

**Milwaukee County  
Department of Health  
and Human Services (DHHS)  
Aging & Disabilities Services**

**Located at:  
1230 W Cherry St  
Milwaukee, Wisconsin 53205  
Phone: (414) 289-6874**



# Department of Health & Human Services

(DHHS) Director Shakita LaGrant- McClain

## DHHS Service Areas:

- Aging & Disabilities Services (ADS) Administrator Marietta Luster
- Behavioral Health Services (BHS) Administrator Mike Lappen
- Children Support Services (CSS) Interim Administrator Katie Murphy
- Children, Youth & Family Services (CYFS) Administrator Kelly Pethke
- Housing Services (HS) Administrator James Mathy
- Management Services (MS) Administrator Dennis Buesing
- Veterans Services (VS) Director Rick Flowers



# Aging & Disabilities Service Areas

- Aging & Disability Resource Center
- Adult Protective Services
- Area Agency on Aging
- IDAP, Burial and WisGo Reduced Fare
- Office for Persons with Disabilities



# Core Services of the ADRC



- Information and Assistance
- Options Counseling for Long Term Care
- Benefits Specialist Program
- Youth Transition
- Dementia Care
- Access to Community Programs



# Milwaukee County Aging and Disabilities Services

**Area Agency on Aging**



# Access to Community Programs

The Milwaukee County Area Agency on Aging is Community Led through the Commission on Aging. They are responsible for the developing an Aging Plan as well as a Comprehensive and Coordinated Network of Community Services for Older Adults including:



- **Advocacy**
- **Social Support Services**
- **Senior Dining and Meals on Wheels**
- **Transportation**
- **Wellness Programs**
- **Caregiver Supports**



# Wellness Programs

**Evidence-based prevention programs offered throughout the county to promote healthy living, independence and improved well-being. Specific workshop details and schedules can be found on our website.**

- Boost Your Brain and Memory
- Healthy Living with Chronic Pain
- Healthy Living with Diabetes
- Living Well with Chronic Conditions
- Mind Over Matter: Healthy Bowels, Healthy Bladder
- Physical Activity for Lifelong Success
- Powerful Tools for Caregivers
- Savvy Caregiver
- Stand Up For Your Health
- Stepping On (Falls Prevention)
- Walk With Ease
- Vivir Saludable Con Diabetes
- Tomando Control de Su Salud



# Social Supports

Older Americans Act authorizes Supportive Services to assist older individuals to:

- engage in the community;
  - reduce social isolation; and
  - promote their general welfare, including health, recreation, and educational activities.
- Open to all residents age 60+.
  - Services are without charge or income qualification.
  - Preference to ensure residents who are disadvantaged socially or economically can fully participate.



# Social Supports



## Counseling & Supportive Services

- Alzheimer's Counseling & Community Support
- Telephone Reassurance
- Late Life Counseling
- Family Support to Older Adults with Intellectual and Developmental Disabilities
- Household and Outdoor Maintenance

## Socialization & Recreation

- Multicultural Community Center programming for elders in Asian, Latino, Native American, and LGBT communities.

