

CHIPPEWA COUNTY

ADRC (AGING & DISABILITY RESOURCE CENTER) BOARD

REGULAR MEETING

JANUARY 9, 2025

CHIPPEWA COUNTY COURTHOUSE, RM 302

3:30 PM

1. CALL TO ORDER

2. ROLL CALL

Attendee Name	Organization	Title	Status	Arrived
Darren Kirby	Chippewa County	District 5, Chair	Present	
Patricia German	Chippewa County	Citizen Rep	Present	
Larry Marquardt	Chippewa County	Citizen Rep	Absent	
Don Hauser	Chippewa County	Citizen Rep	Present	
Yvonne Hedrington	Chippewa County	Citizen Rep	Present	
Cindy Spaeth	Chippewa County	Citizen Rep	Present	
Renee Thompson	Chippewa County	Citizen Rep	Present	

Others Present: County Administrator Randy Scholz Human Services Staff: Pauline Spiegel, Paul Brenner;
ADRC Staff: Kayla Colbenson, Breanna Schemenauer

3. MEMBERS OF THE PUBLIC WISHING TO BE HEARD

There were no members of the public wishing to be heard.

4. CONSENT AGENDA

RESULT:	APPROVED [UNANIMOUS]
MOVER:	Patricia German, Citizen Rep
SECONDER:	Cindy Spaeth, Citizen Rep
AYES:	Kirby, German, Hauser, Hedrington, Spaeth, Thompson
ABSENT:	Marquardt

1. Approve the agenda
2. Approve the Minutes
3. Schedule next meeting date - March 13, 2025

5. REPORTS

1. ADRC Manager Program and Financial Report - Brenda Scheurer (written)/Randy Scholz/Paul Brenner
The written ADRC manager report was presented.
Randy shared that four candidates are being interviewed on Monday for the ADRC Manager position.
Paul reviewed the financial information.
2. ADRC Advocacy Report – Brenda Scheurer (written)/Randy Scholz

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The written advocacy report was presented.

3. ADRC Social Media Metrics 2024 Report - Breanna Schemeneuer
Breanna reviewed the ADRC social media report for 2024.
4. ADRC Nutrition Program Compliance Achievement
Kayla presented the letter from GWAAR that stated Chippewa County has achieved 100 percent compliance with the Wisconsin Aging Operation Manual - Nutrition Services Chapter.

6. BUSINESS ITEMS

1. Increase Bloomer Congregate Meal Site Days - Kayla Colbenson
Due to the increased need, Bloomer meal site requests to expand their days from the current four days per week to five days per week.

RESULT:	APPROVED [UNANIMOUS]
MOVER:	Don Hauser, Citizen Rep
SECONDER:	Renee Thompson, Citizen Rep
AYES:	Kirby, German, Hauser, Hedrington, Spaeth, Thompson
ABSENT:	Marquardt

7. AGENDA ITEMS FOR FUTURE CONSIDERATION

8. ADJOURN

Meeting adjourned at 3:50 PM.

RESULT:	APPROVED [UNANIMOUS]
MOVER:	Yvonne Hedrington, Citizen Rep
SECONDER:	Patricia German, Citizen Rep
AYES:	Kirby, German, Hauser, Hedrington, Spaeth, Thompson
ABSENT:	Marquardt

**STATEMENT OF EXPLANATION
APPROVE THE MINUTES**

4.2

As part of the consent agenda - the Board will approve the ADRC 11-14-24 minutes.

CHIPPEWA COUNTY**ADRC (AGING & DISABILITY RESOURCE CENTER) BOARD****REGULAR MEETING****NOVEMBER 14, 2024****CHIPPEWA COUNTY COURTHOUSE, RM 302****3:30 PM****1. CALL TO ORDER**

The meeting was called to order at 3:30 p.m. by Chair Darren Kirby.

2. ROLL CALL

Attendee Name	Organization	Title	Status	Arrived
Darren Kirby	Chippewa County	District 5, Chair	Present	
Patricia German	Chippewa County	Citizen Rep	Present	
Larry Marquardt	Chippewa County	Citizen Rep	Present	
Don Hauser	Chippewa County	Citizen Rep	Present	
Yvonne Hedrington	Chippewa County	Citizen Rep	Present	
Cindy Spaeth	Chippewa County	Citizen Rep	Present	
Renee Thompson	Chippewa County	Citizen Rep	Present	

Others Present: Human Services Staff: Tim Easker, Pauline Spiegel, Paul Brenner; ADRC Staff: Brenda Scheurer, Kayla Colbenson

3. MEMBERS OF THE PUBLIC WISHING TO BE HEARD

There were no members of the public wishing to be heard.

