



SERVICE DELIVERY COMMITTEE MEETING MINUTES MARCH 27, 2026

Present: Chair George Banda, Vice Chair Mark Behar, Commissioner Paula Penebaker, Commissioner Jan Wilberg Quorum

AAA/ADS Staff: Ortrialla Paris, Jill Knight, Gaylyn Reske, Daniel Idzikowski

Presenters: Tom Gossett, Salma Akhter, Angela Kingsawan, Song Xiong-Buck

Chair Banda called the meeting to order. A quorum was present.

MOTION: To approve the March 25, 2026 Service Delivery Committee Meeting Minutes

ACTION: Approved Unanimously (Behar moves, Wilberg seconded).

Vendor presentations followed.

Goodwill Industries of Southeastern WI- Home Delivered Meals- Thomas Gossett

Comment related to Objective #4- county did not provide feedback to Goodwill on the participant surveys. Gaylyn stated the State went to every other year requiring the surveys to be completed so they can gauge the process. The surveys are tied to a QR code. The results are then uploaded to the state. The state provides the data after it is analyzed back to the counties. It has yet to be received. Gaylyn will work with Goodwill to consider another measure and adjust this years goals.

Question related to the sense of unmet needs? Anyone currently eligible is being served. Outreach continues to reach those who may have the need but services may be unknown to them.

Muslim Community Health Center- Senior Center and Nutrition Programming- Salma Akhter

How do they accommodate the gap in funding needed, which is more than the contracted funding? They have annual fundraiser and other donations are received to help support the funding gap. This year they had 400 people attend their fundraiser.



All Nations Senior Center-Services to Native American Elders-Angela Kingsawan

Comment on looking at objectives to accurately measure their work. Look at objectives that provide the effectiveness and success of what they are doing in the community.

Milwaukee Community Crossroads-Multicultural Senior Center Site-Song Xiong-Buck

Song explained her concerns regarding immigration. Where do the ceremonies for citizenship take place? Immigration office and the Federal Courthouse.

Milwaukee Community Crossroads- Nutrition Site Supervision- Song Xiong-Buck

How many sites are they currently coordinating? Franklin, West Allis Senior Center, Hart Park Senior Center and Elks Lodge

Milwaukee Community Crossroads- Dine Out Program Management-Song Xiong-Buck

Positive comments related to the 1,856 new unduplicated diners. Most of the increase in diners comes from word of mouth.

Adjournment- 2:07pm Recorder: Jill Knight