



**Community Services Board Agenda**  
City Council Chambers, City Hall, 612 N. Main Street  
January 9, 2025

- 1. 10:00 AM Call to Order**
- 2. Roll Call**
- 3. Approval of the Agenda**
- 4. Approve Minutes From Previous Meeting**
- 5. Accounts Receivable Software**
- 6. Staffing**
- 7. Scheduling Software**
- 8. Transit Wait Times**
- 9. Driver Training Update**
- 10. State Transit Software**
- 11. Bus Accident**
- 12. Snowflakes**
- 13. Kitchen Freezer**
- 14. United Way Funds**
- 15. Citizens Input**

**16. Department Reports and Updates**

**A. Palace Transit**

**B. Adult Nutrition**

**C. Mitchell Volunteer Program**

**D. James Valley Community Center**

**18. Adournment**

Individuals with disabilities who require special assistance to take part in this meeting may contact one of the following at City Hall (605) 995-8420 at least 24 hours prior to the meeting with requests for assistance: Human Resources Officer or the City Administrator.



Community Services Board  
City Council Chambers, City Hall, 612 N. Main Street  
November 14, 2024

**1. Call to Order**

Sarah Beckstrom called the November 14th, 2024 Community Services Advisory Board Meeting to order at 10:00am.

**Roll Call**

**Members Present:** Penny Virchow, Wendy Linke, Cole Morgan, Sarah Beckstrom, Kristi Bitterman, & Jay Larson (late)

**Members Absent:** Al Jacklin and Jan Quenzer

**Ex-Officio Members Present:** John Doescher

**Staff Present:** Jessica Pickett and Amy Hurt

**2. Approval of the Agenda**

A motion was made by Kristi Bitterman second by Wendy Linke to approve the agenda. All members present voting aye, motion carried.

**3. Approve Minutes from Previous Meeting**

A motion was made by Kristi Bitterman second by Cole Morgan to approve the last meeting minutes. All members present voting aye, motion carried.

**4. DOT 5339 Grant**

The DOT awarded Palace Transit the 5339 Infrastructure Investment and Jobs Act Grant. It included shop tools, computers, dispatch software, and tires. The grant award was approved by the Mitchell City Council. The performance period runs from 10/01/2024 to 09/30/2026.

**5. Fiscal Year 2025 5311 Funding**

The 5311 Grant provides funds for Administrative Expenses and Operating Expenses for Palace Transit. The grant started October 1st, 2024, but on October 21st Jessica received an email from the State DOT stating that the FTA was unable to approve our grant application before the fiscal year-end shutdown. It stated that as soon as they receive grant approval, they will promptly send out funding agreements. Another letter indicated that after TrAMs opens back up, the FTA would work to expedite the funding. The FTA confirmed that South Dakota's 5311 application was received on time, however lapsing funds took precedence in processing applications.

**6. Capital Improvement Plan**

Transit utilizes the information in the Capital Improvement Plan to identify upcoming needs, such as rolling stock, facilities, & equipment. The information is also used to help with budgets & grant applications.

### **7. Transit Coordination Plan Update**

An update on the Transit Coordination Plan for 2024 was given to the members. The Coordination Plan shows the goals completed in FY24, new goals for FY25, changes to any plans, and any goals not met in FY24. A motion was made by Jay Larson second by Kristi Bitterman to approve the update to the Transit Coordination Plan. All members present voting aye, motion carried.

### **8. Nutrition Site Assessments**

The South Dakota Department of Human Services did a site assessment at Wesley Acres and Greenridge in March 2024. At Greenridge, they noticed the clients taking the meals to their rooms. This is not allowed in a Congregate Program, meals are to be eaten in a group setting. We sent a letter to the sites stating meals have to be consumed in the Community Room. We have also ordered non-disposable trays to send to Greenridge and Meadowlawn, which will be picked up when done each day.

### **9. Parkston Meal Site**

We are in search of a new cater for the Congregate Meals served in Parkston. Jessica attended the Parkston City Council Meeting to request help in getting the program going again. The council was going to reach out to the school district and see if they would be willing to work with us. We were serving anywhere from 1200 to 1800 meals in Parkston, which shows there is a great need for the program. Tripp has been picking up a few clients until we can find a solution.

### **10. Citizens Input**

Kristi Bitterman inquired if a rider has been banned from riding Palace Transit, how long does that last? Jessica explained each situation is different but generally not longer than a year. Wendy Linke from Avera expressed some concerns about the new Palace Transit software. She said their clients are waiting too long for a return ride from their appointments. Jessica said all return rides should be scheduled in order not to have a long wait.