4. CONSENT AGENDA

Consent agenda approved as presented.

RESULT:	APPROVED [UNANIMOUS]
MOVER:	Patricia German, Citizen Rep
SECONDER:	Don Hauser, Citizen Rep
AYES:	Kirby, German, Marquardt, Hauser, Hedrington, Spaeth, Thompson

1. Approve the agenda
2. Approve the Minutes

ADRC (Aging & Disability Resource Center) Board - Regular Meeting - Sep 12, 2024 3:30 PM

3. Schedule next meeting date - January 9, 2024

5. REPORTS

1. ADRC Manager Program and Financial Report – Brenda Scheurer/Paul Brenner
ADRC Manager Brenda Scheurer presented the ADRC Manager Report. She highlighted and reviewed items from her report. She noted an additional health promotion programs - Strong Bodies at Bloomer Senior Center. She also plans to provide updates by email to board members in the months between

Attachment: 4.2 ADRC Board Minutes 11-14-24 (8741 : Approve the Minutes)

ADRC (Aging & Disability Resource Center) Board

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3:30 PM

meetings and will begin in December. Human Services Fiscal Manager Paul Brenner reviewed the current financial information.

2. ADRC Advocacy Report – Brenda Scheurer
ADRC Manager Brenda Scheurer shared current advocacy information.

6. BUSINESS ITEMS

1. 85.21 Transportation Grant for 2025 Budget - Kayla Colbenson and Brenda Scheurer
ADRC Transportation Coordinator Kayla Colbenson and ADRC Manager Brenda Scheurer reviewed information about the 2025 85.21 Transportation Grant Application.

The 2025 85.21 grant application approved as presented.

RESULT:	APPROVED [UNANIMOUS]
MOVER:	Renee Thompson, Citizen Rep
SECONDER:	Cindy Spaeth, Citizen Rep
AYES:	Kirby, German, Marquardt, Hauser, Hedrington, Spaeth, Thompson

2. Alzheimer's Family Caregiver Support Program (AFCSP) 2025 Budget - Brenda Scheurer and Paul Brenner
ADRC Manager Brenda Scheurer reviewed the Alzheimer's Family Caregiver Support Program (AFCSP) estimated 2025 budget plans.

The 2025 AFCSP budget approved as presented.

RESULT:	APPROVED [UNANIMOUS]
MOVER:	Larry Marquardt, Citizen Rep
SECONDER:	Patricia German, Citizen Rep
AYES:	Kirby, German, Marquardt, Hauser, Hedrington, Spaeth, Thompson

3. Resolution to Approve the 2025-2027 Aging Plan - Brenda Scheurer
ADRC Manager Brenda Scheurer reviewed the Chippewa County ADRC resolution and the goals of the three-year (2025-2027) plan. Upon approval by the ADRC Board, the resolution and plan will be presented at the November 21, 2024 Health and Human Services Board meeting for their approval, then forwarded to the County Board of Supervisors for final approval at their December 10, 2024 meeting. The Chippewa County approved 2025-2027 plan will then be submitted to the Greater Wisconsin Agency on Aging Resources (GWAAR).

The ADRC resolution for the 2025-2027 aging plan approved as presented.

RESULT:	APPROVED [UNANIMOUS]
MOVER:	Patricia German, Citizen Rep
SECONDER:	Cindy Spaeth, Citizen Rep
AYES:	Kirby, German, Marquardt, Hauser, Hedrington, Spaeth, Thompson

Attachment: 4.2 ADRC Board Minutes 11-14-24 (8741 : Approve the Minutes)

ADRC (Aging & Disability Resource Center) Board

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7. AGENDA ITEMS FOR FUTURE CONSIDERATION

Information/presentation on the "Sandwich Generation" (people with children taking care of aging parents), and aging parents taking care of disabled children.

8. ADJOURN

Meeting adjourned at 4:22 p.m.

RESULT:	APPROVED [UNANIMOUS]
MOVER:	Renee Thompson, Citizen Rep
SECONDER:	Patricia German, Citizen Rep
AYES:	Kirby, German, Marquardt, Hauser, Hedrington, Spaeth, Thompson

Attachment: 4.2 ADRC Board Minutes 11-14-24 (8741 : Approve the Minutes)

STATEMENT OF EXPLANATION
ADRC MANAGER PROGRAM AND FINANCIAL REPORT - BRENDA
SCHEURER (WRITTEN)/RANDY SCHOLZ/PAUL BRENNER

The ADRC Manager written report provides updates on agency programs, services, and other activities; Fiscal Manager Paul Brenner will present financial information.

