Aging plan

Most of the townships in our contracted service area are concerned about their aging populations, as stated in their strategic long-range plans. None mentioned McFarland Senior Outreach specifically.

Based on their published strategic plans-

Cambridge currently has 351 seniors with a 6.8% annual growth for 2019. And a 32 % growth since 2000.

Christiana has seen a decrease in the number of seniors

Town of Dunn There were 25% over 60 in 2010 with an estimated decline of the overall population by 5.6 % by 2035. Yet the median age increases by 6.5 years

Rockdale no information

Pleasant Springs average age of its population is increasing. Estimate overall population increase is 8.6% by the year 2035.

Clients from the outlying areas have typically made up around 40% of our reported case management units. However, based on expected growth patterns it appears as Cambridge could add 13 clients, Pleasant Springs 7 new clients and the rest remaining the same or declining for a total of 20 new clients, by the year 2037. Please keep in mind this a narrowly focused group of individuals based on contract criteria. This does not include responsibilities, expectations or services clients that do not meet the reportable criteria.

Overall impact on Case management needs/staffing

An increase of 51 clients (31 McFarland and 20 outlying areas) represents a 60/40 split. Currently we spend an average of 4 hours per client a month. An increase of 51 clients would raise the case management hours by 17 hours a month or 204 hours a year for an overall increase of 30%.

Appendix- McFarland Population projections (McFarland Community Development based on American Community Survey data)

McFarland population by Age group – McFarland Strategic Plan

Historic Population trends 1980-2010 Town of Dunn strategic plan

Fulltime employees by Department/Function Village of McFarland Strategic plan

Case management

The primary purpose of the department is to provide Case management and Outreach to seniors in a specific geographical area which is defined as the Village of McFarland, Cambridge, Town of Dunn, Pleasant Springs, Village of Rockdale and the Town of Christina. We currently employ two case managers who are full time to perform these duties along with some limited volunteer management duties for the Village as a whole.

The case management we provide involves linkages to services through face to face and phone contacts with clients, families and collaterals. Outreach may include events or short-term services such as our loan closet, transportation and some limited educational and recreational programs. We are hoping the village can expand these offerings to include more things as a community center model develops. We already work in collaboration with the local library and the Fire/EMS and Police Departments on joint programs/events. We provide close to 700 hours of case management services to over 155 clients annually. This represents at least a 40% increase over the past 6 years.

We provide a loan closet for medical equipment also.

STAFFING FOR CASE MANAGEMENT STAFF ONLY

We are looking to expand staffing to accommodate a growing need over the next 5-7 years.

Total staff would be 4.5 FTE. Director 1.0 /Case manager lead 1.0 /Case manager 1.0 /Social Worker (Shared with First responders) 1.0

Administrative assistant .5

SPACE

Designated- Secure Offices (6), Volunteer offices, medical consultation area, 1 conference rooms(private), storage for loan closet x4, supply area.

Resource area for written information/brochures/self-help tablets/computers

Equipment sanitizing area near offices and loan closet storage.

Shared space- classroom and mixed-use area, gathering place, conference room.

Display for posting events electronically inside building.

Accessible building/bathrooms

Main entrance with covered drive up.

Access to emergency response system

COST

Personnel, offices, phones, computers, internet, training, expenses, licensing

Nutrition program

We are a Dane County contracted meal site and home delivery meal program. This is considered an essential service. Over the past two years our home delivery program more than doubled. We realize that in part it was due to food insecurity with COVID, and since we added delivery territory based on our county contract. Even prior to the closure of the meal sites due to the pandemic, our meal site was marginally attended. It has become obvious that in order to make this service appealing to the new generation of seniors, there needs to be change incorporated. Dane county is looking at alternative menus, places etc. We as a provider need to look at our environment, among other things. The setting must be less sterile and more homelike yet be easy to maintain and clean. Our kitchen space must accommodate several people rather than just one manager, and we must have options as far as securing our equipment. Flexibility of space is necessary too as we want to look at private pay or restaurant catered options as well may. (We oversee a meal site in Cambridge, but the Nutrition Coordinator is not based here)

McFARLAND BASED NUTRITION STAFF

Total of 1.0 FTE and substitute/additional staff for an estimated 80 hours annually.
Nutrition Manager .5 increased to 1.0. (see duties under volunteer management)

Substitute certified kitchen manager as needed.

Paid Event assistants- 2 as needed (Set a maximum of hours a year)

Kitchen volunteers 5 per week in kitchen

Meal on Wheel volunteers 5 per day or 20 volunteers a week

Event coordinator and oversight on off hours (as determined for community center)

SPACE

Commercial kitchen design/commercial appliances/ and license
Covered doorway for food delivery and weather-controlled access into kitchen
Lighting and video options

Outdoor area

Designated- Lockable storage area for equipment and supplies/decor. Laundry area.

Separate refrigerators/double microwaves/wall ovens/double dishwashers and stove top for classes

Semi designated-Dining area to comfortably sit 150 people including those with special needs or equipment/easy to be rearranged/storage area for tables and chairs /sound/video /lighting options.

Indoor lounge area with separate food/kitchen area. Could have salad bar or breakfast area, maybe a food cart model for short term rentals.

Space for volunteers near the kitchen (optional)

Nutrition continued

COST

Appliances and Equipment supplies on a regular basis, personnel, training and licensing, Computer, cell phone, emergency responder, increased janitorial. Laundry area for table linens and towels.

Appendix-2020 McFarland monthly meal statistics

Health and Wellness

As of now Senior Outreach provides access to some health and wellness programs that are part of the aging network services. The desire by attendees and other seniors is to expand this area of programming. It is one area that is largely unmet from the other community providers such as the library and school recreation program.

Some suggestions are massage, meditation and mindfulness, brain health activities, balance screening, Nutrition counseling, cooking class, weight management, Evidenced based exercise classes such as Strong Women, Yoga and Tai Chi etc. Evidenced based classes such as Mind over Matter, Living well with Chronic Conditions, Walk with Ease, Stepping on, Caregiver Tools, etc.

STAFF

Health Wellness Coordinator .05 FTE

Contracted evidenced based instructors

SPACE

Classroom 50 ppl, exercise room 50 ppl, set up for recording and broadcasting,

Designated- Private area for confidentiality - "treatment room" for blood pressure, weigh ins, foot care, diabetic monitoring, with access to bathroom and waiting area. Soundproof. Video conferencing set up.

Designated-Storage for instructors, not participants

COST

Certification for instructors (Currently the Senior Outreach Director, a case manager and one EMS staff are certified to teach three separate evidenced based classes)

Equipment for individual classes-books, posters, white board, internet access, power point, sound system easily used by "guest" instructors, video conferencing capabilities, sound proofing. Payment structure for contracted instructors

Planning and scheduling software and staff, oversight, Liability, contract development, small refrigerator along with water bottle fill up, storage of equipment for classes. We do not recommend a storage area for personal equipment and supplies by *participants* due to limitations on space, liability and oversight.

Health and wellness continued

Appendix-Aerobic exercise for Men (Administration for Community Living)
Aerobic exercise for Women (Administration for Community Living)
Preventing Falls, Managing Chronic Conditions 1 and 2, Supporting Family Caregivers,
Encouraging physical activity (Excerpts from Wisconsin Institute of Healthy Aging annual report 2018-
2019)

Recreational programming

This is a service that is mainly addressed through some long-standing independent groups that utilize our space, and through programming in the library. Suggested interests include photography, painting, writing, arts and crafts, games such as backgammon, checkers, chess, cribbage.

