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September 2021

Darlene Kramer, Regional Coordinator

Statistics

In the second quarter of 2021, the Regional ADRC had 17,846 contacts with consumers in the three counties. Outagamie had 10,404 contacts; Calumet had 3,448 contacts and Waupaca had 3,994 contacts. The majority of the calls (9,614) were related to public benefits and long term care programs. The primary type of calls included: Elderly (10,032); Physical Disability (2,828); Developmental Disability (2,129); Mental Health (1,537); Alzheimer's/Irreversible Dementia (1,673); and Substance Abuse/AODA (235). The type of calls may include multiple categories.

Senior Technology Workgroup

A workgroup lead by Tom Jones, Calumet County Regional Advisory Committee Citizen Member, has provided a Senior Technology survey to 1,100 Calumet County residents through the ADRC Connect newsletter along with distribution at the Chilton, New Holstein and Brillion Public Libraries. Articles were also put in the local papers. A Survey Monkey is also on the Calumet County website. The intention of the technology survey is to determine the unmet technology needs of Calumet County residents regarding resources, education and supports. The survey may be duplicated in Outagamie and Waupaca Counties. To date 160 surveys have been completed.

Dementia Care Specialist

The Fox Valley Memory Project (FVMP) has received a three year \$997,418 federal grant from the Administration for Community Living, a division of the Department of Health Services, and the Alzheimer's Disease Program Initiative. This grant will provide funding for the FVMP to develop and implement new support services to people living with Alzheimer's disease and related dementias, care partners, and families living in the Fox Valley and surrounding rural communities. Carrie Esselman, Dementia Care Specialist for the COW counties will be a member of the 6 month strategic planning process committee.

Health and Wellness Classes

Health and Wellness classes will open the first week of September in all three counties. Volunteer Leaders and participants will be following guidelines from the Centers for Disease Control; Wisconsin Institute on Health Aging (WIHA) and county guidelines regarding COVID 19 Safety. Classes include: Aging Mastery; Tai Chi; Stepping On; Living Well with Chronic Conditions; Strong Bodies; Living Well with Chronic Pain; and Living Well with Diabetes. Volunteer Leaders and participants are ready and excited to begin attending face to face classes. Virtual options will still be available.

CALUMET COUNTY-DHHS

206 Court St.
Chilton, WI 53014
920-849-1451
www.calumetcounty.org

OUTAGAMIE COUNTY-DHHS

320 S. Walnut St.
Appleton, WI 54911
920-832-5178
www.outagamie.org

WAUPACA COUNTY-DHHS

811 Harding St.
Waupaca, WI 54981
715-258-6400
www.co.waupaca.wi.us

Waupaca County Aging Plan Summary

2022-2024

Goal #1: Individuals throughout Waupaca County will be aware of Aging Programs available and know where to reach out.

- Focus on Waupaca County communities and bring awareness to the Aging Programs offered in Waupaca County.
- Partner with community programs to educate about existing Aging Programs. Identify opportunities for Aging Programs to fill service gaps. Empower people to advocate for services that are lacking or need improvement.
- Coordinate and execute a seminar open to the public and aging network professionals to advance the understanding and knowledge of advocacy.

Goal #2: Barriers to racial equity will be addressed by translating aging program materials (forms, brochures, etc.) to Spanish to allow equitable access among minority populations of Waupaca County.

- Translate program materials such as brochures, forms, flyers, etc.
- See Title IIID program goals for information as to how other racial barriers will be addressed throughout aging plan period.

Goal #3: Title IIIC-1 programs will promote consumer choice through collecting menu and meal item input regularly from participants. Title IIIC-2 will add more consumer choice through introducing frozen entrée choices that can be ordered in lieu of that day's meal.

- Use annual menu survey to inform menu planning and enhance consumer choice and control.
- Create a "Monthly Feature" frozen entrée program for Home Delivered Meals.

Goal #4: Create and implement a transportation coordination strategy to support participants and provide accessibility to services of Title III-C.

- Determine the needs in each community by collecting data from annual survey to participants of the program.