Manager's Report to the ADRC Board

January 9, 2025

1. ADRC Staff

- Interviews will be held 1/13/25 for the ADRC Manager position. Two ADRC staff will serve on the interview committee to select the best candidate.
- We are excited to announce Libby Leinenkugel has joined our team as an Options Counselor. Libby has experience with both Family Care and IRIS as a consultant and supervisor, and as a vocational rehabilitation specialist. We are super excited to have Libby join our team!
- Cindy Irish has joined our nutrition team. She transports meals from Eau Claire to Cadott and Stanley for our Meals on Wheels program. Cindy is a retired nurse and is a perfect fit for the program. Welcome, Cindy!
- We are hiring for a Site Aide and a Program Aide in the nutrition program.

2. Nutrition Program

- Fantastic news! The nutrition has achieved compliance for the first time in years. A huge shout-out to Kayla and the team for their work with assessments, expanding days of service, dining location site visits, nutritious menus, and the list goes on. Amazing assessment letter is enclosed.

3. Summer Farmer's Market Vouchers

- Vouchers were available to people in our community who met income requirements. Almost 100 more Farmers Market vouchers were distributed this year. Additionally, \$6,730 worth of fresh fruits and vegetables were redeemed in 2023. The amount increased to \$11,736 redeemed in 2024. It has been a true ADRC team effort to share this resource with our community!

4. Medicare Open Enrollment

- Medicare Open Enrollment was October 15 - December 7. It was an extremely busy time of year for Michelle (Elder Benefit Specialist/EBS) and support staff to ensure consumers received unbiased information about the variety of plan options and what best fits their needs. They served 102 consumers this year (compared to 68 last year.) Of the consumers where the EBS was able to enroll the consumer into a plan that would save them money, the average cost savings per consumer for their 2025 drug coverage was \$4324.

5. Health Promotion Programs

- The popular StrongBodies program is offered again at the Bloomer Senior Center. A new season of strength, flexibility, and social connections began 1/7/25.
- UW-Extension also offers a StrongBodies class (virtually) – it also began 1/7/25 and runs through 3/27/25. The deadline to register is 1/31/25.
- The SAIL program (Stay Active and Independent for Life) is back by popular demand. It is offered Mondays and Thursdays at 10:30am in Stanley, 1/6/25-3/31/25.

7. Outreach

- Click this link to see up and coming [Events and Registration](#), including Medicare & You classes, Power of Attorney workshops, StrongBodies classes, Dementia Support Group offerings, Book Clubs for Brain Health, etc.
- Please follow us on Facebook [@ADRCChippewaCo](#) and share our posts.

Fiscal Report to ADRC Board
Though December 2024
(as of 12/30/2024 – there are 2024 expenses outstanding)

Program/Grants	Budgeted Amount	Expenses	Revenue	Remaining Grant	% Budget Expended
ADRC Grants (includes Dementia Care Specialist)	\$1,095,366	\$1,020,638	\$1,020,638	\$74,728	93%
Nutrition Program (grants & donations)	604,272	455,077	455,077	149,195	75%
Transportation (85.21 grant, levy, donations)	205,962	163,170	203,209	68,837	79%
Other Grants	209,989	225,438	225,438	0	107%***
TOTALS	\$2,115,589	\$1,864,323	\$1,904,362	\$292,760	88%

ARPA status at 1/1/2024

ARPA Grants Available	\$272,812
ARPA Included in Nutrition Budget	55,877
ARPA Included in Other Grants**	15,500
Unbudgeted ARPA Funds	201,435

ARPA status at 12/30/2024

	Total Grant	Balance
ARPA – III B	\$90,224	\$14,045
ARPA – III C1	58,366	0
ARPA – III C2	86,352	0
ARPA – III D	9,644	9,644
ARPA – III E	28,226	16,660
Total ARPA	272,812	40,349

** = Housekeeping / homemaker services \$10,000

Caregiver support \$5,500

*** = Over spending funded by ARPA grants

STATEMENT OF EXPLANATION
ADRC ADVOCACY REPORT – BRENDA SCHEURER (WRITTEN)/RANDY
SCHOLZ

The ADRC is required to advocate on behalf of and empower our consumers to be their own advocates. Per the state contract for ADRCs, the governing board role includes: “Be an advocate for older adults and adults with physical or intellectual/developmental disabilities in the ADRC service area.” This report identifies issues that relate to our consumers. The report is not all inclusive but will address federal, state, and local concerns.

