



Milwaukee County Commission on Aging Service Delivery Committee Meeting August 19, 2025

The **Service Delivery** Committee held its monthly meeting on **August 19th, 2025**, via Zoom.

Committee members Present:

Commissioner George Banda
Commissioner Mark Behar
Commissioner Amber Miller
Commissioner Jan Wilberg

Committee members Excused:

Commissioner Marni King
Commissioner Terrence Moore
Commissioner Paula Penebaker

Staff Present:

Claire Enders, *DHHS-ADS*
Daniel Idzikowski, *DHHS-ADS*
Kaisa Kerrigan, *DHHS-ADS*
Jill Knight, *DHHS-ADS*
Carrie Koss Vallejo, *DHHS-ADS*
Jennifer Lefeber, *DHHS-ADS*
Vonda Nyang, *DHHS-ADS*
Ortrialla Paris, *DHHS-ADS*

Staff Present Continued...

Emily Petersen, *DHHS-ADS*
Kayla Steinke, *DHHS-ADS*
Deidra Williams, *DHHS-ADS*

Attendees from the Public

Sandi Ammerman, *Eras Senior Services*
Shannon Downie, *SOA of Southeastern WI*
Truth Freeman, *Riverworks Development Corporation*
Matthew Hayes, *Legal Action of Wisconsin*
Jack Marsh, *zTrip*
Elizabeth Popowski, *JFS*
Agnes Rodriguez, *United Community Center*
Veraunica Ruffin, *Eras Senior Services*
Anthony Myers, *Riverworks Development Corporation*
Mary Till, *Life Navigators*
Michael Vanblaricum, *SOA of Southeastern WI*
Virginia Zerpa, *Alzheimer's Association*

MINUTES

I. CALL TO ORDER AND ROLL

Co-Chair Amber Miller officially called the meeting to order at 1:03 p.m. and conducted a roll call. A quorum was present at the beginning of the meeting.

II. REVIEW AND APPROVAL OF FEBRUARY 24, 2025, FEBRUARY 26, 2025, and JUNE 12, 2025, SERVICE DELIVERY COMMITTEE MEETING MINUTES

MOTION: To approve February 24, 2025, February 26, 2025, and June 12, 2025, meeting minutes.

ACTION: Motion prevailed by unanimous consent, which a change requested on the July 26th meeting. (Commissioner George Banda Moved, Commissioner Mark Behar Second)

III. REPORTS FROM VENDORS TO THE AREA AGENCY ON AGING

Presentation slides decks from all vendors are attached.

Presenter: ERAS Senior Network

Contract: HOME (Household & Outdoor Maintenance Engagement)

Committee members asked about the availability of volunteers for one-time events compared to ongoing relationships. ERAS volunteers come from student populations at Marquette, and older adults. Committee members noted appreciation of the program and offered to help with volunteer recruitment.

Presenter: ERAS Senior Network

Contract: Volunteer Driver

Committee members asked questions about volunteer training and licensures required for drivers. ERAS carries special insurance for volunteer drivers, but no special insurance for individual drivers is necessary.

Presenter: zTrip

Contract: Specialized Transportation

Claire Enders, AAA Transportation Coordinator, explained the distinction between OATS (Older Adults Transportation Services) provided by zTrip, and other services provided by zTrip and Transit Plus.

Committee members congratulated zTrip staff on the strong data

Presenter: United Community Center (UCC)

Contract: Senior Center and Nutrition Programming

Presentation given.

Presenter: United Community Center

Contract: Transportation to UCC

Committee members asked about the fleet of buses. UCC employs a fleet manager, and drivers do a daily inspection of any vehicles, and maintains a backup bus that is unscheduled. UCC received a State 85.21 grant and will be obtaining new vehicles.

Committee members also asked about financial contributions from riders, and UCC confirmed that rider contributions are non-existent.

Presenter: Jewish Family Services (JFS)

Contract: Late Life Counseling Services

JFS has exceeded their goal of service to 40 older adults and has served 47 individuals so far. JFS intends to continue serving this population and increasing

these numbers. Previously, services were provided exclusively by fully credentialed staff at JFS and recently, began transitioning into having JFS staff provide oversight to master's degree students which has allowed them to exceed their goal on clients served, using the same funding amount.

