



**Aging and Disability Resource Center
(ADRC) Governing Board Meeting
March 17, 2026**

The Aging and Disability Resource Center (ADRC) Governing Board members convened on Tuesday, March 17, 2026. Members and attendees attended in person, virtually via video conference, and conference call options.

Board Members Present

Barta, Tiffany (Vice Chair)
Bush, Rachael
Dicks-Williams, Ramona
Jones, Barbara
Lillich, David MD
Mayfield, Kent
Minster, Andi
Pichler, Cindi (Chair)

Board Members Absent

Stein, Levi

Milwaukee County Staff:

Ashley, Kyle - CEX
LaGrant-Heart, Lakisha - DHHS
Moe, Catherine DHHS
Rizio, Marvic DHHS
Schmitt, Rebecca DHHS
Taylor, KaiYah DHHS
Valdivia, Martina DHHS

Guests:

Du Bois, Jessica A - BOALTC
Mckeown, Mary - BOALTC
Singletery, Gina - BOALTC

MINUTES

I. Call to Order and Roll and Announcements

- Meeting called to order by Cindi Pichler
- Members, staff, and guests introduced themselves

II. Review and Approval of Minutes

- Minutes of February 17, 2026 Governing Board meeting were presented.
- **Motion to approve:** Ramona Dicks Williams
- **Second:** David Lillich.

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

- Kyle Ashley provided a brief update virtually.
- **Highlights:**
 - Resolution of United Healthcare contract lapse
 - Black History Month recognitions and courthouse ceremony
 - Dedication to Marsha C. Cogs at the Human Services Center
 - Federal funding secured:
 - \$1M for MCTS bus replacement
 - \$250k for Kosciuszko Community Center

- Updates to county appointment processes
- Invitation to State of the County on Thursday.

(View the full County Executive Report on County Legislative Information Center (CLIC).
See ADRC March 17, 2026 Meeting Details)

IV. WI Board on Aging & Long Term Care

- Presentation by Gina Singletary, Mary McEwen, and Jessica Du Bois
Topics included:
 - Overview of Ombudsman programs and services
 - Common residential issues (call light delays, medication errors, neglect, dietary issues, involuntary discharges)
 - Family Care concerns (service reductions, equipment denials, level of care disputes)
 - IRIS concerns (NOAs, BAs, OTEs, FEA issues, Medicaid renewals)
 - Explanation of grievance and appeal processes
 - Increased frequency of financial-related complaints

V. ADRC Governing Board Reports

a) Chair Report - Cindi Pichler

- Increase in IRIS referral volume (29 new assessments in 2 weeks)
- Appreciation for staff collaboration during busy transition period

b) Membership Report

- Chair is attempting to reschedule meeting with prospective applicant
- Position remains open

c) Quality Improvement Committee - Tiffany Barta

- Updates:
 - Drafted QI definition and scope
 - Reviewing listening session processes
- Creating:
 - Vendor evaluation rubric
 - Committee evaluation tool
- Standardized question frameworks
 - Researching survey fatigue and best practices
 - Reviewing Milwaukee County Ordinance Chapter 75
 - Approximately 75% of materials prepared

d) Outreach Committee – David Lillich

- Use; more digital tools
- Need for:
 - Website redesign with clear “call to action” buttons
 - Increased social media output (reels, short videos, education)
- Better community recognition of the ADRC
 - Texting as an alternative contact method suggested
 - Newsletter restructuring may be needed
 - Possible meeting with county IT to clarify tech limitations

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

- **Highlights:**
 - All 43 Options Counselors passed CST certification
 - New LTC organizations entering Milwaukee County:
 - Inlusa (Family Care)
 - Molina / My Choice (Partnership)
 - Anthem (pending)
 - 2026 Accessibility Summit planning underway
 - Online referral form for Options Counseling launching in April
 - February metrics:
 - 4,000+ calls
 - Nearly 200 walk-ins
 - 1,000 Options Counseling requests
 - Staffing nearly complete; Options Counseling still hiring
 - Recognition of Rachael Bush for six years of service, dedication, and Leadership.

(View the full Dashboard Report on County Legislative Information Center (CLIC). See ADRC March 17, 2026 Meeting Details)

VII. Aging and Disabilities Services Report – Tina Anderson

- No formal report presented this month.

VIII. Informational Reports Review

- **Department of Health and Human Services Reports**
 - a) **Office for Persons with Disabilities (OPD)**
 - b) **Area Agency on Aging (AAA)**
 - c) **Adult Protective Services (APS)**

(View the full **Informational Report** on County Legislative Information Center (CLIC). See ADRC March 17th Meeting Details)

IX. Adjournment.

- **Motion to adjourn was approved unanimously.**
 - Moved by: Rachael Bush
 - Seconded by: Ramona Dicks Williams

Next ADRC Governing Board Meeting: Tuesday, April 21, 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,
Marvic Rizio - Administrative Assistant
Aging and Disability Resource Center