## Employment & Volunteer Opportunities

- Senior Employment Program
- Retired & Senior Volunteer Program

## Financial Counseling



# Senior Centers

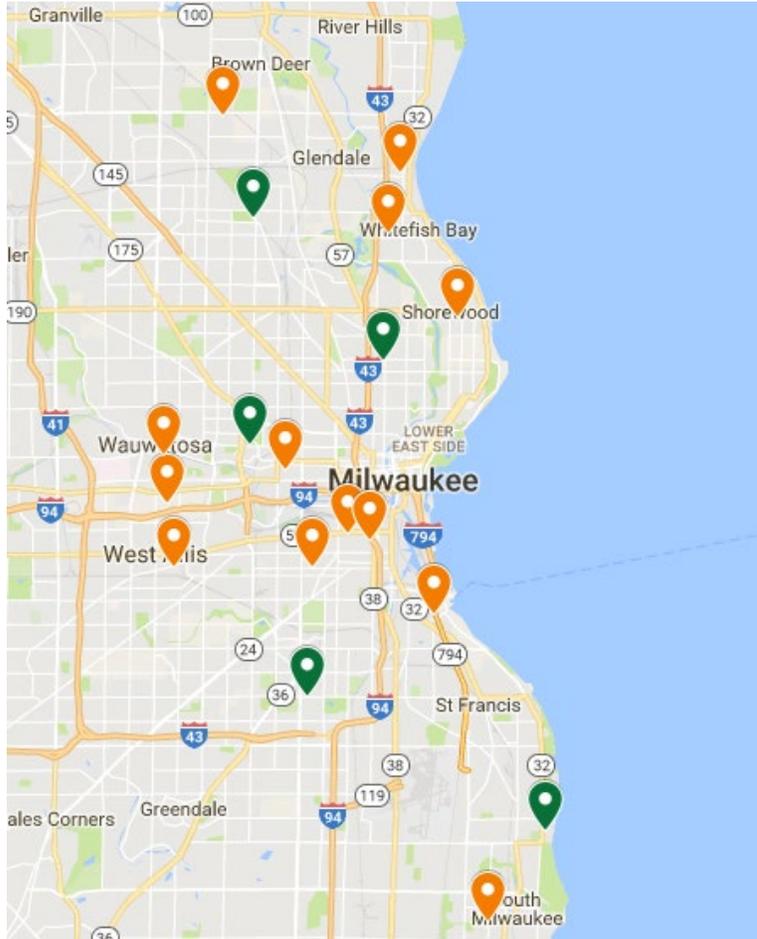
**There are five (5) County Owned Senior Centers operated by Serving Older Adults. There are twelve (12) other municipal and non-profit Senior Centers throughout Milwaukee County that open to adults age 50 and older. Each center offers:**

- Socialization & Recreation
- Senior Dining
- Arts & Crafts
- Physical Fitness
- Lifelong Learning
- Health & Wellness

Check out the monthly activity guide at each location or online for more details on classes and events.



# Senior Center Locations



<b>Milwaukee Co. Owned Senior Centers Operated by Serving Older Adults (SOA)</b>		
<b>Senior Center</b>	<b>Address</b>	<b>Municipality</b>
Clinton Rose Senior Center	3045 N Dr. Martin Luther King Jr. Drive	Milwaukee
Kelly Senior Center	6100 S. Lake Drive	Cudahy
McGovern Senior Center	4500 W. Custer Avenue	Milwaukee
Washington Park Senior Center	4420 W. Vliet Street	Milwaukee
Wilson Park Senior Center	2601 W. Howard Avenue	Milwaukee
<b>Other Senior Centers in Milwaukee County</b>		
Bay View Community Center	1320 E. Oklahoma	Bayview
Lois and Tom Dolan Comm. Cntr	4355 W. Bradley Road	Brown Deer
Elks Lodge	5555 W. Good Hope Rd	Milwaukee
Grobschmidt Senior Center	2424 15 <sup>th</sup> Avenue	South MKE
Hart Park Senior Center	7300 Chestnut Street	Wauwatosa
Indian Council for the Elderly	944 N. 33 <sup>rd</sup> Street	Milwaukee
Jewish Community Center	6255 N. Santa Monica Blvd	Whitefish Bay
Milwaukee Christian Center	807 S. 14 <sup>th</sup> Street	Milwaukee
Organization for Active Seniors in Society (OASIS)	2414 W. Mitchell Street	Milwaukee
Shorewood Senior Resource Cntr	2010 E. Shorewood Blvd	Shorewood
United Community Center	730 W. Washington	Milwaukee
West Allis Senior Center	7001 W. National Avenue	West Allis



# MILWAUKEE COUNTY SENIOR DINING

## BACKGROUND

Primarily funded by Older Americans Act dollars, senior nutrition programs traditionally serve as gathering places for older adults (60+) to access nutritious meals and other vital services that strengthen social connections and promote health and well-being. While Covid forced the modification of our services from in-person dining to Curbside Pick-Up meals, options & offerings have continued to expand and enhance the experience. Excitement has been especially high around our award-winning Dine Out Restaurant partnership which adds convenience, flexibility and much needed diversity to the lineup.

