

# Mid-Minnesota Development Commission

## Fiscal Year 2002

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### Chairperson's Letter

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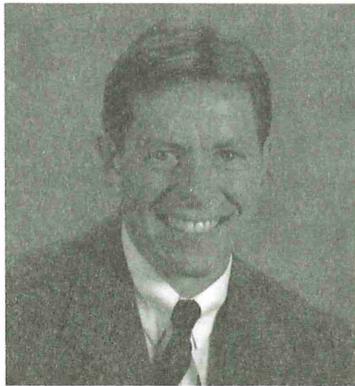


ANNUAL REPORT

To Commissioners and Other Involved Parties,

I would like to take this opportunity through the Annual Report to make my final comments as Chairperson of the Mid-Minnesota Development Commission (MMDC).

Approximately eight or nine years ago when I would study my property tax statements, I curiously wondered what all those line items were. Well, after accepting a position on the MMDC Board, I soon figured out what the line item called special assessment was intended. In 1994, it started out at around \$7 for my 240-acre dairy farm, and in eight years it spiked at \$12.06. Yes that's what my tiny contribution does; it finances an operation that consists of 11 employees and covers four counties. This organization carries out important assignments like senior dining, building inspections, economic development, community planning, transportation studies, health insurance counseling, etc. It's easy to say what these areas focus on, but it's impossible to know exactly what goes on in each and every one of these departments unless one is involved, as I have been for the last eight years. Where the years have gone, I don't know, but the knowledge I have gained about the functions of RDCs



Bruce Shuck, Chairman

is priceless. The experience was unforgettable, and the memories are great. I only hope that the future of RDCs is secure because I can only wonder how services that we provide will ever be delivered without the affordable programs of the RDCs. It has become evident to me lately that many of the community needs would not be accomplished if not for the RDCs and the ability of those RDCs to raise money. By levying a small tax then leveraging that tax, it makes it possible for RDCs to rewrite community water plans; to codify city ordinances; to lend money to businesses in distressed areas; to supply senior dining sites and facilities and to do building inspections for small cities that can't afford to hire their own building inspector. I feel these are important duties that are carried out by this organization in an affordable manner.

It has been my privilege for the past 2-1/2 years to be the Chair of the MMDC. The pleasure was all mine, and I would like to thank everyone for putting their trust and confidence in me. I will never forget the great Board members and staff, both past and present, with whom I worked. I only hope that the future of these organizations is stable. To remain sustainable, our costs may have to align more closely to the private sector. The sustainability also relies on the state legislature, but all in all, RDCs play an important role in the economy of Greater Minnesota.

So once again, thank you and keep up the hard work and dedication to the RDCs!

~ Bruce Shuck, MMDC Chairman

## ***Executive Director's Letter***

The Mid-Minnesota Development Commission (MMDC) mission statement is as follows: "We will administer state



**Donn Winckler  
Executive Director**

and federal programs, coordinate multi-jurisdictional activities and provide technical assistance to government, businesses and local organizations to maintain or enhance the quality of life in the Counties of Kandiyohi, McLeod, Meeker and Renville". To meet this mission, Commissioners and staff are continually evaluating what has been accomplished and how to best make changes to

meet the needs and challenges of the Region in the future. The Annual Report is a snapshot of MMDC's activities during Fiscal Year 2002. I hope through presenting the programs and activities highlighted within this document, that it will demonstrate that during this past fiscal year the Commission has had another strong year in providing necessary technical assistance to our clientele, and that has helped meet the expectations of our mission statement.

The Community Development Department continues a very busy pace of working on various technical assistance projects. Most of these activities are noteworthy and are mentioned within the report, but one particular project stands out for special notice for both the time and effort made by staff and for the positive feedback that the Commission has received. The MMDC assisted each of the four counties in Region Six East with preparing Comprehensive Local Water Plans. By the counties choosing the Commission, each county saved approximately \$30,000 compared to the next lowest bid to complete the project. Besides the cost savings, staff had both the ability and willingness to spend the time necessary to be sure of giving each county a very high quality product in the end.

