

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

Program Name Services to Native American Elderly

Program Vendor Indian Council of the Elderly Consecutive Years Under Contract 32

Total Amount of MCDA Contract \$84,572 Number of Clients Served 102

Report Period January 1, through June 30, 2018 Number of Service Units 6620/Meals 2,696

Agency Representative(s) Jone Stromberg, Program Coordinator

| | Appears Satisfactory | Needs Improvement | Unsatisfactory |
|--|-----------------------------------|------------------------------|---------------------------------------|
| Client Satisfaction Survey | <u>X</u> | <u> </u> | <u> </u> |
| Progress on Measurable Objectives (if applicable) | <u>X</u> | <u> </u> | <u> </u> |
| Progress on Outcomes | <u>X</u> | <u> </u> | <u> </u> |
| Program Administration | <u>X</u> | <u> </u> | <u> </u> |
| Recommendation(s) from Previous Assessments | <u> </u> | <u>X</u> | <u> </u> |
| | Submitted and Accepted | Not Submitted | Submitted Needs Resolution |
| Audit | <u>X</u> | <u> </u> | <u> </u> |
| <u><i>Belk Monrad Gotsch</i></u> Program Staff Signature | | <u>July 18, 2018</u> Date | |
| <u><i>N. Weitz</i></u> Fiscal Staff Signature | | <u>07/19/18</u> Date | |
| <u><i>[Signature]</i></u> Service Delivery Committee Member Signature | | <u>8/7/18</u> Date | |

Service Provider Assessment Narrative

Program Name: Services to Native American Elderly

Program Vendor: Indian Council of the Elderly

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

2018 Contract Award: \$84,572

Total Non-Federal Match: \$144,400

Total Other Resources: \$3,000

2018 Program Budget: \$231,972

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

Site Visit: Yes

Number of Clients Served

In 2018, The Indian Council for the Elderly (ICE) initiated the annual meal site re-registration process. As of June 30, 2018, ICE has 102 unduplicated participants when compared to two years ago when they had 128 participants. This reflects a 20% decrease in registrants attributed to death amongst participants. 50% of these participants have an income below poverty level. 62% are American Indian/Alaskan Native, 27% are White, 7% are Black or African American and 4% are White-Hispanic

The Indian Council for the Elderly continues to provide meals three days a week on the previous Concordia College Campus grounds since moving to this location back in November 2013. Lunch is provided on Monday, Thursday and Friday at 11:30 A.M. On the first Friday of each month, supper is served instead of lunch at 5:00 P.M. They average approximately 36 attendees each day, compared to 31 in 2016. YTD June 30, 2016, they have already served 2696 meals which when compared to 2 years ago is a 10% increase. Though fewer registered participants, they attend the center more often.

Description of Program/Service

The program Services to Native American Elderly provides nutritional and social services to older adults, with particular emphasis on the service needs of American Indian elders. Services to Native American Elderly helps reduce the isolation of older persons by increasing their socialization and independence in the community. Under contract

with Milwaukee County Department on Aging, the Indian Council of the Elderly, Inc. (ICE) operates "All Nations Senior Center" located on the Milwaukee Campus of Forest County Potawatomi at 3232 W. State Street. Congregate meals are served from this site three days a week (Monday, Thursday and Friday) at 11:30 A.M. On the first Friday of each month, dinner is served instead of lunch. The agency has kept this long standing tradition to allow socialization with elders who are not available during daytime operating hours.

Priority is given to low-income or frail Native Americans aged 45 years and older who live within Milwaukee County and who are current participants in Indian Council of the Elderly. This priority is given because of a history of lower life expectancy and a higher rate of certain diseases, such as diabetes, than any other racial or ethnic group. The overarching goal of the Indian Council of the Elderly has been to improve the health and living conditions for those Native American elders who are in the greatest need. In addition to the funding received from the Department on Aging the Indian Council receives generous financial support from the Forest County Potawatomi Community and its Foundation. This partnership helps ICE achieve its vision of having and operating the All Nations Senior Center.