Slowly but surely, sites are submitting their re-opening plans and transitioning back to in-person dining. Eventually we will all be back together again. In the meantime folks may have the option to select curbside pick-up meals from a site that continues to offer that service.

We are committed to continuing these essential services while decreasing barriers to access, addressing gaps in service and introducing new & innovative solutions that keep us moving forward with satisfied customers.

<b>WHO?</b>  <ul style="list-style-type: none"><li>Anyone 60+</li><li>Spouse (of any Age)</li><li>Dining Site Resident</li><li>Dining Site Volunteer</li></ul> <p><i>There are no residency restrictions</i> <i>There are no income limits</i></p>	<b>WHY?</b>  <ul style="list-style-type: none"><li>Reduce Hunger &amp; Malnutrition</li><li>Address Food Insecurity</li><li>Reduce Isolation thru Socialization</li><li>Improve Health &amp; Well-Being</li><li>Delay Adverse Health Conditions</li></ul>	<b>COST?</b>   <p><b>\$3.00</b> <i>Suggested Contribution</i></p> <p><b>GUEST: \$8.00</b></p> <p>There is not an actual charge for Seniors. Participants are given the opportunity to contribute as they are willing or able.</p>
<b>WHAT?</b>  <ul style="list-style-type: none"><li>Healthy Meals</li><li>Nutrition Education</li><li>Nutrition Assessment</li><li>Nutrition Consultation</li></ul>	<b>WHEN?</b>  <ul style="list-style-type: none"><li>Monday - Friday Options</li><li>20+ Lunch Selections</li><li>Weekly Restaurant Dining</li><li>2 Monthly Dinner Meals</li><li>2 Breakfast Options</li></ul>	<b>MAP</b> 
<b>WHERE?</b>  <ul style="list-style-type: none"><li>8 Senior Centers</li><li>3 Community Centers</li><li>4 Senior Housing</li><li>4 Restaurant Partners</li><li>4 Other</li><li>Meals on Wheels</li></ul>	<b>HOW?</b>  <ul style="list-style-type: none"><li>Choose a Dining Site</li><li>Call for a Reservation</li><li>Complete Registration Form</li><li>Transportation may be available</li><li>Homebound? ☺ Meals on Wheels</li></ul>	

View Menus Online: [county.milwaukee.gov/aging/diningmenus](https://county.milwaukee.gov/aging/diningmenus) · Milwaukee County Senior Dining Office: (414) 289-6995

# Senior Dining

*Explore Your Options*

View Menus Online

Website: [county.milwaukee.gov/aging](https://county.milwaukee.gov/aging)

[find us on facebook](#) Milwaukee County Aging Services

Senior Dining Office:

 [SeniorDining@milwaukeecountywi.gov](mailto:SeniorDining@milwaukeecountywi.gov)

 (414) 289-6995



# Meals on Wheels

Homebound?  
Unable to dine with us?  
**Ask about Meals on Wheels**

**(414) 289-6874**

- Hot, nutritious meals delivered to your home.
- Meals delivered Monday through Friday
- For homebound older adults who are unable to cook for themselves.
- There is no cost but there is a suggested contribution.
- Provides nutrition as well as connection to those who are isolated.



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

## Meals on Wheels

The Meals on Wheels program promotes independent living for homebound older adults through the delivery of a hot, nutritious meal Monday through Friday. We are committed to helping older adults live healthier and more nourished lives in their own homes. A suggested contribution of \$3 per meal is appreciated to offset the cost of the program. If you, or someone you know could benefit from having meals delivered, please call the Aging & Disability Resource Center at (414) 289-6874 to request an assessment.