Current available is cards (very limited basis) and mah jong.

Special events held several times a year such as Senior picnic, Mardi gras, Pie day, Luau, BBQ, Earth day, Christmas, Thanksgiving, St Pats, coffee with cops, Volunteer appreciation.

Cultural places/trips, indoor and outdoor gardening, play or performances, sporting events, community events, festival /fairs, historical sights.

Outdoor physical exercise such as biking, hiking, walking, kayaking, pickleball, tennis, bocce, horseshoes, bowling

STAFF

Recreation Coordinator .05 FTE

Instructors or leaders of groups and activities and trips -paid or unpaid. Chaperones.

People to take down room or set up room for activity.

Event assistants (see under Nutrition)

Volunteer management

Janitorial

SPACE

Open area with tables/chairs, easy clean floor to accommodate 25-50 ppl.

Outdoor recreation/seating

Designated- Secure craft area 4-8 tables

Craft and equipment storage

COST

Staff for oversight/coordination, instructors, games and supplies, project costs, up-front costs for reservations made, transportation, supplies purchased, tickets bought, entertainment hired, décor. Scholarships for those who cannot afford private pay events/trips.

Volunteer management

Current staff

Beginning in 2017 volunteer management was placed in the Senior Outreach Department by transferring funds from the village board budget to Senior Outreach to add 2.5 hours/weekly avg to an existing part time position. Since that time there have been three case managers in that role. The current person in that role joined the department in 2019. Her skill set has demonstrated the value of that role in several different capacities. Since demonstration of the wide range of events she has impacted, it impacts feasibility of projects based on availability. So, if the role expands there is a need for increased hours dedicated towards volunteer management. As a result, in 2021, the hours increased from 24=40 hours with a loose division of labor designating 30 hours/weekly case management and department volunteer needs and 10 hours/weekly village wide volunteer management. Due to COVID, part of her responsibilities coordinating medical rides for seniors has been put on hold, while coordination of home delivered meal volunteers has increased.

In 2020 there were 47 volunteers recruited for the meal program alone. Scheduling, recruitment, orientation and follow-up are estimated to be 7 hours a week.

Ride coordination for the first three months of 2020 was 97 hours, or 8 hours a week.

If "normal" duties return, Senior specific volunteer coordination would consume an estimated 15 hours (8 plus 7) out of 40/week. That leaves 25 hours weekly to divide between village specific volunteer needs and case management services. The breakdown would be 15/weekly CM and 10/weekly village wide volunteer management. This does little to help the growing senior case load and outreach needed and only minimally covers the village volunteer needs.

Proposed staffing pattern-

New titled position Volunteer and Outreach Coordinator-

Village wide Volunteer coordination/Outreach 20 hours a week

Community Center volunteer 15-20 hours a week

Eliminate the Senior Outreach MOW driver coordination 7 hours a week (see below)

Eliminate the 8 hours/week medical ride coordination

Eliminate Case Management from dual position

Volunteer management continued

New duties include developing orientation packet, job descriptions, supervising, troubleshooting, developing and overseeing events, coordinating with app department and outside entities, working with Comm/Tech on promotional releases/videos/marketing

Would result in the following change-

Increase Nutrition Coordinator from 20-40 hours

22 hours Nutrition management

10 hours MOW driver coordination/scheduling/management

8 hours of outreach activities to meal site / MOW recipients/senior specific seasonal event i.e., tax, flu shots, seasonal event, special food distribution (in conjunction with food pantry if needed/farmers market vouchers, holiday meals etc.)

Back fill Case manager 40 hours a week (8-10 hours a week would then be medical ride coordination)

OR

Volunteer/ Outreach Coordinator

15 hours a week for Senior Outreach volunteer recruitment and schedules

25 hours for Village outreach and volunteers

Nutrition manager does 22/8/10 hours respectively

Still backfill Case management position

Space

Volunteer office adjacent to volunteer check in area/personal storage.

Conference room nearby

Cost

Personnel

Supplies for events offered when appropriate/ volunteer apparel and recognition
Office supplies/technology including, laptop, cell phone, software management

Liability insurance

Implement contracts with outside providers

Administration

Structure for a Community Center does not exist currently. Senior Outreach Director oversees the case management and the nutrition services that are under a Dane County contract. In addition, there are outreach, educational and limited recreational programming that is done. Director develops and implements the budget for these programs. The Director may be involved with other village duties as well. Currently, Volunteer management is under this department. All other duties such as payroll, budgeting and accounting, and human resources are handled under the Administrative office and directed by the Village Administrator and Village Clerk. Oversight is provided by an elected Village Board.

Outreach/public liaison/opportunities/licensing and accreditations/ budget/ oversee maintenance and janitorial would be needed for Community Center in addition to current duties

Staff – See current org chart

1 FTE Director in addition to Senior Outreach Director (Sample 1)
Or

Community Outreach Director and Assistant Director (Sample 2)

After hours on call person

Administrative Assistant

Space

Offices /meeting space

Cost

Personnel

Center maintenance and repair

Office furnishing/technology

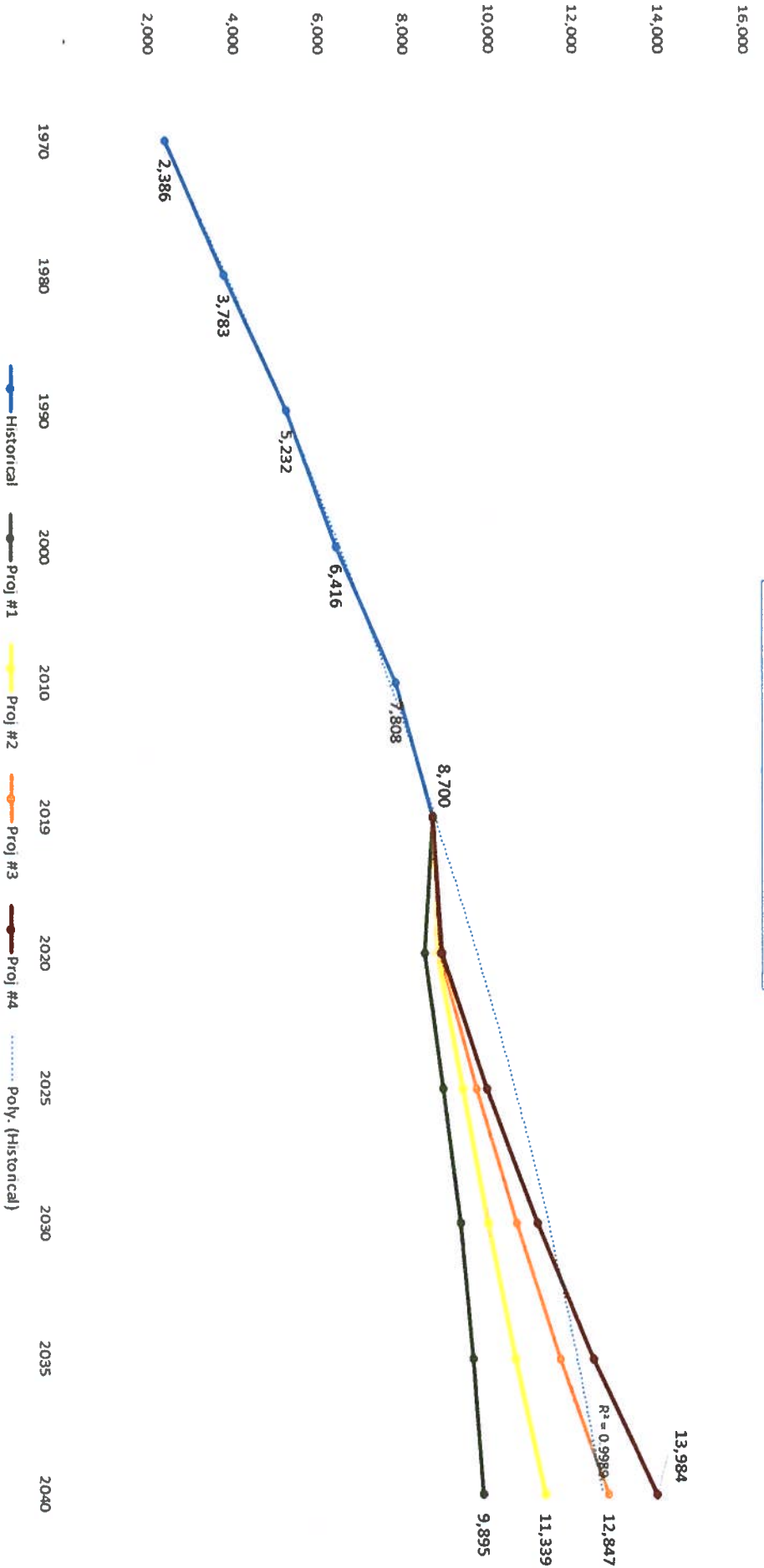
Shared administrative costs.

