



## COMMISSION ON AGING SERVICE DELIVERY COMMITTEE MEETING FEBRUARY 26, 2025

The **Service Delivery** Committee held its monthly meeting on **February 26<sup>th</sup>, 2025**, via Zoom.

### **Members Present:**

Co-Chair George Banda  
Commissioner Mark Behar  
Co-Chair Amber Miller  
Commissioner Jan Wilberg

### **Members Excused:**

Commissioner Terrence Moore  
Commissioner Paula Pennebaker

### **Staff Present:**

Daniel Idzikowski, *DHHS-ADS*  
Jill Knight, *DHHS-ADS*  
Carrie Koss Vallejo, *DHHS-ADS*  
Emily Petersen, *DHHS-ADS*  
Gaylyn Reske, *DHHS-ADS*  
Kayla Steinke, *DHHS-ADS*

### **Attendees from the Public**

Michelle Drouillard, *Goodwill*  
Thomas Gossett, *Goodwill*  
Jennifer Lefeber, *EBPPs*  
Terri Piszczor, *Indian Council of the Elderly*  
Brook Stanley, *Milwaukee LGBT  
Community Center*  
Arman Tahir, *Muslim Community Health  
Center*  
Mary Till, *Life Navigators*  
Song Xiong-Buck, *Milwaukee Christian  
Center*  
Virginia Zerpa, *Alzheimer's Association*

## MINUTES

### **I. CALL TO ORDER AND ROLL**

Co-Chair Amber Miller called the meeting to order at 1:02 pm and took roll call a quorum was not present.

### **II. REPORTS FROM VENDORS TO THE AREA AGENCY ON AGING**

**1:10 p.m. Presenter:** Goodwill Industries of Southeastern WI  
**Contract:** Home Delivered Meals

A question was asked about donations to Goodwill and whether they support “Meals on Wheels” Goodwill does not specifically raise funds for Meals on Wheels through online or retail store donations and does not support this program except when the costs are not fully funded by the contract and to support the general mission of Goodwill.

There was also a question on diner feedback after the suggested donation increase to \$4.00 Several diners thought it was “about time”, and there was no negative feedback. Staff helped prepare a letter in advance to give notice ahead of this change.

**1:20 p.m. Presenter:** Milwaukee LGBT Community Center  
**Contract:** Outreach and Services to LGBTQ Older Adults

Commissioners welcomed new LGBT Center staff member, Brook Stanley, and complimented the LGBT staff for taking programming outside center walls for outreach including the Café Q. There were concerns about communication strategies for these events from Commissioners who did not hear of these events but are on the mailing list.

**1:30 p.m. Presenter:** Muslim Community Health Center  
**Contract:** Senior Center and Nutrition Programming

There were questions on including a meal count total on the slide, and questions from Commissioner Behar on the linguistic diversity of attendees; in particular how many attendees speak no English; which is two individuals.

**1:40 p.m. Presenter:** All Nations Senior Center  
**Contract:** Services to Native American Elderly

Commissioners asked for ICE Staff to continue to work on the missed goal of 6 Elders receiving blood-pressure screening. There was also a question asked about the tribal membership of attendees to the site, of which the majority are from the Oneida tribe.

**1:50 p.m. Presenter:** Life Navigators  
**Contract:** Support for Older Adult Caregivers of Persons with Intellectual or Developmental Disabilities, and Older Adults with Intellectual or Developmental Disabilities



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A question was asked regarding connecting to other agencies that do similar work in the community, of which there are none serving Milwaukee County.

**2 p.m. Presenter:** Alzheimer's Association

**Contract:** Alzheimer's Counseling and Community Support Services

No questions.

**2:10 p.m. BREAK**

**2:20 p.m. Presenter:** Milwaukee Christian Center (MCC)

**Contract:** Multicultural Senior Site at MCC

Commissioners complimented the programmatic creativity and energy of the staff, including programming to show how to use unfamiliar ingredients Stock boxes.

**2:30 p.m. Presenter:** Milwaukee Christian Center (MCC)

**Contract:** Nutrition Site Supervision Services

Commissioners asked about the new caterer, Canteen and the diner experience. There is a distinction between the new and past caterer when the meals are named the same but prepared a little differently ex: "Stuffed Bell Pepper." Other than these, feedback has been positive.

**2:40 p.m. Presenter:** Milwaukee Christian Center (MCC)

**Contract:** Dine Out Program Management

Commissioners asked about new restaurants as partners in this contract, and about the distinction in walk-in diners for the Dine-Out program compared to the reservations system that exists at most of the dining site.

Ms. Xiong-Buck acknowledged the difference in diner experience at restaurants vs. traditional meal sites. For example, working with an open restaurant allows food to be on-demand and excess unprepared food can be repurposed for other diners. Catered food for most of the meal sites is portioned and prepared in advance and requires reservations.

**2:50 p.m. Presenter:** Jennifer Lefeber

**Contract:** Evidence Based Practices Programing



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Commissioners asked whether volunteers needed to go through this specific training to lead session, and Ms. Lefebber indicated that this was true to keep to the “Evidence-Based” quality, and they would have to be trained for each program.

### **3 p.m. Discussion and Questions (3:50 p.m.)**

Kayla Steinke, presented on the Caregiver programs which are now being directly provided by AAA staff. She shared administrative updates for managing this workload internally to Milwaukee County, including processing payments; hiring a new staff person to the team: Alexa Law.

No questions.

Director Dan Idzikowski gave an updated-on programs related to Vaccinations, and Social Isolation and Loneliness programs. These programs are not funded by the Older Americans Act, which is the priority of the Commission on Aging, but these grants were applied for because of the guidance of the Commission.

These programs address vaccination reluctance in under-served communities, including communities of color. Partners on this grant include Health Connections, Hmong American Friendship Center, In power, and Hyatt Pharmacies. Focuses include communication campaigns and directly providing flu COVID vaccines at public sites and clinics, and in homes. HealthyMKE.org is the webhost for more information on this initiative. People receiving vaccinations are also screened for social isolation and loneliness, and if they are screened at a certain risk level, referrals to Vital Voices, which does a secondary screening and makes direct handoffs to local resources including the programs supported by the Area Agency on Aging.

Gaylyn Reske, Senior Dining Program Coordinator, spoke on funding concerns that were brought up by a few of the nutrition vendors. Gaylyn explained the distinction between C1, which supports Congregate Dining and the Dine-out program; and C2 which is for Home-Delivered Meals, and the lack this year of ARPA funding to support programs including Nutrition. The Dine-Out Program success and maintaining it will be a priority although the costs are higher.

Ms. Reske is working on ideas to become more cost effective, ex: not allowing diners under 60 at our four Housing Authority of the City of Milwaukee dining

sites, which is allowable and currently provided to under 60 residents of these locations, while encouraging increased engagement from diners of Hispanic and Asian descent.

Jill Knight was invited to give a short update, and thanked her vendors and repeated updates about the upcoming event on heart health at McGovern Park and invited feedback from Commissioner on the outcome measures, and that several of her contracting staff had acknowledged the challenges with recruiting volunteers.

**III. Adjournment:** Meeting adjourned at 4:07 PM

Respectfully submitted,

Carrie Koss Vallejo  
Program and Planning Coordinator