



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

**Aging and Disability Resource Center  
(ADRC) Governing Board Meeting  
February 20, 2024**

The **Aging and Disability Resource Center (ADRC) Governing Board** members convened virtually on Tuesday, February 20, 2024. Members and attendees attended in person via video conference and conference call options.

**Board Members Present**

Debra Jupka, Chair  
Tracie Horton  
David Lillich, MD  
Kent Mayfield  
Cindi Pichler  
Kiran Sagar, MD  
Colleen Galambos, Ph.D., DSW  
Barbara Jones  
Levi Stein  
Harvey Ross  
Tiffany Barta  
Amanda Laurila  
Rachael Bush, Vice-Chair

**Milwaukee County Staff:**

Tina Anderson, DHHS  
Davia Fenton, DHHS  
Tim Schabo, DHHS  
Marietta Luster, DHHS  
Tamarra Carr, DHHS

**Attendees from the Public**

Sara Truse

## MINUTES

### I. CALL TO ORDER AND ROLL

Chair, Debra Jupka called the meeting to order at 9:32 a.m. Davia Fenton, Aging and Disability Resource Center, Administrative Assistant took roll call.

### II. REVIEW AND APPROVAL OF THE JANUARY 16, 2024, AGING AND DISABILITY RESOURCE CENTER'S MEETING MINUTES

MOTION: To approve January 16, 2024, Aging and Disability Resource Center's meeting minutes.

ACTION: Motion prevailed by unanimous consent (Mayfield Moved, Pichler Second.)

### III. ADRC County Executive Informational Report, County Executive Office, Timothy Schabo, Deputy Chief of Staff.

Schabo reported that the County Executive will be giving his 2024 State of the County Address on Tuesday, March 19<sup>th</sup> at Discovery World at 12:00 PM. All are invited to attend this free event and there will be free parking. The State of the County Address will give an overview of the county executives vision for 2024 and the next four years in the administration. As the chair of the large Urban Counties Caucus for the National Association of Counties the County Executive has been traveling over the last couple of weeks, and is currently in Washington, DC for their annual conference. There he had the privilege to meet with President Biden to discuss how the federal infrastructure and ARPA dollars have affected Milwaukee County and specifically how we've been able to use those funds regarding affordable housing and our King Park neighborhood project.

Currently there are 3 openings on the DRC governing board and our office is very appreciative of the leadership of the chairwoman and the Governing Board for putting emphasis on diversity to represent the county fully when filling those vacancies. Schabo also mentioned that multiple members whose term is ending in 2024 and are eligible for reappointment and the process has been simplified. An email or phone call to him requesting reappointment, followed by resubmission that goes before the full board, and a swearing-in for the second term is all that is required.

#### **IV. ADRC Board in Service, Tina Anderson**

In January, Anderson prepared a presentation for the board detailing all the duties and responsibilities of each department in the Aging and Disability Resource Center (ADRC) as a part of the Department of Health and Human Services whose mission is empowering safe, healthy, and meaningful lives.

The board was encouraged to ask questions about the presentation. Lillich commented on how much he enjoyed attending Coggs for the presentation and tour given to the director of the Office of Resource Development for the State of Wisconsin. ADRC leadership shared service accomplishments and highlights for 2023 as well as goals for 2024. Lillich said that meeting some of the staff that provide these services and hearing their perspective was very helpful. Jupka also attended along with Mayfield and confirmed that the same presentation is on the March agenda.

Mayfield agreed with the success of the event and is an advocate for in-person meetings as he feels they tend to be more encouraging and enlightening. In response to Anderson's January presentation, Jones said the information was very helpful to her as a newer board member. She stated that it provided a great overview of the ADRC and will prove to be a resource to the board when directing people who may have questions or need services.

**V. ADRC Governing Board Roles/Chair Report/ADRC Governing Board Membership Report:** Debra Jupka; Tracie Horton; Rachael Bush

**a) Chair Report;**

Jupka reiterated that the March meeting will be in person at the Coggs building and stated the presentation will solidify the work the board did with the listening session state report. The chair requested that those unable to attend the upcoming meeting notify her as soon as possible and to be sure to read the emails sent to the board as she tries to make them as detailed as possible.

The April board meeting is set to be virtual however that is at the discretion of the new Chair. Board members are encouraged to contact Andrew Bethke to access information regarding outreach opportunities.

Serving Older Adults (SOA), the agency that runs the senior centers, also publishes an informative monthly newsletter.

In May, Cindy Pichler will host the board meeting at Independence First, and more details will follow, and it is noteworthy that the County Executive is expected to be in attendance.

