

**Milwaukee County Department of Health and Human Services  
Area Agency on Aging (AAA)  
Program Service Guidelines/Specifications  
Programming and Meal Site Supervision in the five County Owned Senior Centers**

1. Summary of Required Services

The provider of Programs in Clinton and Bernice Rose, McGovern Park, Washington Park, Wilson Park, and Lawrence P. Kelly Senior Centers must provide a comprehensive array of services and activities for older adults that are centered on the eight dimensions of wellness.

Operation and maintenance of the centers' buildings shall be in accordance with agreements and understandings between the Milwaukee County departments of Health and Human Services, Parks, Recreation and Culture, and Administrative Services (Facilities and Maintenance Division).

2. Eligible Provider Agencies

To be eligible to provide services under this program, a provider must be legally incorporated under the laws of the State of Wisconsin.

Center Operation and Maintenance

- a. The provider of programs in the Clinton and Bernice Rose, McGovern Park, Washington Park, Wilson Park, and Lawrence P. Kelly Senior Centers is required to operate the buildings and provide custodial maintenance. Operation and custodial maintenance includes performing all tasks necessary to ensure the daily health, safety, and comfort of center users and staff, and the general maintenance of the centers' buildings.
- b. Responsibility for the operation and maintenance of the senior center buildings is shared between the Provider and other departments of Milwaukee County government.
  1. The Provider is responsible for janitorial, minor maintenance, waste disposal, pest control, snow removal within the building canopy, and light housekeeping.
  2. The Milwaukee County Department of Health and Human Services is responsible for the oversight of the Provider and coordination of services between the Provider and other agencies of County government.
  3. The Milwaukee County Department of Administrative Services is responsible for the planning and execution of major capital projects, maintenance of physical building systems such as HVAC, plumbing, electrical, and safety and alarm systems.

4. The Department of Parks, Recreation and Culture is responsible for maintenance of parking lots, walkways, horticulture, and areas outside of the building curtilage.
  5. The Office of Emergency Management is responsible for maintenance of fire extinguishers, AEDs, emergency operations, public health measures, and training of staff in various life-saving measures.
- c. The provider must at all times maintain the Clinton and Bernice Rose, McGovern Park, Washington Park, Wilson Park, and Lawrence P. Kelly Senior Centers in conditions that meet all state and local fire, health, building and safety codes and arrange for the centers to be regularly inspected by officials authorized to enforce these codes. The provider must also post the emergency evacuation plan for each center in an area where it can be easily seen by staff and members.
  - d. The Provider must maintain and support safe usage of existing equipment and assets at each County owned Senior Center.
  - e. Provider must obtain written permission from Milwaukee County Department of Administrative Services Facilities and Maintenance for any repair or renovation that will modify the building in any way.
  - f. The Provider may facilitate the rental and usage of the facilities during non-programming hours. The Provider is solely responsibility for the maintenance of the facility for this purpose, security, and any liability that may arise from such use. Provider may retain revenue gained from rental of the facilities to supplement programming for older adults.
  - g. The Provider shall make reasonable accommodation without charge, for use of the senior centers by the County Executive, Aging and Disabilities Services staff, and by the Commission on Aging and its councils and committees.

### 3. Required Programs and Services

The provider of programming in Clinton and Bernice Rose, McGovern Park, Washington Park, Wilson Park, and Lawrence P. Kelly Senior Centers must provide the following programs and services, including:

- a. Recreational, social, and educational programs designed to lessen the isolation of older adults.
- b. Exercise, physical fitness, and services supporting mental health.
- c. Senior Dining and the facilitation of other nutrition programming such as Meals on Wheels distribution, Stockbox distribution, and nutrition education.

- d. Coordinate outreach which includes referring older adults who are in need of services to appropriate service agencies and recruiting and training volunteers to provide needed services.
- e. A minimum of two different evidence-based programs per year at each site that meet the minimum or higher criteria for Title IIID Funding as described by the Older American's Act. Examples: **Stepping On** fall prevention program and **Living Well with Chronic Diseases**. The AAA Evidence-Based Prevention Programs Coordinator will coordinate selecting acceptable prevention and wellness programming. The provider will submit documentation to include the type of evidence programs completed and the number of clients that participate.
- f. Host at least one Medicare Outreach presentation annually at each Milwaukee County Senior Center sponsored by the MKE SHIP collaborative or a Milwaukee County Benefit Specialist.
- g. Coordinate information and assistance to older persons seeking to obtain social services from Milwaukee County and other social service agencies. Refer participants seeking long term support services to the Milwaukee County ADRC for Long Term Care Options Counseling.
- h. Provider must clearly describe their emergency plan for maintaining the provision of services to older adults through this program in the event of an emergency and follow critical incident reporting procedures.
- i. Provider must clearly explain their outreach efforts to bring new participants to senior centers and must include a marketing plan that explicitly outlines measures that will be taken to reach, recruit and involve new participants in the centers.