### **11. Department Reports and Updates**

#### **A. Palace Transit**

The year-to-date Ridership Report for August & September was given to the board members. The report breaks down the rides by special emphasis on elderly riders, handicap riders, school-age riders, and general public riders. The results are then compared to last year. Palace Transit is currently for the year up on rides and miles.

#### **B. Adult Nutrition**

Board members were given the September and October Nutrition Reports. For this fiscal year we are down compared to last year and to projection. Meals counts are down due to

Parksaton closing their meal site. The goal for the Senior Snowflake Program this year is \$8,160.00, which is 2,040 meals. Amy will be putting up snowflakes this week.

### **C. Mitchell Volunteer Program**

We currently have 161 volunteers enrolled in the Mitchell Volunteer Program. The report given to the board members shows the non-profits in the community that the volunteers helped with in September and October.

### **D. James Valley Community Center**

The JVCC Progress Report for September–October 2024 was given to the board members. The report shows activities, events, and fundraisers that are going on at the James Valley Community Center. Some of the events include the Fall Bus Tour, JVCC Halloween Party, a 6-Week Chronic Disease Workshop, and a Public Information Meeting with the South Dakota Attorney General, Marty Jackley on the November ballot issues. Membership renewals are being done for the upcoming year.

### **12. Schedule Next Meeting**

The next meeting will be Thursday, January 9th, 2025 at 10:00am at City Hall Council Chambers.

### **13. Adjournment**

The meeting was adjourned by Sarah Beckstrom at 10:25am.

December 11 , 2024

Jessica Pickett  
Director  
James Valley Community Center  
300 W 1<sup>st</sup> Avenue  
Mitchell SD 57301



**MITCHELL UNITED WAY**

Dear Jessica,

We are pleased to inform you that Mitchell United Way has committed to supporting James Valley Community Center for the upcoming year. After careful consideration and review of your valuable contributions to our community, we are excited to share that we will be providing funding in the amount of \$7000.00 to support your initiatives and programs.

Distributions will be:

- April 1, 2025
- July 1, 2025
- October 1, 2025
- December 1, 2025

We deeply appreciate the work that you and your team do every day to make a difference in the lives of those in our community. It is through partnerships with dedicated agencies like yours that we can achieve our collective goal of ensuring that everyone in Mitchell has access to the resources and support they need.

If you have any questions or need further information, please do not hesitate to contact Ashley Hobbs at 605-996-3915 or [ashley@mitchellunitedway.org](mailto:ashley@mitchellunitedway.org). We look forward to continuing our collaboration and seeing the positive impact of your work in the community.

Thank you for your unwavering commitment and service.

Warm regards,

A handwritten signature in black ink, appearing to read "Ashley Hobbs". The signature is fluid and cursive, written over a white background.

Ashley M. Hobbs  
Executive Director  
Mitchell United Way  
605-996-3915

PO Box 729

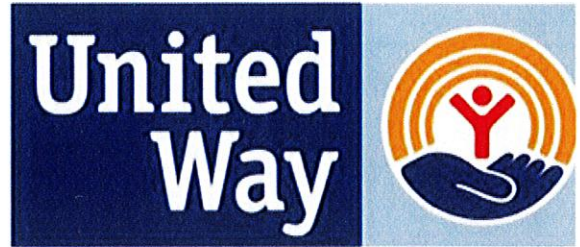
605-996-3915

Website: [www.mitchellunitedway.org](http://www.mitchellunitedway.org)

Email: [admin@mitchellunitedway.org](mailto:admin@mitchellunitedway.org)

December 11, 2024

Jessica Pickett  
Director  
Adult Nutrition  
300 W 1<sup>st</sup> Avenue  
Mitchell SD 57301



**MITCHELL UNITED WAY**

Dear Jessica,

We are pleased to inform you that Mitchell United Way has committed to supporting Adult Nutrition for the upcoming year. After careful consideration and review of your valuable contributions to our community, we are excited to share that we will be providing funding in the amount of \$1000.00 to support your initiatives and programs.

Distributions will be:

- April 1, 2025
- July 1, 2025
- October 1, 2025
- December 1, 2025

We deeply appreciate the work that you and your team do every day to make a difference in the lives of those in our community. It is through partnerships with dedicated agencies like yours that we can achieve our collective goal of ensuring that everyone in Mitchell has access to the resources and support they need.