This senior center is not licensed to cook meals on site, which has necessitated ICE to rent kitchen space at Vets Central, 3330 W. Wells Street, two blocks from the center. Though this kitchen is far from ideal, it does meet Health Department regulations for licensure. ICE anticipates moving their senior center which will include an on site state of the art kitchen by the end of 2018, to another building, currently under renovation on the same campus. Rent expenses for the current kitchen is provided from a grant funded by Pottawatomi.

ICE has had the same cook for more than two years. She is responsible for writing the menu, shopping for food, and delivering meals to the senior center days when a meal is offered. Participants have been satisfied with the quality and quantity of the food and consider it much improved from the prior cook. Both the cook and Center Director have their Wisconsin Food Mangers license, a requirement for this contract.

There is adequate storage for dry, refrigerated and freezer inventory in the rented kitchen, however, the new kitchen will be an improvement with walk in coolers and freezer. Temperatures were recorded at the kitchen and senior center, though not always forwarded to MCDA per the last assessment.

At the senior center there are several amenities for meal service. MCDA provided a salad bar to the agency which operates days of meal service. All food is served from a hot steam table, using porcelain dishes, glass beverage cups, and stainless steel flatware. All of these changes have upgraded the entire meal experience at ICE.

Client Satisfaction Survey

In 2018, meal site participants at ICE were asked to complete a survey that has been designed by the State of Wisconsin for use in all counties. 36 participants responded.

98% of participants felt the food was good to excellent. The salad bar was a plus with fresh and wholesome offerings.

47% of participants stated this meal accounted for 2/3 or more of their daily intake.

Reasons for attending the center included: 64% to eat balanced meal, 28% for Food and Nutrition information, 94% to visit with friends, 19% to help make ends meet, and 25 stated they were unable to prepare food at home.

91% of participants felt they eat healthier because of this program with 50% stating it improved or helped manage medical conditions.

17% of participants stated that without this meal they would not have enough to eat.

98% of participants felt this program improved their quality of life.

92% of participants were satisfied with service received at ICE.

Progress on Measurable Objectives

Objectives listed in the agency's proposal for programs in 2018 are as follows:

Nutrition

Goal: To maintain or improve the health of participants and their household by (1) providing information on the positive impact of good nutrition and exercise and (2) providing participants with well balanced meals. The overall objective of this goal would be to provide three hot, nutrition meals weekly in a congregate setting and to provide information and programming on health, nutrition, and exercise.

Objective 1: Provide three hot, nutrition meals weekly in a congregate setting

ICE has provided 2696 meals since the beginning of the contract year, an average of 449 meals per month on the days the center is open. Meals provided under this program meet specifications for catered meals as required by the Milwaukee County Senior Meal Program.

Objective 2: Provide information and programming on health, nutrition, and exercise.

In addition ICE provides information on health and nutrition to congregate meal participants and in outreach activities to homebound elders. Center members have the opportunity to attend the weekly W.O.L.F. (Work Out, Low Fat) Program at the Gerald L. Ignace Indian Health Center for exercise, nutrition education, immunizations, and blood sugar and blood pressure screenings. Indian Council of the Elderly also offers Fit Wise in conjunction with Milwaukee County UW Cooperative Extension.

Social Services

Goal: To maintain or improve the quality of life of participants and their households by (1) providing opportunities for Native American elders to interact with their peers, (2) assisting elders in finding resources to meet their needs, and (3) offering them opportunities for cultural, educational, and spiritual growth. This is accomplished, in part, with assistance from Department on Aging human service worker (HSW) who visits the site at least once a month.

Objective #1: To identify isolated and/or homebound Native American elders with economic, health or social needs and to assist them in accessing available resources.

The van driver often notices when members are no longer attending and in need of enhanced community resources. Dating back to 2017, home visits are no longer provided by ICE staff based on reduced staffing levels. ICE currently has two Senior Companions from the Social Development Commission. One of these individuals can be suggested to individuals in need of companionship.

