	Un-Approved Minutes **Seniors Untied for Nutrition** **Wednesday, December 28, 2022 – 10:00 am** **Zoom Video-Conference** **Health and Human Services Center - Community Room** **303 W. Chapel Street** **Dodgeville, Wisconsin**	

1	Chair Nankee called the meeting to order at 10:01 a.m.
2	Roll Call. Members present: Justin O'Brien, Dan Nankee, Doug Richter, and Bob Boyle. - Others Present: Larry Bierke, Tom Slaney, Joan Davis, and Cecile McManus. - Others On Zoom: Kris Marion, Rita Bucholz,. - Absent: None
3	Meeting Agenda: O'Brien moved, Boyle seconded to approve the agenda for December 28, 2022. Motion carried.
4	Reports: Chair Nankee asked if any members of the audience that had any comments: Tom Slaney spoke and raised the following concerns about the SUN meal program: 1) GWAAR recently transitioned their meal support contract from SUN to Iowa County. They did this because they couldn't get the changes and improvements the wanted to see working with SUN. 2) Training for staff and volunteers need to be improved. 3) Agency appears to be in crisis mode and treading water instead of making meaningful improvements. 4) Financially, the agency needs to manage two separate client counties with two separate set of books, keeping funding and expenses separate from one another. 5) The accuracy of the financial accounting is suspect and beginning to lose confidence in it. 6) There is a lack of policies to govern meal sites and they are not readily available to volunteers and staff. 7) Assessments that accompany home meal deliveries are not current or completed on schedule. 8) Funding formula will change the way the agency is providing meal services and agency will need to cut back on home delivery substantially and focus on congregate sites. The agency needs a policy on enrolling residents in order to create consistency. With the new GWAAR Contract, Iowa County is becoming responsible for the Senior United for Nutrition program and will need to scrutinize operations a lot more. SUN will need to work on improvements. Joan Davis spoke and noted that she has been volunteering on Mondays since 2021. 1) There are 72 Counties with different operational models and the SUN could modify their operations to copy another model in an effort to improve the meal program. The SUN organization needs to ask themselves what needs to be done and what positions should really be doing this. Need to balance delivery with congregate sites and need flexibility for customers who have changing health needs. Larry Bierke spoke on his concerns: 1) The organization is not keeping up to date with their website or internet presence. Out dated menu, and limits fundraising opportunities. The meal prices are also incorrect. 2) There has been a number of volunteers and employees who have cycled through recently. The SUN Board should be doing exit interviews to learn why that is happening and what can be done to stop it. 3) Compensation of employees needs to be higher to compete for staff. Do employees get meaningful job performance evaluations? 4) Are volunteers being reimbursed accurately for mileage and costs? 5) Need to improve volunteer recruitment efforts. Do they have job descriptions for volunteer positions? 6) How can SUN afford to serve an increasing number of meals at the voluntary fee charged? This must be impacting your financial position as an organization. How long can you lose money before organization is bankrupt? 5) Could you consider providing a report on how ARPA funding was spent and when it was spent? 6) Expressed concern that SUN was borrowing money to meet operational costs. John Meyers asked that Larry Bierke read a statement on his behalf. Meyers noted the following: 1) SUN has

	received more money (ARPA and levy), but it seems to be never ending request. 2) Meals Program does more than hand out meals, it provides safety check-ins to residents and well-checks. 3) SUN has borrowed money to keep paying the bills and the raining day fund is less than what it was, appears to be a negative cash flow. 4) When involved in meal price negotiations with Summit Foods, the Executive Director gave away a 50 cent reduction in costs. Now meal costs are higher. 4) The Executive Director is prioritizing desserts. Diabetics would find them a detriment and your Management disagrees. We need to get back to the basics on the meal plan. Offer them to only shut ins. 5) In Iowa County we are struggling with volunteers. I have interviewed a few of them (active and former) and found -Frustration with training, -frustration with inconsistent reimbursement for mileage and other expense - A mess" was one response from an educated and respected person- Others said they would love to come back and help but not under these conditions. 6) Iowa County has in the past used our own paid employees to deliver meals. These employees have a full time job already, and it costs Iowa County money to have them doing volunteer work on paid time. 7) Office manager left. She was good but frustrated. The program needs to take corrective action. 1) SUN board needs to set policy for equal and fair reimbursement to volunteers 2) Cut current manager to nutrition work only to 25% paid position 3) Hire a new manager. Divert savings toward a good manager who is a people person and can create a team environment, will do billing and fundraising on a regular basis, will place orders as recommended by a nutritionist, pay accounts payable, manage volunteers and set schedules OR you need to use local restaurants and go to a voucher system. The ship has not sunk, but it is taking on water quickly. It is time for corrective actions. Start by setting policies and develop a long-range plan. Nobody plans to fail. Some fail to plan. We need emergency actions.
5	SUN Executive Director Cecile McManus noted that there were a lot of public comments and concerns expressed that could be explained. She noted the following: 1) that SUN does have policies on many of the issues raised and that anyone can ask for them anytime. 2) Customer assessments are done within a week, but GWAAR requirement is 30 days. Iowa County is a bit behind right now having assessments completed. 3) Volunteers are a huge challenge and she is open to help. Each site manager does volunteer training and all have policies on issues referenced. 4) Funding is a challenge. GWAAR hasn't changed funding, but SUN is serving more meals. A note of how ARPA funds were spent went to the Iowa County Finance Director. 5) It isn't my background in Finance, so there isn't anyone at SUN who can train a financial staff member. There are other reasons staff have left and they can be personal. Maybe SUN needs another ½ time position to help out? Chair Nankee noted that McManus works well with GWAAR and that there are seven meal sites in each county and four cooking sites. Money continues to be collected as it should and that SUN is working on policies. McManus noted that she doesn't have control over funding. We transfer money from congregate site to home delivery as that is where our growth has been. Nankee and the other Committee members had further discussion on how things appear to be different between Iowa and Lafayette Counties. The conversation also covered finances and how food prices have increased and then shifted to job descriptions for all SUN staff.
6 & 7	Chair Nankee noted that two hours had passed and that there wasn't a need to go into closed session for further discussion.
8	No Action
9	Adjourn: Boyle moved, O'Brien seconded to adjourn the meeting. Motion carried at 11:59 AM.
Minutes by Larry Bierke	