Presenter: Life Navigators

Contract: Support for Older Adult Caregivers of Persons with Intellectual or Developmental Disabilities, and Older Adults with Intellectual or Developmental Disabilities

Presentation given.

Presenter: Alzheimer's Association

Contract: Alzheimer's Counseling and Community Support Services

Presentation given.

Presenter: Riverworks Development Corporation

Contract: Financial Navigation

Committee members asked about legacy programming. Riverworks staff indicated that this program is not just for people leaving a home to their children, planning for your legacy is available and important for adults with not children as well.

Presenter: Serving Older Adults of Southeastern WI

Contract: Social Programming and Meal Site Supervision for Five County-owned Senior Centers

Committee members asked about the capacity of each building site, and requested this before the end of the year; and for emergency planning when a site is down or being used for a community emergency.

Committee members expressed concern about the number of unduplicated individuals served, and SOA shared ideas to expand the capacity of SOA by expanding into evening hours, technical upgrades, and communication improvements.

Presenter: Legal Action of Wisconsin (WI)

Contract: Benefit Specialist/Legal Services

Presentation given.

Staff presentations

Ms. Deidra Williams, AAA Senior Companion Project Coordinator: Ms. Williams updated the Service Delivery Committee Senior Companion program that works with older adults who are 55+, to serve other older adults 55+, after the closure of the Social Development Commission. Volunteers receive some compensation, and any income does not affect access to insurance or other supports for the volunteers.

Volunteers focus on companionship in this project, rather than heavy chores or supporting people who have high personal needs. Hosting this program within the County also allows us to make stronger connections for volunteers and care recipients to AAA programming and resources.

A challenge is that this is an AmeriCorps program specifically targeted for federal cuts. Some companions who worked with the Social Development Commission did not receive their final payment because of the abrupt ending of that program.

Ms. Kayla Steinke, AAA Caregiver Support Coordinator: Caregiver programs support direct services, but also have been used for car repairs, buying washing machines, or other uses that help the household. At this point, all of the budgeted funds have been spent for direct support to family caregivers, new caregivers are being put on a waitlist, to be prioritized for unspent funds this year or for next year. Waitlisted families also maintained a connection for other respite funds and other AAA programming. One update related to advocacy is that on Aug 8th, 2025 Governor Evers signed the financial eligibility limits to these resources. This wasn't an issue in Milwaukee, but across the State several other counties were having trouble spending this down.

Ms. Lefebber, AAA Evidence-Based Health Promotion Coordinator: There are Thirty-one Evidence-Based Health Programs with over 300 participants have been held this year.

A challenge is the cost for programming and partnering with community organizations to host these where people are already in attendance. Training costs a minimum of \$2,000, and although the County has offered to cover training fees, it is not possible to continue without ARPA funding.

Ms. Kaisa Kerrigan, Community Health Coordinator: In 2025, Blood Pressure kiosks have been installed at all 5-centers and are being used 50 times a week. Community feedback surveys (N=40), every respondent who used the monitors found them helpful, over half of respondents who used a kiosk discussed with their provider, and 92% respondents said they would attend further learning opportunities on Heart Health.

Ms. Kerrigan also gave an update on the completed Social Isolation and Loneliness grant. 187 people were screened; about 1 in 5 were "lonely". And 60% of those agreed to a 2nd assessment, and were referred to supportive services, primarily chore services, recreation program, transportation.

Committee members asked about loneliness screening, and what it means to be high risk. Also asked about lack of referrals to lonely adults to senior centers, which are intended to increase socialization opportunities.

Lastly, Ms. Kerrigan updated the Committee on vaccination grants which ran from June 2024 to June 2025. 6,300 vaccinations were given. The major challenge was

the early termination of the grant in March 2025. Another challenge was that the grant would not pay for the vaccinations themselves, but did support outreach, staff time, events, promotion.

No grant opportunities have been found that will allow us to support this work this season, though we are maintaining the connection with these partners.

IV. Adjournment: Meeting adjourned at 4:07p.m.

Respectfully submitted,

Carrie Koss Vallejo
Program and Planning Coordinator