#### 4. Program Activities and Requirements

- a. Clinton and Bernice Rose, McGovern Park, Washington Park, Wilson Park, and Lawrence P. Kelly Senior Centers must be open during hours and days of the week that efficiently and effectively meet the needs of seniors in Milwaukee County.
- b. Providers must provide programs and services that effectively meet the needs and demands of Milwaukee County older adults. Applicants must also explain additional programs and services they intend to implement and how the effectiveness of those programs and services would be measured.
- c. As a nutrition site, all senior centers must be open for meal service at least five (5) days per week, fifty-one weeks per year, except on major holidays. One week may be reserved at each center for cleaning and maintenance. The agency calendar for annual planned closures should be submitted with this proposal.
- d. Occasionally, individual sites may close if a conflict arises with the facility that hosts the site, in which case advance notification to the AAA Senior Dining

Coordinator and the caterer is required. Ordinarily all sites are to serve lunch between 11:00 a.m. and 12:00 noon on a regular basis, in accord with the catering meal delivery schedule, unless a previously agreed upon schedule has been determined in collaboration with a caterer and the AAA Senior Dining Coordinator.

- e. Providers shall advise the AAA Senior Dining Program Coordinator and their caterers at least two weeks in advance of any site closings or changes in normal site procedures or operations. AAA's Site Closing Forms must be completed in these instances.
- f. Providers must make facilities available at Clinton and Bernice Rose, McGovern Park, Washington Park, Wilson Park, and Lawrence P. Kelly Senior Centers for programs and services sponsored or provided by other agencies serving older adults. The provider will work with AAA staff to determine an appropriate balance of outside programming at the centers.
- g. The provider of Programs in Clinton and Bernice Rose, McGovern Park, Washington Park, Wilson Park, and Lawrence P. Kelly Senior Centers must be willing to perform other tasks as assigned and that are mutually agreed upon and included in a County contract.
- h. The provider must maintain accurate monthly records of all programs and services provided to older adults under a AAA contract. These records must include the number of persons served by each program or service and the dates on which such services were provided.
- i. The provider will be responsible for developing and maintaining their own filing system for their clients as well as being responsible for updating the client's personal information as changes occur. The clients' pertinent information will always be kept current and confidential and will be accessible for AAA staff to review.
- j. Providers must maintain, a written plan providing for the safety of center users in the event of a fire, natural disaster, or other life-threatening situation. This emergency plan will include the yearly schedule for quarterly fire drills for each center. The plan must also describe how services to older adults will be provided in the event of an emergency.
- k. The service provider is encouraged to continually seek innovative and progressive strategies to improve service to Milwaukee County Older Adults; however, any proposed service changes (including service enhancements) must receive prior AAA approval before being implemented.
- l. Providers are encouraged, with the consent of senior center users or their representatives, to bring to the attention of appropriate officials any conditions that place center users in danger.

## 5. Program Goals, Objectives and Outcomes

Providers must specify measurable program objectives and outcomes, and the methods and time frame to achieve each objective. The objectives should relate to the proposed programs and services and need to be measurable. The methods should specify the operational or quantitative steps to accomplish the objectives and measure the outcomes. The time frame should indicate when the goals and objectives would be completed.

**Annual Outcomes:** Outcomes 1, 2, 3, and 4 will be measured with an annual survey administered by center staff to participants at the end of the year, and Outcome 5 will be measured based on the increase in new participants during the year. Examples of possible outcomes:

- a. *Provider will host a minimum of 90 programs/workshops throughout the year that encompass the Eight Dimensions of Wellness (Physical, Social, Emotional, Intellectual, Environmental, Spiritual, Occupational, Financial)*
- b. *Host a minimum of 400 community outreach events in an effort to connect seniors to community resources*
- c. *Disperse 20 publications to participants and the community at large to promote the senior centers and it's activities.*
- d. *Collaborate or partner with 10 new organizations across the 5 senior centers.*
- e. *Expand community and neighborhood partnerships that can bring information about social and community programs available to seniors*
- f. Increase awareness of Nutritional Problems that effect older adults. Distribute Nutritional Handouts at least quarterly and have at least two In-person presentations to be conducted by a healthcare or properly knowledgeable professional to address nutrition and or health annually.
- g. Increase the average number of monthly diners across the agency by 2.5%. Increase the average number of congregate meals served by 2.5%
- h. 85% of responding participants surveyed will state they are healthier because they take part in the center's Fitness Center, exercise classes and/or health programming and screenings.
- i. 85% participants surveyed who engaged in at least one form of technology programming will indicate they feel more comfortable using modern technology and have a sense of connection.
- j. 85% of responding participants surveyed will respond that there was quality outdoor, virtual and in-person programming.