As the transition to the new Chair is underway, Jupka reached out to MPS and provided Schmitt and Anderson as contacts to continue developing the relationship between the ADRC and MPS. Jones and Jupka are going to continue reaching out to the suburban school districts to do the same.

**b) Bylaws; Rachel Bush**

Bush is sending a copy of the bylaws to be reviewed by Mayfield, Barta and Galambos.

**c) Membership Report; Tracie Horton**

Horton reported that 14 of our 17 board members slots are occupied and the vacancies are being held ensure that we have a good diverse membership of different variety of members to represent the county as accurately as possible. The board is looking for people who have a strong interest in supporting our disabled community because most members support the aging area.

Horton reiterated that the reappointment process has been streamlined and sending an email to Tim Schabo begins the process.

**d) Nominations & Election for Chair & Co-Chair**

Jupka explained the nomination and election protocol to the board. There is a nomination of a person(s), it is seconded, and those nominated are asked if they accept the nomination. If so, the board then votes on and elects a new Chair and Co-Chair.

David Lillich nominated Kent Mayfield for Chair.

Barbara Jones seconded the nomination of Kent Mayfield for Chair.

Kent Mayfield accepted the nomination for Chair.

There were no other nominations for the Chair.

Fenton read the roster. All members in attendance affirmed, totaling eight affirmations.

Kent Mayfield was elected ADRC Governing Board Chair.

Kent Mayfield nominated Rachael Bush as Co-Chair.

Tracie Horton seconded the nomination of Rachael Bush as Co-Chair.

Rachael Bush accepted the nomination for Co-Chair.

There were no other nominations for the Co-Chair.

Fenton read the roster. All members in attendance affirmed, totaling eight affirmations.

Rachael Bush was elected as ADRC Governing Board Co-Chair.

**VI. ADRC Reports: Department of Health and Human Services, Aging and Disabilities Services, (DHHS/ADS):** Tina Anderson, DHHS/ADS Director; and Bekki Schmitt, DHHS/ADS Community Programs Supervisor:

- a) **ADRC Dashboard Report:** Tina Anderson reviewed the January 2024 ADRC Dashboard report. Covered in the report were the following topics: the quality and volume measures for Information and Assistance (I & A) call wait times, the number of incoming calls, customer satisfaction survey scores, complaints, and staffing reports with the board.

Anderson reports that in January there was an increase in call times due to a shortage of staff on the I&A team and phone system issues. To remedy the issues, recruitment for that position was opened and several interviews have been scheduled. Avaya technical support and customer service has been working with IMSD to understand why callers are not getting through to staff and are being sent directly to voicemail.

Call volume has increased by 2000 calls due to successful ILSP marketing. Options Counseling requests are also contributing to the increased call volume because of outreach efforts. More people are aware that the ADRC exists, and more hires are anticipated to accommodate the influx of calls.

Because the weather is typically inclement in January, there were only 21 outreach events in the month. However, the ADRC took advantage of an opportunity to offer the same presentation given to our state representative in an all-Spanish event on Facebook live where over 500 individuals were in attendance. Telemundo has also reached out to request an interview with ADRC staff and there are also plans to offer the presentation to the Hmong community.

Regarding open positions, there is one Options Counselor Supervisor position and seven Options Counselor positions vacant. Several employment offers have been accepted and new staff have begun training. However, the number of open positions remains the same with new staff coming on and old staff leaving.

For the document, see attachment entitled "Dashboard January 2024" on County Legislative Information Center under Aging and Disability Resource Center Governing Board, January 16, 2024, meeting details.

**VII. Department of Health and Human Services, Aging and Disabilities Services (DHHS/ADS), ADS Reports, Marietta Luster and/or Tina Anderson:**

Luster reported that there is a Deputy Administrator position open for Aging and Disability Services that closes on February 22, 2024. Currently, approximately 20 applications have been submitted and all interested parties are encouraged to apply.

Lillich presented a question regarding settlement funds that APS has received to address the growing opioid crisis. Luster explained that those funds will be used to target those impacted by opioids in an educational work focusing on individuals with disabilities, those over the age of 60, and the agencies working with them. Castaneda, director of APS will provide a detailed report on this matter at the next scheduled board meeting.

