



MILWAUKEE COUNTY  
DEPARTMENT OF HEALTH  
& HUMAN SERVICES

**AGING & DISABILITIES  
SERVICES**

**MILWAUKEE COUNTY COMMISSION ON AGING  
SERVICE DELIVERY COMMITTEE MEETING  
MARCH 27, 2026**

The **Service Delivery** Committee held its monthly meeting on **March 27, 2026**, via Zoom.

**Members Present:**

*Chair* George Banda  
*Commissioner, Vice Chair* Mark Behar  
*Commissioner*, Paula Penebaker  
*Commissioner*, Jan Wilberg

**Attendees from the Public**

Salma Akhter-*Muslim Community*  
Song Xion-*Buck-Milwaukee*  
*Community Crossroads*  
Tom Gossett-*Goodwill Industries*  
Angela Kingsawan-*All Nations*

**Members Excused:**

Amber Miller

**Staff Present:**

Daniel Idzikowski, *DHHS*  
Jill Knight, *DHHS*  
Ortrialla Paris, *DHHS*

**MINUTES**

**I. CALL TO ORDER AND ROLL**

Chair George Banda called the meeting to order at 1:00 p.m.  
Jill Knight Program Coordinator took the roll call a quorum was present.

**II. REVIEW AND APPROVAL OF OCTOBER 9, 2025, SERVICE DELIVERY COMMITTEE MEETING MINUTES**

**MOTION:** To Approve the October 9, 2025 Service Delivery Committee Meeting Minutes.

**ACTION:** Motion prevailed by unanimous consent (Behar moved, Wilberg second)

**III. REPORTS FROM VENDORS TO THE AREA AGENCY ON AGING**

Presentation slides from all vendors are attached.

**Goodwill Industries of Southeastern Wisconsin (Home Delivered Meals)**

A concern was raised regarding Objective 4, specifically that counties have not provided feedback on participant surveys. It was noted that the State now conducts surveys every other year, with results uploaded via QR code and later shared with counties; the data has not yet been received. Gaylyn Reske will work with Goodwill to identify alternative measures and adjust current goals. It was also

reported that all eligible individuals are being served, with continued outreach to those unaware of available services.

**Muslim Community Health Center (Senior Center and Nutrition Programming)**

A question was raised about how the organization covers the funding gap beyond contracted amounts. The Center relies on annual fundraising and donations; this year's fundraiser had 400 attendees.

**All Nations Senior Center (Services to Native American Elders)**

Comments were made encouraging review and refinement of objectives to ensure they accurately measure program effectiveness and community impact.

**Milwaukee Community Crossroads (Multicultural Senior Center Site)**

Concerns were raised regarding immigration matters, including locations where citizenship ceremonies occur. It was clarified that ceremonies are held at the Immigration Office and the Federal Courthouse.

**Milwaukee Crossroads (Nutrition Site Supervision)**

The organization is currently coordinating four sites: Franklin, West Allis Senior Center, Hart Park Senior Center, and Elks Lodge.

**Milwaukee Community Crossroads (Dine Out Program Management)**

Positive feedback was given regarding the 1,856 new unduplicated dinners. Most of the increase in diners comes from word of mouth.

**VI. ADJOURNMENT**

Meeting adjourned at 2:07 p.m..

Respectfully submitted,

Ortrialla Paris  
Administrative Assistant