



MILWAUKEE COUNTY
DEPARTMENT OF HEALTH
& HUMAN SERVICES

AGING & DISABILITIES SERVICES

Aging and Disability Resource Center (ADRC) Governing Board Meeting February 17, 2026

The Aging and Disability Resource Center (ADRC) Governing Board members convened on Tuesday, February 17, 2026. Members and attendees attended in person, virtually via video conference, and conference call options.

Board Members Present

Barta, Tiffany (Vice Chair)
Jones, Barbara
Lillich, David MD
Mayfield, Kent
Minster, Andi
Pichler, Cindi (Chair)

Board Members Absent

Bush, Rachael
Dicks-Williams, Ramona
Stein, Levi

Milwaukee County Staff:

Ashley, Kyle CEX
Glenn, Michelle DHHS
Rizio, Marvic DHHS
Schmitt, Rebecca DHHS
Taylor, KaiYah DHHS

Guest:

Hanrahan, LeighAnn

MINUTES

I. Call to Order and Roll and Announcements

- Meeting called to order by Cindi Pichler
- Roll call conducted by Marvic Rizio.

II. Review and Approval of Minutes

- Minutes of February 17, 2026 Governing Board meeting were presented.
- **Motion to approve:** Cindi Pichler
- **Second:** Barbara Jones
- **Motion** carried unanimously.

III. ADRC County Executive Informational Report Kyle Ashley, Director of Community Outreach.

- Kyle Ashley provided a brief update virtually.
- **Highlights included:**
 - **National Blood Donor Month Recognition:**
Milwaukee County's Office of Emergency Management recognized the Emergency Whole Blood Pilot Program. In its first year, 38 critically injured patients received whole blood transfusions in the field.
 - **\$25 Million Federal Traffic Safety Grant:**
Funding awarded through the U.S. Department of Transportation's Safe Streets and Roads for All Program.

- 67 safety projects
- 10 high-risk corridors
- Estimated 26–50% reduction in fatal/serious injury crashes
- Projected \$1.2 billion in crash-related cost savings over 20 years
- **LIFT Program (Landlord Incentives to Foster Tenancy):**
 - Supports individuals exiting homelessness
 - Provides landlord incentives and risk mitigation
 - Strengthens partnerships and reduces stigma
- **Youth Commission Microgrant:**
\$35,000 awarded to Pathfinders Milwaukee to support youth experiencing housing instability.
- **Credible Messenger Program:**
 - 77% success rate in reducing recidivism
 - 2,000+ hours of mentoring provided
 - Specialized all-girls intervention team
 - Partnerships with six community agencies

(View the full County Executive Report on County Legislative Information Center (CLIC).
See ADRC February 17, 2026 Meeting Details)

IV. Discussion Item: 2026 ADRC Governing Board Committees

- The Board discussed structure and direction for the two standing committees:
 - **Quality Improvement Committee**
 - Tiffany Barta (Lead)
 - Kent Mayfield
 - Levi Stein – (pending confirmation)
 - **Outreach Committee**
 - David Lillich (Lead)
 - Barbara Jones
 - Andi Minster

V. ADRC Governing Board Reports

- **Chair Report - Cindi Pichler**
 - Cindi Pichler discussed of forming 2026 committees and have it scheduled in-service topics for each board meeting in 2026.
- **Membership Report**
 - No report submitted in advance.
- **Quality Improvement Committee - Tiffany Barta**
 - Tiffany Barta proposed using the 2025 Listening Session Report as the structural framework for 2026 committee work. Key themes from the report include:
 - Increasing ADRC name recognition
 - Enhancing the human element of outreach
 - Leveraging technology effectively
 - Strengthening strategic partnerships

❖ **The committee discussed:**

- Creating clearer structure and accountability
- Aligning staff reports with Listening Session findings
- Ensuring annual evaluation of vendor partnerships
- Establish consistent timelines for survey work earlier in the year

* Staff confirmed ADRC's internal Quality Improvement (AQI) Committee has also been established for 2026, creating opportunity for alignment between Board and staff quality efforts.

● **Outreach Committee – David Lillich**

- David Lillich reported ongoing conversations with staff regarding scheduling and structure. Discussion included:
 - Avoiding duplication of staff efforts
 - Enhancing collaboration with ADRC leadership
 - Monthly one-hour meetings
 - Defined goals tied to Listening Session priorities

VI. Aging & Disability Resource Center Report – Bekki Schmitt, ADRC Director

● **Major Hiring Event Success**

On January 26, ADRC hosted a large-scale hiring event at Zoofari.

- 127 attendees
 - Approximately 70–75 interviews conducted
 - 18 vacancies (Options Counseling)
 - Approximately 8 offers accepted to date, with more pending
- This hiring effort addresses previous staffing shortages impacting referral timelines and state performance measures.

● **Benefit Enrollment Center Grant Renewal**

- ADRC received \$200,000 (30-month award) through the National Council on Aging (NCOA) to support the Benefit Enrollment Center (BEC).
- The BEC provides:
 - Self-service kiosks for Medicare, Medicaid, FoodShare enrollment
 - Staff assistance when needed
 - Increased access to public benefits

● **Dashboard Highlights (January 2026)**

- **Call Wait Time:** 6 minutes, 55 seconds (notable improvement)
- **Average Call Length:** 8 minutes, 22 seconds
- **Incoming Calls:** 4,000+
- **Walk-In Visits:** 179
- **Outreach Events:** 47 (seasonally lower period)

❖ **Board discussion included interest in:**

- Tracking call topic trends (particularly transportation and program changes)
- Monitoring impacts of long-term care and policy changes
- Using call data to inform staff support and in-service topics

- Staff will explore generating call-topic reports from the new database system.

(View the full Dashboard Report on County Legislative Information Center (CLIC). See ADRC February 17, 2026 Meeting Details)

VII. Aging and Disabilities Services Report – Tina Anderson

- No report submitted in advance.

VIII. Informational Reports Review

- **Department of Health and Human Services Reports**
 - a) **Office for Persons with Disabilities (OPD)**
 - b) **Area Agency on Aging (AAA)**
 - c) **Adult Protective Services (APS)**

(View the full **Informational Report** on County Legislative Information Center (CLIC). See ADRC February 17th Meeting Details)

IX. 2026 Meeting Locations

- Meetings will alternate between:
 - CR Coggs Center – 1230 W. Cherry St., Milwaukee, WI 53205 Rm. 105
 - Independence First - 540 S 1st Street Milwaukee, WI 53204
 - All meetings will remain hybrid.
 - Independence First will host April, October, November, and December meetings due to improved winter parking access.

X. Adjournment.

- Motion to adjourn was approved unanimously.

Next ADRC Governing Board Meeting: Tuesday, March 17, 2026, at 10:00 a.m. Members are reminded to contact the Chair no later than 12 days before the next meeting to place an item on the agenda.

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