Appendix- Senior Outreach Organizational chart

Organizational chart sample one

Organizational chart sample two

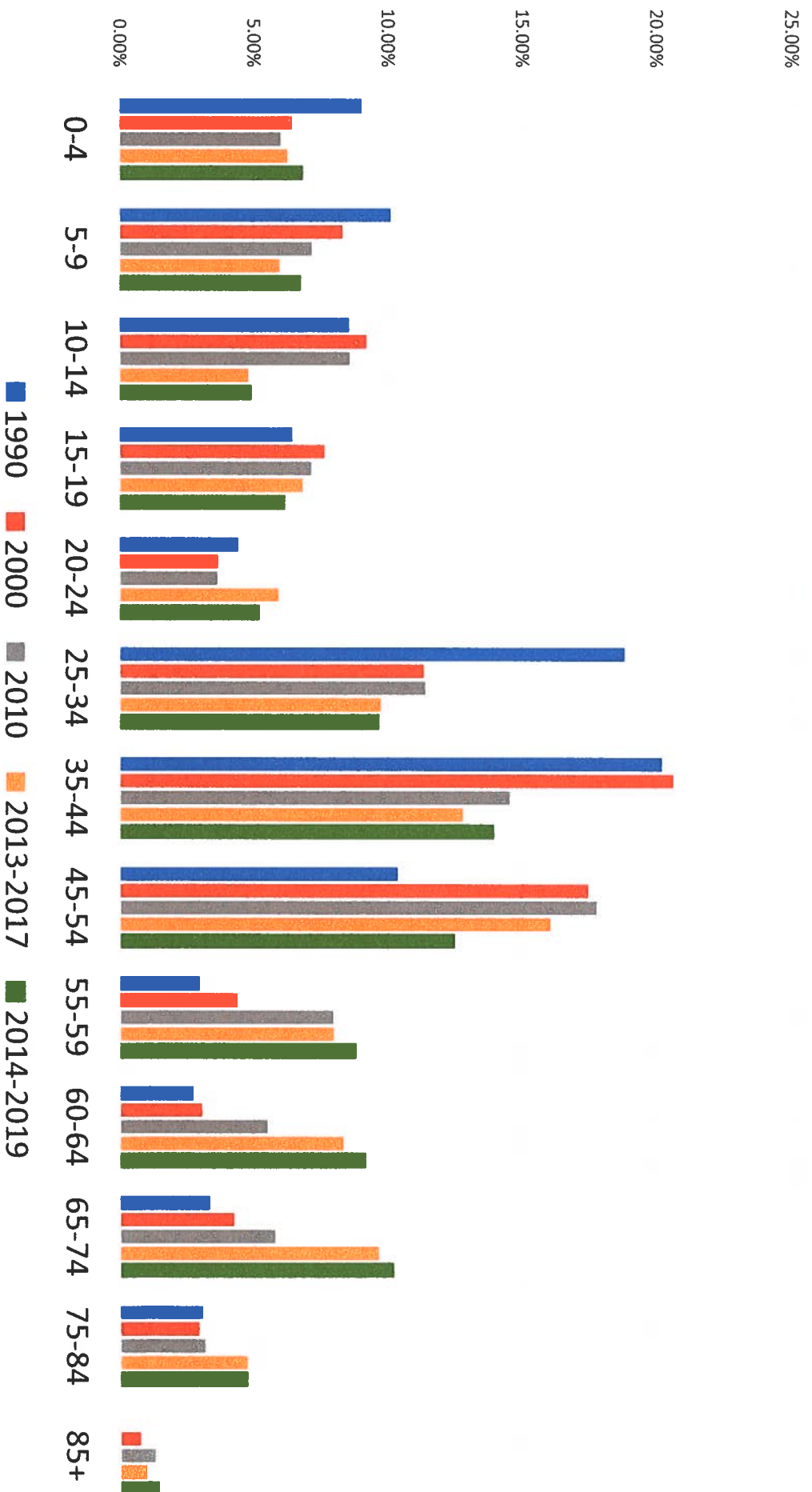
McFarland Population Projections



Population	1970	1980	1990	2000	2010	2019	2020	2025	2030	2035	2040	
McFarland	2,386	3,783	5,232	6,416	7,808	8,700						
						8,700	8,490	8,930	9,335	9,635	9,895	DOA
						8,700	8,810	9,384	9,995	10,646	11,339	Village (L)
						8,700	8,863	9,725	10,671	11,709	12,847	Village (M)
						8,700	8,899	9,963	11,155	12,490	13,984	Village (H)

Source: Village of McFarland Department of Community Development

McFarland Population by Age Group



Source: Village of McFarland Strategic Plan

Table 1.1 Historic Population Trends 1980-2010

	Census 1980	% Change	Census 1990	% Change	Census 2000	% Change	Census 2010	% Change
Dunn (T)	4,966	-	5,274	6.2	5,270	-0.1	4,931	-6.4
Oregon (T)	1,798	-	2,428	35.0	3,148	29.7	3,184	1.1
Rutland	1,393	-	1,584	13.7	1,887	19.1	1,966	4.2
Pleasant Springs	2,529	-	2,660	5.2	3,053	14.8	3,154	3.3
Dunkirk	2,098	-	2,121	1.1	2,053	-3.2	1,945	-5.3
Cottage Grove (T)	2,952	-	3,525	19.4	3,839	8.9	3,975	0.9
Oregon (V)	3,876	-	4,519	16.6	7,514	66.3	9,231	22.9
McFarland	3,783	-	5,232	38.3	6,416	22.6	7,808	21.7
Stoughton	7,589	-	8,786	15.8	12,354	40.6	12,611	2.1
Fitchburg	11,973	-	15,648	30.7	20,501	31.0	25,260	23.2

