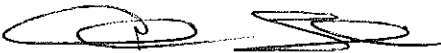


**Milwaukee County Department on Aging
Service Provider Assessment**

Program Name Senior Meal Program – Nutrition Site Supervision Services(9) sites
 Program Vendor Interfaith Older Adult Programs Consecutive Years Under Contract 16 1/2 years
 Total Amount of MCDA Contract \$180,000 Number of Clients Served 1783
 Report Period 1/1/18 to 6/30/18 Number of Service Units NA
 Agency Representative(s) Cathy Young, Eric Pampuch, Susan Yee, Jodi Bauer

	Appears Satisfactory	Needs Improvement	Unsatisfactory
Client Satisfaction Survey (Survey Conducted by MCDA Staff)	<u>X</u>	<u> </u>	<u> </u>
Progress on Measurable Objectives (if applicable)	<u> </u>	<u>X</u>	<u> </u>
Progress on Outcomes	<u> </u>	<u>X</u>	<u> </u>
Program Administration	<u> </u>	<u>X</u>	<u> </u>
Recommendation(s) from Previous Assessments	<u>X</u>	<u> </u>	<u> </u>
	Submitted and Accepted	Not Submitted	Submitted Needs Resolution
Audit	<u> </u>	<u>X</u>	<u> </u>
<u><i>Beth M. Rutkowski</i></u> Program Staff Signature		<u>July 29, 2018</u> Date	
<u>N. Weitz</u> Fiscal Staff Signature		<u>09/19/18</u> Date	
<u></u> Service Delivery Committee Member Signature		<u>8/7/18</u> Date	

**Service Provider Assessment
Narrative**

Program Name: Senior Meal Program – Nutrition Site Supervision
(9) Sites

Program Vendor: Interfaith Older Adult Programs

Contract Period: January 1, 2018 through December 31, 2018

2018 Contract Award: \$180,000

Total Non-Federal Match: \$135,719

Total Other Resources: \$ 0

2018 Program Budget: \$ 315,719

Report Period: January 1, 2018 to June 30, 2018

Site Visit: June 29, 2018

Number of Clients Served

The meal sites began re-registration of all participants in January 2018. YTD, Interfaith has registered 1,483 unduplicated participants at their 9 sites. Through June 30, 2018, these 9 sites have served 44,349 total meals. This data reflects a 20% decrease in participants along with a 17% decrease in meals served since the last assessment. The only site that has grown since 2016 is Clinton Rose at a rate of 7%. Of the remaining four dining sites in county owned senior centers, McGovern's meals went down 27%, Kelly declined 22%, Washington declined by 17%, and Wilson down 14%. West Allis had the highest decline in meals, down 32% since 2016. South Milwaukee down 14% and OASIS down 10%. One site, Hart Park, only experienced a 1% decline in meals.

Description of Program/Service

Interfaith provides site supervision services at the following Senior Meal sites:
(Grobschmidt/South Milwaukee Senior Center, Wilson Park Senior Center, Warnimont Kelly Senior Center, Rose Park Senior Center, McGovern Park Senior Center, Washington Park Senior Center, West Allis Senior Center, OASIS and Hart Park.

Services at dining sites include the daily management of the meal program and oversight of the quality and quantity of meals provided by the caterer. Under this contract, Interfaith is required to staff the sites with meal site supervisors, recruit volunteers, provide training, monitor the meals served, provide social services, provide recreational activities and educational programs as specified in the service delivery guidelines and program policies and procedures. Since the last assessment in 2016, Interfaith has decreased staffing for overseeing the meal sites. They currently employ a part time Senior Meal Program Director and no longer employ a part time assistant. This change was

initiated back in December 2017, as a result of a merger between Interfaith and SET Ministries into the newly formed agency known as UNISON. This transition has been far from smooth, a hardship for the current part time director along with Milwaukee County Department on Aging staff.

Interfaith meal sites reached a previous record of 98,166 meals served in 2010. Starting with 2011, the number of meals declined until 2013 when they slowly started increasing again. Based on current data, this success was short lived as all sites, other than one, have decreased participant and meal counts.

MCDA employs a Nutrition Outreach Coordinator who represents and markets the nutrition program in the community. Additionally, all the Interfaith dining sites are within senior centers which should make it a more attractive choice for diners to attend. Similar to other counties, congregate numbers continue to decline while meals to homebound seniors keeps going up. This in an area to target increasing collaboration between both agencies, identifying potentially new clients and reaching out to them.

Client Satisfaction Survey

In the spring of 2018, all diners were given the opportunity to fill out satisfaction surveys utilizing a form created by the State dietitian for uniformity of data collection. Survey results were run by the State with only 655 responses county wide, noting that two of the larger dining sites, Wilson and Washington Park had no data entered. Interfaith has been asked to have diners complete surveys for these locations no later than July 31, 2018 so that results can be rerun. OASIS only had two responses therefore, that site too has been asked to redistribute surveys.

In addition to the annual survey, dining sites are provided with comment cards for diners to fill out on any given day. Interfaith has been encouraged to use these cards on a regular basis to solicit additional feedback from participants, especially in a year with a new caterer providing meals to four of their locations. To date, very few of these cards have reached our office.

Progress on Measurable Objectives

Interfaith provided MCDA with a detailed end of the year report for 2017 how objectives were met based on their service delivery plan. Three out of nine dining sites were successful in 2017 growing participation. In 2018, there is work to be done meeting objectives.

Objective 1: Interfaith will increase nutritional effectiveness of the meal site by evaluating the nutrition risk survey upon registration. Those at high risk will be provided nutritional information along with being screened again after 4 months in the program.

Objective 2: Interfaith will collaborate with community partners including the county senior centers to provide nutrition education, medical information, personal safety, behavioral health needs and legal counseling.