Advocacy Report

From the Greater Wisconsin Agency on Aging Resources Newsletter

December 31, 2024

Janet Zander, Advocacy and Public Policy Coordinator

Congress failed to include Older Americans Act Reauthorization in stop gap funding bill

Last weekend, President Biden signed into law H.R. 10545 the American Relief Act to prevent a shutdown of the federal government. This short-term funding bill extends FY 2024 appropriation levels through March 14, 2025. Congress passed this stopgap measure late on Dec. 20. The bill passed in the House (366-34) and in the Senate (85-11).

- The CR provided authorization and funding at federal FY 2024 levels for the Older Americans Act programs and the Medicare Improvements and for Patents and Providers Act (MIPPA).
- The reauthorization of the Older Americans Act (OAA) was not included as part of this Continuing Resolution (CR). Congress's failure to pass the bipartisan negotiated OAA reauthorization serves as a sad reminder that the needs of our nation's older adults do not get the attention they need or deserve. As the OAA reauthorization also included the RAISE Family Caregiver updates, these were also not included in the CR.

Final negotiations on the OAA bill were pushed off until the new Congress. Relationships with new and returning Members of Congress and their staffers must be formed to ensure older adults are protected and prioritized. Though we have bipartisan support for OAA reauthorization and generally for continued funding, aging advocates will need to be able to break through the noise to protect key aging programs!

New Advocacy Resources from the National Center to Reframe Aging

The National Center to Reframe Aging is here to help you strengthen your advocacy communications with evidence-based communication strategies! Speaking with policymakers and community leaders is a powerful way to advance age-related issues, and their tools are designed support you every step of the way:



to

Talking to Policymakers Script: This guide offers practical tips for presenting your issue to policymakers, along with a sample script that demonstrates effective, reframed messaging.

View the Policymakers script: <https://bit.ly/405Mpws>

Talking at a Town Hall Script Town halls are valuable forums for addressing elected leaders and community members about upcoming legislation. Use this resource to prepare your remarks with helpful tips and a sample script that showcases reframed language for age-inclusive advocacy.

View the Town Hall script: <https://bit.ly/4fA5F9V>

Learn more: <https://www.reframingaging.org/resources>

Links to these resources and more are also available at <https://gwaar.org/advocacy-toolkit>

**STATEMENT OF EXPLANATION
ADRC SOCIAL MEDIA METRICS 2024 REPORT - BREANNA
SCHEMENEUER**

ADRC social media data and metrics for 2024 will be presented.

Chippewa County Department of Human Services Aging and Disability Resource Center

Social Media Check-In
Review of Jan 1, 2024 - Dec 15, 2024



Current Content & Goal

ADRC offers a wide range of services.

Additionally, we are a “Resource Center” and help people find various resources to share.

- Transportation program
- Meals on Wheels
- Senior Dining
- Volunteering
- Medicare help
- Medicaid help
- Dementia education
- Family caregiver support
- Healthy living events
- Long term care information
- Social Security information



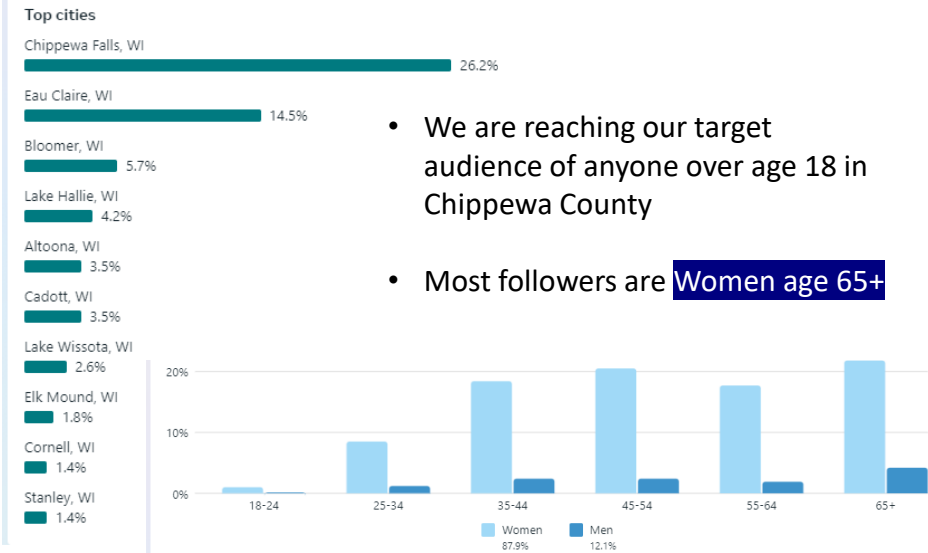
ADRC Facebook Admins

Stephanie Rasmussen <i>(newly added for 2025)</i>	Disability Benefit Specialist
Breanna Schemenauer (2021-current)	Administrative Assistant to the Disability and Elder Benefit Specialists
Carla Berscheit (2021-current)	Dementia Care Specialist
Kayla Colbenson <i>(newly added for 2025)</i>	Nutrition & Transportation Supervisor