Goals to Advance Values

Focus area: <i>Advance Values: Enhance ongoing community engagement/ Increase knowledge and skills related to advocacy.</i>		Due Date
Goal statement: Individuals throughout Waupaca County will be aware of Aging Programs available and know where to reach out.		Dec 2024
Plan for measuring overall goal success – How will you know that you have achieved the results you want? Use data. Data will be collected through Waupaca County contact tracking system TCM to determine baseline data for the year 2021 and will be assessed annually throughout the aging plan.		
Specific strategies and steps to meet your goal:	Measure (How will you know the strategies and steps have been completed?)	Due Date
Strategy 1: Focus on Waupaca County communities and bring awareness to the Aging Programs offered in Waupaca County.		Dec 2022
Action step: Update Aging Program brochures and advertisement materials such as posters and social media content to create more attention-grabbing publications.	Completion will be demonstrated when the publications are ready for distribution. Each program will have a minimum of informational publication, awareness/outreach poster, and social media post prepared.	June 2022
Action step: Publish and post the updated materials throughout the community using existing relationships such as: Buyer’s Guide publication, local newspapers, community locations, website/Facebook pages.	Completion will be demonstrated through advertisement in areas mentioned.	Dec. 2022
Action step: Translate Aging Program materials and information to Spanish. Partner with Hispanic businesses throughout Waupaca County share translated materials. (See Address Barriers to Racial Equity goal for more information)	Utilize TCM and SAMs Wellsky to measure the number of Latino contacts and participants throughout aging plan.	Ongoing 2022- 2024
Strategy 2: Partner with community programs to educate about existing Aging Programs. Identify opportunities for Aging Programs to fill service gaps. Empower people to advocate for services that are lacking or need improvement.		Dec. 2024
Action step: Develop a listing of facilities and programs that serve older adult population throughout Waupaca County, provide outreach to explain the programs and provide program materials. During those meetings, share information on unmet needs identified through the aging plan survey (baseline data from 2021).	Completion of this goal will be to connect with a minimum of two hospitals, two assisted living facilities, and two city administrators representing various areas of Waupaca County.	June 2022
Action step: Create action plan with community partners on how unmet need(s) (identified through aging plan survey) can be addressed utilizing support from Aging Programs in conjunction with support from other community programs and resources.	Measured with the completion of the action plan.	March 2023
Action step: Implement above action plan, monitor and adjust as needed.	Completion of this goal will be measured through survey results from community members’ questions specific to the areas of unmet needs identified in action plan.	Dec. 2024

Focus area: Addressing Barriers to Racial Equity		Due Date
Goal statement: Barriers to racial equity will be addressed by translating aging program materials (forms, brochures, etc.) to Spanish to allow equitable access among minority populations of Waupaca County.		Jan. 2023
Plan for measuring overall goal success – How will you know that you have achieved the results you want? Use data. This goal will be met when all program materials are translated and made available in Spanish.		
Specific strategies and steps to meet your goal:	Measure (How will you know the strategies and steps have been completed?)	Due Date
Strategy 1: Translate program materials such as brochures, forms, flyers, etc.		Jan. 2023
Action step: Identify and compile a list of program materials that should be translated.	Materials from each aging program have been identified as needing translation	Mar. 2022
Action step: Review program materials for language/imagery that may impose barriers to minority populations.	Each item has been reviewed and made ready for translation	June 2022
Action step: Work with a translator to translate materials.	All materials are translated completely	Sept. 2022
Action step: Make materials available to participants when needed.	Materials are readily available	Jan. 2023
NOTE: See Title IIID program goals for information as to how other racial barriers will be addressed throughout aging plan period.		
Annual progress notes		

Goals to Enhance Programs

Focus area: Title III-B Supportive Services		Due Date
Goal statement: Create and implement a transportation coordination strategy to support participants and provide accessibility to services of Title III-C.		Dec. 2024
Plan for measuring overall goal success – How will you know that you have achieved the results you want? Use data. SAMS Data will be used to measure the growth of participants of the title III-C program.		
Specific strategies and steps to meet your goal:	Measure (How will you know the strategies and steps have been completed?)	Due Date
Strategy 1: Determine the needs in each community by collecting data from annual survey to participants of the program.		Dec. 2022
Action step: Create and distribute survey to program participants.	Survey has been reviewed and approved by Committee on Aging	June 2022
Action step: Analyze data from completed surveys to determine the transportation needs.	# of surveys returned and survey data points	Dec. 2023
Strategy 2: Explore and connect with community partners to share transportation needs of the title III-C program and share the available resources.		Dec. 2023
Action step: Identify community partners in communities throughout Waupaca County including: Waupaca, Weyauwega/Fremont, Iola/Scandinavia, Marion, Manawa, New London, Clintonville.	At minimum one community partner in each of the communities listed has been identified.	June 2023
Action step: Share data collected from each respective community identifying the needs of program participants.		June 2023
Action step: Strategize with individual community partners in identifying their role in addressing the needs.	Create a minimum of two strategies with community partners to address the needs.	Dec. 2023
Strategy 3: Advertise transportation resources to participants of the title III-C program and share with community partners to advertise in their communities.		Dec. 2024
Action step: Creating resource materials to distribute to community partners and participants.	When informational material is provided to participants and community partners.	June 2024
Action step: Create a system to connect participant needs to available resources.	SAMS data will be used to track the number of participants in the program and track the growth.	Dec 2024
Annual progress notes		