Luster also shared that the AAA also received a visit from the state like the ADRC and they were very impressed. They were able to visit the Washington Park senior center and were able to have lunch with the seniors and enjoy AARP sponsored beverages at Rise and Grind, which is one of the county's vendors. Luster was pleased that they were able to show the state what the Area Agency on Aging does, meet with some of their constituents and staff who shared some accomplishments from 2023 and what is in store in 2024 like focusing on social isolation, loneliness, and cardiovascular issues. Galambos added that she attended a conference in January with the New York Academy of Medicine on isolation and loneliness and had the opportunity to talk with one of the major administrators. Luster and Galambos agreed they had much to discuss regarding increasing support for initiatives related to social isolation and loneliness. Mayfield also suggested including the head of the Advisory Council for the COA, Denise Callaway, in the discussion.

Jupka mentioned that she had a conversation with some of the early childhood care centers across the area (Penfield, Children's Outing Association, and Saint Francis). The three groups are interested in collaborating with each other and the ADRC with the understanding that addressing disabilities early on in life can improve their lives as they age.

Lastly, the ADRC Celebration for 2024 will be held at Wilson Park senior center on May 9<sup>th</sup> from 12:00 noon to 3:00 p.m.

## **VIII. INFORMATIONAL REPORTS:**

### **a) Department Of Health and Human Services (DHHS) Budget Update, Matt Fortman, DHHS Chief Financial Officer (CFO). 2.0**

Fortman had a scheduling conflict, so Anderson offered this report regarding the utilization of the \$1.4 million budget to fund an increase in staffing. Plans for an additional Option Counseling team includes a supervisor and five new Options Counselor positions, a Youth Transition Team will include a supervisor with four Youth Transition Coordinators, and a Community Health Workers Team which will include a supervisor and five Community Health Workers who will be stationed at the Federally Qualified Health Centers in Milwaukee County.

Part of the job description of the new Community Health Worker position is to identify clinics to partner with, many of which are staffed by volunteers, and act as a liaison between them and the ADRC. This will increase the efficiency of care for customers and remove bottlenecks for those volunteers administering care and doing the great work of making healthcare more accessible to the community overall. The Community Health Worker will also seek out employers willing to create vocational



positions and connect them to individuals who want to be viable in the medical community. In these ways, the budget increase will benefit the smaller clinics in a large way.

The ADRC is hiring a behavioral health position that will work in conjunction with our Behavioral Health Services here at Milwaukee County. This individual will help bridge gaps in service and assist with maintaining the "no wrong door" policy. The ADRC is also aware of the need to hire bilingual workers for outreach.

**b) Department of Health and Human Services, Office for Persons with Disabilities (DHHS/OPD):** Mike Bonk, DHHS/OPD Director

No report available.

**c) Area Agency on Aging, (AAA)** Daniel Idzikowski, Area Agency on Aging Director.

Jupka shared information on the development of the Commission on Aging Area Aging plan report. She stated that it is updated every three years and it details the status of aging support/aging plan within Milwaukee County and is specifically something that the Commission on Aging oversees. Jupka encouraged board members to get a copy of the previous report from 2022/2023 and to be involved with the process of its development.

Mayfield added that he is on the COA Advisory Board and met with the COA representatives in the planning of the in the creation of the new plan. He stressed the importance of ADRC involvement with the overall planning for the county. He encouraged the board to review the past plan and look forward to the way in which the new plan is being developed. He continued that the COA listening sessions are the basis on which much of the planning of the forecasting efforts in the future is based and are therefore critical.

Mayfield explained that the COA listening session process is very extensive and involves a research-oriented approach using marketing and communications in the wider community, public hearings and both mail-in and online surveys. Focus groups around the county and various special interest connections, both professional and neighborhood, weigh in at these listening sessions as well. Mayfield suggests that the ADRC continue to take an active interest in what is happening elsewhere in the DHHS and will reach out to Schmitt, who coordinates much of this activity to be sure that the board receive a copy of the survey and updates to that process.

This matter will be on the agenda for the March ADRC Governing Board meeting.

**d) Adult Protective Services, (APS)** Cleopatra Casteneda, Adult Protective Services Director

No report available

Stein and other board members in attendance thanked Debra Jupka for her selfless work and contributions as the Chair. Jupka encouraged the board to continue building alliances and networks and moving the board forward.

**IX. ADJOURNMENT:** Meeting adjourned at 10:47 a.m. (Pichler/Galambos)

The next ADRC Governing Board meeting will hybrid and held Tuesday, March 19, 2024, at 9:30 a.m. at:

Marcia P. Coggs  
Human Services Center  
1220 West Vliet Street, Room 104  
Milwaukee, WI 53205

Respectfully submitted,

Davia Fenton  
Administrative Assistant  
Aging and Disability Resource Center