

These minutes are considered draft until approved by the DHHS Board.

WCDHHS Board Meeting Minutes

January 8, 2020

Waupaca County Courthouse

Room 1068

Waupaca, WI 54981

Board Members Present: Sue Golding, Pat Craig, Dave Neumann, Dave Johnson, Jody Muck, Jan Lehrer, Dr. Steven Goedderz, Judi Olson

Board Members Excused: Gerald Murphy

Staff Present: Chuck Price, Shannon Braden, Erica Becker, Leah Klein

Others Present: None

The meeting of the Health and Human Services Board was called to order at 5:00 pm by Vice Chair Dave Neumann.

Motion by Craig, second by Johnson, to approve agenda. Motion carried.

Motion by Lehrer, second by Golding to approve the minutes from December 11, 2019 with the correction of "Nutrition Advisory Council of Portage County" in point 5. Board Member Reports of Meetings Attended. Motion Carried, without negative vote.

Public Comment: None

1. General Board Business

- a. Parents Supporting Parents Grant – Update: Deputy Director Braden will email an electronic copy of the Grant award letter to Board members. Overview provided to Board members regarding the 3-year Grant's purpose and scope. Deputy Director Braden noted that the Grant will focus on parents that have successfully navigated the Child Welfare system supporting parents who are currently navigating the Child Welfare system. A kick-off meeting was held for Grant recipients, Jefferson, Waupaca, and Door counties, in December 2019. Deputy Director Braden notified Board Members that an in-person training in Fall 2020 will be required. Year one of the grant will focus on planning, year two will be implementing the Grant's program, year three will focus on sustainability. A part-time Supervisor position will be required to oversee the Grant's progress and DHHS will work with Human Resources to begin position development and recruitment in early March-April 2020.
- b. Nutrition Program Report: Monthly nutrition program participant report was disseminated. Clarification was requested by Craig and Golding regarding the participant-to-volunteer meal ratios listed on the monthly nutrition program participant report. Leah Klein provided clarification noting the State's request for specific reporting needs. Deputy Director Braden updated the Board that the Manawa Nutrition Site has been closed with the Department's belongings removed. Nutrition program staff have been successful in partnering with volunteer meal deliverers, City of Manawa, and

Manawa Steakhouse for pick-up and drop-off of pre-packaged meals. Deputy Director Braden noted that the Voucher program application for the Manawa service area is being finalized by the Department and will be soon submitted to committees, the Board, and Department of Health Services for review and approval. Deputy Director Braden notified the Board of advisement from Corporation Counsel's office regarding RFP19-011-22 Elderly Nutrition Program Home Delivered Meal Catering. Director Price stated a special meeting of the Board is being considered to address the recommendations from Corporation Counsel. Dr. Goedderz requested clarification on the closure announcement of Iola Living Assistance Skilled Nursing Facility and its possible impact to the nutrition program service area of Iola. Leah Klein clarified that the nutrition program's services are supplied by Living Oaks, the assisted living facility in Iola.

2. Finance

- a. Income Statement Overview: Erica Becker reviewed the originally projected \$251,000 loss for the overall DHHS budget in 2019. 2019 revenues and expenses are still coming in and Erica Becker is confident that DHHS will still end with an overall loss for 2019. Erica Becker prepared the Board for next month's report that will show a significant loss due to Fiscal Services Unit staff vacancies and Erica's upcoming leave. Craig recommended a change to the income statement provided to the Board citing the information included in the income statement that was not needed for Board review. Erica stated that she could provide a one-page narrative explaining a simplified income statement that includes expenses, revenues, and year-to-date budget.
- b. Payment Register/Approve Bills: Clarification was requested regarding the acronym, "MBM", Erica Becker clarified "Modern Business Machines" was a copier lease. Clarification was requested regarding payments to City of Marion and City of Clintonville, Erica Becker clarified that both payments were for space rental for the Congregate Dining nutrition program. Vice Chair Neumann clarified that the Payment Register provided to the Board were for payments already made. Motion by Lehrer, second by Craig to approve bills. Motion carried, without negative vote.
- c. Approve 2020 Billing Rates: Erica Becker reported that no changes will be requested for 2020 billing rates in the areas of 85.21 Volunteer Driver Transportation Program, Sanitarian, and Operating While Intoxicated Assessments. Changes in Public Health services were reviewed as approved by the Board which allows DHHS to change some clinic rates in 2020. DHHS is requesting that for those clinic services, DHHS return to the 2018 rates that were previously approved by the Board. A change to the home delivered meal per-meal cost for other counties and Managed Care Organizations has a requested increase for 2020. Motion by Craig, second by Lehrer to approve 2020 Billing Rates. Motion Carried, without negative vote.

3. Personnel

- a. Employee Updates/Resignations/Retirements/Recruitments:
Retirements/Resignations: One retirement was noted, Lana Draeger, Administrative Services Manager, retired after over 36 years of dedicated service. Her presence and knowledge will be missed by the Department and the County. One resignation was noted, Sonda Koplien, Economic Support Specialist. Director Price will email an electronic copy of the retirement

certificate presented to Lana. Motion by Craig, second by Johnson to accept the retirement of Lana Draeger and the resignation of Sonda Kopljen. Motion passed, without negative vote.

