

Milwaukee County Commission on Aging Aging Services Director's Report – November 2025

Administration

- Attended Milwaukee County **Age Friendly Communities** Steering Committee meetings.
- Revised **2026 AAA Contract Template** and Supplemental Addendum.
- Submitted **County Board Reports** for approval of remaining 2026 contracts.
- Met with County IT Services and US Bank representatives to develop an **electronic payment system** for contributions to OAA programming.
- Organized audit of **Medicaid Waiver payments** for the Home Delivered Meal program, correct program rates, and correct and collect unpaid invoices.
- Contributed to County Board Report on the **status of Milwaukee County senior centers and programming**.
- Worked with fiscal team to address imbalance in **nutrition funding** between programs and to ensure continuity of service during federal shutdown.

Advocacy

- Coordinated internal ADS workgroup to generate policy recommendations for the Assembly Task Force on Elder Services.
- Hosted Lunch and Learn Webinar with Dementia Care Specialist team on Advocating for Individuals with Dementia and their Caregivers, with remarks from State Senator LaTonya Johnson.
- Spoke at Life Navigators Caregiver Appreciation Event on policy updates & advocacy opportunities for caregivers and individuals with disabilities.
- Communicated with legislators on behalf of Commission on Aging related to AB 598/SB 578 patient rights and patient representatives.
- Medicare Outreach Specialist piloted in-person individual counseling at the Coggs building on a weekly basis during Medicare Open Enrollment.
- Volunteer SHIP Counselors provided in-person individual counseling at Milwaukee County senior centers and community locations during Medicare Open Enrollment.

Social Support Services

- Conducted data audits of all programs matching fiscal data and invoices against program data entered into **PeerPlace** by service category.
- Assisted Hanan Refugee Relief with submission of program reports.
- Reviewed and set outcome, quality, and client satisfaction metrics with providers for 2026.

Transportation

- **OATS referrals are paused** through the end of the year and will resume in 2026. **OATS service limits** in effect in November. See attached letter.
- Submitted County Board resolution **increasing 2025 OATS program funds**.
- Met with the United Community Center to explain expectations for UCC's transportation contract with regard to **UCC senior center participants**.
- Two of the three **new accessible vans purchased** through the federal 5310 Mobility Grant have been delivered to be used in the OATS fleet.
- Developed a **ride board** with Serving Older Adults at Washington Park SC.

Senior Centers

- Scored response to the Request for Proposal for **Programming and Meal Site Supervision in the Milwaukee County senior centers**.
- Met with **Bucyrus campus development** team regarding community feedback from Kelly senior center participants.
- **McGovern Park senior center** remains **closed due to failure of remediation effort** to clear all mold. Met with County team to discuss next steps.
- **Facilitated an Information Session for McGovern senior center** participants.
- Approved expanded activity hours at Washington Park senior center.

Nutrition Services

- Sent letter to Managed Care Organizations and IRIS Consulting Agencies notifying them that the **AAA will no longer provide home delivered meals to Medicaid Home and Community Based Waiver Participants in 2026**.
- Developed process to track and **capture 2025 Medicaid Waiver funds** for the Home Delivered Meal Program.
- Amended contract with **Milwaukee Community Crossroad to support Multicultural Senior Center senior dining and adjust meal site supervision**.

Health & Wellness

- Evaluated Evidence Based Health Promotion programming to develop a plan to ensure continuity in wellness programming in 2026.
- Hosted final **Milwaukee County Senior Centers Have Heart** series at Wilson Park senior center.
- Hosted EBHP Facilitators meeting.
- Met with Medical College of Wisconsin to **draft journal article on Social Rx project to address loneliness and social isolation**. Discussed extension of project with APS, BHS, and MCW School of Pharmacy.
- Hosted 14 **Health & Wellness** workshops including **Stepping On**.

Caregiver Support

- The Caregiver Support Team collaborated to host a series of events in honor of National Family Caregiver Month in November. We were grateful to receive a proclamation from County Executive Crowley.
- More than 100 family caregivers participated in two events that featured food, wellness, music, respite, and resources.
- 22 guests joined a webinar providing advocacy training and policy updates for family caregivers of people living with Dementia including state Senator LaTonya Johnson.
- Recruiting for the next Spanish Powerful Tools for Caregivers Course. The course will be virtual and advertised statewide to ensure Spanish speaking caregivers across Wisconsin have access to this resource.
- The Caregiver Support team successfully migrated all records and 2025 data into the new client tracking database PeerPlace.
- The Caregiver Support Team established 253 Caregiver Support Grants with families in 2025. All 2025 funds budgeted for direct financial support have been allocated and a waitlist has been created.

Senior Companion Program

- Shari Hall started as the **Senior Companion Program Assistant**.
- The Senior Companion and Foster Grandparent Programs are cohosting an **Ugly Holiday Sweater Party and Recognition Event** in December for the companions and the people they serve.
- Collaborating with Legacy Care to place Senior Companion to assist with their **Respite Program for individuals living with Dementia**.
- Began working on State Match Funding application for 2026.

Outreach

Medicare Outreach Specialist, Ginger Rogers, will hold weekly office hours on the first floor of the Coggs building to assist residents during the open enrollment period on **Wednesdays between October 15 – December 3 from 10 AM – 2 PM** to answer questions and help with plan finding.

Appointments are available by calling **414-289-MEDI (6334)** or emailing: **medicareoutreach@milwaukeecountywi.gov**.

Halal turkey Drive thru Giveaway, sponsored by Hanan Refugee Relief, Saturday November 22nd, 11am-1pm at Hunger Task Force 5000 Electric Ave

Milwaukee County Senior Centers Have Heart series finale, 10:00am Tuesday, November 25th at Wilson Park senior center 2601 W. Howard.



MILWAUKEE COUNTY
DEPARTMENT OF HEALTH
& HUMAN SERVICES
**AGING & DISABILITIES
SERVICES**

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