Source: US Census & Town of Dunn Comprehensive Plan 1.6

Village of McFarland

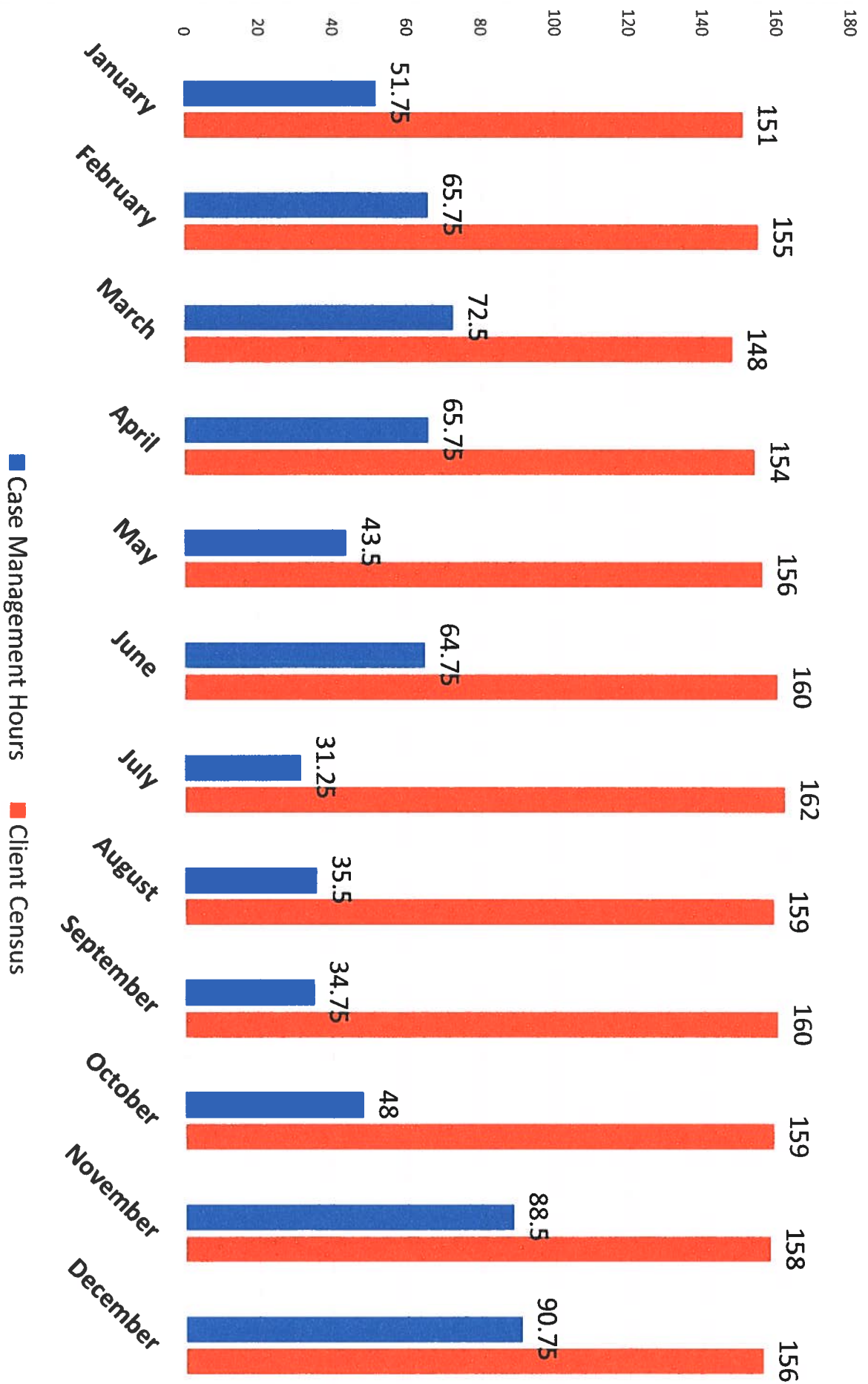
Fulltime Employees by Department/Function

2014-2018

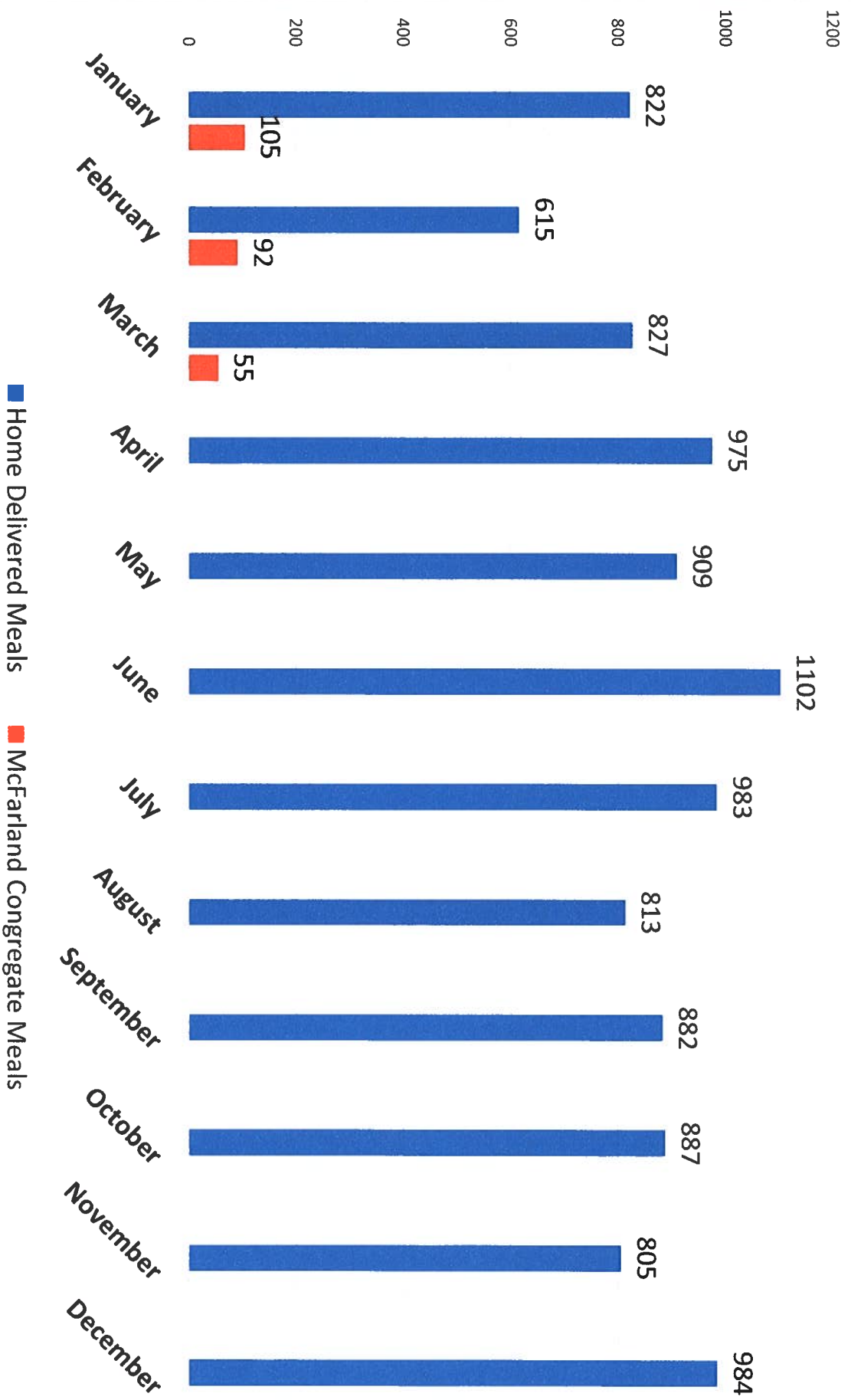
Function/Program	2014	2015	2016	2017	2018
General Government	9.7	10.14	10.56	9.26	10.45
Public Safety/Emergency Communications	19.18	21.71	22.76	23.78	25.35
Public Works	11.43	12.45	12.72	12.87	12.90
Public Health	0.00	0.00	0.00	0.00	0.00
Libraries	7.78	8.19	9.06	9.21	9.29
Social Services (Outreach)	3.09	3.01	3.04	3.11	3.02
Beach and Recreation	0.0	0.0	0.0	0.0	0.0
Education	0.0	0.0	0.0	0.0	0.0
Total	51.18	55.50	58.14	58.23	61.01