Employee Updates/Recruitments: Director Price noted that for several months discussions have been occurring regarding the clerical responsibilities of the Department and the need for restructuring. Director Price noted the move of Kathy Kent, from full-time Program Assistant in the Clerical Unit to Comprehensive Community Supports Technician in the Fiscal Services Unit. Director Price noted the move of part-time Receptionist Ashleigh Ferg in the Clerical Unit to Public Health Secretary in the Public Health Unit. Director Price stated that a full-time DHHS Receptionist will be posted along with a full-time Program Assistant for the Clerical Unit. Director Price stated that an updated job description has been provided to Human Resource for consideration and review by Carlson Dettmann Consulting for the position vacated by Lana Draeger. Dr. Goedderz commented on the provision of two-week notice and recommended that the Department consider offering an incentive for staff providing greater notice than two-weeks.

4. Director's Report

- a. Follow Up to Previous Month's Meeting, General Department Update: Director Price provided a handout highlighting the updates of the Department including dates and activities of special note and DHHS Goals for 2020. Director Price commented on the Department's ongoing involvement in the Unsystem Innovation Cohort with Alia and the Department's desire to authentically engage with those we serve and community partners. Director Price stated that in an effort to provide greater inclusion of client voices in the direction of the Department, a service recipient advisory group is being discussed. Director Price stated that authentic engagement will be pursued between DHHS staff and noted a desire for the Board and DHHS Management team to gather in Spring 2020 for a get-to-know you and program overview session. Deputy Director Braden provided comment on the Department's increased risk tolerance noting furthering the understanding of what risk is and clarifying the goals of Department programs where risk is averted. Director Price commented on an internal initiative to recognize the good work DHHS staff do. Director Price handed out samples of 'High Five Friday.'
 - b. Alternative Care Report: An update is unavailable at this time. Follow-up will be provided at the next meeting.
 - c. Mental Health Report: The report was reviewed.
5. Board Member Reports of Meetings Attended and General Correspondence: Lehrer reported that she was appointed to the Wisconsin County Mutual Insurance Corporation group that discusses workman's compensation. Lehrer and Golding will be attending a Newly Elected Officials seminar in Stevens Point, WI on January 13, 2020. Lehrer attended a recent Township of Wyoming meeting and learned about that township's needs.
6. Adjourn: Motion by Lehrer, second by Muck to adjourn at 6:20 pm. Motion carried, without negative vote. Next regularly scheduled meeting is February 5, 2020.

Submitted by,

Leah Klein
Aging & Disability Resource Unit Manager

Approved by,

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WCDHHS Board Meeting Minutes

January 21, 2020

Waupaca County Courthouse

Room 1068

Waupaca, WI 54981

Board Members Present: Jerry Murphy, Sue Golding, Pat Craig, Dave Neumann, Dave Johnson, Jan Lehrer, Judi Olson

Board Members Excused: Dr. Steven Goedderz and Jody Muck

Staff Present: Chuck Price, Shannon Braden, Leah Klein, Corporation Counsel Diane Meulemans

Others Present: Mary Kay Poehlman

The meeting of the Health and Human Services Board was called to order at 10:31 pm by Chairperson Jerry Murphy.

Motion by Golding, second by Lehrer, to approve agenda. Motion carried.

Public Comment: Larry Schueller of Schueller's Great ExSPECHTations commented on his involvement as a caterer vendor with the Nutrition Program. Schueller stated that his business is ready to fulfill the pre-packaged meal needs of the entire service area included in Schueller's Great ExSPECHTation's bid. Schueller indicated his up-front investment of \$9,000 in supplies and equipment.

1. General Board Business

a. Nutrition Program – 2019 Request for Proposal (RFP) Update

- i. Contracts with Successful Vendors not Yet Executed: Deputy Director Braden explained the barriers that prevented successfully executed contracts with caterer vendors including, equipment and supply needs, staffing vacancies, and concerns regarding the transportation, pick-up and drop-off of pre-packaged meals. Steve & Mary's Main Street Café vendor has indicated verbally to Department staff that they will require assistance with the upfront cost of pre-packaging meals. The Department is unable to negotiate that request under the current proposal and bid. Supervision of pre-packaged meal drop-off and pick-up by volunteer meal deliverers is a concern for food safety.
- ii. Discussion of Services Requested in Proposal: Deputy Director Braden and Leah Klein clarified the original requested services in the 2019 RFP as meal preparation, individual packaging, and transport to drop-off location. Klein shared that additional oversight and supervision is needed for the drop-off of packaged meals by caterers and the pick-up by volunteer meal deliverers.
- iii. Alternate Approach: Cancel 2019 RFP & Re-Cast: Director Price and Deputy Director Braden stated the request of the Department to release Steve & Mary's Main Street Café and Schueller's Great ExSPECHTations from the 2019 RFP and re-cast a new RFP to address full needs of possible vendors and address the supervision of drop-off and pick-

up of packaged meals. Motion by Johnson, second by Neumann to allow for reconsideration of the 2019 RFP for home delivered meals. Roll call vote is as follows:

Craig: Nay

Johnson: Aye

Golding: Nay

Olson: Nay

Lehrer: Nay

Murphy: Aye

Neumann: Aye

Motion failed to carry.

