

Milwaukee County Aging and Disabilities Services Directors' Reports October 2025

ADRC Informational Report

- The ADRC hosted the quarterly Partner Connect meeting at our new Coggs building. This is a regular meeting of the ADRC and the partner agencies involved in publicly funded long-term care: MCO's, ICA's, and Income Maintenance. We discussed agency updates, network challenges, and opportunities for improved collaboration and process.
- On October 1, the ADRC together with the AAA, hosted a visit by state leadership from WI DHS Bureau of Aging and Disability Resources. The visit included a presentation on our current successes and challenges as well as a tour of the new Coggs building.
- The ADRC is undergoing a 60-day Intensive Plan to catch up on a backlog of Options Counseling referrals. During September and October, ADRC staff will be working overtime and the ADRC will be bringing on contracted screeners to clear the backlog of Options Counseling referrals. Due to the hard work of staff, significant progress has been made to date and we are nearing completion.

APS Informational Report

Field Services:

- YTD 2,741 referrals, 2,205
- WRAPS are completed for over 90% of all closed cases
- Cases are being assigned weekly to half the team
- Cases are typically reviewed within the day after being received
- Rapid Response Team email box is typically cleared in the same day by one staff member who is also balancing a caseload of clients
- Hiring a new APS supervisor with a start date of November 10th

Opioid Coordinator:

- 3 events at senior living facilities one late October and two in November presenting on opioid abuse amongst seniors and providing resources
- Holiday Healing event in December (Date TBD due to change in location)

Prevention Coordinator:

- We received an additional 100K in our Elder Justice Grant to develop a medical respite to support elders age 60+ experiencing homelessness and are high risk to abuse/neglect/financial exploitation. Our Community Intervention Specialist has secured collaborations with 4 housing partners that supply income-based housing options.

- We completed APS/ MCO training with over 30 participants
- Law Enforcement training with 45 participants
- 2 CIT trainings with over 80 participants.
- 5 EMDT staffing's in September

Office for Persons with Disabilities Report Overview

The Office for Persons with Disabilities (OPD) continues to advance its mission of promoting inclusion, accessibility, and opportunity for individuals of all ages and abilities throughout Milwaukee County. This quarter, OPD has focused on strategic planning, program expansion, and strengthening community partnerships.

II. Strategic Planning

OPD is actively engaged in a countywide strategic planning initiative aimed at enhancing service delivery and long-term sustainability. Key priorities include:

- Evaluating facility usage and lease agreements at Wil-O-Way Grant and Underwood
- Exploring expanded programming models in collaboration with EasterSeals and other partners
- Identifying funding opportunities to support infrastructure improvements and new initiatives

III. Program Highlights

A. Facility Operations

Wil-O-Way Grant and Underwood continue to host recreational programming, community events, and disability-focused services.

OPD has offered relocation needs for partners affected by recent flooding, including the Tosa Senior Center.

B. Employment Services

OPD is developing a contract framework to support employment services and job training for individuals with disabilities. Goals include:

- Increasing access to competitive, integrated employment
- Enhancing job readiness through individualized training
- Promoting sustainable employment through coaching and employer engagement

C. Accessibility Services

ASL interpretation services were successfully coordinated for the August 21st Budget Briefing at Independence First.

OPD continues to respond to requests for accommodations at public meetings and events.

IV. Community Engagement

Staff have participated in planning meetings with the Commission for Persons with Disabilities and other advocacy groups.

OPD is committed to inclusive collaboration and welcomes input from community stakeholders.

V. Upcoming Priorities

Finalizing lease terms and programming expectations for 2026

Continuing strategic planning with county departments and elected officials

Preparing for fall programming and facility maintenance needs

VI. Contact Information

For questions or further information, please contact:

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