Focus area: Title III-D Health Promotion		Due Date
Goal statement: Reduce health effects of social isolation and loneliness by identifying older adults most vulnerable, implementing evidence-based interventions and evaluating outcomes.		Dec. 2024
Plan for measuring overall goal success – How will you know that you have achieved the results you want? Use data Use baseline data from 2020 survey as a comparison for future surveys to be done throughout aging plan period. Other data such as number of workshops through different delivery options and participation trends.		
Specific strategies and steps to meet your goal:	Measure (How will you know the strategies and steps have been completed?)	Due Date
Strategy 1: Raise public awareness about the ill effects of social isolation and loneliness		Dec. 2022
Action step: Conduct social isolation and loneliness campaign through presentations and newspaper and newsletter articles	Number of presentations and articles written	
Action step: Identify and connect with community partners with same goal.	Number of contacts made, presentations, flyers handed out	
Strategy 2: Implement evidence based interventions to improve meaningful connections for older adults.		Ongoing
Action step: Expand evidence-based programming- AMP, MOM, StrongBodies, Tai Chi, Stanford Self-Management Programs	SAMS Documentation	
Action step: Offer Virtual offerings with tech support and access	SAMS Documentation	
Action step: Identify at risk people and determine referral process/interventions	Process documented	
Strategy 3: Provide access to meaningful and culturally relevant resources.		Dec. 2023
Action step: Reach out to stakeholders through presentations/meetings	Documentation of Presentations/Meetings	
Action step: Recruit leaders from differing cultural backgrounds for evidence-based programs	Number of leaders recruited	
Annual progress notes		

Focus area: Title III-E Caregiver Support		Due Date
Goal statement: Advance partnership between Waupaca County Aging Programs with Dementia Care Specialist of COW county ADRC to implement programming relevant and beneficial to caregivers of Waupaca County.		Dec. 2024
Plan for measuring overall goal success – How will you know that you have achieved the results you want? Use data. This goal's success will be measured through participation trends of programs resulting from the partnership.		
Specific strategies and steps to meet your goal:	Measure (How will you know the strategies and steps have been completed?)	Due Date
Strategy 1: Partner with DCS to support the implementation of regular Memory Café's in 3 rural communities of Waupaca County to help reduce social isolation for caregivers and care recipients.		Dec. 2023
Action step: Partner with DCS to connect with local community resources well known to aging population of Waupaca County.	Completion demonstrated when a minimum of one meeting location and community partnership has been located in each of the 3 target communities	June 2022
Action step: Support Memory Café's through the purchase of supplies relevant to enhancing participant's experience. Additionally, provide support through the coordination of volunteers if needed.	Documentation of support provided	Dec 2022
Action step: Perform community outreach and raise awareness of the program. Monitor participation and adjust efforts according to participant feedback.	Documentation of outreach performed and event feedback forms	Ongoing 2023
Strategy 2: Coordinate the provision of education and outreach to community groups about caregiving for older adults with a special focus on dementia.		Dec. 2024
Action step: Partner with DCS to connect with local community groups relevant to aging and caregiving population of Waupaca County. Identify groups interested in receiving education and outreach.	Documentation of groups connected with	June 2024
Action step: Perform community outreach and raise awareness of the educational presentations. Monitor participation and adjust efforts according to participant feedback.	Completion demonstrated when a minimum of 2 presentations have been completed. Documentation of presentation and event feedback forms will be collected.	Dec. 2024
Annual progress notes		

Aging and Disability Resource Unit Program Data 2021

Program	January	February	March	April	May	June	July
Adult Protective Services- New Ongoing Cases	25	35	40	39	32	37	24
Nutrition Program New Home Delivered Meal Referrals	24 3 found Ineligible	12 3 found Ineligible	18 7 found Ineligible	12 0 found ineligible	13 0 found ineligible	22 1 found ineligible	19 0 found ineligible
ADRC- Monthly Calls	577	534	565	562	513	534	491
Transportation One Way Trips	459	437	638	520	592	618	581
Elder Benefit Specialist- New Referrals					19	13	23
Disability Benefit Specialist- New Referrals					9	13	24
Nutrition Program Voucher Program- Individuals registered						22	22
Caregiver Program Referrals							