No further direction provided to the Department.

2. Personnel

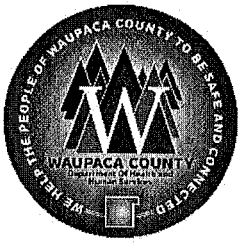
- a. Approval of Administrative Services Supervisor Re-Class: Deputy Director Braden noted the changes to the job description that warranted the re-class including the elimination of budgetary responsibilities and the reduction of the number of direct reports. Motion by Neumann, second by Johnson to approve the reclassification of the Administrative Services Supervisor position. Motion carried, without a negative vote.

3. Adjourn: Motion by Lehrer, second by Golding to adjourn at 12:10pm. Motion carried. Next regularly scheduled meeting is February 5, 2020.

Submitted by,

Leah Klein
Aging & Disability Resource Unit Manager

Approved by,



Waupaca County Department of Health and Human Services

Chuck Price, Director

1/27/2020

Dear Waupaca County Health & Human Services Board:

I would like to request approval for two Public Health staff members to attend the Public Health Preparedness Summit that will take place March 31 – April 3, 2020 in Dallas, TX. Margo Dieck, Community Health Educator & Public Health Preparedness Coordinator, and Sarah Rhone, Public Health Nurse Supervisor, have been awarded scholarships from the WI Department of Health Services to attend this summit.

The scholarships cover all expenses associated with the conference. Staff time during the conference would be covered with our annual preparedness grant funds.

We have been fortunate to send a variety of staff to this summit over the years and this is another important opportunity to provide essential training and professional development to our staff that respond to public health emergencies.

More details about the summit can be found at <http://www.preparednesssummit.org/home>.

Thank you for your consideration.

Sincerely,

Jed Wohlt
Public Health Officer



Request for Voucher Program Approval Form

A nutrition program may develop a program for issuing vouchers or coupons which are redeemable for meals at a restaurant, café or other food service establishment after receiving approval from the AAA and BADR. Sections XX of Chapter 8 of the *Manual of Policies and Procedures for the Wisconsin Aging Network* outline standards that must be met when implementing voucher programs.

Instructions: Please complete the form with as much detail as possible and submit to the AAA and BADR for review and approval. If more than one voucher program location is being proposed, please complete one form for each location.

County/Tribal Aging Unit and/or ADRC: Waupaca County DHHS

Nutrition Director: Melissa Anderson

Phone Number: 715-258-6358

Email: Melissa.anderson@co.waupaca.wi.us

Program Nutritionist (if different): Kristina Ingrouille

Phone Number: 715-258-6392

Email: Kristina.ingrouille@co.waupaca.wi.us

Nutrition Program Resources

1. How many hours per week does the **nutrition director** dedicate to administering the nutrition program? (a full-time nutrition director is required, Section 8.2.1)
40
2. Is the nutrition director also a qualified **program nutritionist**? (services of a qualified dietitian or nutritionist are required, Section 8.2.3)
NO
3. How many hours per week does the **program nutritionist** work for the nutrition program? (at least four hours per week is required, Section 8.6.5.5.1) **4**
4. Will the **program nutritionist** work additional hours when the voucher program is being planned or implemented? If so, please explain.
Program nutritionist will assist the nutrition director in creating the menu which follows chapter 8 nutritional requirements. Program nutritionist will work necessary hours needed to ensure success of the new menu and offer additional help to the restaurant.
5. Explain why a voucher program is needed.
Waupaca County is committed to our seniors to reduce hunger promote socialization and provide a nutritious meal. Over the last five years congregate dining throughout Waupaca County has seen a decrease in over 9,000 meals. Eligible participants throughout the county including the community of Manawa are no longer interested in the traditional senior dining model. To meet the needs of participants and build participation a new model is needed. The restaurant model has proven to be effective in other areas of the state as evidenced by increased participation. The voucher program will be necessary to provide individuals with a new style of dining while able to maintain the budget.

6. Will the voucher program be implemented in a new dining center location? If so, indicate why a new dining center is needed and if the nutrition program has sufficient resources to support a new dining center.

Waupaca County currently does not have a dining site in the community of Manawa. Waupaca County DHHS Board made the decision to close the Manawa dining center as of January 1, 2020. No congregate meals were served July –December 2019. Waupaca County DHHS looked at many alternative dining options and was determined a voucher program at a local restaurant will best meet the needs of the community.

7. Will an existing dining center(s) close or reduce days of service when the voucher program is implemented? If yes, please submit a **Dining Center Closure or Days of Service Change Form** to the AAA and BADR.

Due to no congregate participation the Manawa Senior Dining Site Closed as of January 1, 2020

Food Service Establishments

1. Please complete the following information for each food service establishment that plans to participate in the voucher program:

Food Service Establishment Name: Manawa Steakhouse

Address: 960 Depot St.

