



MILWAUKEE COUNTY
Department on Aging

Service Delivery Committee Meeting August 4, 2021

The **Services Delivery** Committee held its third 2021 meeting on **August 4, 2021**.

Members Present:

Commissioner Amber Miller, *Chair*
Deborah Anderson
Commissioner Leonor Rosas
Commissioner Janice Wilberg, Ph. D

Members Excused:

Commissioner Gloria Pitchford-Nicholas, Ed.D.

Staff Present:

Dan Idzikowski, *DHHS*
Jon Janowski, *DHHS*
Jill Knight, *DHHS*
Vonda Nyang, *DHHS*
Gaylyn Reske, *DHHS*
Carrie Koss Vallejo, *DHHS*

Fatema Atshan, *Muslim Community and Health Center*
Wendy Betley, *Alzheimer's Association*
Anne David, *Jewish Family Services*
Sophia Franklin, *ERAS Senior Network*
Tiffanie Henderson, *Vital Voices*
Patrick Humpal, *Layton Boulevard West Neighbors*
Morgen McClelland, *First Transit*
Paul Sanfelippo, *American United Transit Association*
Zongsae Vang, *Hmong American Friendship Association*
Vicki Wachniak, *Life Navigators*
Virginia Zerpa, *Alzheimer's Association*
Kimberly Zimdars, *Vital Voices*

Presenters

MINUTES

I. Meeting called to order at 1:03 PM.

A quorum of the Service Delivery Committee members convened virtually on Wednesday, August 4, 2021. Commissioner Amber welcomed everyone and asked Carrie Koss Vallejo, Program and Policy Coordinator for DHHS Division on Aging, to take the roll.

II. Review and of Overall Meeting Purpose

Carrie Koss Vallejo reviewed the role and purpose of the Service Delivery Committee to provide community oversight on the programs and services that vendors provide for older adults. Vendors scheduled to present at this meeting had 8 minutes to present, with 2 minutes for questions.

III. Review and Approval of the July 20, 2021, Service Delivery Committee meeting minutes

MOTION: To approve July 20, 2021, Service Delivery Committee meeting minutes.

ACTION: Motion prevailed by unanimous consent (Wilber Moved, Anderson Second)

IV. Presentations from Vendors:

For more information, see the PowerPoint presentation Program summary provided on CLIC and in the minutes, followed by post-presentation questions and answers between the Committee members and vendors.

Agency: Alzheimer's Association

Service: Alzheimer's Counseling and Community Support Service

Presenter: Virginia Zerpa, Community Outreach Coordinator, and Wendy Betley, Program Director

The Alzheimer's Counseling and Community Support Service provides direct counseling and community support services to families and caregivers of persons with Alzheimer's disease and related disorders. They emphasize working with culturally diverse communities, assisting in the organization, and functioning of support groups, and providing a broad range of educational and support services.

- The Service Delivery Committee wanted to know what steps the Alzheimer's Association is taking to expand and improve minority representation on their board. They have created a subcommittee to focus on outreach in diverse communities to develop a diverse board and staff, and a community advisory group with representation across the state to assist them with identifying gaps and weaknesses.
- A committee member inquired about the Alzheimer's Association contract allocations being slightly overspent at 60% spent to date; if they foresee this causing a problem for their program to function for the rest of the year. No, they have been monitoring the funding closely.
- A committee member asked the presenter to share a success story from their program.

Agency: Alzheimer's Association

Service: Family Caregiver Services

Presenters: Wendy Betley, Program Director for Alzheimer's Association

The Family Caregiver services, and programming seek to help family caregivers by offering information, education, and support services to assist the caregivers of older adults and the older adult relatives caring either for grandchildren or for adult children with disabilities. Features include counseling individual caregivers and providing access to training and resources. AFCSP (Alzheimer Family Support Program) direct services are also provided.

- A Service Delivery Committee member requested a statement added to the chart/PowerPoint slide that asks for "Satisfactory progress was made" to include a reference "as evidenced by" so that they know how and what measurement/evaluation tools they are using in providing their information.

Agency: Vital Voices for Mental Health

Service: Telephone Reassurance Services

Presenters: Kimberly Zimdars, Executive Director, and Tiffanie Henderson, Advocacy and Volunteer Coordinator

The Telephone Reassurance Services provide a daily phone call to check on the wellbeing of a homebound and vulnerable elders. These services are provided to Milwaukee County older adults enrolled in the program and not receiving other daily services such as meals on wheels. Each client receives one telephone call each day by 4:30 p.m. with emergency actions taken if there is no answer.

- The Service Delivery committee asked Vital Voices what other types of funding they receive. The other funding sources are from Milwaukee County's Behavioral Health Division, and grant writing.

Agency: American United Transportation

Service: Delivery of Congregate Meals

Presenters: Paul Sanfelippo, General Manager

American United transportation delivers meals for the congregate meal program to older adults who are homebound due to the COVID pandemic.

- A Service Delivery Committee member wanted to know how many clients served are to date are minority clients. Carrie Koss Vallejo offered to find the data in our internal reporting system as client registration, where these demographics are collected, happens internally at Milwaukee County through the ARDC phone line. The Division on Aging asked AUT to provide their performance objectives and include information on how they measure their data in their presentation. Due to this being a new company, AUT's outcomes weren't set up.
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- **Follow up:** AUT served 79 different individuals, of whom 69% are people of color.