The Commission will continue the strong role we traditionally play with both community and economic development technical assistance. Besides the more traditional roles that we have played, staff and Commissioners are always open to, and are searching for, new activities and partnerships that will be helpful to the

Region. The Commission's willingness to become the fiscal agent for the newly established West Central Growth Alliance (WCGA) is such an example. The WCGA is a multi-county organization that was formed to work together to market this area of the state. The Commission's Building Inspection Department has continued to grow and expand the services it offers. The Area Agency on Aging (AAA) has just begun a process of looking to partner with some of our neighboring AAAs. The Minnesota Board on Aging is directing this effort statewide in order to hopefully expand the role of program development and coordination to meet the long term needs of the growing elderly population in the future. Look for more information on this topic in the upcoming year.

With a dedicated group of staff and Commissioners, the future looks bright for the MMDC to continue to be a dependable partner with the Region's counties, local units of government, businesses and organizations in maintaining and enhancing the quality of life for our citizens.

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# **Mid-Minnesota Development Commission Mission Statement**

**We will administer state and federal programs, coordinate multi-jurisdictional activities, and provide technical assistance to government, businesses and local organizations to maintain or enhance the quality of life in the Counties of Kandiyohi, McLeod, Meeker and Renville.**

## *State Certified Building Inspection Services*

The Mid-Minnesota Development Commission (MMDC) has two fully certified state building officials on its staff who provide inspection and plan review services for communities that have adopted the State Building Code. Recently the Commission's Economic Development Director received his license as Certified Building Official-Limited which gives the department the added ability to use his assistance on occasions when work gets very busy. The State Building Code sets construction standards to assure the health, safety, comfort and security of building occupants. In Fiscal Year 2002, the MMDC had ongoing contracts with the following local units of government in providing this service: Atwater, Bird Island, Blomkest, Brownton, Cosmos, Fairfax, Grove City, Kandiyohi, New London, Pennock, Stewart, Paynesville, Spicer and Dovre Township. The Commission also provided services to the City of Litchfield for commercial buildings and plan review during a portion of the past fiscal year until the City was ready to have their staff take on these duties. MMDC will still be utilized by Litchfield on occasions when they need a backup source of assistance. Additional inspections are also being made under the State Hazardous Building Act as requested by various other communities. Staff also provides accessibility inspections on occasion for Renville County.

Department staff have received training and provided service with lead-based paint inspections and risk assessments. U.S. Department of Housing and Urban Development regulations require these inspections in housing projects that they participate in. Staff have kept

very busy providing this service throughout southwest Minnesota and it should continue to be a major activity in the upcoming fiscal year. Analysis of asbestos concerns is another service the department offers. Lastly, the building inspectors provide housing rehabilitation inspection services for both the Hutchinson and Willmar HRAs. Administering the Minnesota State Building Code involves the following activities:

- Responding to questions, concerns, and other inquiries about building code requirements.
- Issuing permits, collecting fees, answering inquiries about particular projects, and other related activities.
- Building plans must be reviewed for compliance with applicable requirements of the Building Code.
- Carrying out the field inspections for each building project. The number of field inspections varies from a couple of field inspections to many, depending on the project. Most of the building inspectors' time is devoted to this activity. Associated activities include notifying builders of problems, arranging for corrective measures, and so on.
- Enforcement activities related to building without required permits and issues that arise when permits are not complied with.
- Preparing reports required as part of the Building Code.