City: Manawa, WI 54949

Owner/Contact Person: John Smith

Phone Number: 920-596-2811

2. Explain your process and reasons for selecting this location as a senior dining center. Is the food service establishment located in an area of the county or tribe where there are limited options available for food or nutritious meals? Are there a sufficient number of older adults in this area who could participate? Is there adequate interest from older adults in the community in this location? Include any information from surveys, focus groups, listening sessions, etc. for justification.

The city of Manawa was chosen to regenerate interest in senior dining and provide a meal at an establishment that is comfortable and easy to access. Waupaca County 2016 census reports residents age 60 and older living in Manawa are approximately 11% of the population, geographically centered in the county will make this location easily accessible not only to individuals of Manawa but throughout Waupaca county. Beginning in September 2019 the Manawa Steakhouse began offering a senior meal special to individuals age 60 and older for \$5.00 a meal. Owner John Smith has surveyed customers who have participated in the lunch special. Seniors shared the restaurant has a nice location they enjoy being able to afford to go out for lunch at a restaurant when otherwise they would not be able to afford. Seniors have shared they are eating much more than they normally do for lunch the food is fresh and delicious. Seniors have brought other family members who are younger than age 60 the individuals who were not comfortable dining at the traditional congregate site.

3. Which days and times will the food service establishment serve voucher program participants?
Wednesday, Thursday and Friday 11:30am-2:00pm

4. Is the food service establishment open to the public and eligible individuals feel welcome to attend?
Yes, restaurant is open to the public, people of all ages feel welcome in the restaurant
5. Is the food service establishment licensed and regularly inspected by the local public health department?
Please attach a copy of the most recent inspection results.
6. Does the food service establishment meet accessibility requirements (Section XX)? If not, explain the plan for meeting requirements including when requirements will be met.
Manawa Steakhouse meets requirement of Section XX
7. Does the food service establishment have appropriate parking?
Parking lots on two sides of the restaurant, handicap accessible parking.
8. Does the food service establishment have appropriate emergency preparedness procedures in place that can accommodate an older adult population? **Nutrition Director will work with restaurant to develop emergency preparedness procedure to accommodate participants of the program.**
9. Will the food service establishment allow nutrition program staff to inspect the food preparation and storage areas of the food service establishment? **Yes**
10. How many diners can the food service establishment accommodate at one time? **60 ppl**
11. Will the food service establishment also provide home delivered meals? If not, how will home delivered meals be provided to eligible participants in the area? **No the restaurant will not provide HDM. Manawa home delivered meals will be packaged by caterer in Waupaca and transported to Manawa for volunteer delivery.**

Nutrition Standards

1. Have the food service establishment staff been educated on meal standards (including meal pattern and component requirements and portion sizes)? **Yes**
2. Is the food service establishment capable of providing at least one meal that meets nutrition program standards (1/3 DRI and compliance with Dietary Guidelines for Americans)? If there are any concerns, please explain. **Yes**
3. Explain how the nutrition program and food service establishment will coordinate to create and approve menus and/or food choices available to program participants before they are offered. What will the procedure be for communicating menu changes and substitutions? **The menu will be created jointly with the owner/chef of the restaurant along with Nutrition Director and Program Dietician. Any changes to the menu will be approved by Nutrition Director and Program Dietician prior to implementation. The restaurant staff will notify Nutrition Director immediately of any last minute substitutions or changes which need to be made.**

4. How will menus and/or food choices be advertised/offered to voucher participants? **Participants will present voucher to waitstaff when first seated. Waitstaff will then present participant with voucher menu.**
5. When available, share menus that will be offered as part of the nutrition program.
Menu will be developed with restaurant after voucher program application has been accepted by DHS & GWAAR.

Nutrition Program Policies

1. How will the voucher program be advertised to eligible participants? Please share proposed outreach and informational materials. **Letters explaining the new voucher program will be mailed to participants who have previously dined at the Manawa nutrition site. Information on the voucher program will also be shared in the quarterly ADRC publication, newspaper and online.**
2. Have you shared these materials with the food service establishment for review and input?
Yes
3. Explain how the nutrition program will educate program participants on or provide them with access to other aging services offered by the aging unit. **Nutrition director during monthly visits will be checking in with participants dining at the restaurant. During these conversations information will be offered to each person regarding available resources. Restaurant will have ADRC brochures and other pertinent information on display at the restaurant.**
4. How and where will participants register for the voucher program? Where will registration materials be available to participants? Explain the process in detail and share examples of written registration materials (i.e. registration form). **Individuals will register for meal by calling or stopping by the Waupaca County ADRC. The ADRC clerk will record basic information name, address, phone number, date of birth and provide a brief overview of the voucher program. If interested in participating the individual will be mailed the registration form (congregate assessment), voucher order form, self-addressed envelope as well as a welcome letter. The welcome letter will include information about the program, donations including tip along with restaurant location and hours. After receiving the completed registration and order forms DHHS staff will print the participant's name on each voucher and mail to participant.**
5. What is the maximum number of vouchers an eligible participant can receive per month? (policy permits up to 22)
12 vouchers each month maximum. Offering to participants to choose 4, 8, or 12 vouchers
6. How long will vouchers be valid? (policy permits up to one year)
One year from date issued
7. When will updated registration materials and new vouchers be made available for participants for the upcoming year?
December 1

