



City of Verona

Senior Services Committee Agenda
Verona Senior Center – 108 Paoli Street
Verona, WI 53593-1520
Tuesday – October 8, 2019 – 6:15 P.M.

www.ci.verona.wi.us

1. Call to Order
2. Roll Call
3. Public Comment
4. Approval of minutes from the May 14, 2019 Senior Services Committee Meeting.
5. Discussion – Introduction of the new Senior Center Director
6. Discussion – Goals, and priorities for the Senior Center in 2020
7. Reports and comments from the Senior Center Director
8. Reports and comments from the Senior Center Program Manager
9. Reports and comments from the Senior Center Case Manager
10. Reports and comments from the Senior Services Committee Members.
11. Adjournment

Katie Kohl

Posted: Verona City Hall
Verona Public Library
Miller's Market
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Notice is hereby given that a majority of the City Council may be present at the meeting of the Senior Services Committee to gather information about a subject over which they have decision-making responsibility.

This constitutes a meeting of the City Council pursuant to the State ex rel. Badke v. Greendale Village Board, 173Wis. 2d 553, 494 N.W. 2d 408 (1993) and must be noticed as such, although the City Council will not take any formal action at this meeting.

**CITY OF VERONA
SENIOR SERVICES COMMITTEE
MAY 14, 2019
VERONA SENIOR CENTER
MINUTES**

- 1. Call to order:** The meeting of the Senior Service Committee was called to order by Katie Kohl at 6:15 p.m.
- 2. Roll Call:** On roll call: Charlotte Jerney, Katie Kohl, and Christine Posey were present. Also present: Adam Sayre, Interim City Administrator; Becky Losby, Senior Center Case Manager; Julie Larson, Senior Center Case Manager; Alasa Wiest, Senior Center Program Manager; Richard Bartlett, Vice-President of the Friends of the Senior Center; and Ellen Clark, City Clerk.
- 3. Public Comment:** None
- 4. Discussion and Possible Action – Update on recruitment of the Senior Center Director:**

The Interim City Administrator and Human Resources Coordinator are continuing the recruitment process. The deadline for application submissions is Midnight on Sunday, May 19, 2019. So far, sixteen people have applied. Adam and Mitch will review the applications, and select a number for phone interviews, then in-person interviews. Phone interviews will be done as soon as possible. Staff will participate in parts of the recruitment/interview process, as well. It is expected that the hire date will be about two months out.
- 5. Reports and comments from the Interim City Administrator:**

The goal of this agenda is to get feedback from committee members about what they want from Staff going forward. Staff has prepared some information about what they do on a daily basis, and any issues they have identified. We want to make these meetings as productive as possible. The Staff has made the Interim City Administrator and Human Resources Coordinator's jobs very easy. It has been a smooth transition so far.
- 6. Reports and comments from the Senior Center Program Manager:**

Alasa Wiest reported on her programming philosophy at the Senior Center. She finds it important to have a well-rounded variety of programs, activities, and special events that include social, educational, psychological and recreational activities. Some of her job duties include:

 - Maintain daily/monthly event calendar and room schedules
 - Recruit, train, schedule and coordinate volunteers, presenters and entertainers
 - Produce monthly newsletter, program-related materials, flyers and social media posts
 - Coordinate RSVP ride and meal delivery program
 - Maintain accurate records of program participation
 - Serve as liaison to the Friends of the Verona Senior Center Board

An extensive list of programming available at the Senior Center was also provided:

- Special & community events and monthly trips
- Educational courses
- Services for daily living
- Health & wellness, including exercise classes
- Social and support groups
- Rendevery virtual reality tours

Wiest stated the Center has a good Verona clientele base, but seniors also come in from the surrounding area. Some have come from as far as Rockford and Racine.

Jerney asked how people find out about the offerings at the Center.