Source: Village of McFarland Strategic Plan page 65

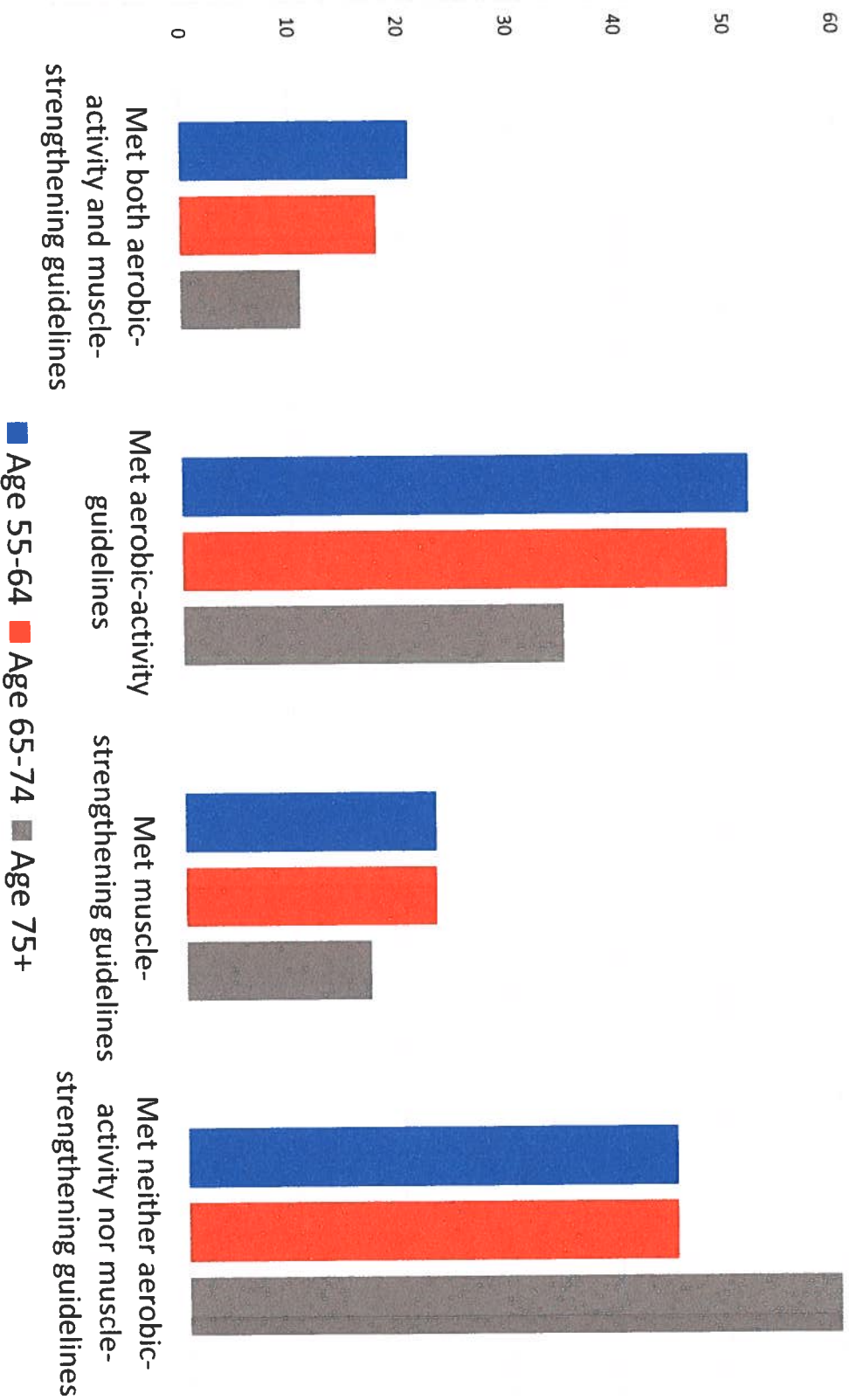
2020 McFarland Senior Outreach Case Management



