

**Service Provider Assessment  
Narrative**

**Program Name:** Programs in United Community Center Senior Center

**Program Vendor:** United Community Center

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

<b>2018 Contract Award:</b>	\$ 77,189	Senior Center
	\$ 129,000	Transportation
	\$ 28,000	Nutrition Site Supervision
	<u>\$ 139,000</u>	Catering
	\$ 373,189	Total Award Amount

<b>Total Non-Federal Match:</b>	\$ 8,576	Senior Center
	\$ 19,136	Transportation
	\$ 7,074	Nutrition Site Supervision
	<u>\$ 00000</u>	Catering
	\$ 34,786	Total

<b>Total Other Resources:</b>	\$ 158,632	Senior Center
	\$ 64,955	Transportation
	\$ 33,779	Nutrition Site Supervision
	\$ 00	Catering
	\$ 257,366	Total

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

**Site Visit:** Yes

**Number of Clients Served:** 308 to date

**Description of Program/Service**

Located adjacent to their two independent living facilities is the center fulfilling much needed programming and services for Hispanic and neighborhood Elders. The senior center continues to provide recreational and socialization opportunities to older adults and host a meal site serving weekly Hispanic meals. The senior center and meal site is open from 8:00 am until 4:00 pm on weekdays. On Saturdays and Sundays the center is open as a meal site only, from 9:00 am to 1:00 pm. There is no weekend senior center programming but some seniors like to play a game of table cards, dominoes or pool before or after their meal.

United Community Center provides nutrition site supervision 7 days per week except for major holidays within the senior center. These services include the daily management of the meal program and the oversight of the quality and quantity of meals delivered by Café el Sol. The caterer, Café el Sol is also operated by UCC and provides Hispanic style meals the majority of the week. Some other dishes are

also provided to increase menu variety along with compliance to the meal pattern set forth by the state dietitian.

The catering service has specific guidelines to follow for the program, which includes that the menus be a collaborative effort with the staff from Café el Sol, UCC Senior Center staff and MCDA staff. The MCDA Senior Meal Program Director is responsible for approving the menus prior to execution in the production kitchen. The kitchen is licensed through the local health department.

The senior center offers transportation five days a week to the center and to other locations where seniors can enjoy a variety of recreational opportunities, such as outings to special events, clubs, dances, groceries and personal items shopping, fundraisers, conferences, visiting other seniors in their homes, hospitals or nursing homes. In addition to the senior center there is an adult day center for those seniors that require additional assistance, not funded through this contract. The staff and the volunteers are friendly and bilingual.

### **Results of Client Satisfaction Survey**

Annually, UCC's administration and staff ask senior center members to complete a client satisfaction survey for the senior center, transportation and nutrition components of this contract. The five-page survey request feedback on several program areas offered by UCC that include senior center activities/programs, transportation and senior dining. The surveys are available in both Spanish and English. At the time of this assessments, the agency had not begun this process for 2018, therefore, this will be a priority for UCC staff in the upcoming weeks.

On the other hand, participants that dine at UCC are provided the opportunity to fill out a survey that is administered at the state level. Though 2018 results are not compiled, 2017 results were very favorable. The consensus of the 99 participants that responded was that food quality was improved with 85% rating good to excellent. 72% of participants responded that this lunch meal provides ½ to 2/3 of what they consume in a day. 67% of participants felt they eat healthier as a result of this meal. 41% of participants stated that without this meal they would not have enough to eat in a given day. 59% of participants stated they were usually or always satisfied with service. Good nutrition, socializing with friends, and improving quality of life, were top reasons for attendance at this meal site.

### **Progress on Measurable Objectives and Outcomes**

Objectives listed in the agency's proposal for **Senior Center** programs in 2018 were as follows:

***Objective 1 – To create an environment of openness, friendliness and cohesiveness where everyone feels satisfied, welcomed and accepted. This will be measured by satisfaction surveys and at least 85% of the members attending the United Community Center's senior center will feel welcomed, satisfied and accepted.***

The agency identified a staff and volunteer commitment to provide hospitality that will reflect openness, friendliness and acceptance for all who attend. The effectiveness of this action will be measured on a monthly basis through reviews at staff meetings and through the member's advisory council. Staff will

also distribute yearly client satisfaction surveys (June –July) and report data to MCDA. Participants are personally greeted each morning upon arriving to a safe, sanitary and attractive building outfitted with relevant décor. A variety of daily programming, activities and services will be made available to everyone and unique Hispanic culture traditions and customs are highlighted on special occasions.

