

CITY OF VERONA
SENIOR SERVICES COMMITTEE
May 11, 2021
VERONA SENIOR CENTER
MINUTES

1. The meeting of the Senior Services Committee was called to order by Christine Posey at 6:04 p.m.
2. Roll Call: On roll call: Christine Posey, Phil Hoechst and Katie Kohl were present. Also present: Stephanie Ehle, Senior Center Director.
3. Approval of the minutes from the April 13, 2021 Senior Services Committee meeting.
4. Director's Report
 - The Senior Center is opening more and more. First in-house concert will be on May 12th.
 - The Senior Center will be bringing on more volunteers as they open more in-house. This will help with the check in process as members visit for programs.
 - The nutrition department is expanding the Meals on Wheels program. Starting in June they will serve one meal per day Monday thru Wednesday and two meals on Thursdays. This program will also be supported by volunteer drivers and the Transit Solutions bus driver.
 - The first agreement was prepared and sent to the Town of Verona for discussion on the City of Verona/Town of Verona merger for senior services and nutrition services.
 - The Senior Center is in the beginning stages of bringing back their RSVP medical rides. RSVP completed a pilot program that was very successful. They are working to train more drivers and eventually roll out the program at the Senior Center.
 - The Senior Center is in conversations with a couple of community organizations about leasing space at the Senior Center. More information to come.
 - The Senior Center's Case Management intern recently completed a member survey. Results are below.

Question	Options	# of Responses	Percent
Question 1 How did you participate at the senior center last year? (Jan. 2020-Dec 2020) Please select all that apply. Use the comments section to include any "other" activities. (Note: Allows multiple values. % shown is not across the total # of surveys submitted, but rather, % of responses to this question.) (Note: Comments were allowed for this question. If any were collected, they are viewable in the EXPORT)	A1: Home delivered meals A2: Congregate meals A3: Drive thru meals A4: Health or fitness A5: Veterans/caregivers group A6: Social/recreational programs A7: Transit bus rides A8: RSVP rides A9: Virtual programming A10: Volunteer A11: Case management A12: I did not visit the senior center this year A13: Other	1 16 45 34 5 28 3 3 25 18 4 15 17	0.5% 7.5% 21% 15.9% 2.3% 13.1% 1.4% 1.4% 11.7% 8.4% 1.9% 7% 7.9%
Question 2 When I utilize the Senior Center I become more socially engaged.	A1: Agree A2: Disagree A3: Not applicable No Reply	85 3 14 0	83.3% 2.9% 13.7% 0%
Question 3 When I utilize the Senior Center I have improved or maintained my mental and/or physical health.	A1: Agree A2: Disagree A3: Not applicable No Reply	83 0 19 0	81.4% 0% 18.6% 0%
Question 4 When I utilize the Senior Center I eat meals that are healthy.	A1: Agree A2: Disagree A3: Not applicable No Reply	38 4 60 0	37.3% 3.9% 58.8% 0%
Question 5 When I utilize the Senior Center I feel able to stay independent.	A1: Agree A2: Disagree A3: Not applicable No Reply	51 2 49 0	50% 2% 48% 0%
Question 6 I am familiar with case management and know how to access services.	A1: Agree A2: Disagree A3: Not applicable No Reply	53 10 39 0	52% 9.8% 38.2% 0%
Question 7 Since the pandemic started last March I find myself in need of additional resources and/or assistance.	A1: Agree A2: Disagree A3: Not applicable No Reply	26 37 39 0	25.5% 36.3% 38.2% 0%
Question 8 Since the pandemic started last March I have experienced feelings (or increased feelings) of isolation or depression.	A1: Agree A2: Disagree A3: Not applicable No Reply	54 27 21 0	52.9% 26.5% 20.6% 0%
Question 9 I feel that the Verona Senior Center has had a positive effect on my life.	A1: Yes A2: No No Reply	98 4 0	96.1% 3.9% 0%
Question 10 I would recommend the Verona Senior Center to a friend or family member.	A1: Yes A2: No No Reply	97 5 0	95.1% 4.9% 0%
Question 11 I believe that the Verona Senior Center is an important resource to people aged 55 and older and the community.	A1: Yes A2: No No Reply	101 1 0	99% 1% 0%
Question 12 On average how often have you attended a virtual VSC program since the shut-down in mid-March?	A1: 1 time/week A2: 2-3 times/week A3: 3+ times/week A4: 1 time/month A5: I have not attended any virtual programs through VSC No Reply	7 11 1 19 64 0	6.9% 10.8% 1% 18.6% 62.7% 0%
Question 13 How experienced are you with the virtual meeting platform, Zoom?	A1: Very experienced A2: Somewhat experienced A3: Little experience A4: No experience No Reply	19 41 15 27 0	18.6% 40.2% 14.7% 26.5% 0%
Question 14 If you haven't attended a virtual program, what barriers prevent you from participating? Please type response in the "comments" section. (Note: Comments were allowed for this question. If any were collected, they are viewable in the EXPORT)	Options	# of Responses	Percent
Question 15 What is becoming more important to you as you grow older? Please type response in the "comments" section. (Note: Comments were allowed for this question. If any were collected, they are viewable in the EXPORT)	Options	# of Responses	Percent
Question 16 Please share any concerns or comments that will help us serve you better. Please type response in the "comments" section. (Note: Comments were allowed for this question. If any were collected, they are viewable in the EXPORT)	Options	# of Responses	Percent

5. Reports on Programs and Case Management:

Programs –

- The programs team continues to expand their offerings, both virtual and in-house. They continue to follow CDC and county guidelines.
- The Senior Center's first concert of the year will take place in May. Four more will occur in June.
- The center is offering a few new programs such as Consultations for Elder Law, meditation, and doggie drive thru.

Case Management –

- Outreach – The Senior Center is exploring topics for summer. They are currently using Zoom and phone to connect with clients.

Alder Posey asked about CM visiting homes, is that allowed now? Is it happening?

Ehle stated they actually have begun to return to this within the last week. Now that more people are taking advantage of the vaccines and Case Manager Julie Larson is fully vaccinated they feel better about sending her out of the building. PPE is still in place even if all are vaccinated. This is a very important service to identify unseen concerns (ie hoarding, safety etc)

- Vets Group - a Drive-thru / delivered meal event is scheduled for May 27 to honor veterans on Memorial Day.
- Caregivers – The group has been meeting over Zoom and will attempt to meet in person outdoors, weather permitting in June.
- Triad – Triad is offering an outdoor Coffee with a Cop event on June 18th. The Senior Center hopes to have both local and county officers attend.
- Case Management needs stay steady. New referrals come in every month, both self-referrals and professional referrals. The team is seeing more of those with higher needs.
- The Case Management team is also seeing more families open to exploring needed memory care, assisted living and in-home care.

Programs:

6. Other Business

- Approval of the minutes was delayed until Alder Kohl was in attendance. Motion by Kohl, seconded by Christine. Motion carried 3-0.
- Alder Kohl and Alder Posey both extended words of welcome to new committee member Alder Hoechst.

7. Adjournment

- Motion by Alder Kohl, seconded by Hoechst, to adjourn at 6:31 p.m. Motion carried 3-0.