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Thank you for your unwavering commitment and service.

Warm regards,

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Ashley M. Hobbs  
Executive Director  
Mitchell United Way  
605-996-3915

PO Box 729  
605-996-3915

Website: [www.mitchellunitedway.org](http://www.mitchellunitedway.org)  
Email: [admin@mitchellunitedway.org](mailto:admin@mitchellunitedway.org)

December 11, 2024

Jessica Pickett  
Director  
Mitchell Volunteer Program (MVP)  
300 W 1<sup>st</sup> Avenue  
Mitchell SD 47301



**MITCHELL UNITED WAY**

Dear Jessica,

We are pleased to inform you that Mitchell United Way has committed to supporting Mitchell Volunteer Program (MVP) for the upcoming year. After careful consideration and review of your valuable contributions to our community, we are excited to share that we will be providing funding in the amount of \$3000.00 to support your initiatives and programs.

Distributions will be:

- April 1, 2025
- July 1, 2025
- October 1, 2025
- December 1, 2025

We deeply appreciate the work that you and your team do every day to make a difference in the lives of those in our community. It is through partnerships with dedicated agencies like yours that we can achieve our collective goal of ensuring that everyone in Mitchell has access to the resources and support they need.

If you have any questions or need further information, please do not hesitate to contact Ashley Hobbs at 605-996-3915 or [ashley@mitchellunitedway.org](mailto:ashley@mitchellunitedway.org). We look forward to continuing our collaboration and seeing the positive impact of your work in the community.

Thank you for your unwavering commitment and service.

Warm regards,

Ashley M. Hobbs  
Executive Director  
Mitchell United Way  
605-996-3915

PO Box 729

605-996-3915

Website: [www.mitchellunitedway.org](http://www.mitchellunitedway.org)

Email: [admin@mitchellunitedway.org](mailto:admin@mitchellunitedway.org)

**Palace Transit Monthly Ridership Report**  
**Fiscal Year: October 1st, 2024 through September 30th, 2025**  
**Month: October 2024**

	Month End		Year to Date		Difference	
	2023	2024	2023	2024	Month End	Year to Date
<b>Elderly Riders</b>	1,646	1,687	1,646	1,687	(41)	(41)
<b>General Public Riders</b>	970	584	970	584	(386)	(386)
<b>Handicap Riders</b>	2,266	2,026	2,266	2,026	(240)	(240)
<b>School - Age Riders</b>	3,251	3,144	3,251	3,144	(107)	(107)
<b>Total Rides</b>	8,133	7,441	8,133	7,441	(692)	(692)
<b>Total Miles</b>	18,511	20,831	18,511	20,831	2,320	2,320

October 2023 Trip Type	Education	Employment	Medical	Nutrition	Same Day	Shopping	Social Rec
		3,712	1,888	1,037	62	188	285
2024 Trip Type	3,452	1,350	1,048	86	125	216	1,164

Service Analytics	Total Ride Requests	Completed Boardings	Total Cancellations	Total No Shows
		9,942	7,441	2,223

Prepared by: *Andrea Hamilton - Transit Operations Supervisor*

**Palace Transit Monthly Ridership Report**  
**Fiscal Year: October 1st, 2024 through September 30th, 2025**  
**Month: November 2024**

	Month End		Year to Date		Difference	
	2023	2024	2023	2024	Month End	Year to Date
<b>Elderly Riders</b>	1,586	1,255	3,232	2,942	(331)	(290)
<b>General Public Riders</b>	913	446	1,883	1,030	(467)	(853)
<b>Handicap Riders</b>	2,151	1,581	4,417	3,607	(570)	(810)
<b>School - Age Riders</b>	3,151	2,274	6,402	5,418	(877)	(984)
<b>Total Rides</b>	7,801	5,556	15,934	12,997	(2,245)	(2,937)
<b>Total Miles</b>	17,590	16,496	36,101	37,327	(1,094)	1,226

<b>November 2024 Trip Type</b>	<b>Education</b>	<b>Employment</b>	<b>Medical</b>	<b>Nutrition</b>	<b>Same Day</b>	<b>Shopping</b>	<b>Social Rec</b>
		2,481	1,033	758	75	61	174

<b>Service Analytics</b>	<b>Total Ride Requests</b>	<b>Completed Boardings</b>	<b>Total Cancellations</b>	<b>Total No Shows</b>
		8,576	5,556	2,736

