

MILWAUKEE COUNTY DEPARTMENT ON AGING

Presentation to the Milwaukee County Board of
Supervisors Health and Human Needs Committee

Regarding 2016 Budget Amendment 1A040

Wednesday, December 9, 2015
9:00 A.M.



Milwaukee County
Department on Aging



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SENIOR CENTERS

Senior Centers allow older adults to access multiple vital community services and programs in one location designed to help them stay healthy and independent.

These multi-purpose neighborhood facilities provide a broad spectrum of quality programming and services, including, but not limited to social and educational and arts programs, nutritional, recreational, intergenerational, health and wellness, employment, and community and civic engagement opportunities, and public benefits counseling.



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SENIOR CENTERS

- The Department on Aging provides major funding for programs at 11 sites.
- All programs are contracted out and managed by a variety of community based providers.
- Five of the 11 sites are located in Milwaukee County-owned properties and managed by Interfaith Older Adult Programs, Inc.
- Six of the 11 sites are ethnic/cultural specific sites.
- Milwaukee County funded senior centers include dining sites and offer a wide variety of recreational and educational activities for older adults.
- Majority of sites are open 5 days a week, 8:30 a.m. – 4:30 p.m.



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SENIOR DINING PROGRAM

Based on the Older Americans Act (OAA) Senior dining sites allow older adults 60 years plus, particularly those with low incomes to enjoy a low cost, nutritionally sound and hot meal in a friendly community-based atmosphere.

- Reduce hunger and food insecurity among older individuals.
- Encourage socialization of older individuals.
- Promote the health and well-being of older individuals.
- Delay adverse health conditions for older individuals.
- Sustain independence and support aging in community.



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SENIOR DINING PROGRAM

- In 2015, the Department on Aging provides funding for 26 congregate dining sites.
- The Senior Dining Program serves hot, healthy meals and gives older adults opportunities to socialize and take part in wide range of activities including recreational and educational classes.
- Meals are served Monday through Friday, 11:30 a.m. to 1:00 p.m. to older adults 60 years plus.
- Weekly menus are published in the Milwaukee Journal Sentinel Food Section, several community newspapers and are displayed on bulletin boards at all senior dining sites.



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REVITALIZING THE SENIOR MEAL PROGRAM REPORT

Recommendations (related to decreasing costs and creating efficiencies):

- Consider funding each site based on participation and average cost per meal versus the flat amount that each site receives.
- Consider adapting contracts to include site specific goals that would need to be reached in order to receive funding. Goals would be focused on improving areas of efficiency or effectiveness.
- Example areas include participation, cost of meals and participant satisfaction. Goals should be co-created with the site supervisors to ensure success. One place to start is with meal programs that have average meal costs above the average \$7.00; seek ways to work with the sites to reduce their per meal cost.
- Identify opportunities within sub-contract relationships or among sites that have low daily average meals served to share a site supervisor and reduce costs.



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SENIOR DINING VISIONING SESSION

16 individuals representing MCDA, Commission on Aging Service Delivery Committee, and Congregate Dining Sites.

Mission: To affirm the dignity and value of older adults in this county by supporting their choices for living in, and giving to, our community.

- To help maintain the older adult population by offering nutritious meals, venues for socialization, information on healthy aging, and opportunities for volunteering.
- Ideal dining sites to create an accessible, friendly, and vibrant environment.
- To operate and maintain “fiscally sustainable” meal program.

Best practices around providing support and assistance, health screenings, good customer service, honoring culture of people, collaboration and partnerships, etc.



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SENIOR DINING VISIONING SESSION

What's needed to become successful?

- Develop strategies to get more meal donations from participants.
- Be honest about defining shortfalls.
- Assess quality of services provided.
- Define core competencies for each site.
- Develop and define partnerships to defer costs.
- Ultimate standard – Self-reflection – Would meal site staff person attend their own meal site?
- 50 people should be minimum daily serving goals per site.
- Look at OAA standards to choose site locations.
- What strategies are needed to move meal site locations quickly.

Each dining site representative was required to go back to their location and create a report that detailed whether their site fulfilled the purpose of the Senior Dining Program as defined by the OAA (strengths, areas of improvement, and steps to become successful).



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2016 SENIOR CENTERS/DINING SITE CLOSURES

The Milwaukee County Commission on Aging based on the recommendation of the Service Delivery Committee, voted on November 13, 2015 to not fund two Senior Centers/Dining Sites in 2016:

- Bethesda Senior Citizens' Community Center, Inc.
2845 West Fond du Lac Avenue
Proposed contract amount - \$75,000
- Project Focal Point, Inc.
811 West Burleigh Street
Proposed contract amount - \$60,000

Lakeside Community Meal Site withdrew their 2016 proposal.



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ASSESSMENT OF SITES ARE BASED ON SEVERAL FACTORS

- Staffing.
- Agency/program assessments.
- Compliance with program guidelines and specifications.
- Geographical proximity to other sites.
- Attendance.
- Meal count.
- Quality activities provided.
- Outcomes from meal site revitalization report and visioning session.
- 2016 proposal review.