***Objective 2 – To increase participation in activities which promote general wellness and health benefits among older Hispanic adults.***

The agency director will seek out diverse health related programming as well as collaborate with other agencies, associations and companies such as hospitals, clinics, health departments, visiting nurses and podiatrists. The desired goal is at least 40% of the members will participate in at least one wellness and health-related program, activity or event in 2018. Advisory council will be consulted on a monthly basis for programming and special event ideas and center will outreach to community.

***Objective 3 – To avoid or decrease isolation among Hispanic elders, and promote capacity for independent living by participation in UCC Senior Center programs.***

Through organized outreach activities (word of mouth, agency website, press releases, church bulletins, activity calendars, presentations at low-income housing units and contacts with pastors of diverse congregations), the agency will make known the programs and services offered at the United Community Center's Senior Center. The agency will also continue ongoing volunteer recruitment and participate in information sharing programs with other agencies serving the elderly. There will also be intra agency referrals to the Senior Center from UCC Family Care, UCC Un Nuevo Amanecer (an elder depression clinic), UCC Memory Clinic, and UCC Adult Day Center. The center will offer tours and open houses with senior housing complexes in the community. The center will offer diverse activities to meet the diverse interests and needs of the center participants.

The 2018 outcomes for the **Senior Center** are as follows:

**Outcome 1**

85% of the members surveyed will feel welcomed at the center and will rate the programming and activities at the center at a four or better on a five-point scale. **Survey results were not available at the time of the assessment to report on the progress of this objective. Surveys have not yet been distributed and collected - MCDA program staff is recommending that UCC compile survey data and provide a report to MCDA by September, 30 2018.**

**Outcome 2**

At least 40% of the members will participate in one wellness and health related program, activity, and/or event in 2018. **This outcome has been exceeded. For the current contract year, to date, 72% of UCC's senior center members have participated in a health and wellness related program/activity. UCC does an excellent job of partnering with organizations across Milwaukee County to offer senior center members a variety of health and wellness related programming. Based on the agency's monthly activity calendar, health and wellness activities and programs are offered daily along with special events scheduled throughout the month.**

### **Outcome 3**

By December 31, 2018, the membership will increase a minimum of 3% over 2017. **Agency is on track to exceed outcome with a steady increase annually.**

Objectives listed in the agency's proposal for **Group Transportation Services** in 2018 were as follows:

***Objective 1 – To provide 1,300 one-way trips per month for seniors to attend the UCC Senior Center and the Adult Day Center***

The agency will meet this objective by providing transportation services on a daily basis, Monday-Friday (excluding official holidays) beginning the first week of January continuing through the last week of December. The Agency will make available 6 buses and 6 drivers to provide group transportation services to UCC for the Nutrition Site and Senior Center, weekdays between the hours of 6:30 A.M. and 5:30 P.M. Agency Drivers will meet orientation, training and licensing requirements and buses will meet scheduled maintenance and inspection guidelines.

***Objective 2 – To provide consistent, quality and safe transportation for elder residents of Milwaukee County served by the transportation program.***

Once a year quality and effectiveness of the service will be measured with a survey focusing on the following factors:

\*Timeliness, \*Driver Courtesy, \*Cleanliness of the vehicles, \*Safety, \*Problem resolutions and \*Communication. This survey has not been completed yet

The 2018 outcomes for **Group Transportation Services** are as follows:

### **Outcome 1**

By December 31, 2018, the number of one-way trips will be maintained at 1,300 one way trips per month.

### **Outcome 2**

At least 85% of the members will rate the service at a four or better on a five-point scale

Objectives listed in the agency's proposal for **Nutrition Site Supervision Services** in 2018 were as follows:

***Objective 1 – To provide hot nutritious noon meals in a community setting to eligible older adults to improve their health and nutritional status, in addition, to provide the opportunity for social, educational and informational activities.***

UCC will provide Nutrition Site Supervision for the UCC Senior Center meal program to ensure the quality and quantity of meals and the sanitary conditions of the serving equipment.

