

**County of Milwaukee**  
Interoffice Communication

DATE: October 31, 2019

TO: Sup. Theodore Lipscomb, Sr., Chairman, Milwaukee County Board of Supervisors  
Sup. James Schmitt, Chair, Committee on Finance and Audit  
Sup. Supreme Moore Omukunde, Chair, Committee on Health and Human Needs

FROM: Jon Janowski, Director of Administration, Department on Aging

RE: Informational report on former Unison contracts

Background

Per File 18-897, which the County Board of Supervisors approved on December 13, 2018, the Department on Aging is required to submit monthly reports to the Milwaukee County Board of Supervisors as an update on contracts formerly held by Unison.

MCDA has contracts in place with Serving Older Adults of Southeastern WI (SOA) to manage the five county-owned senior centers and the dining sites located inside of those senior centers through December 31, 2019. All senior centers and dining sites continue to remain open on their normal schedule. All senior center programming questions can be directed to SOA's Morgan Morgan at [mmorgan@servingolderadults.org](mailto:mmorgan@servingolderadults.org) or 414-282-5566. MCDA hopes to continue contracting with SOA to provide this service in 2020.

With regard to the 13 congregate dining sites which are not being managed by SOA, services started on January 2nd and continue to operate on their normal schedule. MCDA is contracting with Milwaukee Christian Center (MCC) to manage these 13 sites through December 31, 2019. Specific senior dining questions can be directed to MCDA's Gaylyn Reske, Senior Dining Program Coordinator, at [Gaylyn.reske@milwaukeecountywi.gov](mailto:Gaylyn.reske@milwaukeecountywi.gov) or 289-6880. Senior dining information can also be found on the MCDA website at <https://county.milwaukee.gov/EN/Department-on-Aging/Senior-Centers-Dining> . MCDA hopes to continue contracting with MCC to provide this service in 2020.

Regarding Family Caregiver Support Network (FCSN) services, MCDA finalized a contract with the Alzheimer's Association on April 1. The contract term is through December 31, 2019. Family caregiving questions can be directed to Wendy Betley, Alzheimer's Association Program Director, at [wbetley@alz.org](mailto:wbetley@alz.org) or 414-479-8800. Additional caregiving resources can be found at [www.wisconsincaregiver.com](http://www.wisconsincaregiver.com). MCDA hopes to continue contracting with the Alzheimer's Association to provide this service in 2020.

Regarding the Neighborhood Outreach Program (NOP) and neighborhood outreach services, MCDA finalized a contract in May 2019 with Eras Senior Network, Inc., a nonprofit organization based in Waukesha that has been coordinating various senior services since 1991. The Eras Board of Directors has given approval for their

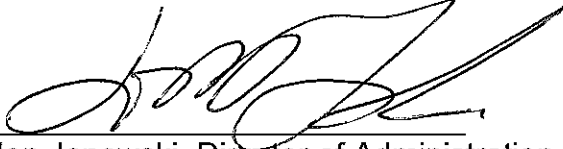
organization to coordinate the NOP in Milwaukee County through December 31, 2019. With the support of the United Way, MCDA, and the Bader Foundation, Eras staff has created a service delivery plan for Milwaukee County and has hired NOP Program Manager and NOP Program Assistant staff. All new Eras staff dedicated to the NOP began work on April 15<sup>th</sup>. In addition, Eras held five public listening sessions throughout Milwaukee and Waukesha counties to collect input from seniors on NOP services. Eras also mailed a survey to 4,700 older adults in Milwaukee County to collect additional feedback on NOP services. Anyone requesting NOP services should call 414-488-6500. This phone line is accessible from 9 am to 4 pm Monday through Friday. The Eras website (<https://eraswaukesha.org/neighborhood-outreach-program-milwaukee-county/>) also has up-to-date information on the NOP. MCDA hopes to continue contracting with Eras to provide this service in 2020.

In regard to other programs and services that MCDA used to subsidize through Unison:

- Senior employment services – The State of Wisconsin Department of Health Services has awarded its Title V grant, formerly awarded to Unison, to the Greater Wisconsin Area Agency on Aging Resources (GWAAR). GWAAR's contract with DHS to manage senior employment services in Milwaukee County became effective on March 17<sup>th</sup> and runs through December 31, 2019. MCDA began formally subsidizing these employment services for seniors by effectuating a contract with GWAAR on July 26<sup>th</sup>. All senior employment inquiries can be directed to GWAAR's John Schnabl at 262-785-2575 or [john.schnabl@gwaar.org](mailto:john.schnabl@gwaar.org). MCDA plans to continue contracting with GWAAR to subsidize this service in 2020.
- Telephone reassurance services – MCDA negotiated a contract with Vital Voices for Mental Health, a Milwaukee-based nonprofit organization initially created for individuals with mental illness who use services provided by agencies within Milwaukee County's behavioral health system. This contract was signed and went into effect on April 16<sup>th</sup>. Vital Voices is coordinating the volunteer network formally managed by Unison as it provides daily wellness calls to approximately 70 seniors in Milwaukee County. For more information about Vital Voices, please visit <https://vital-voices.org/>. MCDA plans to continue contracting with Vital Voices in 2020.
- Outreach at senior housing sites – As of March 18, 2019, all senior housing sites and offices formerly managed by Unison were managed by Lutheran Social Services of Wisconsin and Upper Michigan, Inc. (LSS). MCDA began formally subsidizing these outreach services by effectuating a contract with LSS on July 8<sup>th</sup>. Housing outreach inquiries can be directed LSS's Dennis Hanson at 414-246-2711 or [dhanson@lsswis.org](mailto:dhanson@lsswis.org). LSS has indicated to MCDA that they are not interested in a contractual relationship in 2020. LSS staff will continue to connect residents at senior housing sites to resources and services, and MCDA will also have a Human Service Worker visit these housing sites more frequently in 2020 to ensure that residents are connected to all available Department services.

We have provided reports like this throughout this year to the Health and Human Needs Committee. Because we have effectively implemented all of the former Unison contracts, I am respectfully requesting that this report be the last one provided to the Committee.

If you have any questions about this report please call me at 289-6073.



Jon Janowski, Director of Administration  
Milwaukee County Department on Aging

cc: County Executive Chris Abele  
Raisa Koltun  
Kelly Bablitch  
Stephen Cady  
Janelle Jensen

Attachments