**A residence under construction which is ready for a framing inspection, a service provided by MMDC Building Inspectors.**

# *Commission Members*

## *for the Fiscal Year Ended June 30, 2002*

### *Kandiyohi County Representatives*

DuWayne Underthun	Townships
Bruce Shuck	County
Les Heitke	City of Willmar
Gene Anderson	Municipalities

### *Meeker County Representatives*

Archie Peters	Townships
Vernon Madson	Municipalities
Ron Kutzke	County
Sherron Reilly	School Board
Richard Brooks	Public Interest
Dorothy Lindstrom	Public Interest

### *McLeod County Representatives*

Roger Schmidt	Townships
Brian Hagen (Aug.-Present)	Municipalities
Sheldon Nies	County
John Mlinar	City of Hutchinson
Kay Husfeldt	Public Interest
Chester Hoernemann (Jul.-Dec.)	School Districts

### *Renville County Representatives*

Delbert Wetzel	Townships
Ronald Degner	Municipalities
Bob Mehlhouse	County
Richard Loftness	Public Interest
James Schafer	Public Interest

### *Officers*

Chairperson	Bruce Shuck
Vice-Chairperson	DuWayne Underthun
Secretary	John Mlinar
Treasurer	Dorothy Lindstrom

### *Staff*

#### *for the Fiscal Year Ended June 30, 2002*

Executive Director	Donn Winckler	Economic Development Director	Les Nelson
Office Manager	Kristen Rosenboom	Community Development Director	Matthew E. Johnson
Building Department Secretary	Tiffanie Krieger	Community Devel. Planner	Michael Sharp (Aug.-Present)
Financial Director	Sue Gimse	Public Facilities Planner	Robert F. Williamson
Aging Program Director	Michael Pattee (Jul.-Mar.)	Transportation Planner	Tyrone Hippe
Aging Program Director	Kate Selseth (Apr.-Present)	SCDP Grants Administrator	Bernard F. "Butch" Schulte
Aging Program Specialist	Carin Erickson	Building Inspector	Kevin Piepenburg (Jul.-Jan.)
		Building Inspector	Daryl Pederson (Feb.-Present)

## REVENUE AND EXPENDITURE SUMMARY FISCAL YEAR 2002

### REVENUES

FEDERAL		\$ 1,783,379
Economic Development Administration	\$ 51,322	
HHS - Area Agency on Aging	587,600	
Housing Preservation Grant	3,517	
Department of Trade & Economic Development	1,140,940	
STATE		\$ 189,953
Homestead Taxes/Credits	\$ 50,624	
PERA Aid	2,101	
Department of Transportation	50,000	
State Nutrition	82,530	
State LTC/SLL & I&A	4,698	
LOCAL		\$ 546,834
Property Taxes	\$ 159,197	
Interest Earnings	14,412	
Inkind	2,588	
Building Inspections	148,387	
Revolving Loan Fund - Repayments	30,000	
Small Cities Repayment Monies	22,261	
Technical Assistance Contracts/Miscellaneous	169,989	
<b>TOTAL REVENUES</b>		<b>\$2,520,166</b>

### EXPENDITURES

PERSONAL SERVICES		\$ 612,470
SUPPLIES & PRINTING		28,076
OTHER SERVICES: Communication, Postage, Conference, Subscriptions	41,295	
OTHER CHARGES: Rent, Insurance, Professional Services	60,207	
CAPITAL OUTLAY	4,252	
TRAVEL: Staff and Advisory Committees	30,719	
COMMISSION: Travel and Per Diem	14,900	
DIRECT CONTRACTS	1,712,282	
OTHER USES	6,432	
IN-KIND SERVICES	2,588	
<b>TOTAL EXPENDITURES</b>		<b>\$ 2,513,221</b>

