

Moderator: Dr. Janet Reilly, UW Green Bay Nursing Professor

Timekeeper: Judy Hein

Minutes by: Sue Ann Goedderz (edited by Dr. Reilly)

Meeting began at 5:58 PM, with about forty community members in attendance, most of whom signed an attendance sheet. Dr. Reilly introduced herself and explained her current role as a member of the Waupaca County Nutrition Advisory Council (NAC).

Problem Statement: At the August 6, 2018 meeting of the Waupaca County NAC, it was announced by Leah Klein, Waupaca County Aging and Disability Resource Unit Manager, that the Manawa Senior Nutrition Site would close its congregate site due to four reasons below, with plans to continue home delivered meals in a yet undetermined process:

1. \$160,000 deficit for entire program in county funding
2. Inadequate current site due to deficits at Town of Little Wolf Town Hall
3. No permanent site manager, since the previous manager left the position in December 2017
4. Low congregate meal attendance, though Weyauwega numbers were slightly lower.

Minutes from this NAC meeting (available at:

<http://www.co.waupaca.wi.us/County%20Clerk/Minutes/Health%20&%20HUMAN%20Svc/08-16-2018%20NAC%20Draft.pdf>) noted Dr. Reilly’s “grave concern about the lack of community involvement” in the fate of the

Manawa meal site and decision process for its closure. Dr. Reilly was encouraged to have representatives of the Manawa community attend the Commission on Aging (COA) meeting scheduled for August 23, 2018, during which the motion to close the congregate meal site would be made and a vote would be taken. The COA meeting was cancelled and rescheduled for August 30, 2018, at which about six Manawa stakeholders attended and voiced concerns. The COA members did not make a motion to close the Manawa site and instead offered the Manawa Community thirty days to brainstorm options and solutions. (The COA meeting minutes were not yet on the website as of today, but can be found at:

http://www.co.waupaca.wi.us/departments/government_departments/count

[y_board/agendas_and_minutes.php](#) [click on "Committee on Aging" and "2018" minutes.]) Interested stakeholders from Manawa were encouraged at the COA meeting to attend the Waupaca County Department of Health and Human Services (DHHS) subcommittee meeting on September 6, 2018 to further understand the budget process.

Leah Klein, Aging and Disability Resources Unit Manager from Waupaca County Human Services, was introduced and offered handouts of the organizational structure (Waupaca County Nutrition Program Information & Data, attached) and meal site management of the Waupaca County Nutrition Program and attendance data (Nutrition Site Congregate Dining Participation, 2017 through June 2018, attached) & costs (Program Financials 2017 and 1/2018 – 6/2018, also attached). Ms. Klein apologized to the group for the lack of open communication with and not involving the Manawa community on the process, program needs, and planned closure.

Ms. Klein reported that due to the Manawa citizens who attended and raised objections to the Manawa meal site closure and process at the Waupaca County Department of Health and Human Services (DHHS) meeting held September 6th, Manawa's meal site has been returned to the budget for 2019. That revised budget is due to be reviewed at a September 26, 2018 meeting of the Waupaca County Finance Committee and then will be up for approval at the full Waupaca County Board Meeting to be held October.

Ms. Klein also stated the Little Wolf Town Hall, the current Manawa congregate meal site has five issues:

1. A working commercial dishwasher or three-tub sink is needed
2. An electrical short noticed on several occasions
3. No private office space available to site manager
4. No evidence of vermin or pests has been noticed
5. The site location is somewhat out of town.

Ms. Klein confirmed that the current Manawa meal site, the Town of Little Wolf, had not been contacted regarding concerns for the building, nor the decision to close the meal site. Jackie Beyer, from the Town of Little Wolf, stated that the electrical problem was fixed after a different party had relayed the issue to the Town of Little Wolf Council, and wants the nutrition

program to continue to use the building, reiterating that they cannot fix issues of which they are not made aware. The previous Manawa Meal Site Manager, Mona Golla-Kolossa, noted that the dishwasher has been out of service for quite some time and is owned by the Waupaca County. She stated that before she left the meal site manager position in December 2017, repairman had checked the dishwasher and reported that it was unrepairable, due to the difficulty in locating needed parts. Leah Klein stated Waupaca County has not made attempts to replace the dishwasher, despite with funds being available from their capital expenditures budget.