Prepared by: *Andrea Hamilton - Transit Operations Supervisor*

## June 2024 - September 2025 Eligible Nutrition Meals

Site	YTD Eligible	LY	Year Projection	Monthly Goal	Total Meals Served	YTD Projection	Diff to Projection
*Mt. Vernon	683	736	2800	175	683	1050	-367
Tripp	4822	3405	8900	556	4822	3336	1486
Parkston	2857	6990	18600	1162	2857	6972	-4115
Cathedral Squares	2221	2456	6400	400	2385	2400	-179
Meadowlawn	1134	1146	3000	187	1213	1122	12
Wesley Acres	1869	2079	5800	363	1869	2178	-309
JVCC/Dine Card	7396	6167	17000	1063	7624	6378	1018
Greenridge	1132	1368	3500	219	1132	1314	-182
<b>Total</b>	<b>22114</b>	<b>24347</b>	<b>66000</b>	<b>4125</b>	<b>22585</b>	<b>24750</b>	<b>-2636</b>
*No meals in June or July							
<b>Site</b>	<b>November</b>		<b>Monthly Goal</b>		<b>Difference</b>		
Mt.Vernon	174		175		-1		
Tripp	817		556		261		
Parkston	0		1162		-1162		
Cathedral Squares	368		400		-32		
Meadowlawn	176		187		-11		
Wesley Acres	313		363		-50		
JVCC/Dine Card	1096		1063		33		
Greenridge	110		219		-109		
<b>Total</b>	<b>3054</b>		<b>4125</b>		<b>-1071</b>		
Eligible & Ineligible	<b>3109</b>						

## June 2024 - September 2025 Eligible Nutrition Meals

Site	November	Last Year November	Year To Date		
County Fair Dine Card	274	242	1460		
Coborns Dine Card	84	70	862		
JVCC Congregate	312	359	1789		
Blizzard Meals	0	0	0		
JVCC 2nd Meals	426	546	3285		
Wesley Acres 2nd	0	6	0		
Cath. Squares 2nd	18	22	77		
Meadowlawn 2nd	30	12	130		
Greenridge 2nd	6	11	52		
Total 2nd Meals	512	623	3721		
Eligible 2nd Meals	480	597	3544		
Ineligible 2nd Meals	32	26	177		
Greenridge Ineligible	0	0	0		
Cath. Squares Ineligible	18	6	164		
JVCC Ineligible	37	40	228		
Meadowlawn Ineligible	0	12	79		

## June 2024 - September 2025 Eligible Nutrition Meals

Site	YTD Eligible	LY	Year Projection	Monthly Goal	Total Meals Served	YTD Projection	Diff to Projection
*Mt. Vernon	848	884	2800	175	848	1225	-377
Tripp	5736	3891	8900	556	5736	3892	1844
Parkston	2857	8149	18600	1162	2857	8134	-5277
Cathedral Squares	2578	2831	6400	400	2762	2800	-222
Meadowlawn	1306	1311	3000	187	1385	1309	-3
Wesley Acres	2221	2447	5800	363	2221	2541	-320
JVCC/Dine Card	8585	7407	17000	1063	8883	7441	1144
Greenridge	1255	1566	3500	219	1255	1533	-278
<b>Total</b>	<b>25386</b>	<b>28486</b>	<b>66000</b>	<b>4125</b>	<b>25947</b>	<b>28875</b>	<b>-3489</b>
*No meals in June or July							
<b>Site</b>	<b>December</b>		<b>Monthly Goal</b>		<b>Difference</b>		
Mt.Vernon	165		175		-10		
Tripp	914		556		358		
Parkston	0		1162		-1162		
Cathedral Squares	357		400		-43		
Meadowlawn	172		187		-15		
Wesley Acres	352		363		-11		
JVCC/Dine Card	1189		1063		126		
Greenridge	123		219		-96		
<b>Total</b>	<b>3272</b>		<b>4125</b>		<b>-853</b>		
Eligible & Ineligible	<b>3362</b>						

## June 2024 - September 2025 Eligible Nutrition Meals

Site	December	Last Year December	Year To Date		
County Fair Dine Card	226	235	1686		
Coborns Dine Card	124	109	986		
JVCC Congregate	304	283	2093		
Blizzard Meals	14	4	14		
JVCC 2nd Meals	535	613	3820		
Wesley Acres 2nd	0	10	0		
Cath. Squares 2nd	8	4	85		
Meadowlawn 2nd	42	30	172		
Greenridge 2nd	10	0	62		
Total 2nd Meals	655	673	4376		
Eligible 2nd Meals	595	657	4139		
Ineligible 2nd Meals	60	16	237		
Greenridge Ineligible	0	0	0		
Cath. Squares Ineligible	20	8	184		
JVCC Ineligible	70	31	298		
Meadowlawn Ineligible	0	20	79		