Waupaca County Senior Nutrition Program:

Congregate Dining for Waupaca, Clintonville, and New London

COVID-19 Precautions from A to Z

- **Carry-out Meals:** In the event that a participant feels uncomfortable at the meal site and wishes to leave they may be offered a carry-out meal.
- **COVID-19 Screening:** Upon check-in, participants will be asked a series of screening questions. Should a participant present with COVID-like symptoms they will be provided a carry out meal and asked to leave. All staff and volunteers will likewise be screened upon their arrival to the meal site and similarly asked to return home in the event of presenting with any COVID-like symptoms. Should a participant refuse screening they will be offered a carry-out meal and asked to return home.
- **Masks:** Masking of all staff, participants, and volunteers will be encouraged at all times except during the meal. Disposable masks will be made available for those that may forget to bring their own.
- **Meal Service:** Participants will remain seated during meal times. Their meal will be served tableside by volunteer staff. Silverware will be wrapped with the napkin and be distributed by volunteers/staff. Items such as coffee carafes and water pitchers will be handled by volunteers/staff and sanitized between uses. Gloves and masks will be worn during distribution of the meals. Each participant will wait to dispose of any waste following his or her meal. Volunteers will collect dishes and waste from each table.
- **Reservations:** Participants will register for their meal on a first call basis with at least 24-hour notice. Should a meal site capacity be maximized, participants will be offered priority registration for the next service date.
- **Sanitation:** Cleaning and sanitizing of high-contact areas (for example, door knobs, buttons, cooler doors, stair railings, etc.) will be done every two hours or after each user if feasible. Tables and seating will be sanitized prior to and after each meal service. Food contact surfaces will be sanitized after each use. Sanitizing wipes will be used to clean one surface and then discarded to avoid cross contamination. Meal site facilities will be sanitized each morning prior to use by the nutrition program. Hand sanitizers will also be made available at each table.
- **Signage/Literature:** There will be signage directing the flow of participants throughout the meal site so that social distancing can be easily maintained. Participants will also be instructed to maintain their social distance, use their masks appropriately, and wash hands/sanitize regularly by literature posted in appropriate locations throughout the meal site. These expectations will additionally be shared upon the participant's first visit.
- **Table arrangement:** All sites have ample space for the distancing of tables and chairs to allow for appropriate social distancing. (See site maps for more details). Seating charts will be made and participants allowed to choose their assigned table/seating location upon arrival on a first come basis.
- **Vaccination:** COVID vaccination will not be a requirement to attend the meal site, but is recommended. Anyone seeking information about where to receive a vaccine will be referred to the Aging Programs Supervisor for assistance. Participants, volunteers, and staff will be asked to refrain from discussing vaccination status within the meal site.

INCIDENT OF COVID-19 within Nutrition Program:

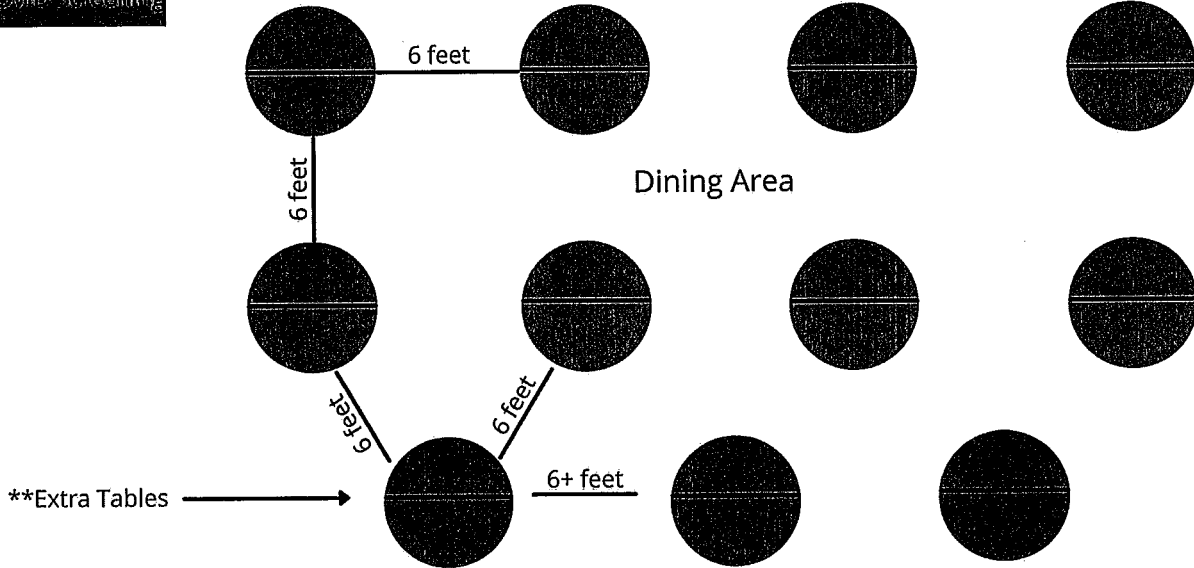
- Should be reported immediately to Aging Programs Supervisor and Waupaca County Public Health to seek guidance.
- Aging Program Supervisor will meet with Public Health to determine action steps needed for the safety of participants, volunteers, and staff.