## PROPOSED BUDGET SUMMARY FISCAL YEAR 2003

### REVENUES

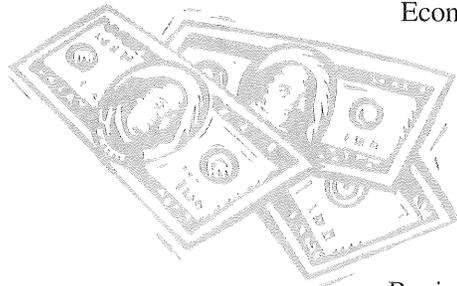
FEDERAL		\$2,243,033
Economic Development Administration	\$ 53,000	
HHS - Area Agency on Aging	696,067	
Department of Trade & Economic Development	1,493,966	
STATE		\$ 198,775
Homestead Taxes/Credits	\$ 25,544	
PERA Aid	2,101	
Department of Transportation	50,000	
State Nutrition	104,527	
State LTC/SLL/I & A	11,603	
State - Regional Study	5,000	
LOCAL		\$ 499,225
Property Taxes	\$ 185,607	
Interest Earnings	14,000	
Inkind	3,819	
ROSE	13,400	
Building Inspections	161,211	
Revolving Loan Fund - Repayments	30,000	
Technical Assistance Contracts	75,188	
Equipment Usage	16,000	
<b>TOTAL REVENUES</b>		<b>\$2,941,033</b>

### EXPENDITURES

PERSONAL SERVICES		\$ 585,176
SUPPLIES & PRINTING		29,728
OTHER SERVICES: Communication, Postage, Conference, Subscriptions	44,243	
OTHER CHARGES: Rent, Insurance, Professional Services	59,070	
CAPITAL OUTLAY	5,000	
TRAVEL: Staff and Advisory Committees	23,476	
COMMISSION: Travel and Per Diem	14,466	
DIRECT CONTRACTS	2,144,639	
OTHER USES	7,560	
IN-KIND SERVICES	3,819	
<b>TOTAL EXPENDITURES</b>		<b>\$2,917,177</b>

# *Economic Development Assistance and Revolving Loan Fund*

The Mid-Minnesota Development Commission's (MMDC) economic development program is designed to assist local units of government and businesses in the Region with activities that create or support the creation of jobs and investment. Program activities are funded by a grant from the U.S. Department of Commerce,



Economic Development Administration and the local tax levy. The Commission operates a \$1.4 million Revolving Loan Fund program within the Region's four counties.

Two separate advisory committees assist the Commission with the economic development activities. The first committee provides recommendations to the Commission on the priorities and goals of economic development in the Region. The second advisory committee provides review and recommendations on the Commission's Revolving Loan Fund program.

A major portion of the staff time in economic development is devoted to technical assistance and administering the Revolving Loan Fund. Businesses, individuals and governmental units can request and receive economic development technical assistance. Requests range from business assistance information to business finance analysis, infrastructure improvements, tax increment financing and grant and loan writing.

The Revolving Loan Fund was established to assist businesses within the Region with gap financing. Businesses must be deemed viable and involve job creation or retention. Loans are made for working capital, land, buildings and equipment. The amounts given out as loans range from \$5,000 to a maximum of \$100,000. The Revolving Loan Fund was originally capitalized primarily through Economic Development Administration funds, but also from funds from the four counties, the State of Minnesota, the Southwest Minnesota Foundation and from the Mid-Minnesota Development Commission.

Economic development activities during the past fiscal year include:

- Became the fiscal agent and provided technical assistance to the West Central Growth Alliance.
- Co-sponsored a regional marketing assistance program to assist small businesses, cooperatively, to jointly market their respective industrial capabilities and to find customers.
- Authored annual update of the Comprehensive Economic Development Strategy as required by the EDA planning grant.
- Hosted an Economic Development Administration performance and site evaluation, the results of which were exemplary.
- Received invitation and authored Economic Development Planning Grant Application. The application was approved and funded.
- Co-sponsored the 2001 labor force assessment which provided statistics and demographics on workers in the region which assisted with establishment recruitment.
- Authored Litchfield "Mighty Ducks" grant application to the Minnesota Amateur Sports Commission.
- Provided technical assistance to the Willmar Regional Airport Committee to recruit a cargo regional hub and possible Army Helicopter Base.
- Participated in a City of Pennock planning meeting and provided technical assistance.
- Provided technical assistance to nine school district "school to work" program. This program provides students with career exploration.
- Attended EDA regional office conference to be updated on current economic development tools and projects as well as changes at the federal level.
- Furnished technical assistance to McLeod County regarding a tax abatement strategy and authored a draft copy.
- Co-sponsored an "Economic Watershed Summit" along with the Department of Economic Security which addressed workforce development and other development issues.