2020 McFarland Senior Outreach Nutrition Program McFarland HDM & Congregate Meals Served

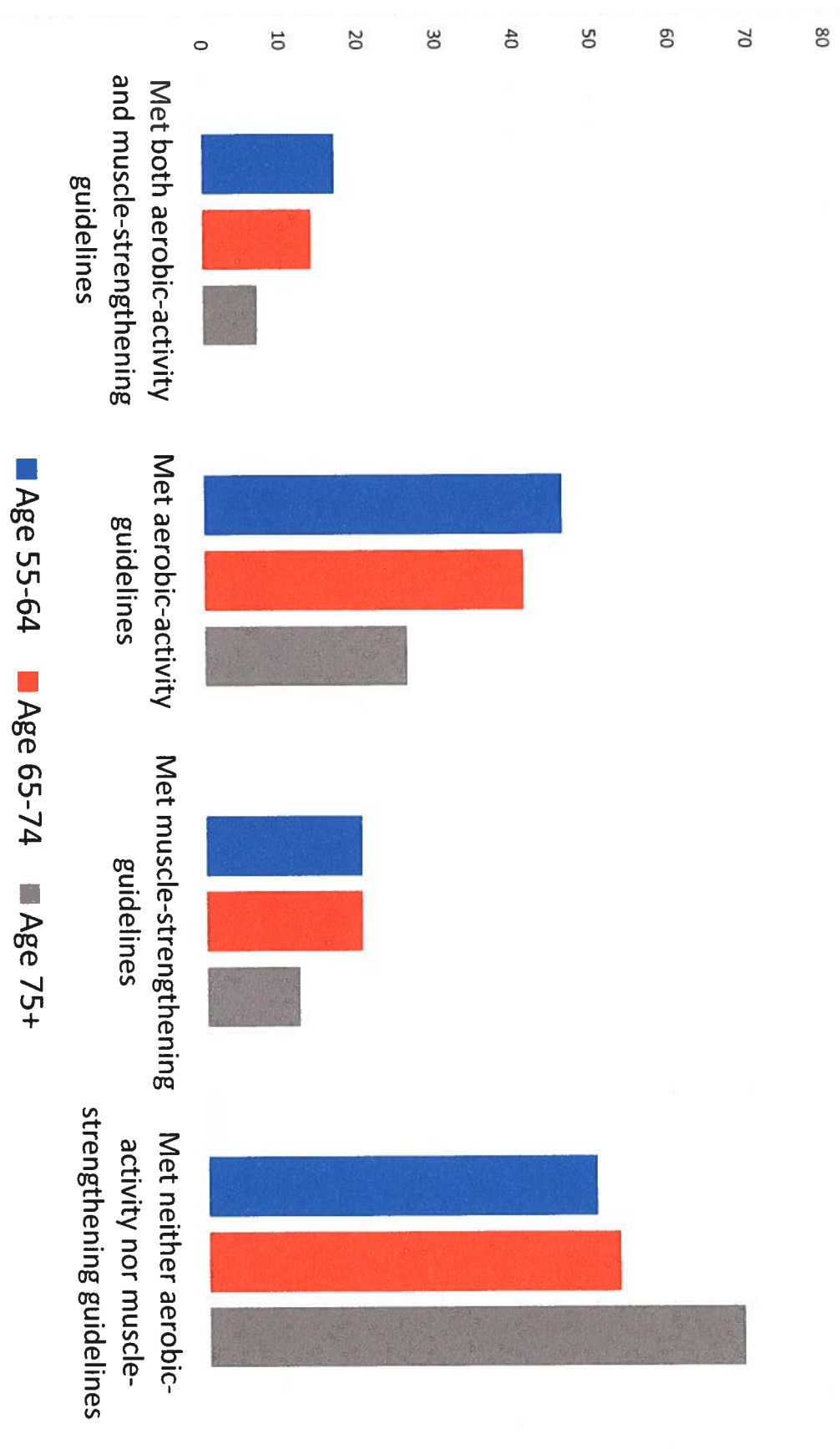


Percentage of Men Age 55 and Older Who Met Aerobic-activity and Muscle-strengthening Guidelines by Age Group, 2017



Source: 2019 Profile of Older Americans. Published by the Administration for Community Living, which includes the Administration on Aging, an operating division of the U.S. Department of Health and Human Services. Data originally compiled by Centers for Disease Control and Prevention, National Center for Health Statistics, National Health Interview Survey.

Percentage of Women Age 55 and Older Who Met Aerobic-activity and Muscle-strengthening Guidelines by Age Group, 2017



Source: 2019 Profile of Older Americans. Published by the Administration for Community Living, which includes the Administration on Aging, an operating division of the U.S. Department of Health and Human Services. Data originally compiled by Centers for Disease Control and Prevention, National Center for Health Statistics, National Health Interview Survey.



Stepping On North America

\$345
Average cost savings
per participant
Calculated by comparing the direct cost of the program to averted medical costs.

31%
Reduction in falls

4,454
Program Participants

Our Impact



Our
2018-2019

Network

Stepping On
Launched: 2008

Preventing Falls

Falls are the leading cause
of injury-related death for
older adults in Wisconsin.



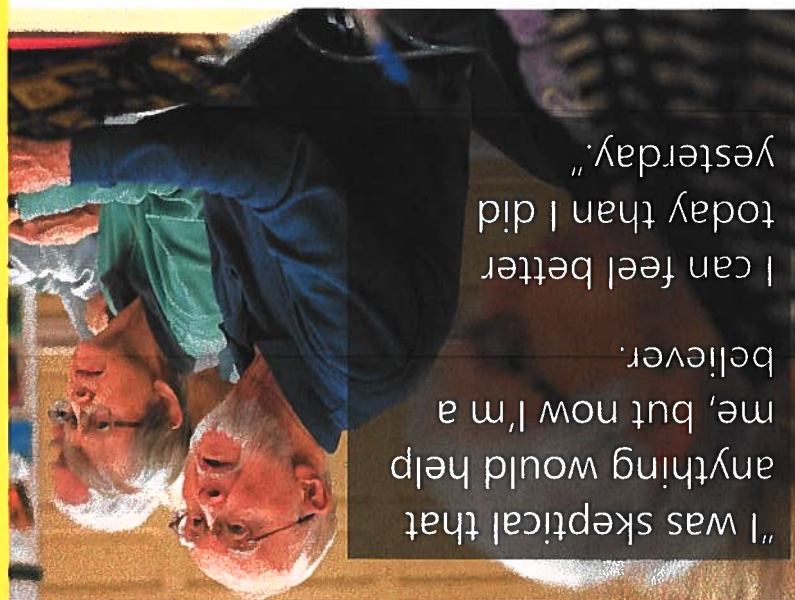
Program

Stepping On

Falls are common in older adults, but they're not a normal part of aging. We're all about preventing them. That starts with creating awareness of falls and the hazards that cause them and teaching falls prevention strategies to help older adults reduce their risk and build confidence in their ability to avoid a fall.

"Taking Stepping On has been one of the best decisions I've made. I can't tell you how big a deal it was for me to feel confident in my ability to avoid a fall. It's liberating!"

As the national license-holder for Stepping On, WIHA spreads falls prevention beyond Wisconsin's borders. Program providers in states outside Wisconsin receive training and technical support to deliver Stepping On in communities throughout the country.



"I was skeptical that anything would help me, but now I'm a believer. I can feel better today than I did yesterday."