“Questions and Answer” session noted the following:

Manawa Mayor John Smith stated that it appears that Waupaca County is closing services needed by people who need them the most. Recent closings of Lakeview Manor and Waupaca County Industries followed by this recent development creates a concerning direction for our county. Funds instead are being directed to complete the underfunded courthouse construction/renovation and put into the general fund for items such as a \$24+million highway garage.

Pat Craig, Waupaca County Board Member, stated Lakeview Manor was run as its own entity, and not part of DHHS and the money from it was to be was put back into capital projects as required.

Former Site Manager, Mona Golla-Kolosso told the group of the harassment she received from the Aging Program Supervisor until she was forced to resign. She reiterated the fact that there were no problems with the site until the County chose not to replace the dishwasher, when it could not be fixed, and have since targeted it for closure. It was noted by the group that the presence of a permanent meal site manager, who encourages activities and participation, which Manawa has been without for the past nine months.

Ms. Klein explained that the county had not attempted to fill the open Manawa site manager position, as the Aging Program Supervisor was awaiting a new budget before proceeding with any replacements or solutions. The daily Manawa meal site management has been through a meal site manager, hired as a limited term employee, who rotates to the

various sites, as needed. Ms. Klein continued to explain that this person, Diane, took another position recently, leaving the Manawa meal site daily management to either Leah Klein or Melissa Anderson, the Aging Program Supervisor. Due to conflicting obligations with their county roles, neither Leah nor Melissa were always available, so the Manawa meal site was closed and meals to homes were not delivered for six days in September 2018. Several citizens related concern and experiences of the site being closed, with three days of closure this week alone, and how frozen meals, offered as replacements for home-bound elderly, are often refused.

Citizens voiced concerns that it appears, from all evidence and lack of communications, that this site alone was targeted for closure by the County, without involving the community or the Nutrition Advisory Council.

The high costs of meals to the county reviewed in the data and handouts provided by Ms. Klein were a concern to some attendees, as well as the misconception that the Senior Nutrition Program is only for poor people in need. The current Manawa Community Living Center (nursing home and assisted living) owner, Phillip Castleberg, sent word that they currently feed their residents three meals a day, which meet or exceed the Waupaca County Nutrition Program regulations, for approximately \$8/day. Citizens in attendance noted that this amount was at odds with the 2017 Waupaca County Congregate Meal Actual Cost of \$10.97/day and Home Delivered Cost of \$7.71/day, per the data provided to the group by Ms. Klein. Ms. Klein stated the difficulty in obtaining vendors interested in bidding for meals in the seven county sites and that current contracts for 2019 meals are complete, but could be voided with 30 day notice.

Proposing Solutions:

Discussion was held to brainstorm solutions in the short term for the Manawa meal site and long term, for all Waupaca County meal sites, cognizant of the need to still cut \$160,000 in the Senior Meal Program budget for 2019.

Immediate Need for a Manawa Site Manager:

Ms. Klein has previously stated it was difficult to fill meal site manager positions, due to the limited hours of employment in the middle of each day.

Judy Hein gave to Ms. Klein the names of four interested parties who want to apply for the Manawa meal site manager position. Two additional people at the meeting identified interest in this position to the group. Ms. Klein stated the county just closed a search for a replacement of the meal site manager who floated between sites as needed, and that when filled, this position would again help to cover Manawa meal site. Ms. Klein explained that new positions must be posted for ten days before interviews can be held, and there are no current plans to post a permanent replacement for a Manawa Site Manager. Ms. Klein will keep us informed with updates related to this.

Meal Site Options:

Knowing that electrical issue was fixed, Ms. Klein stated that were no other issues for the township or current meal site at this time, but the dishwasher/sink issue at the Little wolf Town Hall would have to be addressed by the County. Ms. Klein will keep us informed with updates related to this.

Other site possibilities were generated and discussed including:

- *Waupaca County Industries.* Currently vacant and owned by Waupaca County, which has a full kitchen, and could serve as a central meal prep site from which all home delivered meals could be distributed, as well as a congregate site centrally located in the county for all seniors in the county.
- *Manawa Community Living Center.* They have been contacted and are currently renovating, adding an additional wing for residents.
- *Sacred Heart Catholic Church religious education building.* This has a full kitchen, but would need a dishwasher.
- *Masonic Temple* on the north side of Manawa.
- *Manawa School District.* Manawa School District Administrator, Dr. Melanie Oppor, stated the school kitchen and dining areas could be used. She stated the kitchens would have to be reviewed to see that they could meet requirements and staffing needs. The group discussed the importance of and benefits for both children and elderly in interacting and being together.