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BETHESDA SENIOR CITIZENS' COMMUNITY CENTER, INC.

Contracted with Milwaukee County Department on Aging for over 30 years to provide Services to Minority Senior Centers.

2015 Senior Center Contract	\$85,000	
2015 Food Cost	\$12,175	<i>Jan 1, 2015 – Oct 31, 2015</i>
2015 Meal Site Supervision Cost	<u>\$20,000</u>	
Total Cost for Senior Center/Dining	\$117,175	

Jan 1, 2015 – Oct 31, 2015 – Average contribution per meal = \$0.89

- Site serves less than 25 meals per day - Averaged 14 meals in 2014 and 12 meals in 2015 (based on data through September 2015).
- Upon six observational site visits August 2015 to November 2015, on average two – six participants were present.
- Average cost per meal - \$10.00.
- Long term challenges with recruiting and maintaining participants resulting in decline over the years.
- Poor quality programming (not age appropriate activities, lacking evidence-based prevention programming and physical and mental stimulation as required by OAA standards).
- Evidence of egregious discrepancies with reporting practices.
- New leadership and staff have limited or no experience and skills to operate senior center.



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Senior Centers/Dining Sites in Proximity to Bethesda Senior Center

- **Clinton Rose Senior Center** – 3045 North MLK Drive - 2.2 miles from Bethesda.
Serves similar demographics as Bethesda – with quality programs that meet OAA standards – African American Staff.
 - 1,208 participants- January 1, 2015 – August 31, 2015.
 - 87% (1,051) African American.
 - 60% (721) self-report incomes below federal poverty guidelines (659 or 91% African Americans).

- **Lapham Park Meal Site** – 1901 North 6th Street – 2.0 miles from Bethesda.

- **Washington Park Senior Center** – 4420 West Vliet Street - 2.5 Miles from Bethesda.
Serves same demographics as Bethesda – with quality programs that meet OAA standards.
 - 1,424 participants- January 1, 2015 – August 31, 2015.
 - 62% (880) African Americans.
 - 43% (608) self-report incomes below federal poverty guidelines (460 or 76% African Americans).



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PROJECT FOCAL POINT, INC.

Contracted with Milwaukee County Department on Aging for over 30 years to provide Minority Senior Center Services

2015 Senior Center Contract	\$60,000	
2015 Food Cost	\$11,461	<i>Jan 1, 2015 – Oct 31, 2015</i>
2015 Meal Site Supervision Cost	<u>\$10,411</u>	
Total Cost for Senior Center/Dining	\$81,872	

Jan 1, 2015 – Oct 31, 2015 – Average contribution per meal = \$1.05

- Site serves less than 25 meals per day - Averaged 12 meals in 2014 and 11 meals in 2015 (based on data through September 2015).
- Upon six observational site visits July 2015 to November 2015, on average three – seven participants were present.
- Average cost per meal - \$8.57.
- Long term challenges with recruiting / maintaining participants resulting continual in decline over the years.
- Poor quality programing (lacking evidence-based prevention programming and physical and mental stimulation as required by OAA standards).
- 2015 noncompliance with program guidelines and specifications.
- Repeated turnover with leadership.
- Geographical proximity to high quality senior center.



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Senior Centers/Dining Sites in Proximity to Project Focal Point

- **Clinton Rose Senior Center** – 3045 North MLK Drive - 5 blocks east of Project Focal Point (PFP). Serves same demographics as PFP – with quality programs that meet OAA standards – with African American Staff.
 - 1,208 participants - January 1, 2015 – August 31, 2015.
 - 87% (1,051) African American.
 - 60% (721) self-report incomes below federal poverty guidelines (91% African American).

- **McGovern Park Senior Center** – 4500 West Custer Avenue - 4.4 miles from PFP.
 - 830 participants - January 1, 2015 – August 31, 2015.
 - 69% (576) African America.
 - 31% (253) self-report incomes below federal poverty guidelines (199 or 79% African American).

- **Washington Park Senior Center** - 4420 West Vliet Street - 5.5 Miles from PFP. Serves same demographics as PFP – with quality programs that meet OAA standards.
 - 1,424 participants - January 1, 2015 – August 31, 2015.
 - 62% (880) African American.
 - 43% (608) self-report incomes below federal poverty guidelines (460 or 76% African American).



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2016 TRANSITION PLAN FOR CLOSURES

- Milwaukee County Commission on Aging voted to provide a pro-rated 3-month allocation.
 - \$18,750 to Bethesda Senior Citizens' Community Center, Inc.
 - \$15,000 to Project Focal Point, Inc.

- Milwaukee County Department on Aging will work with unfunded sites to develop a transition plan for center participants.
 - Continue providing meals.
 - Socially engaging activities.
 - Inform participants of other senior centers/meals sites.
 - Offer visits to other senior centers/meal sites.
 - Make transportation available as needed.



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