Facebook Followers – 663

2022 was 328

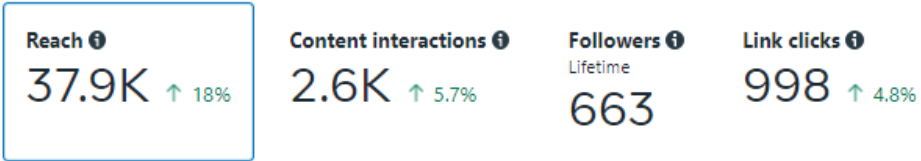


45% increase from 2022 – 26,104

Page Reach

Population in Chippewa County is 66,970 (2023 U.S. Census)

- 37,867 different people have seen our content in 2024.
- It does NOT include multiple views from the same person.



Top Performing Post

Reach ⓘ 12,767 Only 371 from followers	Impressions ⓘ # times content shown on screen 18,092 Only 1,666 from original post vs shares	Interactions ⓘ 89 79 shares
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- This post was wildly successful due to emailing local agencies and departments to ask them to share it, and sharing in local “What’s Happening in Chippewa Falls” FB groups.
- The data backs up this theory due to the Reach/Impressions/Interactions primarily coming from non-followers and shares.

Runner Up: 3,391 reach – “Volunteers Needed to Deliver Meals to Seniors” – Successful due to our requests to share

**ADRC of Chippewa County**
Published by Breanna Schemenauer
June 15 · 🌐

****UPDATED 9-25-2024 We are out of vouchers for this season. Be sure to redeem your vouchers before October 31!****

Get \$45 to Support Local Farmers Markets through the Seniors Farmers Market Voucher Program!

Each year, the Farmer's Market Nutrition Program is funded through the federal Farm Bill and administered by the State of Wisconsin. In Chippewa County, the Aging & Disability Resource Center (ADRC) accepts applications and distributes the vouchers to eligible low-income... See more

Senior FARMERS' MARKET Vouchers

Seniors can get \$45.00 in vouchers to purchase fresh fruits & vegetables from local farmer markets or road-side stands.

- ✓ 60 years or older, 55 if Native American
- ✓ Chippewa County resident
- ✓ Under income limits of 185% FPL