8. Explain how participants will receive their vouchers. Will participants receive vouchers via mail? Will they be available for pick up at the aging office? Share an example of a voucher order form and guidelines that will be shared with program participants on how to obtain vouchers.
Participants can order vouchers by calling the ADRC. ADRC clerk will mail registration and order forms to participants. Participants can also pick up registration and order forms at the ADRC directly. Vouchers and program guidelines will be mailed directly to each participant.
9. Explain how voluntary contributions will be collected from program participants.
Donations mailed to Waupaca County DHHS
10. Explain how contributions made by program participants will be kept confidential.
Confidentiality assured by mailing directly to courthouse and processed by DHHS staff
11. How will participants redeem their vouchers? Explain the process in detail, including how the food service establishment will ensure that the individual redeeming the voucher is an eligible participant and that the participant does not redeem more than one voucher per visit. Also explain how the food service establishment will track which vouchers were redeemed (by participant) and how often usage will be reported to the nutrition program.
**-Registration form and program information mailed to participant with request for voucher coupons
-Participant returns registration and order form with requested number of voucher coupons
-Voucher mailed to participant with individual's name listed on the voucher coupon
-Voucher policy/procedure will be sent along with the vouch coupons this policy/procedure will explain the rules/regulations including not redeeming more than one voucher per visit.
-Participant will come to the restaurant for a meal and will provide waitstaff with voucher coupon.
-Waitstaff will verify eligible participant by checking photo ID against name on voucher.
-Eligibility paperwork completed by DHHS prior to participant receiving voucher.
-Restaurant staff will allow one coupon per day by each individual
-Individuals will be allowed 12 vouchers a month and will be issued next month's vouchers at the end of the month each month.
-Restaurant will provide DHHS necessary paperwork on a weekly basis. This information will include a copy of the restaurant receipt with valid voucher coupon with individual's name listed on voucher.**
12. Please describe the local policy in place that addresses how misuse of vouchers by both participants and the food service establishment will be addressed. Include details about how the nutrition program will ensure that vouchers cannot be easily duplicated by participants or the food service establishment (i.e. use of a watermark) and how the nutrition program will ensure that invalid/expired vouchers are not accepted. **Attached**
13. Has the food service establishment been educated on carryout meal and leftovers policies? **Yes, and will be reviewed again one month prior to implementation.**
14. How will the food service establishment ensure that participants are aware of polices regarding carryout meals and leftovers? **The restaurant will explain to customers meals are dine in only.**

15. If participants want to order items that are not on the nutrition program menu or additional food/beverages, how will this be handled? **Extra items ordered which are not part of the meal provided by the voucher program will be at the expense of the individual. The restaurant will charge the individual for the extra items not included with the meal.**

16. How will nutrition education be provided to voucher participants? **Nutrition education will be provided to participants on a monthly basis. Waupaca County DHHS will provide brochure/printed information for nutrition education that the restaurant will share with participants when they have finished their meal.**

17. What types of transportation options will be available for older adults who cannot drive to the food service establishment for meals? **Transportation available through Waupaca county volunteer driver program.**

Payment for Meals

1. Have the nutrition program and the food service establishment agreed on a per-meal cost or reimbursement rate for each voucher redeemed? If so, what is the agreed-upon cost? **Estimated cost \$7.00/meal including tip**

2. What is included in the meal cost (i.e. food, supplies, labor, tips for waitstaff, etc.)? (tips for waitstaff must be included per policy) **Food, Supplies, Labor and tips**

3. How will the food service establishment document for the nutrition program that approved meal/food items were provided to the participant? (i.e. documented on a receipt and attached to the participant's voucher) **Food Service establishment will provide a check from the restaurant stapled to the check will be the voucher**

4. How often will the food service establishment bill the nutrition program for meals? **Weekly Invoicing**

Training

1. When will initial training be provided to food service establishment staff on:
 - Meal Standards:** One month prior to start date
 - Nutrition Program Policies (contributions, carryouts, leftovers, etc.):** one month prior to start date
 - Voucher Program Policies:** one month prior to start date
 - Food Safety for Older Adults:** one month prior to start date
 - Red Flags in Participants' Well-Being:** One month prior to start date

2. Are there other qualifications that food service staff in the establishment should have? **No**

Monitoring

1. How often will the nutrition director make monitoring visits to each participating food service establishment during the first six months of implementation? (monthly is required) **Weekly**
2. After six months of implementation, how often will the nutrition director make monitoring visits to each participating food service establishment? (quarterly is required) **1-2 visits each month**
3. Explain any other processes in place to evaluate the arrangement with the food service establishment.
Monthly random sample phone survey of participants who have dined at the restaurant.

Please share a copy of the written agreement between the nutrition program and each participating food service establishment to the AAA for review.

This information must be included in your county/tribal plan as an amendment to the current county/tribe plan and submitted to the Area Agency on Aging and the Bureau on Aging and Disability Resources for review and approval.