Waupaca Site Map:

Hallway Entrance



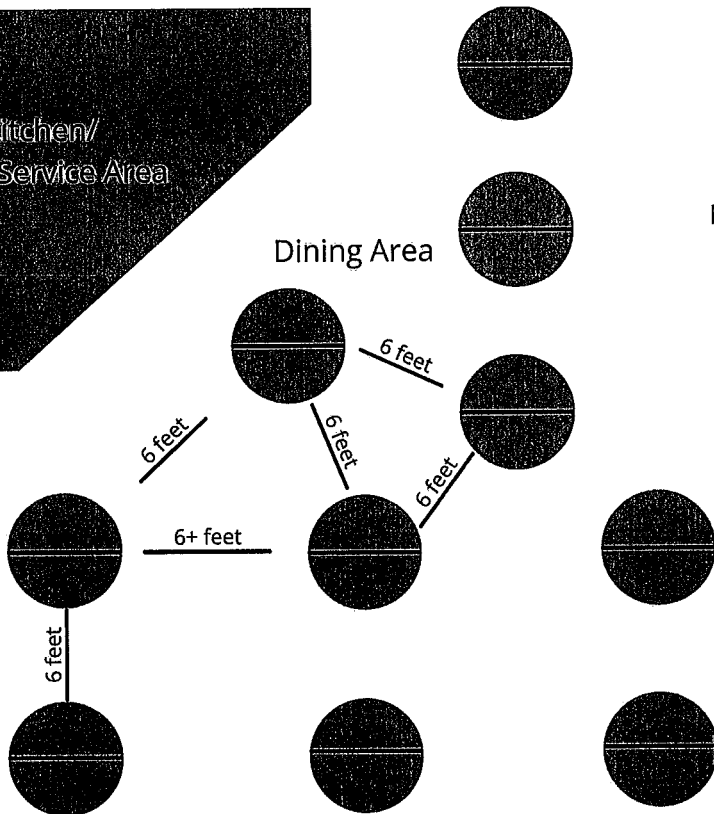
**Tables are 5 ft. diameter. Plexiglass shields will be used at each table.
No more than 2 households per table or 3 people maximum. **Max Capacity: 33**



New London Site Map:

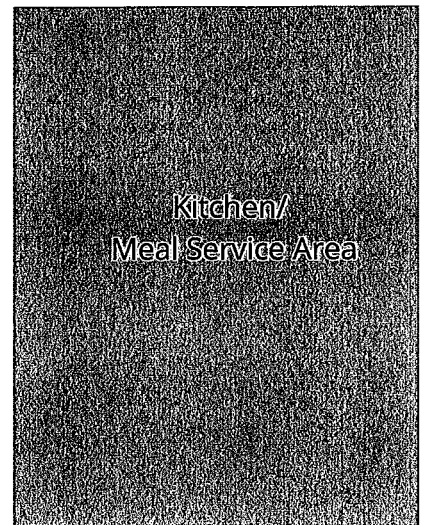
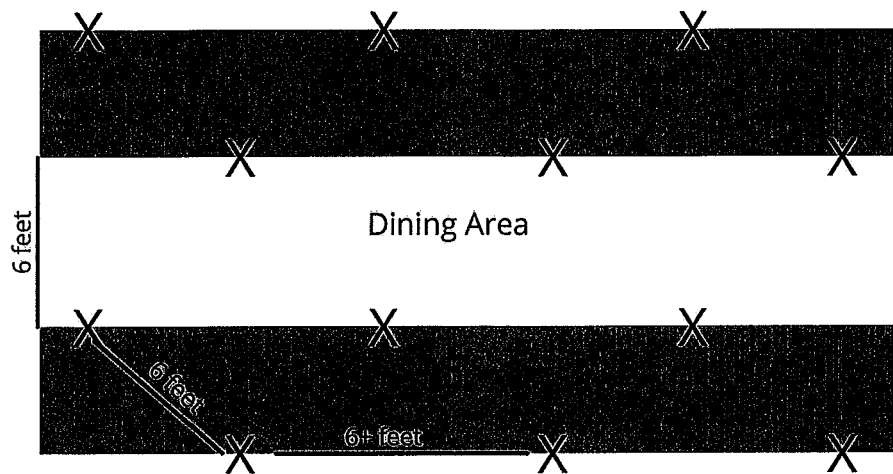