Dementia Care Group

- We have a public group for Dementia related posts
- This group has 196 members

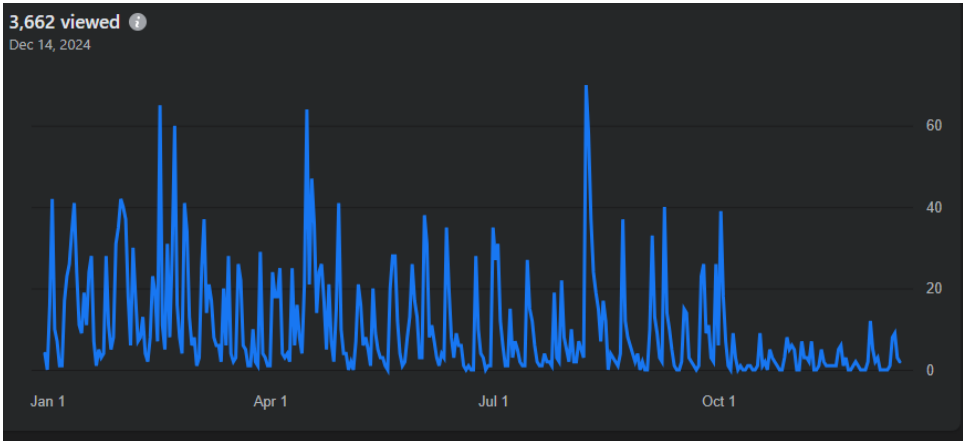


Dementia Care & Resources of Chippewa County, WI

+ Invite

Dementia Group - Views

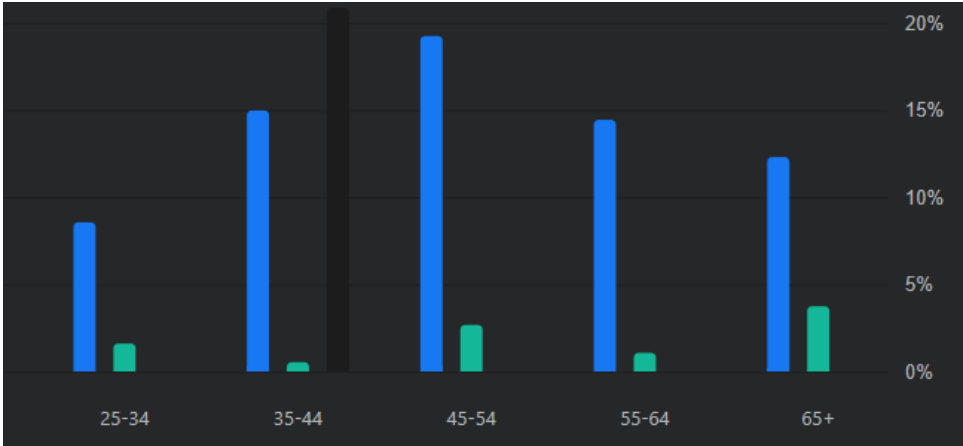
- 3,662 people viewed the group in 2024





Dementia Group - Audience

- Age and Gender (69% female, 11% male, 20% custom)



Things we learned this year:

- The best way to get a post with maximum organic reach is by connecting with other local agencies and departments via email, and request they share our FB post (include link to the post).
- Keep re-sharing the original post, versus uploading the same flyer on a new post, to build up the momentum.
- Creating FB events has been successful and often reported they found out about an event on our FB page.
- Facebook helps our pool of applicants for positions and participation in events and programs.





STATEMENT OF EXPLANATION
ADRC NUTRITION PROGRAM COMPLIANCE ACHIEVEMENT

5.4

The letter from GWAAR regarding the Nutrition Program compliance achievement will be presented.



December 20, 2024

Brenda Scheurer, Director
 Kayla Colbenson, Nutrition and Transportation Programs Supervisor
 Aging & Disability Resource Center of Chippewa County
 711 N. Bridge Street, Room 118
 Chippewa Falls, WI 54729

Dear Brenda and Kayla,

Thank you for meeting with me to complete the Elderly Nutrition Program 2022-2024 plan period Nutrition Assessment. We reviewed all items surrounding the functioning of the nutrition programs under the Older Americans Act to assure compliance with the WI Aging Operations Manual-Nutrition Services Chapter.

I want to begin by commending Kayla for her exceptional work in administering the nutrition program. She empowers, trains, and supports her staff and volunteers, ensuring the meal sites operate seamlessly. Although she has been in this role for less than a year, her impact is impressive, and I am excited to see her plans for the future. Likewise, Brenda has done an outstanding job as the ADRC Director. While I am sorry to see her leave, she has excelled in managing the transition after Leslie's retirement. Leslie was a cornerstone of the program for many years and a mentor to Brenda, and Brenda has carried that legacy forward beautifully.

I want to extend my heartfelt gratitude to all the Meal Site Managers, Home Delivered Meal (HDM) drivers, and volunteers for their unwavering dedication, compassion, and commitment to providing meals, social interaction, and well-being checks for older adults throughout Chippewa County. This program would not be possible without their incredible efforts. During my visit to the Chippewa Falls and Bloomer Senior Centers, I had the pleasure of speaking with the site managers—Ann, Lori, and Darcy—as well as the wonderful volunteers, Dave, Michelle, Joyce, and Sue, the HDM drivers, and Jason, the HDM Driver Coordinator. Meeting the participants and hearing their stories and testimonials was truly inspiring. They shared how the centers provide essential socialization, nutritious meals, and so much more. The experience enriched my life, and I am grateful for the opportunity to witness the impact of these programs firsthand. I was particularly impressed by the staff and volunteers' commitment to safe food handling, the clean and inviting facilities, and the warm, welcoming environment that fosters meaningful connections and relationships.

I want to thank Donny and Main Street Café and Eau Claire County ADRC Nutrition staff for providing delicious and nutritious meals. Donny also delivers HDMs! A heartfelt thank you also goes to the staff and boards of the Chippewa Falls and Bloomer Senior Centers for hosting the senior dining locations. Your commitment to ensuring older adults have access to nourishing meals is both commendable and deeply appreciated.