# Community Development and Planning Technical Assistance

The Mid-Minnesota Development Commission (MMDC) is able to provide a wide array of community development and planning projects for local units of government. This particular program area is typically not tied to any state or federally funded program, but funded through service charges that are subsidized by the use of the Commission's limited general fund.

Each year the staff offers assistance to local units of government on a wide range of services. These services include comprehensive land use plans, zoning and subdivision ordinances, ordinance codification, grant and loan writing, community surveys, public facilities planning, housing studies, mapping projects and many other technical activities. As one of Minnesota's State Data Centers, the MMDC annually provides businesses, non-profit agencies, private citizens and units of government data from the Census and other sources.

Over the past year, the Commission assisted Kandiyohi, McLeod, Meeker and Renville Counties in updating their Comprehensive Local Water Plans. This included a multiple step planning process, with special emphasis on involvement by local constituents, local governments, bordering counties and state and federal agencies. The initial phase of this process involved the collection of data. Information collected ranged from precipitation levels, to unique features and scenic areas. Once this step was completed, MMDC staff assisted each county with the development of goals, objectives and action steps to address a wide variety of water related issues and concerns. The process pinpointed specific projects that will be pursued by each county over the next ten years. A wide variety of issues, including drainage, floodplain management, groundwater protection, shoreland management, stormwater management and wastewater treatment, were all systematically addressed in the Water Plans. Because of the extensive GIS database, MMDC was able to make considerable mapping improvements over previous water planning efforts.

Other principal accomplishments and activities that have been undertaken by the Community Development Department over the course of the past fiscal year are highlighted below:

- Assistance was given to the Upper Minnesota Valley Regional Development Commission with Comprehensive Plans for Big Stone, Chippewa and Lac Qui Parle Counties.

- Comprehensive Plans were completed for Kandiyohi County and the Cities of New London, Spicer and Bird Island. Comprehensive Plans are in process for the Cities of Plato, Stewart and Renville. Preliminary planning has also been done for the City of Pennock.
- Meeker County Zoning and Gravel Mining Ordinance.
- McLeod County Zoning Ordinance update, which included a new section on adult business regulations. Work on a new gravel mining ordinance has also begun.
- Kandiyohi County Subdivision and Zoning Ordinance.
- Bird Island Housing Study.
- Kandiyohi County Level 2 Feedlot Inventory assistance.
- Lake Lillian Ordinance Codification.
- In the process of assisting the City of Franklin with both a Zoning Ordinance and with Ordinance Codification and new ordinance development.
- DNR grant application for the City of Litchfield's Prairie Park Reserve.
- Assistance with applications for wastewater projects for the Cities of Prinsburg, Franklin and Cedar Mills.
- Assisted the Middle Fork Crow River Clean Water Partnership and the Stearns County SWCD with zoning and feedlot files used to help delineate lake sheds. Staff broke down the number of animal units per watershed for the Crow River project.



**The City of Plato worked on updating their Comprehensive Land Use Plan over the last year. One of the more interesting components involved working with Mn/DOT to plan for a full intersection with a bridge at the junction of U.S. Highway 212 and McLeod County Road 9.**

## *Transportation Planning and Assistance*

The Mid-Minnesota Development Commission (MMDC) receives an annual grant from the Minnesota Department of Transportation, matched with the local tax levy, to provide transportation planning services within the Region's four counties and to participate in the Southwest Minnesota Area Transportation Partnership (ATP) process. The Transportation Advisory Committee (TAC) makes recommendations to the Commission on these transportation activities.