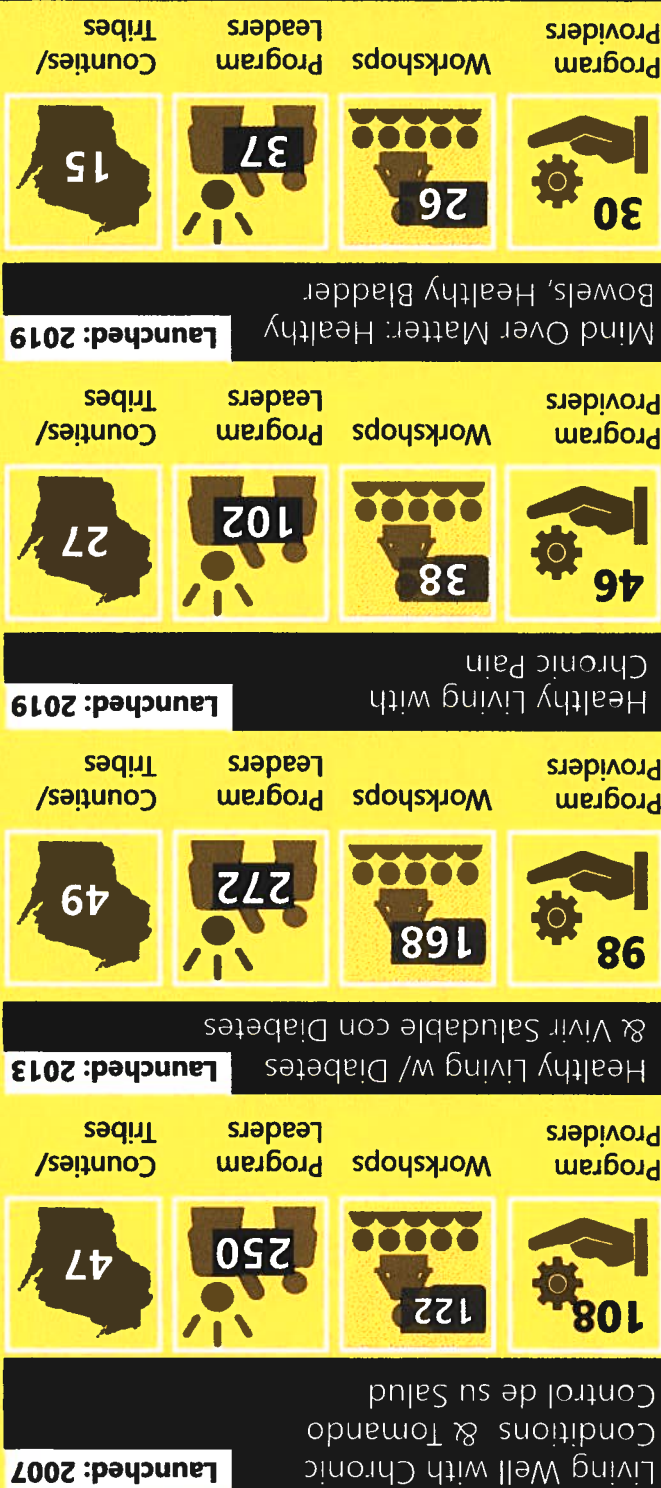
Managing Chronic Conditions

85% of older adults have at least one chronic disease; 60% have 2 or more

Programs

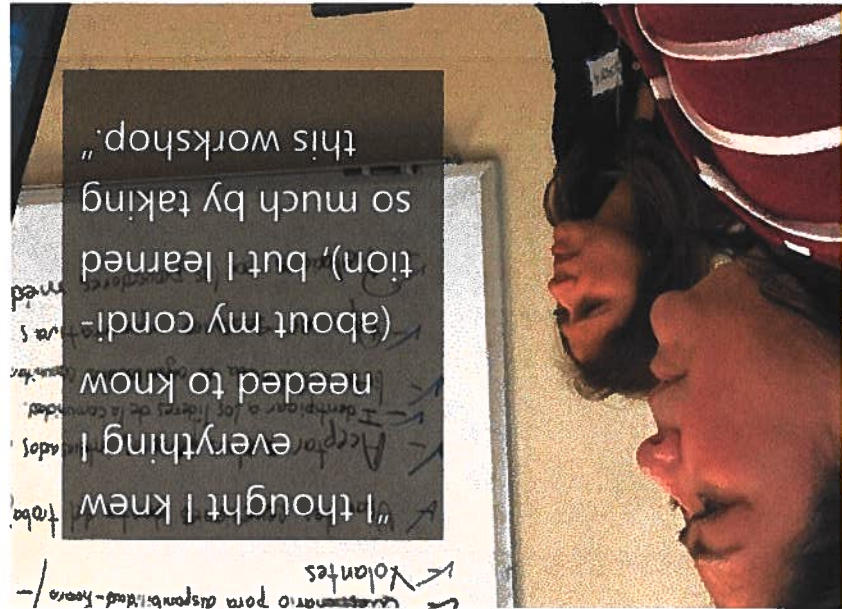
- Living Well with Chronic Conditions (LW) & Tomando Control de su Salud
- Healthy Living with Diabetes (HLWD) & Vivir Saludable con Diabetes
- Healthy Living with Chronic Pain (HLCP)
- Mind Over Matter: Healthy Bowels, Healthy Bladder

Our Network 2018-2019



Preventing Diabetes in Wisconsin

With a grant from the Wisconsin Department of Health Services, WIHA supports National Diabetes Prevention Program (NDPP) Lifestyle Coaches and generates referrals to both the NDPP and clinical diabetes self-management education programs in Wisconsin.



Managing Chronic Conditions

of the nation's \$3.5 trillion annual health care spending is on chronic and mental health conditions.

90%

High blood pressure. Diabetes. Cancer. Depression. Incontinence. Heart disease.

People struggling with the day-to-day management of a chronic condition often feel out of control with little ability to change or improve the way they feel.

Learning self-management strategies that encourage behavior change and promote self-confidence are key to improving health and wellness. WIHA programs provide people with the skills, support and motivation to improve health habits combined with the time needed to make those changes stick.

Our Impact



Supporting Family Caregivers

24 hours per week
Average amount of time that family caregivers spend providing care; 1 in 4 spend 41 hours or more

Programs

Powerful Tools for Caregivers

Powerful Tools for Caregivers:

For Parents of Children with Special Needs

Caregiving for a family member can be a rewarding experience. For many, however, it can be hard to admit that it's a struggle too. When the stresses and difficulties that often come with family caregiving become overwhelming, it's critical that caregivers take care of themselves.

WHA programs help family caregivers identify and manage the physical, emotional and financial challenges that caregiving can present and connects caregivers with others who are facing some of the same feelings and problems they face.



"I was tired, stressed and felt guilty. Boy, was I not alone! Powerful Tools taught me strategies to better manage that stress. Helping my mom became a much better experience for both of us."

Our Network

2018-2019

Powerful Tools
for Caregivers

Launched: 2013

78
Program Providers

106
Workshops

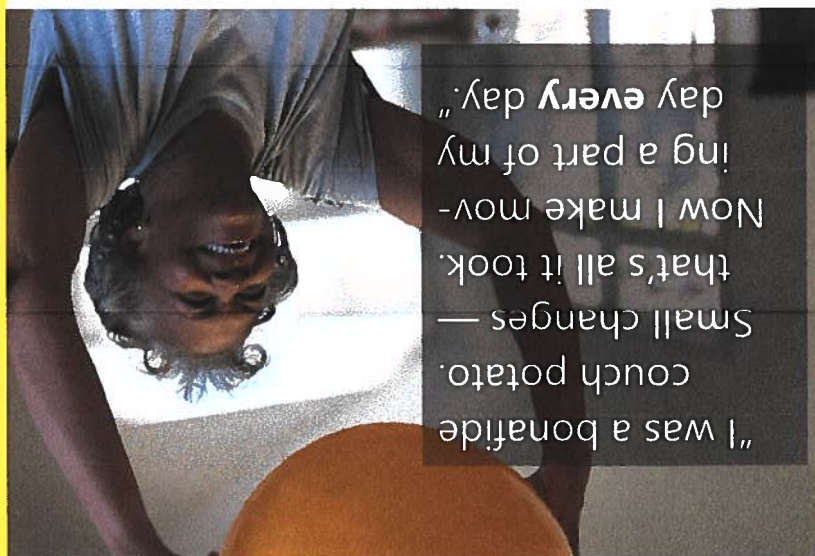
184
Program Leaders

56
Counties/Tribes

803
Participants

Improved
physical &
emotional
self-care and
self-efficacy

Our Impact



Encouraging Physical Activity

150 minutes
Moderate-intensity aerobic and muscle-strengthening activity recommended per week

Programs

Physical Activity for Lifelong Success (PALS)

Walk With Ease

Physical activity goes beyond traditional exercise and provides a myriad of health benefits for people of all ages — including older adults.

WIHA programs provide both the structure and support to get older people moving at their own pace along with information and encouragement to help them stay motivated and make physical activity a healthy habit they can maintain.