**Tables are 5 ft. diameter. Plexiglass shields will be used at each table.
No more than 2 households per table or 3 people maximum. **Max Capacity: 33**



Main Entrance

Clintonville Site Map:



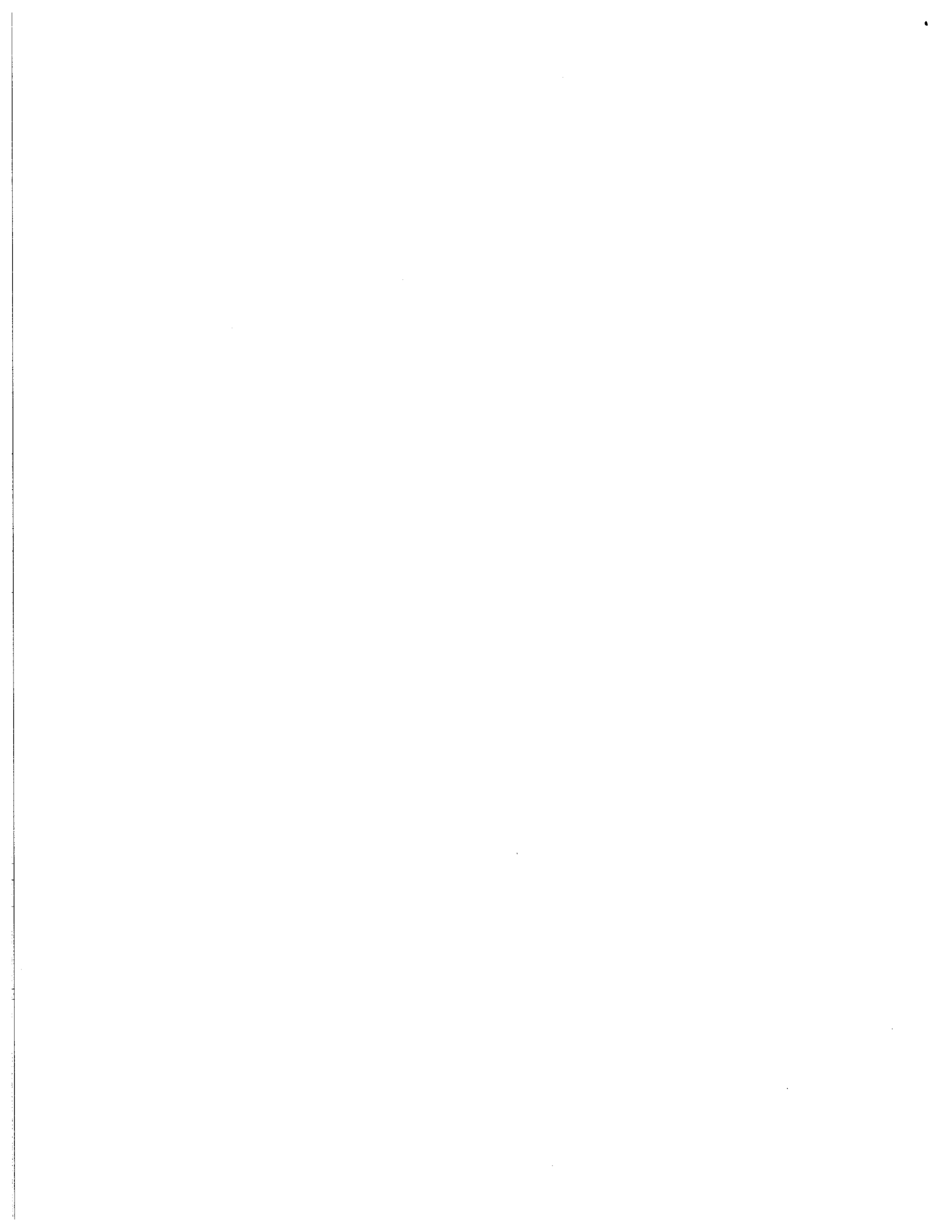
Main Entrance

Households will be spaced 6 feet from other diners. Additional space/tables available in the next room by removing a partition. This will be used as needed. **Max Capacity: 20**