- k. 85% of responding participants, who have received some form of communication via newsletters, information flyers, monthly magazines, social media or email will state they feel more informed about community resources and more connected to their senior center activities and programs.
- l. 85% of responding participants surveyed will state the center has an atmosphere of sociability, allowing them to combat isolation and make new friends.
- m. 85% of responding participants surveyed will state they are happier and more satisfied with their life because they come to the Senior Center.
- n. 85% of responding participants will indicate a high level of customer satisfaction with the senior center and would recommend the senior center to a friend or family member.
- o. 75% of diners report an average score of very good regarding meal quality and 90% of diners report positive interactions with program staff and volunteers. Participants will have the opportunity to partake in a Client Meal Satisfaction Survey annually, which addresses meal satisfaction (including food temperatures, menu variety, taste and appearance) and interactions with staff and volunteers.

#### 6. Unacceptable Program Activities

- a. Activities that violate the terms of an AAA contract or these Program/Service Guidelines.
- b. Activities or development of relationships that create a conflict of interest or violate any provision of the Milwaukee County ethics code.
- c. Activities that unlawfully discriminate or violate the civil rights of participants, including under Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act, the Rehabilitation Act, and the Wisconsin Public Accommodations act.
- d. Political activities promoting or discouraging a particular candidate or political party.
- e. Lobbying activities prohibited by ordinance, state, or federal law.
- f. Activities unrelated to serving older adult center participants.
- g. Activities or policies that inhibit any eligible resident of Milwaukee County from using Clinton and Bernice Rose, McGovern Park, Washington Park, Wilson Park, and Lawrence P. Kelly Senior Centers.

## 7. Eligible Clients

- a. Participants must be fifty years of age or older and residents of Milwaukee County or their caregiver.
- b. Priority for services must be given to older adults having the greatest economic and social need as defined by the Older Americans Act.
- c. Preference will be given to providers able to guarantee continuity of equivalent services to current clients of this program. Providers must clearly describe how they will guarantee continuity of equivalent services to current participants.

## 8. Program Personnel, Training and Equipment

- a. Providers must submit job descriptions for all personnel employed in this program. These descriptions must include job title; duties, to be performed; number of hours to be worked each week; amount of annual salary; form of compensation, i. e., hourly, salary, etc. and source of compensation. The vendor will also provide proof of background checks conducted on all personnel that are part of this program. Personnel employed in this program cannot have been convicted of financial, physical, or sexual abuse of a vulnerable adult or child.
- b. Personnel paid wholly or in part under an AAA contract must spend a percentage of their time on contract related activities equal to the percentage of their compensation paid with AAA funds.
- d. At least one staff person directly involved with program participants at each site (Clinton and Bernice Rose, Washington Park, McGovern Park, Wilson Park, and Lawrence P. Kelly Senior Centers) must be currently certified in first aid and cardiopulmonary resuscitation.
- e. The provider must always ensure that Clinton and Bernice Rose, Washington Park, McGovern Park, Wilson Park, and Lawrence P. Kelly Senior Centers are equipped with first aid kits and blankets.
- f. The provider must always ensure that Clinton and Bernice Rose, Washington Park, McGovern Park, Wilson Park, and Lawrence P. Kelly Senior Centers are equipped with an adequate number of smoke detectors pursuant to state and local codes and in consultation with local fire authorities.

## 9. Contributions and Other Revenue

The provider of programs in Clinton and Bernice Rose, McGovern Park, Washington Park, Wilson Park, and Lawrence P. Kelly Senior Centers must afford all clients the opportunity to make a voluntary contribution toward the cost of the services they receive in accordance with AAA policies.

Contributions must be voluntary and confidential. Contributions may be solicited either verbally or in writing, but the form of solicitation must be clearly stated in the provider's contribution policy and approved in advance by AAA. Solicitations must always respect the dignity and confidentiality of center users and make clear that contributions are voluntary and that, under no circumstances, will a service be denied because of a failure to contribute.

#### 10. Reimbursement

Services provided under this program will be reimbursed on the basis of actual costs as identified in the approved program budget.

#### 11. Advisory Committee

The Provider must establish and maintain an advisory committee made up of representatives of each center's users, older persons in the community and interested agencies. These committees must meet on a regular basis and advise the Provider regarding programs, activities, and center policies.