### To be eligible you must be:

- 60 or older
- A Milwaukee County resident
- Homebound
- Unable physically or cognitively to prepare your own meals



**To register call (414) 289-6874**



# Transportation Services

As people age transportation gets more and more difficult. We connect older adults and adults with disabilities with transportation options. So, you can get where you need to go. Transportation options to help:

- Milwaukee County Older Adult Transportation Service (OATS)
- Volunteer Driver Program
- Milwaukee County Transit System (MCTS)
  - Transit Plus (para transit)
  - WisGo Reduced Fare Card
- VEYO/MTM
- Disabled American Veterans
- Long Term Care providers (Family Care, IRIS, PACE, Partnership)



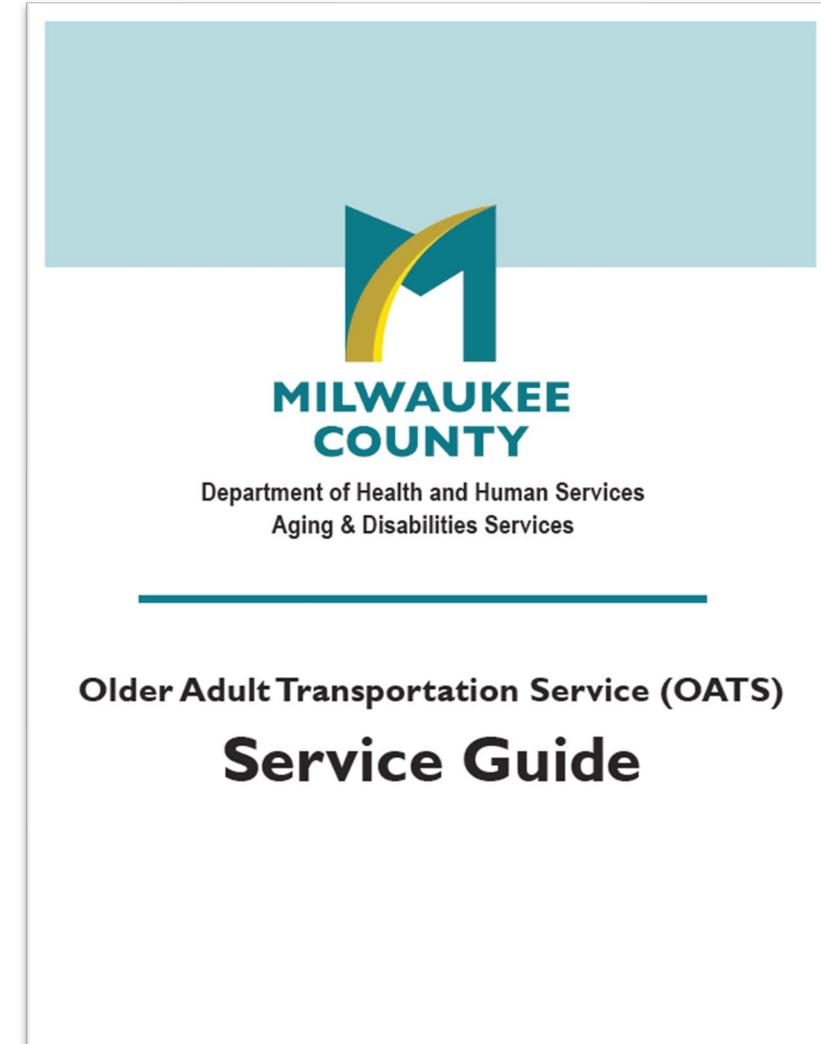
## Transportation Services – Older Adult Transportation Service (OATS)

**What:** On demand vans provide accessible transportation service. OATS contracts with Transdev (formerly First Transit) to provide the service.

**Hours:** Monday-Friday from 7:30am to 5:30pm. No rides currently available on Milwaukee County major holidays.

### **Who:**

- Riders must live in Milwaukee County.
- Riders must be 60 years or older.
- Riders must not have easy access to other means of transportation (for example, driving your own vehicle or regularly/easily using the bus).
- Riders must not be enrolled in Family Care, IRIS, Partnership or PACE.
- Riders who are enrolled in Wisconsin Medicaid are not eligible for healthcare rides through OATS.