The Commission annually participates in the Area Transportation Partnership's activities of deciding which projects receive Federal funding through the State's Transportation Improvement Program. MMDC's voting members on the ATP are Sheldon Nies and Bruce Shuck. The TAC scores projects to their "regional significance" as part of the ATP's project ranking process. The Commission also holds an annual public informational meeting on the proposed Area Transportation Improvement Program. Staff provides assistance for these activities as well as serving on an ATP Committee that makes Enhancement Project funding recommendations. Executive Director Winckler serves on an ATP committee that has been given the task of working on a new road and bridge project scoring system. The scoring system includes both a "technical score" and a "regional significance" score.

During the past fiscal year, staff worked on the City of Plato's transportation component in their new draft Comprehensive Plan. The City is planning for a full intersection with a bridge along U.S. Highway 212. The transportation component maps the intersection and identifies a number of issues associated with the project, such as land use and pedestrian concerns. In addition to the full intersection, the City is also planning on making roadway/safety improvements along County Road 9. Miscellaneous other transportation items include pursuing a new bike trail to

## *Grant Administration Services*

The Mid-Minnesota Development Commission (MMDC) has successfully administered a number of Small Cities Development Program (SCDP) grants through the years. In Fiscal Year 2002, there were 5 SCDP projects that were in all different stages of completion. These projects were for the Cities of Cosmos, Sacred Heart, Stewart, Renville and Buffalo Lake. Funding for the program comes from the U.S. Department of Housing and Urban Development (HUD) and is administered at the state level by the Minnesota Department of Trade and Economic Development.

The Cities of Cosmos, Sacred Heart and Renville all have received SCDP funds for providing housing rehabilitation to low

the City of Glencoe, planning for new frontage and backage roads along U.S. Highway 212 (and therefore closing three access points), and identifying the City's preferred street network in the City's urban growth areas.

Commission staff was also active in the following transportation activities during Fiscal Year 2002:

- Served as an ex-officio member on a couple of transit operations committees.
- The Commission continues to work with Mn/DOT to process functional classification changes on a case-by-case basis. This past year staff assisted Kandiyohi and McLeod Counties, as well as the City of Glencoe with making functional classification changes.
- The department has assisted the MMDC's Community Development Department with researching and preparing sections that have dealt with transportation issues for several city comprehensive plans and the Kandiyohi County comprehensive plan .
- Staff attended RDC Transportation Planners meetings during the past year. These quarterly meetings allow the planners to share information and coordinate planning efforts.
- There has been expanded transportation information placed on the MMDC web page.
- Staff was the lead planner in this past year's ATP Enhancement Committee project review process. The lead planner is responsible for organizing and distributing materials regarding the meeting of the committee.
- Staff served on the TH 212 Corridor Management Team and both the East and West Transportation Advisory Committees for the Mn/DOT Corridor Study.

and moderate income households. The Cities of Stewart and Buffalo Lake have received SCDP funds for both housing rehabilitation and public facilities improvements.

The MMDC provides this SCDP grant administration service to provide funded communities with experienced grant administrators and rehabilitation specialists. The contracted assistance relieves the local units of government of the staggering amount of required paperwork. The MMDC has two persons who are state certified building inspectors and are trained in the necessary rehabilitation standards that are used for the program. Other MMDC personnel are involved in the financial and project administration of the program.

## Area Agency on Aging

The Mid-Minnesota Area Agency on Aging (AAA) is dedicated to helping older people in Kandiyohi, McLeod, Meeker and Renville Counties lead comfortable, independent lives. The goals of the AAA are to enhance service offerings and ensure that the needs of the senior population are met. Each year, the AAA is accountable for a budget of approximately \$1,213,822, which provides for program development, senior information and assistance through the Senior LinkAge Line® and health insurance counseling, as well as financial assistance to service providers and senior centers.

### Family Caregiver Support

The Older Americans Act was reauthorized in November 1999, which resulted in new federal funding to states for the development of resources for family caregivers. The Mid-Minnesota AAA received \$114,712 from the National Caregiver Support Program. Applications were received from potential grantees in April 2002. The AAA Advisory Committee elected to solicit additional applications. Implementation of the new service is scheduled for October 2002.