COVID – 19 Screening Questions:

(Required for Entry to Meal Site)

1. Have you experienced any of the following symptoms in the past 48 hours: fever or chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, diarrhea?
2. Within the past 14 days, have you been in contact with a person who has tested positive for COVID-19?
3. Are you isolating or quarantining because you may have been exposed to a person with COVID-19 or are worried that you may be sick with COVID-19?
4. Are you currently waiting on the results of a COVID-19 test?



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: Megan Hintz

Phone Number: 715-258-6278

Email: megan.hintz@co.waupaca.wi.us

Program Nutritionist (if different): Heidi Draeger

Email: heididraeger@hotmail.com

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 program-approved 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 (*Further explanation has been provided previously*).
Waupaca County is committed to our seniors to reduce hunger, promote socialization, and provide a nutritious meal. Between the years 2014-2019, congregate dining throughout Waupaca County has seen a decrease in over 9,000 meals (this data is pre-pandemic). Eligible participants throughout the county, including the community of Weyauwega/Fremont, 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 well as Waupaca County 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 Weyauwega/Fremont. Waupaca County reviewed many alternative dining options and has determined a voucher program at a local restaurant will best meet the needs of this community. On the recommendation of advisory committees, Waupaca County DHHS Board voted to pursue closure of the traditional congregate site and establishment of a voucher model in this community on September 2, 2020. The closure of this site on the grounds of low participation was approved by GWAAR in June 2021.

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.

There is not currently any other congregate dining site in this community.

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: Hotel Fremont

Address: 218 Wolf River Dr.

City: Fremont WI 54940

Owner/Contact Person: Lisa Socha

Phone Number: 920-446-2402

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.

This new voucher site is located about 10 minutes from the previous congregate site meaning that its location is convenient for the small population of seniors who regularly visited the congregate site. Additionally it is well known amongst the community and quite popular and near to other amenities within the community. The existing voucher site in Manawa, Waupaca County which launched in July 2021 has been quite popular across the county (as of the time of this writing 52 individuals have registered for the program and received Vouchers). Currently 15% of registered participants for the voucher program are located within the Weyauwega-Fremont communities. We anticipate with the launch of a secondary voucher site within these communities the program would reach even more residents from this area of the county.

3. Which days and times will the food service establishment serve voucher program participants?

Monday – Sunday 7am – 9pm

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.
Yes, see attached

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.
Hotel Fremont meets requirement of Section XX

7. Does the food service establishment have appropriate parking?
Parking lot along the side of the building, handicap accessible parking, single level entrance (no stairs), additional street parking available with additional lot across the street.

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? **75**

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. Weyauwega/Fremont home delivered meals will be packaged by program caterer in Waupaca and transported to Weyauwega community 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. Nutrition Director and Program Dietician will approve any changes to the

menu 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 wait staff when first seated. Wait staff will then present participant with voucher menu.
5. When available, share menus that will be offered as part of the nutrition program.
See attached

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 congregate nutrition sites in Waupaca County. Information on the voucher program will also be shared in the bi-annual ADRC publication, newspaper, and local radio and online. See examples attached prepared for the opening of Manawa Steak House.
2. Have you shared these materials with the food service establishment for review and input?
Materials will be shared prior to the opening of the voucher site
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 program staff during scheduled visits will be available to check in with participants dining at the restaurant. During these conversations, information will be made available to each person regarding available resources. The back side of the menu will be utilized on a quarterly rotational basis to provide both nutrition education information as well as information on additional ADRC resources. See attached example. We will also create quarterly mailings that will be sent along with voucher orders that will include again both nutrition or health and wellness information or other aging program information.
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 be able to request access to registration materials from the following locations, participating restaurants, Waupaca County ADRC, phone, or online. The registration "packets" include an in-depth overview of the program and instruct individuals where to call if assistance is needed. The individual can complete the necessary forms and mail in their submission (see attached). After receiving the completed registration and order forms nutrition staff will mail Welcome Letter and requested vouchers, which have been personalized with the participant's name.
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. Participants may choose 4, 8, or 12 vouchers

