



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

**Aging and Disability Resource Center
(ADRC) Governing Board Meeting
July 15, 2025**

The Aging and Disability Resource Center (ADRC) Governing Board members convened on Tuesday, July 15, 2025. Members and attendees attended in person, virtually via video conference, and conference call options.

Board Members Present

Barta, Tiffany
Bush, Rachael
Horton, Tracie
Jones, Barbara
Lillich, David MD
Mayfield, Kent - Chair
Minster, Andi
Pichler, Cindi
Stein, Levi

Board Members Absent

Dicks-Williams, Ramona
Laurila, Amanda

Milwaukee County Staff:

Acevedo-Baez, Javier DHHS
Anderson, Tina DHHS
Carr, Tamarra DHHS
Idzikowski, Daniel DHHS
LaGrant-Heart, Lakisha DHHS
Lee, Kora DHHS
Miller, Hazel DHHS
Moe, Catherine DHHS
Rizio, Marvic DHHS
Schmitt, Bekki DHHS
Shabo, Tim County Executive
Taylor, KaiYah DHHS
Valdivia, Martina DHHS
Formanek, Jacqueline

MINUTES

I. CALL TO ORDER AND ROLL

- Meeting called to order by Kent Mayfield at 10:09 AM.
- Roll call conducted by Bekki Schmitt.

• Introductions & Announcements

• Staff Transition:

- Bekki Schmitt announced that Davia Fenton, former Administrative Assistant to the Board was recently promoted to Executive Assistant to Administrator Tina Anderson
- Marvic Rizio introduced as the new Administrative Assistant, beginning officially on Monday.
- Bekki thanked Kent Mayfield and Tiffany Barta for serving on the interview panel.

• New Board Member:

- Andi Minster was welcomed as the newest official board member

- **Upcoming Event:**

- August 20th Open House at the ADRC's new building, in partnership with the Wisconsin Office for the Deaf and Hard of Hearing.
- Goal: Showcase accessibility, connect with the community, and share services.
- Board encouraged to share event details in their networks and attend.

II. REVIEW AND APPROVAL OF THE AGING AND DISABILITY RESOURCE CENTER'S MEETING MINUTES

- Approval of Previous Minutes: Deferred.
- Minutes will be reviewed and available at the September meeting.

III. ADRC County Executive Informational Report

Timothy Schabo, Deputy Chief of Staff, Office of County Executive David Crowley

- Was present in the meeting and shared the County Executive Report

(View the full County Executive Report on County Legislative Information Center (CLIC). See ADRC July 15th Meeting Details)

IV. ADRC Governing Board Reports

a) Chair Report; Kent Mayfield

- Kent reflected on the importance of strengthening relationships among board members. While members meet regularly for business, there is often little opportunity to learn about each other personally.
- Suggested adding a recurring "Food for Thought" item to the agenda, where board members could share something meaningful—such as a book, article, scripture, or personal reflection—that provides insight into who they are and why they serve. Kent offered to start the practice at the next meeting.
- Highlighted broader discussions happening nationally around "social **prescribing**" — shifting focus from addressing only deficits and needs to also improving the overall environment for aging and disability, reducing isolation, and building social connectedness.
- **Member Input – Levi Stein**
 - Expressed interest in getting to know ADRC staff more directly. Shared that while attending a community event at McGovern Park, he saw the ADRC booth but did not know the staff present.
 - Suggested opportunities for staff meet-and-greets or tours of the new ADRC building, noting that a past walk-through at the former Coggs building was valuable.
 - Proposed that 2–3 staff members be available during such a tour to explain their roles and responsibilities.
- **Discussion & Response**
 - Kent acknowledged that both the Governing Board and other committees (e.g., the Safety Advisory Committee, Commission on Aging, Senior Centers
 - Committee) often lack awareness of each other's work. He supported creating opportunities for greater cross-committee learning.

- Tina Anderson proposed hosting the next Governing Board meeting at the new ADRC building in September or October, with an optional tour before or after.
- Bekki Schmitt agreed, suggesting that tours could highlight coverage staff, who interact with nearly all teams in action.
- Kent also emphasized the challenges and opportunities of hybrid meetings, noting the importance of building cohesion despite some members participating remotely.

b) Membership Report – Tracie Horton

- **Membership Status:**

- Reviewed current board seats and members.
- Welcomed new member Andi; appreciation extended to Cindy for her referral.
- One additional candidate currently under consideration to join the board.

- **Term Expirations:**

- Three members' second terms will expire in 2026.
- Kent's second term will conclude in October 2026.

- **Leadership Succession Planning:**

- Tracie emphasized the importance of recruiting individuals not only for membership but also for future leadership roles.
- Noted past challenges in leadership transitions (Pat's departure, Deb's interim service, Kent's current leadership).
- Encouraged board members to ask prospective candidates about potential interest in leadership when making referrals.
- Clarified that leadership interest is not required for membership consideration.

c) Quality Improvement Committee – Rachel Bush

- **Committee Update:**

- Rachel noted progress in developing a timeline of activities, with follow-up discussions scheduled for today's committee meeting.
- Shared a summary link with members, highlighting emerging themes and priorities.
- Bekki Schmitt Shared a new Vendor update
 - A new vendor contract is being developed to provide both technical/reporting support and project management capacity, while ensuring the process and outcomes remain board directed.

d) Outreach Committee – David Lillich

- Reported that the committee met following the last Governing Board meeting. Attendees included Levi Stein, Andy Mister (new member), Javier Acevedo-Baez, and staff support. Barbara Jones and Ramona expressed strong interest in being more involved with outreach efforts.
- Three ADRC staff members have been assigned to support the committee, including Hazel Miller, who coordinates outreach programming, and Lakeisha LeGrant-Hart, who specializes in youth transition services.
- **Key focus areas discussed:**
 - **Community Partnerships:** Committee emphasized the importance of clarifying who ADRC's community partners are, how active those relationships are, and identifying opportunities for stronger engagement. Javier will work with Hazel to

begin compiling a comprehensive list of current partners for review.