Finally, I want to thank & recognize the support staff, Renee, Carrie, and Pauline Spiegel, the administrative assistants. Pauline has provided amazing support for over 30 years; she will be missed but I wish her happiness in her next chapter of life. Everyone shares a genuine passion for ensuring older adults across Chippewa County have access to safe, nutritious meals, opportunities for socialization, transportation, and other supportive services that enable them to thrive in their communities.

Very nice job administering the Nutrition Program Manual, there were a few minor things we discussed but there is a plan and timeline in place for resolving those issues so overall, the program is in compliance, congratulations. Please see the 2022-2024 Assessment summary on the [GWAAR Nutrition Assessment portal](#) for Elderly Nutrition Programs for additional details and notes on each specific section of the assessment. I also sent a pdf summary via email.

Highlights of the Nutrition Program

Administration/Food Security

Your innovative efforts to improve efficiencies and expand service to rural areas of the county—whether through successful volunteer recruitment or creative options like mail-order meals—are truly remarkable. These strategies have led to the elimination of your home-delivered meal waitlist, which is an incredible achievement! If the need arises to reintroduce a waitlist in the future, please remember that GWAAR has developed a standardized process to ensure consistency across all programs in our service area. You can find the necessary materials in the Meal Prioritization folder within our Nutrition Program resources. [Nutrition Program](#). Your [website](#) is informative and easy to navigate. Thank you for posting your [newsletter](#) on your website.

Activities and Socialization and Nutrition Education

I am delighted to see all the fun, interactive activities, and events happening at the dining sites and senior centers. I was delighted to meet Mary Ann Haug, your new contract dietitian, and I am excited about her nutrition education plans for 2025! On your website, Senior Nutrition Program tab, consider hyperlinking to the new [NOURISH Step page](#) on the GWAAR website so folks who want to learn more and take charge of their nutrition journey.

Data is entered in a timely and accurate manner into Wellsky, thank you Carrie and Renne for their due diligence with this process.

Food Safety and Food Service/Menus

The required color veggies are included on the menus. Overall, wonderful job with the menus, they sound delicious. Thank you and your staff for ensuring that food is safe and properly handled. Please continue to monitor daily meal temperatures and monthly HDM test trays for compliance and follow up quickly with a corrective action plan if you notice temperatures in the “danger zone.” Kayla is working with the HDM drivers and site managers to get new HDMs and heat inserts.

In-Home Initial and Annual Reassessments

During COVID programs were allowed to do these over the phone, however, they are now required to be in-home visits. I had the honor of training additional staff that will help Kayla complete the initial and annual reassessments. The in-home visit offers many insights that cannot be observed over the phone. This provides an opportunity to offer folks other programs, services, and/or referrals that can enhance their quality of life and help them live independently in the community.

Emergency Preparedness

Kayla has done a nice job of updating emergency procedures for each site. We discussed the importance of discussing the fire drills and shelter-in-place process with participants annually at the sites. In addition, we strongly suggest you meet with your county Emergency Manager to determine the role your agency could play in the event of a disaster. You know where the vulnerable seniors live, and this information is critical in an emergency.

Nutrition Advisory Council (NAC)

There is to be a dedicated Nutrition Advisory Council for each county and tribe that is separate from any other advisory and governing body. I know you are working to get this in place by early 2025. GWAAR has orientation and training materials that you can use once you have recruited members. The NAC plays a vital role in the nutrition program administration, advocacy, and outreach.

Financial Management

A written P&P should be in place on how the contributions are counted, deposited, and handled at all levels. Kayla did explain the process, but we would like this in writing so that it can be clearly communicated with all staff and there is a documented process to follow. I emailed samples that can be modified to meet your needs.

Grievance/Complaint and Disciplinary Policies and Procedures

Again, Kayla did a nice job explaining how you handle these situations, but we would like a local policy in writing for addressing any concerns fairly and consistently. Sample provided that can be modified and adapted for your use.

Closing

The Chippewa County Nutrition Program remains committed to providing nutritious meals, promoting social engagement, and supporting the health and well-being of older adults in our community. Thank you for your continued support in these efforts.

A special thank you to all the leadership, support staff, HDM Drivers, volunteers, and community organizations who deliver meals for their outstanding work and caring hearts. The smile and socialization they provide are the highlight for folks who do not see another person during the day. Special thanks to the county for their financial support of the program! The governing board for their support of the nutrition program.

It was a delight conducting the Nutrition Assessment. Please continue the excellent work!

Please be sure to share this report with your Governing board, and/or other persons you deem appropriate. If you have any questions or need further information, please feel free to contact me.