# Transportation Services – Older Adult Transportation Service (OATS)

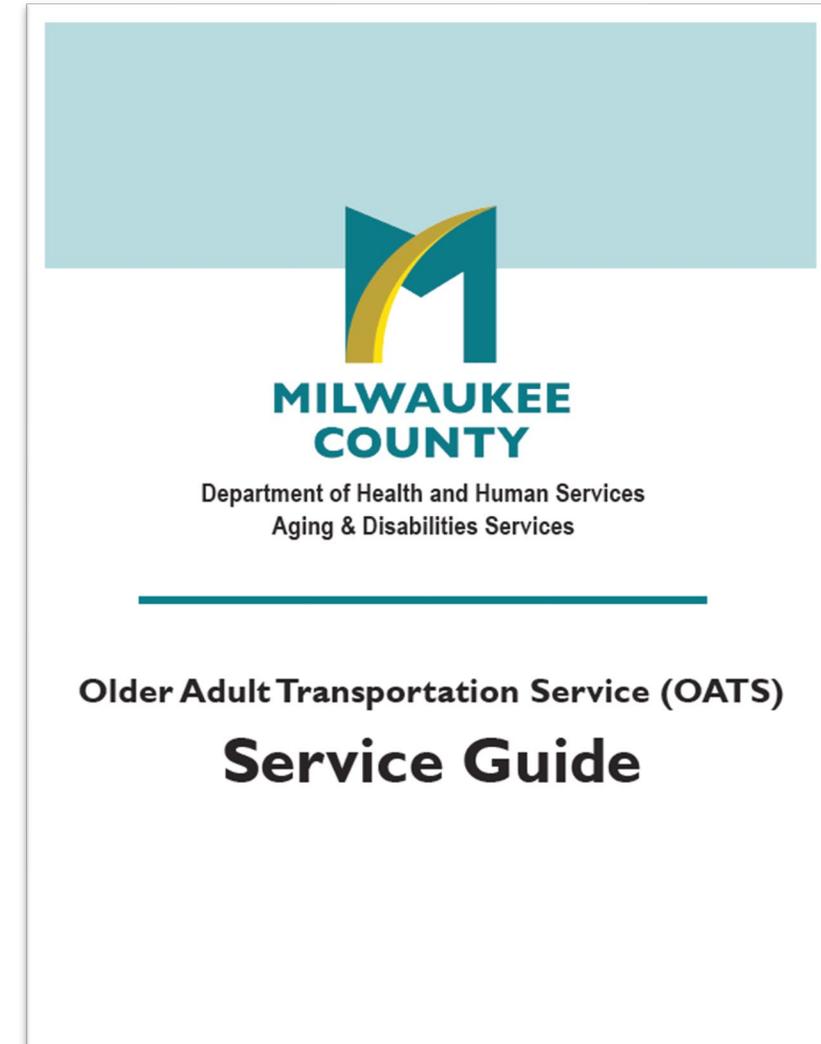
**Where:** Eligible locations in Milwaukee County

- Healthcare appointments (medical, dental, mental health, and therapeutic, including dialysis)
- Food (grocery stores, weekday farmers markets, Senior Stockbox distributions sites, and County-sponsored Senior Dining Sites)
- Senior Centers
- Civic and cultural sites
- ADS evidence-based wellness workshops
- Voting
- Other supportive services

**How:** Call the ADRC at (414) 289-6874 for information and enrollment. Once enrolled, call Transdev at (414) 847-2744 to book your rides.

Rides are \$4 each way for healthcare appointments, and a voluntary contribution of \$4 per ride is encouraged for other destinations.

Rides must be scheduled at least 3 business days in advance.



# Caregiver Support Program

**Program Purpose:** Provide support services, education, and advocacy to promote the health and wellbeing of Milwaukee County caregivers as they provide crucial support to others.