# Mitchell Volunteer Program Report

**Month: November – January 2025**

**1. Volunteers**

Total Volunteers– 123

**2. Stations:**

Total Stations– 69

**3. Volunteer Placements**

1. Mitchell Volunteer Patrol
2. Abbott House
3. Safehouse
4. The Caring Closet Pop-Up Closet
5. CASA
6. Lovefeast
7. JVCC
8. Nutrition
9. Mitchell Library
10. Mitchell Schools
11. Mitchell Chamber – Event Prep
12. Meals on Wheels Daily
13. Salvation Army
14. Food Pantry
15. Avera Queen of Peace Hospital & Hospice
16. Volunteers helping neighbors with home chores & care

**JVCC Events – Dec. 2024 – Kim Burg, Activities Coordinator @ James Valley Community Center**

**Holiday Traditions & Memories with Jean Patrick, Storyteller** – Wed., Dec. 4 @ 11:15 am – Enjoy hot chocolate & sweets! Members: Free/Guests: \$1 Daily. Call (605)995-8441 prior to 8 am to reserve an 11 am or noon meal.

**Holiday Movie Plus Cookie Exchange** – Wed., Dec. 18 @ 10:30 am – Enjoy “National Lampoon’s Christmas Vacation” & a Holiday Cookie Exchange – Members: Free/Guests: \$1 Daily.

**Quilt Raffle** – James Valley’s Annual Quilt Raffle runs through Jan 9, 2025, when the winner will be drawn at the After-Holiday Party. The Vintage Feed Sack Queen-Size Quilt (102”L x 94” W) is brown and turquoise in color. Tickets are available from members or the center. Thanks to our dedicated JVCC quilters. Tickets are \$1 each or 11 tickets for \$10. Funds benefit JVCC programming

**Vintage After-Holiday Party** - Thursday, January 9 @ 12:30 pm - Enjoy Entertainment by Mitchell Barbershop Harmony Chorus, Bingo, Quilt Raffle Drawing, Door Prizes, etc. JVCC members – No Charge/Guests \$3. Enjoy Hot Chocolate & Cookies. Thanks to Right at Home, AseraCare & Firesteel for being sponsors.

**Medicare Open Enrollment** - Call your SHIINE (Senior Health Information & Insurance Education) volunteers to assist you with Medicare plan comparisons to set up an appointment during open enrollment through December 7. SHIINE Volunteers Allan Olson, Deb Olson, Norma Schrank & Joy Schley will be at James Valley Community Center, 300 West 1<sup>st</sup> Ave, Mitchell during Open Enrollment on Monday afternoons, and 9 – 4 pm on Tuesdays and Thursdays. Call JVCC @ 605-995-8048 in advance to get the SHIINE volunteer numbers to set up an appointment. Bring your Medicare Card and list of prescriptions.

**JVCC Exercise** – Mondays, Wednesdays & Fridays @ 9:45 am – Includes stretches & low impact exercise.

**Line Dancing** – Mondays @ 1-2 pm – Fun routines to some great music!

**Bingo** - 1<sup>st</sup> & 3<sup>rd</sup> Tuesday @ 1 PM (Cashier opens at 12:30 pm) – Open To The Public - Progressive jackpots plus regular games.

**Bingo** - 2<sup>nd</sup> & 4<sup>th</sup> Thursdays @ 6:30 PM (Doors open at 5:45 pm) – Open To The Public - Progressive jackpots plus regular games.

**Check out our James Valley full activity schedule and meals on Facebook including darts, pool, quilting, cards, wellness activities, events and more!**

**Membership: Come by the Center or call 995-8048 to hear about the benefits of 2025 Annual Membership for \$40 or Couple Membership for \$75 including discounts to a number of business and discounts on renting rooms. \$5 Discount for emailed newsletter vs mailed. There’s always an the option of a daily \$1 entrance if that fits your schedule better.**

**(Go to [www.cityofmitchell.org](http://www.cityofmitchell.org) (click on JVCC tab). Go to Facebook & search Community Services-James Valley Community Center <https://www.facebook.com/JamesValleyCommunityCenter>.**