Respectfully,



Pam VanKampen, OAA Consultant/Nutrition Specialist/SC Representative (GWAAR)

Pam.vankampen@gwaar.org

608-228-8095



STATEMENT OF EXPLANATION
INCREASE BLOOMER CONGREGATE MEAL SITE DAYS - KAYLA
COLBENSON

6.1

Due to increased needs, the Bloomer meal site days will expand from the current four days per week to five days per week.

Dining Center Days of Service Change Form

In accordance with the *Manual of Policies and Procedures and Technical Assistance for the Wisconsin Aging Network*, Sections 8.4, nutrition programs will notify the Area Agency on Aging (AAA) before changing a dining center's days of service.

Instructions: Please complete this form with as much detail as possible and submit to your local AAA for review and approval **60 days** before the effective date of days of service change, if feasible. If days of service will change for multiple dining centers, please complete one form for each dining center.

County/Tribal Aging Unit and/or ADRC: Chippewa County

Nutrition Director: Kayla Colbenson

Phone Number: 715-738-2590

Email: kcolbenson@chippewacountywi.gov

Please answer the following questions:

1. Name of dining center: Bloomer Senior Center
2. Please check one:

☒ Increasing day(s) and time(s) of service
☐ Decreasing days(s) and time(s) of service
3. Effective date of change in days of service: ASAP
4. Communities affected: Bloomer/New Auburn
5. Reasons for the change in days of service (be specific): We wanted to increase the days to 5 days
6. Day(s) and time(s) the dining center currently operates: Monday-Thursday
7. Which day(s) and time(s) will the dining center be open if this change is approved? Monday-Friday
8. Average number of participants who currently attend each day: 15
9. Are home-delivered meals packaged and/or distributed at this location? ☒ Yes ☐ No
 If yes, how many each day (on average)? 50
10. How did participants at the dining center provide input related to this decision? (be specific)
After speaking with the vendor, I asked the diners what their thoughts were on adding Friday's and they were all very excited to be to come in for a fish or shrimp meal every week.
11. How did the nutrition advisory council participate in this decision? (be specific and attach meeting minutes)

12. How will the changes be communicated to eligible participants? It will be shared through our monthly newsletter as well as signage at the center.

Attachment: 6.1 Increase Bloomer Congregate Meal Site Days (8747 : Increase Bloomer Congregate Meal Site Days - Kayla Colbenson)

13. Date approved by the board or governing body (please attach meeting minutes): _____

If day(s) and time(s) of service are being **decreased**, please answer the following questions before signing the form and submitting to the AAA:

1. Percentage of current participants at high nutrition risk:

Senior dining _____%

Home-delivered (if applicable) _____%

2. Percentage of current participants who are:

Living alone: _____%

Part of a minority racial/ethnic group: _____%

Living in rural areas: _____%

Below the Federal Poverty Level (FPL): _____%

3. Other targeted populations that may be affected (if any): _____

4. If home-delivered meals are packaged and/or distributed at the dining center, how will the nutrition program ensure that home-delivered meal participants will continue to receive the meals they need on days the dining center is not open? _____

5. Are there other dining options in the communities affected that provide affordable meals in a social setting on days when the dining center is closed? _____

6. How many additional miles (on average) will affected participants need to travel to get to an alternate dining center on days the dining center is closed? _____

7. Explain how the nutrition program will assist current participants in getting to another dining center on days the dining center is closed. If such assistance will not be provided, describe how the nutrition program will otherwise assist in meeting their nutritional and social needs. _____

8. Total cost per meal at this dining center (use meal cost tool to calculate): _____

9. Anticipated cost savings as a result of this request:

Older Americans Act/Title III (Federal/State): \$_____ % of C-1 Budget: _____%

Local: \$_____ % of C-1 Budget: _____%

10. If the request is approved, how will this funding be used to support the nutrition program? _____

11. How was input related to this decision solicited from senior dining participants, their representatives, and/or other older adults in the community? Have participants been asked for ideas for alternatives to decreasing day(s) and time(s) of service? (be specific)

12. If this request is approved, how will you solicit input from program participants about how the changes have impacted them? (quality of the food, their access to nutritious meals, etc.) I will add the question to the yearly survey.

13. Additional comments related to this request: _____

SIGNED: Kayla Colbenson Date: 01/02/25

(County/Tribal Nutrition Director)

SIGNED: Brenda Scheurer Date: 1/2/25

(County/Tribal Aging Unit Director, if different)

TO BE COMPLETED BY THE AREA AGENCY ON AGING

☐ Approved

☐ Declined

Comments:

Printed Name:

Signed: _____ Date: _____