

Jefferson County Nutrition Project Council
Minutes of Meeting
July 26, 2011

Call to Order

The meeting was called to order at 2:00 p.m.

Roll Call

Present: Marcia Bare, Jefferson; Carolyn McCleery, Fort Atkinson; Audrey Rimmel, Johnson Creek; Joan Simdon, Lake Mills; Judy Pinnow, Rome; Rita Kannenberg, Waterloo and Dorothy Christianson, Watertown..

Also Present: Beth Eilenfeldt & Sue Torum, staff; and the following site managers: Sharon Endl, Betty Droster & Dee Gates (volunteer), Patti Hills, Mary Kraimer, Donna Gnabasik, Joy Clark and Martha Parker. Dale Vogel from Hoffman House was also present.

Certification of Compliance with Open Meetings Law

The agenda was provided to the official county paper prior to the meeting in compliance with the open meetings law.

Review of Agenda

The agenda was reviewed and there were no changes.

Citizen Comments

None.

Approval of Minutes

The 4/26/11 meeting minutes were approved in a motion made by Rimmel, seconded by Christianson and passed unanimously.

Discussion with Denise Grossman, Elderly Benefits Specialist

Denise Grossman, Elderly Benefit Specialist, presented on the upcoming *Supermarket of Public Benefits*, Voter ID law and her plans for doing FoodShare outreach. She provided handouts on each. She asked everyone to help spread the word about the benefits fair.

Discussion with Caterer

The Home Delivered Meal Surveys are in and Torum shared the results. One question asked if the meals are “appetizing in taste and appearance” and the results we split. 59% responded yes, and 41% responded no. This is an ongoing issue and Vogel has been adjusting the menus based on comments he is hearing.

Bare and Torum had received a call from a county board member who had asked that some of the concerns he is hearing would be discussed at today's meeting. The concerns include the following:

- People are allegedly leaving the program because they do not like the food.
- The portions are too small, especially the soups. The concern here is that congregate participants get a full bowl and the home delivered people get a much smaller serving size.
- People want more desserts and less fruit.

Torum had also received a call from a volunteer driver who wished to have some different concerns discussed, they were as follows:

- People are saying that they are still hungry after they eat the meal. Some say that in the past they had plenty left over and that they would save the remaining portion for supper.
- The Beef Barley soup contains vegetables, and the same vegetables are served on the side. People would like pasta or potatoes in the soup vs. the vegetables.
- The food was delivered 20 minutes late one day because the driver had to stop to buy bread and two participants on the route did not get any that day.
- She reiterated that when meatloaf is served, the portions are not equal. This is something that Vogel is already aware of and doing quality assurance on. He agrees that this is not acceptable.

Eilenfeldt read a letter that was recently sent out to all home delivered meal participants in response to the survey results. It encourages them to call their site managers and project council members with concerns. It also provides them with the office numbers should they wish to speak with Torum or Eilenfeldt. Everyone was encouraged to call the office anytime they hear concerns so that they can be addressed.

Vogel provided an overview of the dietary guidelines and spoke to the difficulty he has in developing menus that meet the stricter criteria. Everyone was very positive about the changes he made to the fall/winter menu and agreed that this should have a positive effect on program satisfaction. The menu is also specific as to the bread option each day. In the past people complained about that the menu just said "bread is served every day," which isn't really accurate. A bread option is. This was an oversight by nutrition program staff and it has been corrected.

In regard to the concerns listed above, Vogel said that the portions of soup between the congregate and delivered program should be the same. He will do some quality assurance on this, because they should be packaged according to the proportions required by the program. The issue of desserts vs. fruit has been addressed on the new menu, and less soup will be served. Two meal options will be offered on 10/6 to congregate participants with the second being liver and onions, a favorite at many sites. This is not being offered to home delivered participants this time around because it is in the "test" phase.

Satisfaction Surveys & Follow-up

This subject was covered in the discussion with the caterer.

Roundtable Discussion

In Waterloo there were no specific concerns or issues. The numbers are down because people are entering nursing homes or assisted living facilities.

In Jefferson things are also going very well. Endl was asked if she is hearing the same concerns that were expressed by the county board member, and she said she does hear concerns from the same people. She believes that the majority of participants are satisfied with the food and will be very happy with the fall/winter menu.

Watertown's numbers are down on Bingo day. In the past, Hills had about 8 more people eat at her site on those days and now has about 2. When asked for more specifics, she said that attendance at Bingo has significantly decreased overall from 60 to 30-40 each Bingo day. Her participants would like to see less Banana's on the menu. Again, this has been addressed in the fall/winter menu with other options that offer high potassium and fiber.

Fort's participants are satisfied with one exception, they do not like the diced pork and most have said that if it remains on the menu, they won't come that day. Other site managers agreed that this is not a meal that many like.

Clark and Remmel both said that Johnson Creek participants love the food on the current menu and have no complaints.

Overall, Palmyra participants are also satisfied with the menus.

Lake Mills has seen a decrease in attendance and it is due to the menus.

Everyone was asked to do what they can to help promote the program and share the new menu when-ever the opportunity presents itself. Eilenfeldt is also calling people when they leave the program to see why. Often times, it has nothing to do with the food.

Fall Site Manager Training: Waunakee

The mandatory fall training will be held on 9/30/11. A van is available so that everyone can ride together.

Set Next Meeting Date & Agenda

The next meeting is scheduled for October 25th. Agenda items will include roundtable discussion, food/menus concerns and training.

Adjourn

A motion to adjourn was made by Remmel, seconded by Pinnow and passed unanimously,

Respectfully submitted,

Susan Torum, Manager
Aging & Disability Resources Division