Objective #2: To provide weekly educational, cultural, and recreational activities for Native American elders, such as health education and screenings, birthday parties, guest speakers, bingo, arts and crafts, rummage sales, memorial ceremonies for those who have “walked on” as part of Native culture, and offsite activities.

Indian Council of the Elderly meets this objective, with activities and events adequately documented and overall satisfaction by participants.

Progress on Outcomes

The first outcome for this program is that 60% of the members will participate in a senior dining survey in 2018 provided by MCDA

36 participants which equates to 35% of participants did participate in this survey process. Responses from the assessment surveys circulated by contract staff in 2018 indicated that 92% of the members were satisfied with service received from staff for the dining program.

The second outcome for 2018 is that at least 20% of members participate in one wellness and health related program, activity, or event each month in 2018.

Based on the year to date totals completed in June the ICE Program Coordinator reported 24.5% or 25 members have participated in the weekly W.O.L.F. (Work Out, Low Fat) Program. In addition, members consistently participate in the exercise program on a monthly basis. The members continue to participate in health related clinics, screenings and programming.

Program Administration

Department on Aging staff visited both the ICE – All Nation Senior Center and the Kitchen rental location at nearby Vets Central, 3330 W. Wells Street. The site visit involved a review of fiscal policies and procedures, examination of financial and client records, and compliance with program/service guidelines and inspection of the kitchen.

Fiscal Review:

Upon detailed fiscal review, it was determined the fiscal policies, accounting records and payroll policies were in compliance with contractual agreements. Written fiscal policies were available and clear. Review of expenses, payroll and monthly fiscal reports meet the procedures suggested by the Department on Aging and are being followed. MCDA staff reviewed original source documents to verify April billings. Overall, the Indian Council of the Elderly, Inc (ICE) complies with requirements contained in program/service guidelines for both nutrition, and social services.

Reports:

ICE submits timely and accurate reports for nutrition and social service reports as required each month. The program coordinator is timely with resubmitting corrected client service reports when discrepancies were identified in services or demographics.

ICE's program coordinator worked diligently to revise outdated policies and procedures dated 2000. Fiscal Policies and Procedures were revised effective 8/13/2017. The Employee Handbook was also revised and approved by the Board of Directors on June 15, 2017. The ICE Bylaws were also revised and approved by the board on 3/8/2018.

A few issues were noted during the visit. The cook was not submitting temperature logs to MCDA on a regular basis and was asked to reinstate that practice. A monthly inventory of food is still not taken, however, based on limited storage space, it is difficult to over purchase at this time. Additionally, signage continues to be an issue at the center.

Currently it is still very challenging for visitors to find the correct building. Hopefully once they move to their new permanent location that will change. Lastly, ICE's program coordinator completes and maintains hand written financial and client records. Although the agency has a contracted bookkeeper that provides oversight and electronic copies of financial reports, MCDA would like to see the program coordinator advance to recording agency reports/data electronically, however, there is little or no support staff to initiate this process.

Recommendations from Previous Assessment

Recommendation # 1

Maintain a labeling and dating system for all foods stored both in the kitchen and senior center. Take and record inventory on a monthly basis to keep food costs in line and food at the highest level of quality at service.

Not Completed on a regular basis

Recommendation #2

ICE program coordinator will create visible temporary signage for building's west and south side entrances and main entrance door for easy location/identification of senior center/dining site. ICE's program coordinator will also provide an update/progress report to MCDA regarding ICE's Board President' permanent plan/solution for building signage.

Completed

Recommendation #3

That the ICE 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 be provided to the Department on Aging contact manager

Completed

New Recommendations

Recommendation # 1

ICE will submit temperature logs for refrigerators and freezers to MCDA with each months billing records.

Person(s) Responsible: Jone Stromberg and Gwen Williams

Completion by: Ongoing throughout 2018

Recommendation # 2

That the ICE 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 be provided to the Department on Aging contact manager

Person(s) Responsible: Jone Stromberg

Completion by: December 31, 2018

