

AAA Sponsored Senior Center Programming Guidelines - General

Senior Programming and Nutrition Site Supervision for [Name of Program/Population] Older Adults will facilitate the provision of culturally relevant socialization, recreation, and connection to supportive services, as well as hot nutritious meals to [Name of Population] older adults in Milwaukee County. The intended purpose of the program is to encourage improve participants to live healthier, happier, and engaged lives by providing healthy meals, fitness and wellness programs, as well as opportunities for socialization, education, and recreation in a welcoming and culturally relevant environment. A single Provider will facilitate this service under contract with the Milwaukee County Area Agency on Aging.

In order to provide programming that attracts and retains a wide base of participants, the Commission on Aging has adopted a set of attributes that can guide the design of senior centers and the programming that occurs within them. Recognizing the constraints of the buildings themselves, the vendor is expected to review the attributes section of the MKE HUBS report (attached to these guidelines) and incorporate into the programming an inviting environment with a comprehensive array of services and activities for older adults that are person-centered and address seven dimensions of wellness: Emotional, Environmental, Intellectual, Physical, Social, Spiritual, and Vocational.

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Program activities which the applicants must include, but are not limited to: Site management, senior nutrition, social and recreational programming, culturally appropriate special events, and program data collection and compilation. Providers are also expected to work with Milwaukee County to offer access to other older adult programs and support services facilitated through Milwaukee County DHHS Aging and Disabilities Services.

- A. Senior Dining
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- B. Food Service Responsibilities
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- C. Service and Program Activity Responsibilities of Provider

1. Provider must offer participant-centered program activities including, but not limited to social and recreational activities, exercise and fitness, arts and crafts, lifelong learning, health and wellness, financial wellness, vocational /volunteer engagement, advocacy, and information technology.

2. Review the desired attributes for senior centers attached to these guidelines and incorporate the attributes with the programming offered.

3. The provider should demonstrate their ability to offer or connect participants with other health, legal, and social services that meet participant needs.

4. Given the specialized populations meant to be served through this program, the provider should offer other programs, classes, or activities that are culturally specific, or meet the unique needs of the participant focus population. Examples of such activities might include: culturally relevant history presentations, entertainment, games, dance, performing arts, or recreational activities.

5. If the program site is co-located within a facility or senior center that is already conducting presentations, classes and activities, the Provider should actively coordinate with the Center's activity director to expand program offerings and include congregate dining or, if dining is already offered, encourage diners to participate in the scheduled programming.

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11. Providers must design and implement a sufficient number of program activities that will address the nutrition, health, social needs, and well-being of the older adult participants in the focus population. Participants should play an active role in suggesting programs, educational topics and schedules. The Provider should collaborate with other nutrition site providers and encourage collaboration amongst sites they oversee, to share ideas, speakers and schedules.

12. Plan and coordinate all programming at sites including the scheduling of speakers, room arrangements, etc.

13. Coordinate these activities, when appropriate, with senior center personnel. To the extent reasonable, review the desired attributes for senior centers attached to these guidelines and describe how provided activities and the site selected meet these attributes.

14. Monitor and track services and activities for reporting purposes in a database and on forms provided by the AAA.

15. Refer to the Commission on Aging By-Laws and hold bi-annual elections for Nutrition Advisory Council participant representatives and alternates at each site. Provide a list with names, residential and email addresses and phone numbers of representatives

for each site to the AAA. Elected representatives should regularly attend regularly scheduled Nutrition Council meetings as implemented by the AAA.

16. Be actively involved in the activities and advocacy efforts of the Milwaukee County Commission on Aging.

D. Special Events

In addition to on-going social services as part of a broad spectrum of services provided for the older adult participants in the designated sites, special events may be initiated by the Provider that may include:

(1) Special Holiday Dinners

(2) Box Lunches for Special events

(3) Ethnic Fests

(4) Volunteer Recognition Diner

(5) Nutrition Programs provided by UW Extension

(6) Assistance distributing Community Supplemental Food Program, Stock Boxes, or Farmers Market Vouchers.

Providers shall provide and supervise services as needed for all appropriate events. Providers and AAA shall work together to develop plans that will best meet the conditions of each event to ensure that the older adult participants receive the best possible service.

E. Access to other Milwaukee County Services for Older Adults

1. The provider must facilitate participation by site-based participants in the programs and services offered through Milwaukee County.
2. 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.
3. Coordinate information and assistance to participants seeking to obtain social services from Milwaukee County and other local social service agencies, including hosting an outreach worker from the Milwaukee County Aging and Disability Resource Center (ADRC).

4. Host Nutrition Education and Nutrition Counseling through the Senior Nutrition program in coordination with the Senior Nutrition Coordinator.
5. Plan and implement a minimum of two different evidence-based wellness programs per year per site that meet the minimum or higher criteria for Evidence Based Disease Prevention and Health Promotion Programs (EBPPs) as recognized by the National Council on Aging. The Provider shall coordinate such programming with the AAA Wellness Programs Coordinator.
6. Host at least one Medicare Outreach presentation annually at each site sponsored by the MKE SHIP (State Health Insurance Assistance Program collaborative) or a Milwaukee County Benefit Specialist.
7. Refer individuals with Medicare related questions to the Milwaukee County Medicare Outreach Specialist program.
8. Refer participants with long term care concerns for options counseling at the Milwaukee County ADRC.
9. Refer participants with concerns regarding dementia to the Dementia Care Specialist program at the Milwaukee County ADRC.
10. Refer participants reporting abuse or neglect, including financial exploitation, to Milwaukee County Adult Protective Services (APS).
11. Coordinate referrals of participants for transportation needs with the AAA Transportation Coordinator. Referrals can be provided to the Milwaukee County ADRC for the Older Adult Transportation Service and the Senior Volunteer Driver program. Paratransit (Transit Plus) and transit system referrals can be made directly to the Milwaukee County Transit System.
12. Facilitate participation in Advocacy activities such as the Senior Leadership program and Aging Advocacy Days;
13. Collaborate with the Milwaukee County Caregiver Support Coordinator to raise awareness of caregiver support opportunities through the National Family Caregiver Support Program and the Wisconsin Alzheimer's Family Caregiver Support Program.