## Supporting Individuals

- Respite and Support
- Resources and Information
- Family Consultation

## Kayla Steinke, APSW

Caregiver Support Coordinator

[kayla.steinke@milwaukeecountywi.gov](mailto:kayla.steinke@milwaukeecountywi.gov)

(414) 289-6874

## Supporting Communities

- Community Education and Outreach
- Advocacy



# Family Caregiver Respite Care and Financial Support



- **National Family Caregiver Support Program (NFCSP)**: Respite, information, support, and other resources to qualifying family caregivers.
- **Alzheimer's Family and Caregiver Support Program (AFCSP)**: Funding for goods and services for qualifying families supporting an individual with a diagnosis of Alzheimer's or other types of dementia.
- Contact **Alzheimer's Association** at (414) 479-8800 for more information for these support options.

# Advocacy

- Advocacy is required by the Older Americans Act and delegated to the Area Agency on Aging to execute.
- Empowers older adults to speak out about their own priorities - Can be local, state, or federal issues, policies, or ideas.
- Host and participate in advocacy and outreach events including the Senior Statesmen program, policymaker gatherings, and aging advocacy days.

## Advocacy Committee

- Responsible for monitoring and developing response to legislative activities.
- Develop relationships and outreach with legislators.
- Build strategies to impact the legislative process.
- Encourage advocacy amongst older adults throughout Milwaukee County.
- Collaborate with statewide aging network partners.



# Legal Advocacy

**There are times when older adults need someone to advocate on their behalf.**

These organizations are dedicated to individual advocacy:

SeniorLAW through Legal Action of Wisconsin

- No fee legal services for older adults 60+
- Housing, Public Benefits, Consumer Protection

SHIP MKE Medicare Collaborative

- Unbiased Medicare Outreach and Education
- Medicare Counseling & Plan Choice
- Representation in Medicare Appeals & Coverage Issues

Legal Rights Protection:

- Disability Rights Wisconsin
- Wisconsin Board on Aging and Long Term Care



# Advocacy – Commission on Aging, Councils, Committees and Governing Board

The **Executive Committee** consists of the chairs of the standing committees and one "at large" member from the Commission on Aging. This committee may act in the name of the Commission.

The **Advocacy Committee** advocates on local, state, and federal issues concerning older adults.

The **Service Delivery Committee** reviews proposals for Older Americans Act based services and recommends funding awards. This committee also reviews program and service assessments.

The **Wellness Committee** educates and promotes evidence-based health and wellness among older adults using the foundation of the eight dimensions of wellness.

The **Select Committee on Senior Centers** reviews and advises the Commission on the operation, programming and infrastructure of senior centers serving as focal points in Milwaukee County.

The **Commission on Aging** is a 16-member policymaking and planning body which oversees the Milwaukee County Unit on Aging and the Older Americans Act programs which it funds.

The **Advisory Council** develops the Milwaukee County Area Aging Plan, conducts special studies, hosts public hearings, and advises the Commission on the coordination of the Aging Network.

The **Nutrition Council** provides recommendations and support for County older adult nutrition programs and serves as a liaison between senior meal program operations and the general public.