6. How long will vouchers be valid? (policy permits up to one year)
Through the end of the calendar year
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 mailing in or dropping off a voucher reorder form (see attached)—reorder forms will be made available in the following places:
1. One will be included in the mailing of vouchers
 2. An online voucher re-order form will be available on ADRC webpage
 3. Reorder forms will be available at participating locations
 4. Reorder forms can be requested via phone and delivered via mail or email
- Voucher fulfillments and program information will be mailed directly to each participant.**
9. Explain how voluntary contributions will be collected from program participants.
Donations mailed to Waupaca County DHHS - typically sent along with voucher order form
Information on how to submit donations for meals will be included in the welcome packet:
Donations mailed to:
Waupaca County DHHS
Attn: ADRC – Bistro Sixty
811 Harding St. Waupaca, WI 54981
Checks issued to Waupaca County- Subject Line: Elderly Nutrition Program
10. Explain how contributions made by program participants will be kept confidential.
Confidentiality assured by mailing directly to courthouse and processed by nutrition program 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 fulfillment mailed to participant with individual's name listed on the voucher coupon
 - Voucher policy/procedure will be sent along with the voucher 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.
 - Wait staff 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 vouchers on a monthly basis – but must be requested using the voucher order form.

-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 and signature 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.

Issuance of vouchers is recorded through the retention of fulfilled voucher order forms in addition to a detailed excel spreadsheet. Additionally the redemption of vouchers is tracked closely. This data ensures the program is able to track voucher issued through the program making it harder for the vouchers to be easily duplicated. Vouchers are collected by the restaurant and returned to the Nutrition Program along with meal invoicing. This allows the nutrition program to verify the legitimacy of all vouchers as well as check expiration status, the program will not reimburse for an expired voucher. Program Guidelines are provided to each participant at the time of registration and are very clear about the proper use of vouchers. Any misuse of program vouchers will be monitored and considered for action by the Nutrition Director and if warranted the Nutrition Advisory Council and addressed on a case-by-case basis. Should widespread patterns of misuse become apparent a deeper examination of control measures will be conducted and policy changes made and enacted.

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?
Participants are made aware at the time of registration however the restaurant may also 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. This is listed on the program menu.

16. How will nutrition education be provided to voucher participants?
Nutrition education will be provided to participants on a minimum of quarterly basis utilizing the back of the menus and regular mailings sent along with voucher allocations.

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. Transportation program serves individuals throughout Waupaca County. Information on the transportation program will be shared with the welcome packet and is listed in ADRC quarterly publication as well as ADRC Resource Guide.

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? **Minimum of Monthly Invoicing**

Training

1. When will initial training be provided to food service establishment staff on:
Meal Standards: No more than one month prior to start date
Nutrition Program Policies (contributions, carryouts, leftovers, etc.): No more than one month prior to start date
Voucher Program Policies: No more than one month prior to start date
Food Safety for Older Adults: No more than one month prior to start date
Red Flags in Participants' Well-Being: No more than 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)
Monthly at minimum
2. After six months of implementation, how often will the nutrition director make monitoring visits to each participating food service establishment? (quarterly is required) **Quarterly**
3. Explain any other processes in place to evaluate the arrangement with the food service establishment.
Program feedback form will be available online or paper copies upon request. Quarterly mailing of surveys to those who have redeemed vouchers.

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: _____
(County/Tribal Nutrition Director)

Date: _____

Date reviewed and approved by your Governing Body: _____

Comments:

Date reviewed and approved by your Nutrition Advisory Council: _____

Comments:

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

Reviewed by: _____ Date: _____

Comments:

Approved Declined

To be completed by BADR

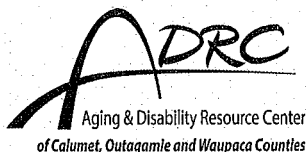
Reviewed by: _____ Date: _____

Comments:

Approved Declined

You are invited to join a FOCUS GROUP DISCUSSION

about Waupaca County Aging Programs



A focus group is a group interview involving a small number of participants to gather feedback and insight.

WHAT WILL WE ASK YOU?

1:00pm Thursday, Sept. 23rd
Waupaca County Courthouse

Refreshments will be provided

WHAT IS A FOCUS GROUP?

To share and discuss your opinions, ideas, and thoughts about the Aging Programs 2022-2024 Goals and Plan.

PLEASE RSVP
715-258-6400