Our 2018-2019 Network

Physical Activity for Lifelong Success (PALS)
Launched: 2019



Walk With Ease
Launched: 2017



Our Impact

Physical Activity for Lifelong Success (PALS)

Improved walking speed and walking distance

Participants
96

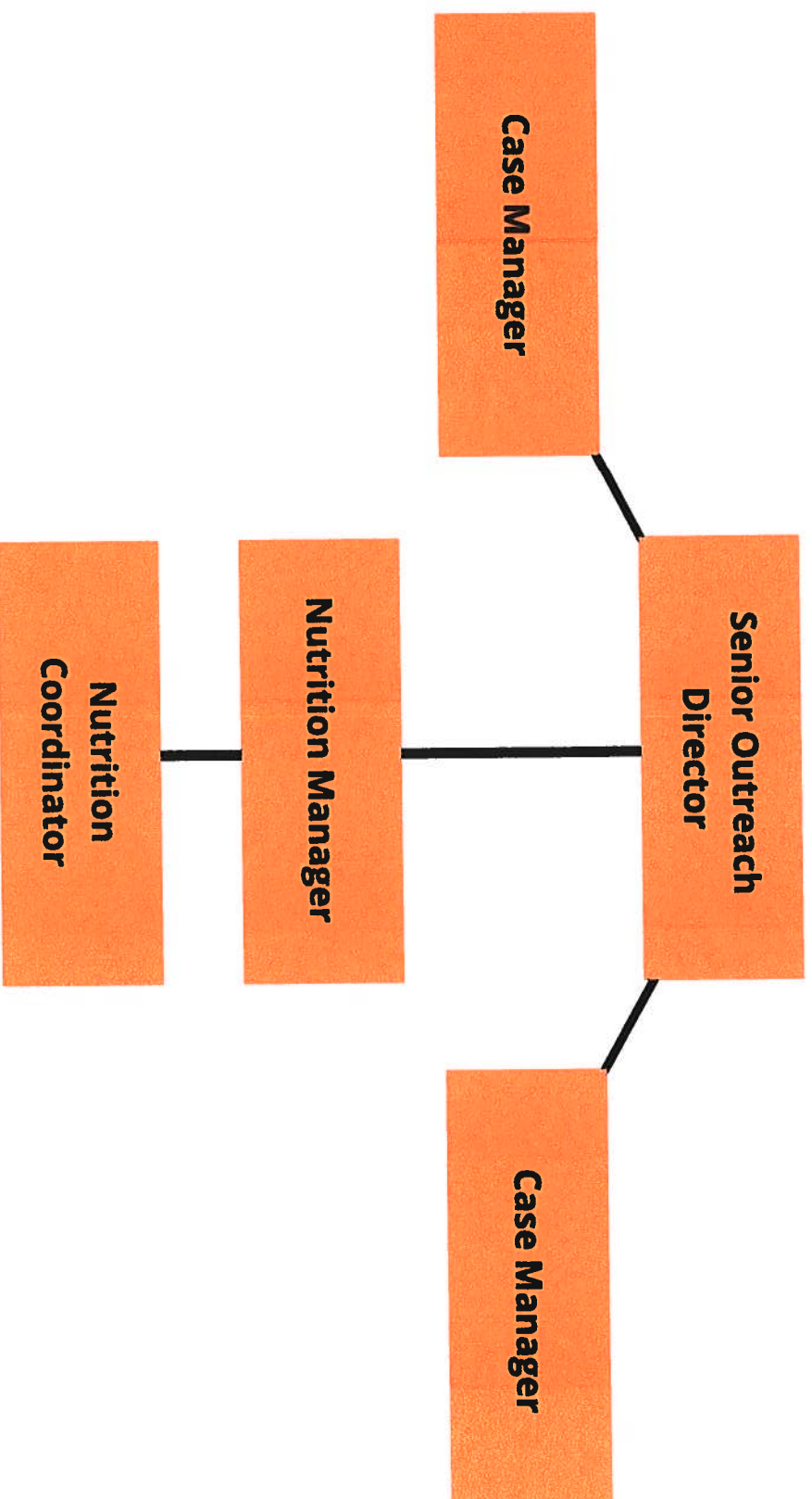


Walk With Ease

Reduced arthritis pain, improved balance, strength, walking pace, and overall health

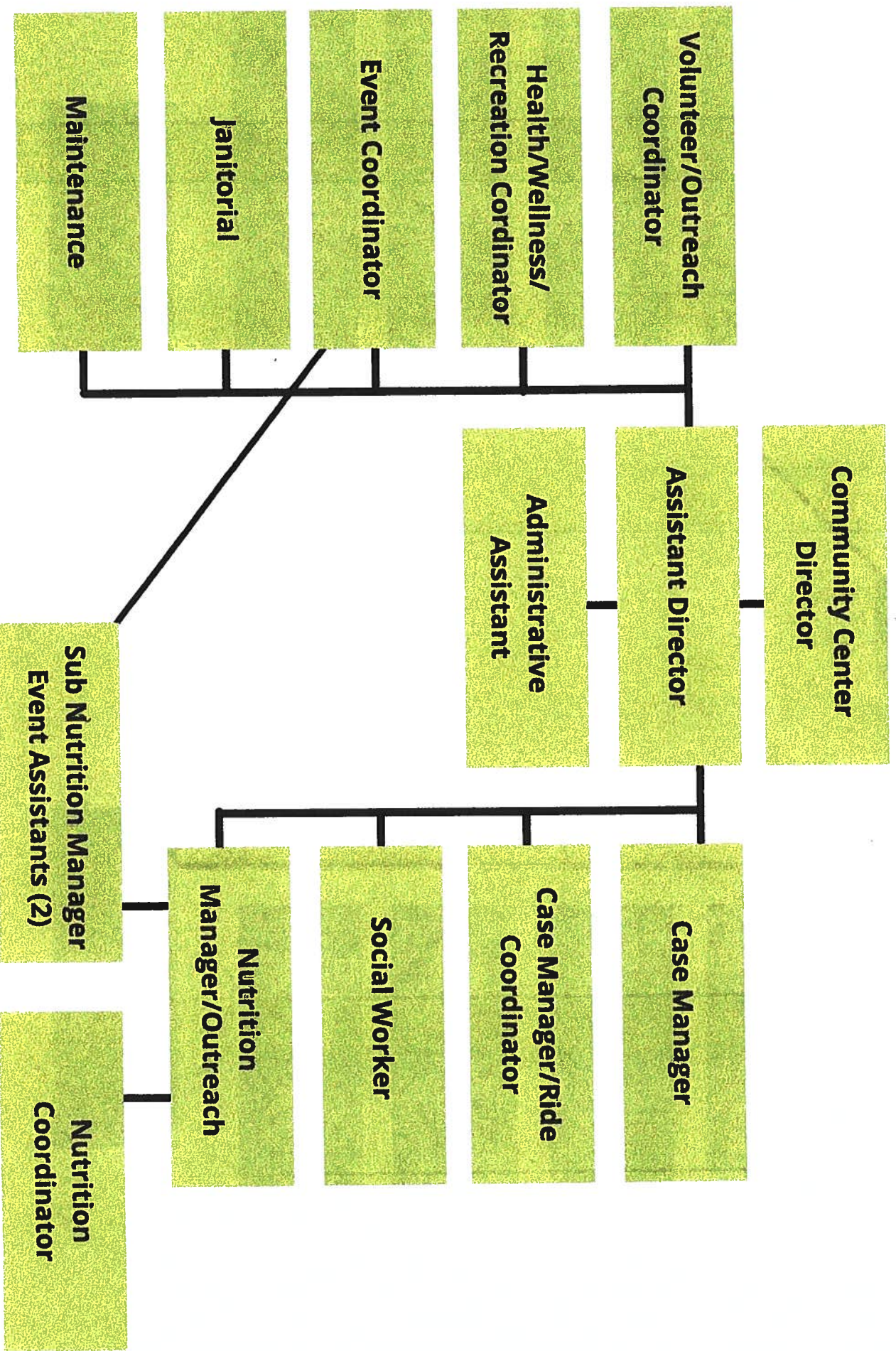
Participants
266

McFarland Senior Outreach Services Organizational Chart Current (01.21.2021)



McFarland Community Center Organizational Chart

Sample 1



Mcfarland Community Center Organizational Chart

Sample 2