***Objective 2 – To measure the nutritional knowledge and attitudes of nutritional education and information.***

The effectiveness of presentations will be evaluated with a pre and post test to see if they learned something new. Presenters include UW Extension educators, UCC professional staff, etc.

The 2018 outcomes for **Nutrition Site Services** are as follows:

**Outcome 1**

To serve over 100 meals per weekday per week, and an average of 20 meals per weekend day which they exceed.

**Outcome 2**

At least 65% of the members will identify that they learned something new after presentations

**With the exception of distributing a survey that covers all the areas, other outcomes reported by United Community Center during 2018 are being met. The number and type of social activities, transportation reports, attendance statistics and meals served provided by UCC measure this outcome. MCDA is will waiting for survey results.**

**Program Administration**

**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.

**Reports:** United Community Center's monthly reports for the senior center and transportation services are received on a monthly basis and are generally accurate. Agency has worked hard and resubmitted corrected client service reports when discrepancies were identified in services or demographics.

**Kitchen Inspection:** Food licenses were current for both the production and serving kitchen. Food handling and storage practices in the kitchen were in compliance. On the other hand, temperature records of the cooler, freezer and dishmachine were not completed. It was also noted that there was no sanitizing solution set up for ongoing sanitizing of surfaces throughout the day.

## **Recommendation(s) from Previous Assessments**

### **Recommendation # 1**

UCC staff will provide MCDA outcome related statistics for the nutrition program for the current year.

**Completed**

### **Recommendation # 2**

That the UCC conduct an in depth analysis of the weekend dining program to see if it is feasibly sound to continue providing this service, verses applying this funding to the weekday meal program knowing outreach initiatives have been reduced due to limited funding for the weekdays.

**Completed. Report attached**

### **Recommendation # 3**

That the UCC Nutrition Site Supervisor provide a Bulletin Board solely for the purpose of posting all Nutrition Program related documents required by both the State and MCDA. Postings are to include monthly menu, holiday closures, nutrition council meeting dates, weather emergency, funding data, suggested donation poster and any time sensitive bulletins agency is asked to post for participants from MCDA.

**Completed**

### **Recommendation #4**

That the 2016 Program Assessment be reviewed by Board of Directors and acknowledged in the minutes of a regularly scheduled Board of Directors meeting and a copy of those minutes shall be provided to the Department on Aging Program Coordinator.

**Completed**

**Summary and Recommendations**

The United Community Center is a private non-profit, community based organization dedicated to serving Hispanics and Milwaukee's near south side. Since 1976, the United Community Center Senior Center has been a vital resource for Milwaukee's older adult population working to improve the quality of life for over 3000 elderly within Milwaukee County. United Community Center is meeting and/or exceeding the scope of the majority of services.

Customer satisfaction is key to administering any program. That being said, UCC needs to initiate their customer satisfaction survey for the year 2018, so that results can be reported back to MCDA by the end of the Fiscal Federal Year.

The number of meals being served to participants at this location continues to increase. At current levels of service, it is expected that UCC will exceed 2017 levels by about 12% and reach 30,000 units of service by year end. The current level of funding is sufficient to provide 27,800 meals in 2018.

The Transportation program is very cost effective, with each one way ride estimated at \$8.26, considerably lower than rides provided through our Transit Express contract at the rate of \$12.50 each way.

**Recommendation #1:**

That the Café el Sol Site Supervisor, be compliant recording food and equipment temperatures on a daily basis, with copies of these records provided to MCDA with the monthly reports.

**Person Responsible:** Hector Hernandez

**Completion Date:** Ongoing through the remainder of the year commencing with July 2018

**Recommendation #2:**

UCC is to distribute their agency survey to participants in order to assess and compile customer satisfaction results for the services utilized by participants.

**Person Responsible:** Hector Hernandez

**Completion Date:** September 30, 2018

**Recommendation #3:**

That the 2018 Program Assessment to be reviewed by Board of Directors and acknowledged in the minutes of a regularly scheduled Board of Directors meeting with a copy of those minutes provided to the Department on Aging Program Coordinator.

**Completion Date:** December 31, 2018.