SIGNED: _____ **Date:** _____
(County/Tribal Nutrition Director)

Date reviewed and approved by your Governing Body: _____

Comments:

Date reviewed and approved by your Nutrition Advisory Council: 01/23/2020

Comments:

To be completed by the Area Agency on Aging Staff in your region

Reviewed by: _____ Date: _____
Comments:
<input type="checkbox"/> Approved <input type="checkbox"/> Declined
To be completed by BADR
Reviewed by: _____ Date: _____
Comments:
<input type="checkbox"/> Approved <input type="checkbox"/> Declined

Waupaca County Nutrition Program

Policy # 6

Voucher Misappropriation

The Purpose of the Waupaca County Nutrition Program Voucher Misappropriation policy is to establish a formal policy and procedure for misuse of program vouchers. Invalid/expired coupons are not allowed and will not be accepted at participating restaurants.

Statement of Philosophy

Waupaca County voucher restaurant model is available for individuals age 60 and older. Misuse of issued vouchers may result in the loss of Nutrition Program services. This policy is intended to make participants and restaurant staff know and understand how to handle situations of voucher misappropriation.

Purpose of the Nutrition Program

- To reduce hunger and food insecurity
- To promote socialization of older individuals
- To promote the health and well-being of older individuals by assisting such individuals to gain access to nutrition and other disease prevention and health promotion services to delay the onset of adverse health conditions resulting from poor nutritional health or sedentary behavior.

Restaurant Responsibilities

It is the responsibility of restaurant staff to ensure vouchers are valid. Waupaca County DHHS will not reimburse the participating restaurant for vouchers submitted which are Invalid/Expired. Waupaca County DHHS will provide training to restaurant staff on how to accept valid vouchers and prevent the misuse of vouchers. Training will include instructions on how to verify authenticity using photo identification, checking for water mark, expiration dates and how to address misuse of vouchers.

Participant Responsibilities

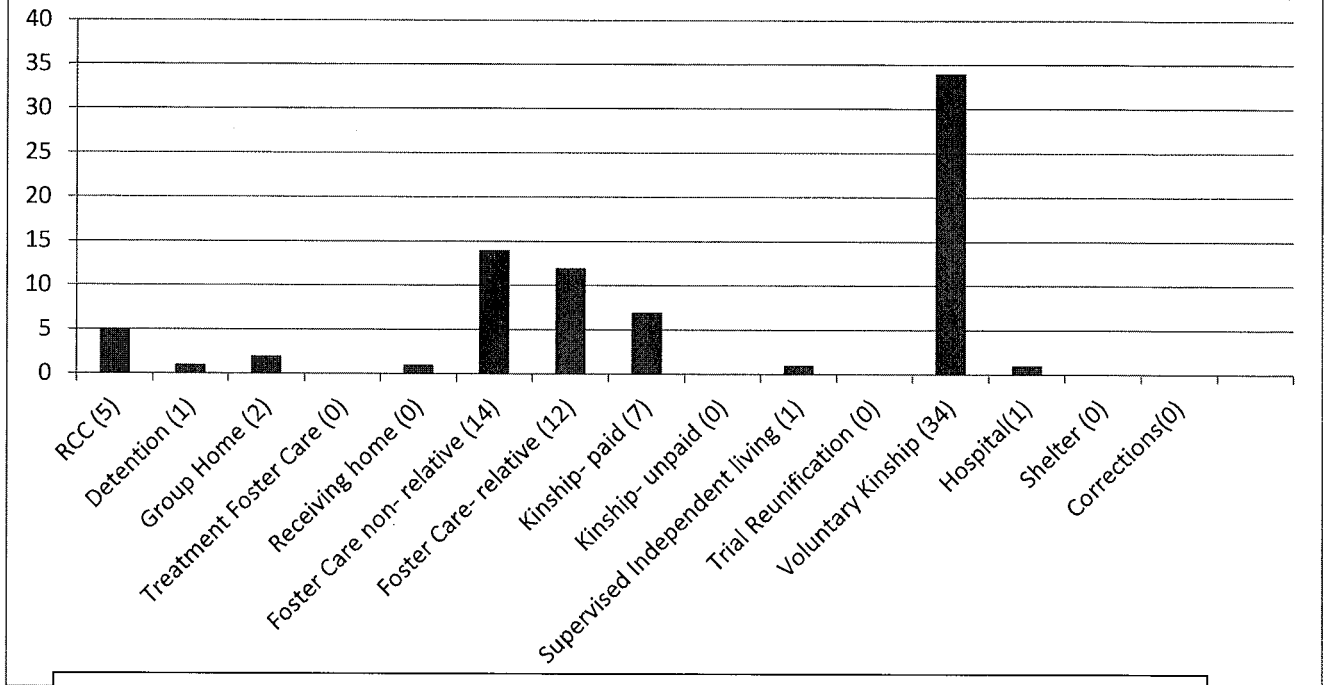
For individuals who have been found using invalid vouchers as well as multiple vouchers in the same visit the following will occur.

- 1- Restaurant staff will not accept invalid vouchers, and will require patron to pay actual meal price for meal received
- 2- Restaurant manager/owner will contact Nutrition Director of voucher misuse within two business days.
- 3- Nutrition Director will contact individual and explain program rules and requirements. Nutrition Director will mail program information, voucher order and registration form.
- 4- Second incident of misuse by the same individual restaurant owner will notify Nutrition Director within two business days to report misuse.
- 5- Nutrition Director will make contact to individual by phone regarding second incident of misuse, and explain program rules. Nutrition Director will send letter to the individual explaining the program rules and notice which states third misuse of voucher will result in ineligibility for a period of six months.
- 6- Third incident of misuse by the same individual, restaurant owner will notify Nutrition Director within two business days to report misuse.