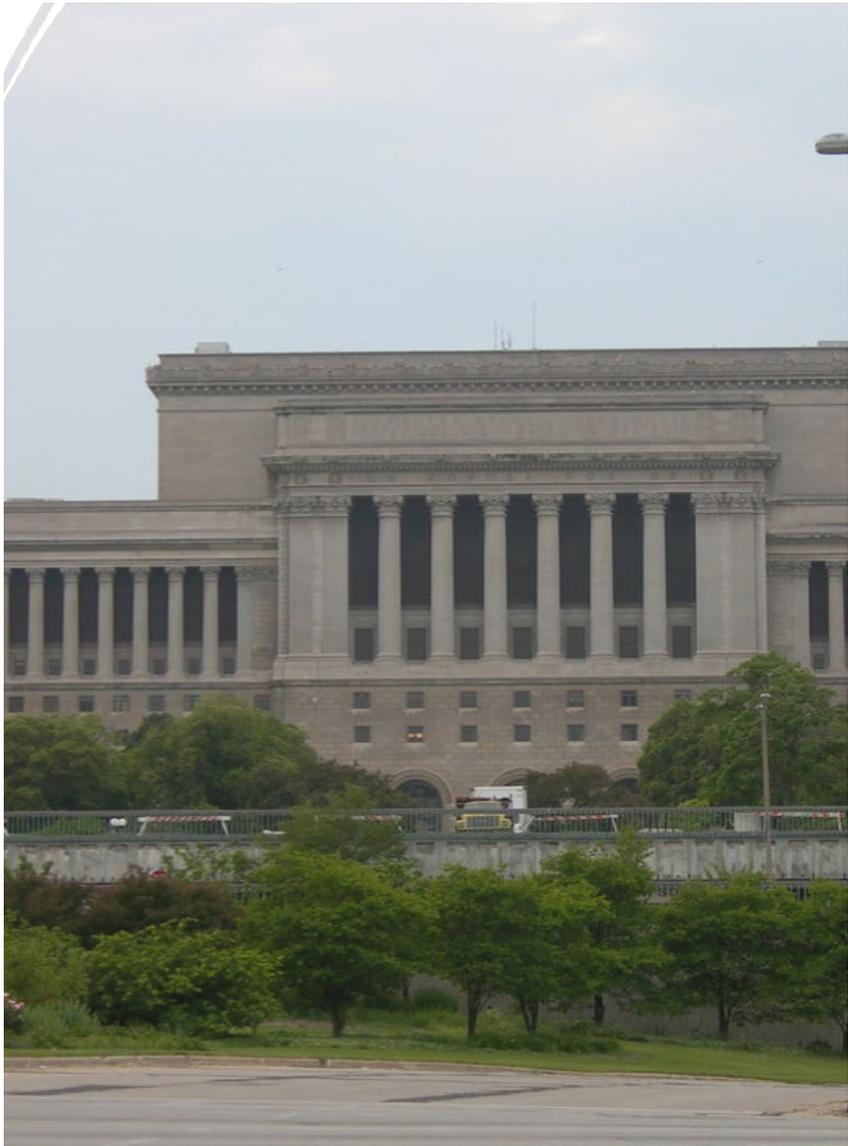
The **Aging and Disability Resource Center Governing Board** determines the structure, policies, and procedures of, and oversee the operations of, the Milwaukee County Aging and Disability Resource Center.



# Milwaukee County Aging and Disabilities Services

## Adult Protective Services Program





# Adult Protective Services (APS)

Our Adult Protective Services Unit investigates allegations of financial exploitation, neglect, self-neglect, emotional abuse and physical abuse of adults at risk ages 18 through end-of-life span. The Adult Protective Services unit is not a crisis response unit. If this is an emergency, call 911 or contact your local law enforcement. All referrals are kept anonymous.

## Types of Abuse

- Financial Exploitation
- Neglect
- Self-Neglect
- Physical Abuse
- Emotional Abuse
- Sexual Abuse



# Adult Protective Services Overview

## Court Related Services

- Guardianships
- Protective Placements
- Court Comprehensive Evaluations

## Adult Protective Services (Investigations)

## Prevention Services

## Making A Referral:

- Online Form [Elder Abuse Referral Form \(milwaukee.gov\)](https://www.milwaukee.gov/Forms/ElderAbuseReferralForm)
- Phone 414-289-6874



# Milwaukee County Aging & Disabilities Services

**Office of Persons with Disabilities**



# Office for Persons with Disabilities

- Make information accessible
- Support employment for people with disabilities
- Support accessible recreation for people with disabilities
- Rent accessible recreation facilities to the public
- Receive guidance and implement change



# Wil-O-Way Facility Rentals

Milwaukee County has Accessible Facilities available for Weddings, Banquets, Meetings and Special Events. Calendar Availability, Application, Fees and Rental Guidelines are available on our website.

[Milwaukee County Wil-O-Way Facility Rental](#)



Wil-O-Way Grant - South



Wil-O-Way Underwood - North

