



**Aging and Disability Resource Center
(ADRC) Governing Board Meeting
January 20, 2026**

The Aging and Disability Resource Center (ADRC) Governing Board members convened on Tuesday, January 20, 2026. Members and attendees attended in person, virtually via video conference, and conference call options.

Board Members Present

Barta, Tiffany
Dicks-Williams, Ramona
Lillich, David MD
Mayfield, Kent - Chair
Minster, Andi
Pichler, Cindi

Milwaukee County Staff:

Acevedo-Baez, Javier DHHS
Formanek, Jacqueline DHHS
Idzikowski, Daniel DHHS
Rizio, Marvic DHHS
Schmitt, Rebecca DHHS
Taylor, KaiYah DHHS
Valdivia, Martina DHHS

Board Members Absent

Bush, Rachael
Jones, Barbara

Guest:

Gabby Leachmon
Dr. Laura Brusky

MINUTES

I. Call to Order and Roll and Announcements

- Meeting called to order by Kent Mayfield.
- Roll call conducted by Marvic Rizio.
- Confirmed that a quorum was present

II. Review and Approval of Minutes

- Minutes of December 16, 2025 Governing Board meeting were presented.
- **Motion to approve:** Kent Mayfield
- **Motion** carried unanimously.

III. ADRC County Executive Informational Report Kyle Ashley, Director of Community Outreach.

- Kyle Ashley submitted the County Executive Report via E-mail.

(View the full County Executive Report on County Legislative Information Center (CLIC).
See ADRC January 20, 2026 Meeting Details)

IV. Discussion Item: 2026 ADRC Governing Board Election

- **Chair:** Cindy Pichler elected for a one-year term.
- **Vice Chair:** Tiffany Barta elected for a one-year term.
- Discussion on roles and responsibilities of Vice Chair (primarily to lead meetings in Chair's absence).

V. ADRC Governing Board Reports

a) Chair Report – Kent Mayfield

- Thanked Board members for continued involvement.
- Highlighted importance of interdepartmental collaboration.

b) Membership Report

- Potential new board members: Gabby, Dr. Bruski, Judith Miller, Leanne (HR Director at CFI).
- Discussion on conflict of interest for vendors.

c) Quality Improvement Committee

- Need for a board member lead; staff leads identified.
- Focus on ongoing quality assessment and improvement.
- Need for continuous efforts beyond annual assessments.
- Discussion on understanding community impact through storytelling and qualitative engagement.

d) Outreach Committee – David Lillich

- Plans to expand social media presence (Instagram, TikTok, Facebook reels).
- Emphasis on redundancy and trusted messengers for older adults due to retention challenges.

VII. Aging & Disability Resource Center Report – Bekki Schmitt, ADRC Director

● Dashboard Report

- **Call Center:** Avg. wait 11 mins (goal 7–8); 59% calls answered, avg. call length ~8 mins.
- **Options Counseling:** Backlog persists; LTCFS audit scores high.
- **Customer Satisfaction:** Positive; survey expansion planned.
- **Volume:** ~50K calls, 2K walk-ins, 331 outreach events (down due to staffing).
- **Staffing:** 18 vacancies; hiring event Feb 16 at Safari Conference Center; requires bachelor's + 1 year experience.

- Bekki Schmidt Reviewed and presented the Dashboard Report.

(View the full Dashboard Report on County Legislative Information Center (CLIC). See ADRC January 20, 2026 Meeting Details)

VIII. Aging and Disabilities Services Report – Tina Anderson

- No report submitted in advance

IX. Informational Reports Review

- **Department of Health and Human Services Reports**
 - **Office for Persons with Disabilities (OPD):**
 - Disability Services continued Adult Day programming at Grant and Underwood, hosted a Winter Gear Giveaway, and held the first Breakfast with Santa event. Accessibility efforts included ASL request processing and Aira Access review. Facility coordination focused on Wil O Way resets and summer camp planning. The January 12 Commission meeting followed the standard agenda with rising community interest. Priorities include finalizing February schedules, reviewing accessibility contracts, securing tents, preparing outreach materials, and obtaining updated Aira documentation.
 - **Area Agency on Aging (AAA):**
 - New Commission on Aging officers elected; farewells noted. Advisory Council added members, updates on transportation, nutrition, and wellness programs.
 - **Adult Protective Services (APS):**
 - Field Services completed 1,507 WRAPS in 1,542 cases. Opioid Coordinator preparing media campaign for new grant cycle. Prevention Coordinator reported 18 housing referrals, 4 housed; shelters at capacity; medical respite opening soon. Legal Services: no updates.
(View the full **Informational Report** on County Legislative Information Center (CLIC). See ADRC January 20th Meeting Details)

VIII. Adjournment.

- Meeting concluded with thanks to outgoing chair and congratulations to new officers.
- Motion to adjourn was approved unanimously.

Next ADRC Governing Board Meeting: Tuesday, February 17, 2026, at 10:00 a.m. Members are reminded to contact the Chair no later than 12 days before the next meeting to place an item on the agenda.

Respectfully submitted,
Marcic Rizio - Administrative Assistant
Aging and Disability Resource Center