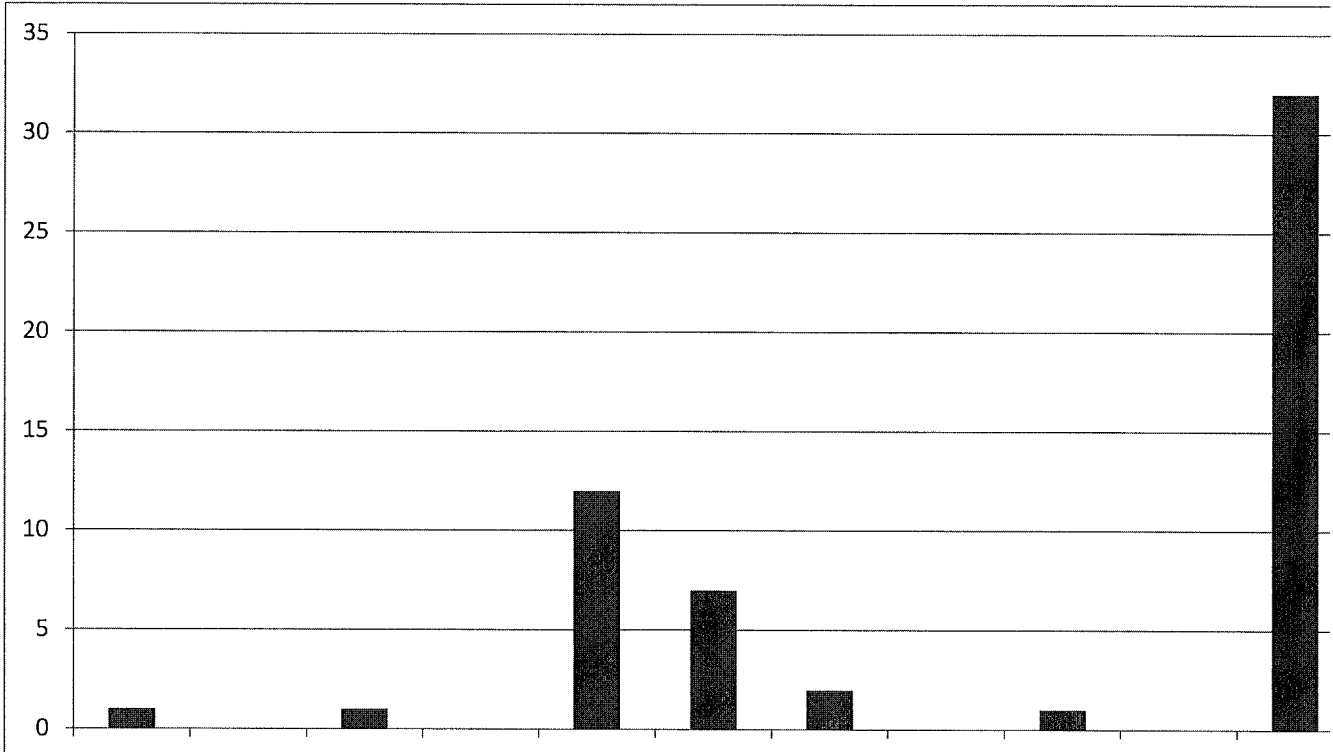
- 7- Nutrition Director will make contact with individual by phone. Nutrition director will explain three incidents of misuse does result in ineligibility from the voucher program for a period of 6 months. Nutrition Director will send letter directly to the individual explaining ineligibility with the date of when vouchers can be reinstated.
- 8- Nutrition Director will keep record of individual's name and reinstatement date; this will be tracked by the ADRU Clerk no vouchers will be issued during that time.