- **Youth Transition:** Building on prior efforts, Lakeisha and Barbara Jones will support planning in this area, with an emphasis on connecting youth with appropriate resources.
- **Health Program Collaboration:** David noted progress in connecting with community health programs. There is interest in piloting a partnership model this fall with one community health program, which could serve as a template for future outreach initiatives.
- **Next steps:** The Outreach Committee will continue refining the partner list and developing strategies to strengthen engagement and collaboration with community organizations.

V. ADRC Report – Bekki Schmitt, ADRC Director

a) ADRC Report – Dashboard

- Bekki presented the monthly dashboard, noting three key areas: call center volume, staffing updates, and current priorities.
- **Discussion:**
 - Cindy Pichler asked why enrollments dropped between May and June despite high call volumes.
 - Bekki Schmitt explained last year's unusually high enrollments were tied to the public health emergency unwinding and Medicaid re-enrollments. Staffing changes may also have contributed.
 - KaiYah Taylor added that as Medicaid renewals return to pre-COVID procedures, many applicants now face cost-sharing/patient liability, leading some to decline enrollment.
 - Levi Stein asked about ADRC participation at a Sunday event; Bekki noted follow-up would be possible outside the meeting.

b) Staffing Update:

- Director Bekki Schmitt provided an overview of ADRC staffing, noting ongoing transitions and recruitment efforts. The ADRC currently has 124 staff position, following the addition of five new positions approved at the last board meeting.
- Bekki emphasized that the options counseling team remains the most critical area for recruitment, as vacancies directly impact the ADRC's ability to meet demand. Supervisor Kora Lee is leading a workgroup focused on recruitment strategies, including revising job postings, refining interview criteria, and piloting a paid promotion with Indeed.
- Bekki encouraged board members to share the postings within their networks, noting recent increases to base pay and the stability of government career paths.
- **Discussion:**
 - David Lillich asked whether Jarrell Frazier would continue producing the ADRC newsletter previously handled by Andy Bethke
 - Bekki confirmed this responsibility is included in Frazier's role.

(View the full Dashboard Report on County Legislative Information Center (CLIC). See ADRC July 15th Meeting Details)

c) ADRC Priorities & Updates

- Director Bekki Schmitt highlighted the ADRC's current priorities in light of recent federal Medicaid legislation changes, which are expected to significantly impact the populations served. The ADRC is working closely with internal leadership, DHHS, and county partners to anticipate and prepare for increased demand.
- **Discussion:**
 - Levi Stein asked how Bekki manages oversight of 120+ staff. Bekki emphasized reliance on senior leaders, a strong internal culture, and transparent communication with employees about expectations.
 - Kent Mayfield raised concerns about how changes in Medicaid and benefits will affect the nature of future inquiries, noting the community may also turn back to faith-based or nonprofit resources. He stressed the importance of strengthening connections between ADRC staff and the governing board.
 - Cindy Pichler cautioned that staff should be prepared for heightened client frustration and stress, with calls often escalating after long wait times or benefit disruptions.
 - Bekki Schmitt added that the ADRC will transition to a new database system (PeerPlace) on July 28, 2025. While this will ultimately improve operations, staff expect initial increases in call wait times during the adjustment period. Training is underway, but the transition may cause short-term disruptions.
 - Private insurance changes are also shifting demand. Cindy Pichler noted that insurers are increasingly directing clients to nonprofits to fill coverage gaps.

VII. Aging & Disabilities Services (ADS) Report: Tina Anderson, ADS Administrator

➤ **Updates Provided**

- **Impact Connect Enrollment:**
 - ADS has joined *Impact Connect*, a referral and resource tracking software that strengthens community connections.
 - Currently, Adult Protective Services (APS) is fully enrolled; Community Health Workers are next, followed by ADRC integration.
 - This will allow more effective referrals, particularly for individuals not eligible for ADRC/ADS services.
- **Staffing & Leadership:**
 - Recruitment underway for a new APS Director (position posted internally, closing this week).
 - Budget season is ongoing; more clarity on fiscal impacts expected by September 2025.
 - Anticipation: 2026 will be challenging, with 2027 projected to be even more difficult financially.
- **Board Discussion:**
 - Kent Mayfield asked how *Impact Connect* is being populated with providers.
 - Tina Anderson noted the network is still expanding, with BHS already engaged.
 - Levi Stein inquired about adding Friendship Circle to the referral system.
 - Tina Anderson stated this was possible and would follow up with details.

VIII. Informational Reports Review

- Daniel Idzikowski stated that he did not have any critical reports to present at this time.

IX. Adjournment

- Chair Kent Mayfield thanked members for their participation and recommended adjourning the meeting at approximately 11:23 a.m.
- Following adjournment, it was noted that committee members may convene in smaller groups with staff and vendors to continue discussions, particularly regarding Outreach and Quality Assurance.

Motion: Cindy Pichler moved to adjourn the meeting.

Second: David Lillich.

Vote: Motion carried unanimously.

The meeting was adjourned at 11:23 a.m.

Respectfully submitted,
Marvic Rizio Administrative Assistant
Aging and Disability Resource Center