Agency: First Transit

Service: Specialized Transportation

Presenter: Morgen McClelland, Regional Operations Director and General Manager

First Transit provides advance scheduled door-to-door transportation services for eligible older adults. The primary purpose is to provide weekly grocery shopping rides to groups of seniors living at more than 60 apartments or apartment complexes throughout Milwaukee County. And they also provide advance scheduled door-to-door transportation services for eligible older adults. Medical or dental rides that require a \$3.00 passenger copayment. The other trip purposes include grocery shopping and Senior Dining Sites, provided at **no charge**.

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- The Service Delivery Committee asked if American United Transportation can service more clients. The vendor responded yes.
- A member asked First Transit what are they doing with trying to attract minorities on your board? First Transit is a Scottish company with its central location and ownership in Scotland. They are in a transitioning process of creating a US subsidiary company based in the states and will be working on diversity as well.

Agency: Hmong American Friendship Association

Service: Community Outreach and Access Services to Southeast Asian Older Adults

Presenter: Zongsae Vang, Elderly Specialist Coordinator

Although the primary purpose of the Community Outreach and Access Services to Southeast Asian Older Adults program is to provide translation & interpretation services for Hmong, Laotian, and other Southeast Asian elders, the program also supports a broad range of outreach, intake, assessment, and access services including: information & referral, advocacy, and transportation.

- No questions asked.

Agency: Life Navigators

Service: Family Support for Persons with Developmental Disabilities

Presenter: Vicki Wachniak, Executive Director

Life Navigators provides intensive casework services to older adults with developmental disabilities and their aging caregivers who need support due to cognitive delays, abuse, neglect (including self-neglect), exploitation, or crisis. Services include assistance and intervention to ensure the consumer's basic daily needs are being met and to enhance the consumer's well-being.

- The Service Delivery Committee asked Life Navigators to provide a little more information on the progress on objectives in the future, rather than waiting for once annual survey responses.
- A committee member asked if Life Navigators have any plans in place to increase board diversity. Yes, they are addressing the need for diversity. Currently, they are working with the Helen Bader Institute Leadership circles, DEI, and MRA to expand diversity.

Agency: Layton Boulevard West Neighbors dba VIA CDC

Service: Meal Site Supervision to the Minority Owned Restaurant Pilot

Presenter: Patrick Humpal, Community Partnership and Data Fellow

Layton Boulevard West Neighbors dba **via CDC** project provides business opportunities to minority-owned restaurants while broadening the appeal of the senior dining program. Partner restaurants are Antigua: Latin-Inspired Kitchen, Daddy's Soul Food & Grille, Orenda Café, and Vientiane Noodle Shop.

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- The Service Delivery asked what type of feedback they have received from the participants regarding whether they are enjoying the food or want the program to continue. Clients have been very excited about the program, and they love the food.
- A committee member stated that they hope this program continues and expands.

Agency: ERAS Senior Network

Service: Neighborhood Outreach Program Services / Faith and Action Program

Presenter: Sophia Franklin, Program Director for Faith and Action Program

The Neighborhood Outreach Program (NOP) is a neighborhood based with sites throughout Milwaukee County. NOP provides in-home assessment, advocacy, information & referral, limited case management, and informal direct services to seniors age 60 or older. Volunteers play a key role in service delivery. The program enables seniors to remain in the community.

- A committee member asked how community members in Waukesha hearing about ERAS services are. The presenter had information on how their Milwaukee clients but not their Waukesha clients at this time. She will provide this information to Carrie Koss Vallejo later. Most of the Milwaukee clients came from the Interfaith transition to their program, in addition to County referrals from 2-1-congregations, and client's word of mouth.

Agency: Jewish Life Family Services

Service: Late Life Counseling Services

Presenter: Anne David, Director of Clinical Services

Late Life Counseling services focus on assessing and treating psychological conditions experienced by homebound elders to ameliorate those conditions and enhance the quality of life. Depression, anxiety, alienation, isolation, confusion, loss of loved ones, declining physical health, changing environments, and financial worries are the therapeutic issues this program seeks to address through the treatment of homebound elders.

- No questions from the Service Delivery Committee.

Agency: Muslim Community and Health Center

Service: Meal Site Supervision to the Minority Owned

Presenters: Fatema Atshan, Marketing and Office Manager

MCHC provides nutritious, culturally appropriate meals to older adults at the Muslim Community Health Center meal site as part of Milwaukee County's senior meal program.

- A member asked the presenter to share how COVID-19 impacted their services. They had congregate dining before COVID-19, so they had to have them pick up meals. They had many clients that couldn't pick up meals, but they were able to provide delivery services.

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- Have you seen an increase in your clinic due to COVID-19? Yes. Half of their clients wanted to be vaccinated, and the other half did not receive the vaccine.

V. Adjournment: Meeting adjourned at 4:15 PM

The next Service Delivery Committee meeting will be to review staff 2022 contract recommendations, held virtually on October 26th 2021.

Respectfully submitted,

Vonda Nyang

Executive Assistant