### Long Term Care Activities

The Regional Analysis conducted in December 2001 identified overall aging population characteristics for the region. In general, it was found that services rated as high priority included transportation, and services that foster independence for persons choosing to remain in their homes. The Regional Analysis activity was mandated by state statute to be conducted in conjunction with County Gaps Analysis identification. Counties and Area Agencies received additional funding to conduct these activities. They are part of the overall goal of the State Long-Term Care Task Force to reconfigure the long term care system in Minnesota. The next scheduled Regional/Gaps Analysis is for 2004.

### Other AAA Activities

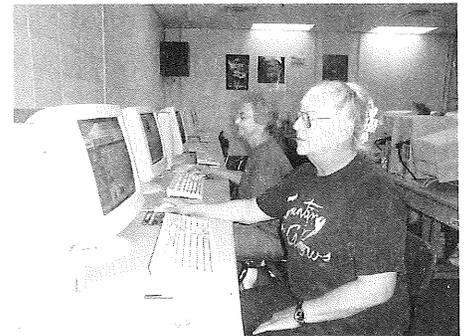
Staff provides a wide variety of technical assistance to various aging organizations and causes. Some of the activities of the past fiscal year include:

- Conducted a number of Senior Surf Day presentations.
- Made numerous presentations about AAA services including presentations on health insurance

counseling topics such as Medicare and the Prescription Drug Program.

- Participated in the Life Connections Expo.
- Hosted a volunteer recognition/appreciation event.
- Member of a Cultural Diversity Committee and co-sponsored a Regional Cultural Diversity Conference.
- Participated in the Medicare FYI Empowerment and Collaboration Initiative (MECI) program.
- Participated on the Leadership Committee of the Willmar Community Capacity Collaborative.
- Implemented Medication Management information sessions in conjunction with the Minnesota Pharmacy Association.

The AAA has an advisory council composed of 13 members chaired by Richard Brooks of rural Darwin. The advisory council meets eight times per year and has the primary responsibility of establishing regional funding priorities and reviewing and recommending projects for funding through the Older



Senior Surf Day Attendees

Americans Act. Although priorities and projects change, the following list of priority areas and projects funded during Fiscal Year 2002 is representative of a typical year:

*Transportation:* Meeker County, Spicer, Atwater, Kandiyohi County and Renville County

*Legal Services/Education:* Western Minnesota Legal Services

*Congregate Dining and Home Delivered Meals:* Augustana Homes (28 dining sites and 27 home delivered communities).

*Respite Care:* Counties of Kandiyohi, McLeod, Meeker and Renville

*Senior LinkAge Line®:* Mid-Minnesota AAA direct service and Upper Minnesota Valley AAA

*Health Insurance Counseling:* Mid-Minnesota AAA direct service

*Health Promotion/Education:* Living at Home Block Nurse Program, Kandiyohi County, Meeker County, McLeod County.

(continued on Page 10)

## *Area Agency on Aging (continued)*

### Collaboration Between Mid-Minnesota and Upper Minnesota Valley AAAs

Beginning in Fiscal Year 2001, a new collaboration began between the Mid-Minnesota AAA and the Upper Minnesota Valley AAA. With the goal of offering better services through specialization, Mid-Minnesota AAA is now providing Health Insurance Counseling services to Region Six East's four counties and Region Six West's five counties. The Upper Minnesota Valley AAA has taken the role of providing the Senior LinkAge Line® services within both Regions. An 800 number is used for Senior LinkAge® calls, thus there is no advantage for these calls being taken at the Mid-Minnesota AAA office. The arrangement has allowed staff to focus in one area of expertise, with the end result of higher quality service in both program areas. The new collaboration has proven itself to be very beneficial to both agencies thus far, and the Minnesota Board on Aging has been very supportive of the effort.

## **Mid-Minnesota Development Commission**



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