Objective 3: Interfaith will distribute client satisfaction surveys annually to diners at each site with submission to MCDA by July 1.

Objective 4: Interfaith will develop a plan for the meal site to assist with developing long term goals for each site.

Objective 5: Interfaith will increase meal site awareness and participation through a campaign promoting the value of the meal program.

Outcomes completed by Interfaith include nutrition education classes provided by UW Extension nutrition educators at several qualifying dining locations. All senior meal sites are required to minimally have four sessions of nutrition education throughout the year that is not only met, but exceeded. Interfaith also collaborates with Hunger Task Force in the provision, awareness, and education on both Stock Boxes and Food Share Enrollment. A wellness clinic is available through Marquette and Alverno nursing students for blood pressure monitoring. There is collaboration with the local police department in the provision of safety awareness.

A report on the nutritional effectiveness of the dining program after participating four months has not been provided yet.

Surveys have been distributed to all dining sites. MCDA staff will have all data entered by July 30, 2018, therefore, the State will be contacted to rerun survey results.

Request made by MCDA for a report on long term goals.

To date, not aware of any **campaign** promoting the value of the meal program, however, the amenities of the program are addressed by site supervisors when they remind diners of the importance of their contributions.

Program Administration

Reports: Weekly and monthly reports have not been received on a timely basis throughout 2018. With the restructure that occurred suddenly in December 2017, there has been a learning curve for the new part time director for the dining program. Paperwork has been incomplete, misplaced or not forwarded to proper parties by site supervisors. The staffing mix has changed more than once since December complicating this process even more. Some staff, including MCDA, have been unclear as to who is the designated site supervisor or go to person for information throughout the change. A request was made again on 6/29/2018 for revision of forms 3.0, 3.1, 3.2 and 4.0 to clarify current staffing and budget alignment. Request not fulfilled yet.

All of this has resulted in a huge amount of rework for both Interfaith and MCDA. MCDA and Interfaith are still focusing on accurate data entry into SAMS, which affects funding streams. Most recently, on July 23, a missing NAPIS information report was run again, with information still outstanding for 42 participants.

Compliance with program specifications/guidelines: Considering the circumstances, Interfaith Part Time meal program director is operating the Senior Meal Program the best he can according to the 2018 MCDA specifications and guidelines. Having been in his new role now for six months, operations have improved. What has been difficult for MCDA staff is who the contact person is for certain Interfaith functions as a result of ongoing changes, such as who to contact for errors in the client demographic report.

Client Records: Client records maintained by Interfaith have been corrected as errors were found. Emergency contact information is accessible to site supervisor for participants.

Fiscal review: Interfaith's accounting policies and procedures are in place for their cost allocation plan along with procedures for cash receipts and bank reconciliations. An updated budget is still required for 2018.

Recommendation(s) from Previous Assessments

Recommendation # 1

It is recommended that Interfaith's Board of Directors review the 2016 Program Assessment and that the review be acknowledged in the minutes of a regularly scheduled Board meeting, and a copy of those minutes are to be provided to the Department on Aging contract manager.

Completed

Summary and Recommendations

Contracting with Interfaith has been a challenge thus far in 2018 as a result of the agency restructuring, forming a new agency, UNISON. Though in prior years, staff was extremely competent managing (9) meal sites awarded to them, this year, the learning curve of the newly assigned part time meal program director has made matters difficult. The individual that was moved to this position did not have any experience overseeing the dining program. Five of the assigned meal sites are in county facilities where programming is provided by Interfaith, therefore, multiple benefits should exist for collaboration with senior center directors. The part time program director has been very cooperative and receptive to ongoing suggestions throughout the year helping them attempt to meet the service delivery guidelines along with the program's policies and procedures. With many counties seeing a decline in participation in congregate sites, it is no surprise to see that Interfaith dining sites are also struggling with enrollment and meals served. As we complete the last half of 2018, I feel the next step is to analyze data more closely to see what additional changes can be made to the program to increase its effectiveness targeting those most at need. I also recommend that the Nutrition Outreach Coordinator for MCDA and Interfaith staff develop a formal plan how to target meal site participation for the remainder of the year, thereby showing an increase in meals served.

Recommendation # 1

Interfaith staff will report on outcome achievements to the MCDA contract manager,

Person Responsible: Eric Pampuch, Sandy Smith-Dill

Completion Date: October 31, 2018

Recommendation # 2

Interfaith staff will correct, submit and or enter data, referencing accurate information on diner registration forms and monthly meal spreadsheets so that reports such as Agency Summary Reports in SAMS and missing NAPIS error reports are accurate each month in accordance with reporting deadlines.

Person Responsible: Eric Pampuch, Sandy Smith-Dill

Completion Date: monthly throughout the remainder of the year

Recommendation # 3

Interfaith will update forms associated with this contract, including 3.0, 3.1, 3.2 and 4.0 that reflect the changes made throughout the year.

Person Responsible: Jodi Bauer, Sandy Smith-Dill, Cathy Young

Completion Date: Corrections to be submitted with July billing information, August 5th, 2018

Recommendation # 4

Interfaith Staff, MCDA contract manager and MCDA Nutrition Outreach Coordinator, will develop a plan targeting Interfaith dining sites for overall increasing participation the remainder of 2018

Person Responsible: Sandy Smith-Dill, Eric Pampuch, Lorie O'Connor

Completion Date: December 31, 2018

Recommendation # 5

It is recommended that Interfaith's Board of Directors review the 2018 Program Assessment and that the review be acknowledged in the minutes of a regularly scheduled Board meeting, and a copy of those minutes are to be provided to the Department on Aging contract manager.

Person Responsible: Executive Director

Completion Date: December 31, 2018