Wiest replied they have several modes of communicating that information. Facebook and the Senior Center website are the two most commonly used sources of information. *The Verona Press*, the City's monthly newsletter, the Chamber of Commerce, and *The Chronicle* (the Senior Center's monthly newsletter), are valuable print sources. The information is also distributed on their Schedules Plus program, which reaches approximately 500 people.

Jerney asked if Staff is getting enough support with program coordination.

Wiest replied that the Volunteer Coordinator could be a separate 14-16 hour per week position. She does not have enough time to invest in that part of her position. Wiest added that a full-time (32 hours per week) Administrative Assistant at the front desk would also be very helpful. Currently, Staff shares time at the front desk.

Posey suggested that those two positions could be combined, as the skill set required for both positions is similar.

7. Reports and comments from the Senior Center Case Manager:

Becky Losby presented the job functions of a case manager. These include:

- Coordination of services, including arranging for help with daily living needs; coordination with hospitals, nursing facilities, and local agencies; and referrals to/from adult protective services
- Membership in and attendance at committees such as the TRIAD conference planning committee, Dementia Friendly Verona, Joining Forces for Families, and I-Team
- Program enrollment and assistance for Medicare, Medicaid, prescription coverages, Food Share, referrals to the Aging and Disability Resource Center (ADRC)
- Work with local police, sheriff, fire and EMS departments regarding safety concerns for Seniors, as well as with the Badger Prairie Needs Network and Joining Forces for Families
- Conduct caregivers and veterans support groups and monthly outreach at the six senior housing buildings in Verona, as well as the Verona Library

Losby reported that the number of mentally ill Seniors with minimal support from the community is increasing. People are also living at home longer. In addition, facilities are closing because of the poor Medicare reimbursement rate. There is definitely a need for

two case managers to help coordinate services for clients. She and Case Manager Julie Larson work very well together as a team.

Larson presented the Case Management Report for April 2019.

Kohl asked if the Case Managers have set office hours.

Larson replied they can usually make appointments during their normal work hours. Larson explained the loan closet offered by the Center. Personal items such as walkers, commodes, canes, etc. can be loaned out indefinitely.

Losby explained the Helping Hands Fund. Donations from the outside are made directly to the Helping Hands Fund. If an unfulfilled need is reported, the Fund is there to help with a donation, as approved by the Friends of the Senior Center Board. Examples are an electronic clock that shows the time/date/day of the week, or a set of tires.

Jerney asked if the chain of custody for donation money is still going on, and how donated items are being recorded.

Bartlett replied the current treasurer is keeping meticulous track of the donations.. Posey asked if there is a second person to help with that piece. It is good to have a dual control method.

Bartlett replied between the treasurer & the secretary, they keep very close track of everything that comes in.

8. Reports and comments from the Senior Services Committee Members:

Kohl likes seeing numbers and graphs, and feels they help the Committee discover trends. She would also like to see programming information and a list of what has happened in the last month.

Posey would like to hear if there are significant challenges with a certain program, as well as feedback on events, courses, etc.

Kohl asked Staff to keep the Committee informed of any challenges or problems that come up.

Sayre stated bigger issues, such as possible service gaps in the City that we are not fulfilling, are the issues the Committee needs to know about; not necessarily day to day items.

Kohl asked what kind of support the Case Managers need at this time.

Losby and Larson replied that Staff works well together and they feel supported here.

Jerney would like to be educated on issues for Seniors in our community.

Discussion followed regarding issues that Verona area Seniors are facing: isolation, lack of affordable housing, mental illness, opioid addition and withdrawal, grandparents raising their grandchildren, and poverty.

The next meeting date was not set, but it is usually held on the second Tuesday of the month.

The Committee requested a presentation by the Friends of the Senior Center Board at an upcoming meeting. The Committee is interested in how the Board functions and interacts with the Committee.

9. Adjournment:

Motion by Jerney, seconded by Posey, to adjourn at 7:22 p.m. Motion carried 3-0.