Future Meal Site Ideas:

- The group discussed a **single, centrally located site (like Manawa) for meal preparation and congregate dining for all sites in Waupaca County**, as one cost-saving option for the future Waupaca County Nutrition Program. People in attendance voiced concern that such a change also would need to accommodate the unique needs of residents in the rural communities of the county.
- A **restaurant model** (seniors eating daily meals at a local restaurant for a reduced cost) currently serving breakfast in Portage County to seniors, was described as another option by Jan Lehrer, a Waupaca County Board Supervisor. To meet more of the nutritional needs of seniors, the group voiced the opinion that lunch, rather than breakfast, was preferred, should this model be accepted.
- Discussion of **cutting meals to every Waupaca County Congregate site 1-2 days** in the middle of the week was yet another option offered to reduce costs and meet the budget cuts that was supported by the data given in the handouts.

The discussion moved to how the Nutrition Advisory Council (NAC) currently functions, and how to avoid future miscommunication between Waupaca County decision makers and the voice of its residents. Leah Klein reported that with recent changes in staff, no bylaws (which guide the creation of community advisory meeting agendas and opportunities on which issues to advise) were available. She stated she is working with the Waupaca County attorney to create new bylaws, which would allow the community better input to county advisory meeting agendas and issues.

Conclusion:

Citizens expressed concern that senior citizens of Waupaca County were losing services desperately needed. One senior resident stated he "paid taxes his entire life" and now had felt left out of services. Open communication between citizens and Waupaca County employees and Waupaca County Board members was encouraged as vital to ensure that the needs of ALL seniors of this county are addressed.

Next steps:

- Those in attendance were encouraged to attend upcoming Commission on Aging and Waupaca County DHHS and Board meetings, so that their voices and concerns are heard.

- Leah Klein agreed to follow-up with Dr. Reilly on items underlined above, who will inform the community and those in attendance tonight.
- A follow-up Community Input meeting will be held in the near future.

Minutes of this 9/18/18 Community Input meeting and further information will be available at:

1. Manawa School District Website under the OUR COMMUNITY at: <https://www.manawaschools.org/community/>
2. Manawa Sturm Memorial Public Library in Blue Folder
3. Manawa City Hall in Blue Folder
4. After the meeting, Debbie Seeger Sarna offered to post these items on the "What's happening in Manawa" Facebook page
5. Dr. Reilly will forward these minutes to Leah Klein and request a copy be submitted to the Commission on Aging members before their next meeting on October 1, 2018.

The meeting adjourned at 7:22 PM, with a follow-up community meeting to be scheduled.

Leah Klein forwarded the upcoming meeting dates below, which will continue to discuss the Manawa meal site and future budget cuts for the Senior Nutrition Program. Interested members of the community are encouraged to attend and provide their input.

Upcoming Meeting Schedule:

- Wednesday September 26th – 9:00am – Waupaca County Courthouse Boardroom – Waupaca County Finance Committee
- Monday October 1st – 10:00am - Waupaca County Courthouse Basement Room LL43 – Committee on Aging
- Tuesday October 30th – 10:00am – Waupaca County Courthouse Boardroom – Waupaca County Board of Supervisors Meeting (Reading of the 2019 County Budget)

- Tuesday November 13th – 9:00am – Waupaca County Courthouse Boardroom – Waupaca County Board of Supervisors Meeting (2019 Proposed Budget – Public Hearing)
- Thursday November 15th – 1:30pm – Weyauwega Nutrition Site – Nutrition Advisory Council
- Tuesday November 27th – 10:00am – Waupaca County Courthouse Boardroom – Waupaca County Committee on Aging*
- Tuesday December 18th – 9:00am – Waupaca County Courthouse Boardroom – Waupaca County Board of Supervisors (regular meeting)

*Pending Room Reservation Confirmation – may be in basement room LL43 if Boardroom is taken