DRAFT

Placement location 2019 YTD

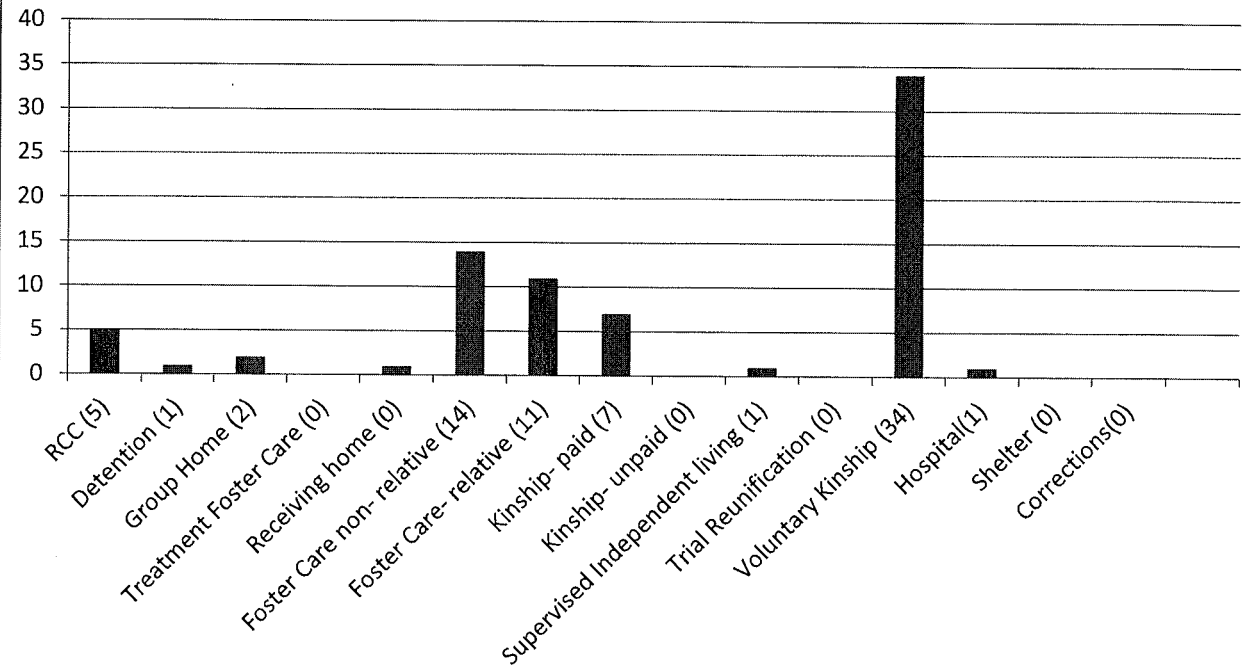


Placements as of 12/31/2019

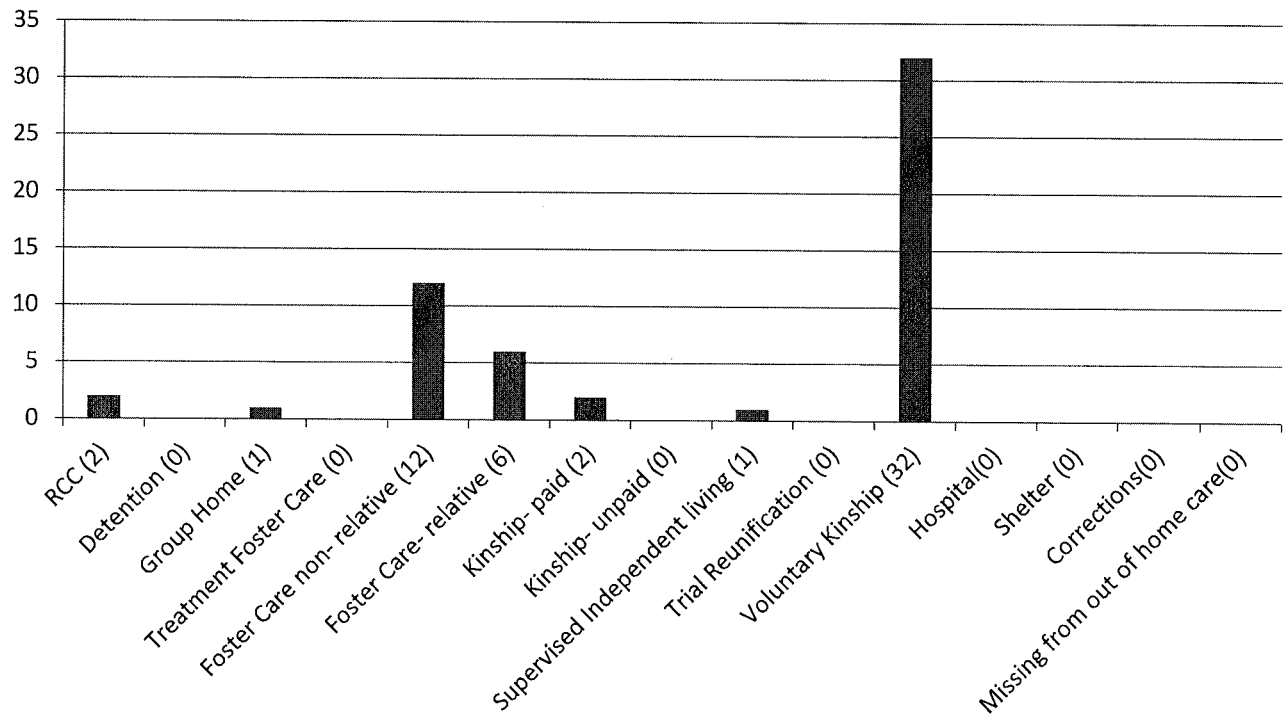


TOTAL IN CARE: 23
 New Removals: 0
 Reunifications: 1
 Aged out: 0
 Permanence through TPR/Guardianship: 0
 Percentage of children/youth in Out of Home Care contacted: 100%

Placement location 2019 YTD



Placements as of 11/30/2019



TOTAL IN CARE: 23

New Removals: 0

Reunifications: 1

Aged out: 0

Permanence through TPR/Guardianship: 0

Percentage of children/youth in Out of Home Care contacted: 100%