



SERVICE DELIVERY COMMITTEE MEETING MARCH 25, 2026

The Service Delivery Committee held its monthly meeting on March 25, 2026, via Zoom.

Members' Present

Chair, George Banda
Commissioner, Mark Behar, Vice Chair

Members Excused

Amber Miller
Paula Penebaker
Janice Wilberg

Staff Present

Michelle Allison *DHHS*
Claire Enders *DHHS*
Kaisa Kerrigan *DHHS*
Jill Knight, *DHHS*
Ortrialla Paris *DHHS*
Emily Petersen *DHHS*
Kayla Steinke *DHHS*

Attendees from the Public

Christa Ancelet-*Jewish Family Service*
Audrey Carignan-*Vital Voices*
Shannon Downie-*SOA*
Truth Freemyn- *Riverworks*
Matt Hayes- *Legal Action of WI*
Jack Marsh- *Ztrip*
Ritchie T. Martin
Agnes Rodriguez- *United Community*
'Veraunica Ruffin-*Eras Senior Network*
Brook Stanley- *LGBT*
Mary Till-*Life Navigators*
Virginia Zerpa- *Alzheimer's Association*

MINUTES

I. CALL TO ORDER AND ROLL CALL

Chair Banda George, called the meeting to order at 1:00 p.m.
Jill Knight Program Coordinator took the roll call a quorum was not present.

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

Minutes were tabled due to lack of a quorum

III. REPORTS FROM VENDORS TO THE AREA AGENCY ON AGING

Presentation slides from all vendors are attached.

Presenter: ERAS Senior Network Volunteer Driver

The committee inquired about evaluation methods, Staff reported that client satisfaction surveys are conducted. The committee recommended including survey response rates in future presentations.

Jewish Family Service: Late Life Counseling

Clarification was provided regarding the PGWBS, which stands for the Psychological General Well-Being Survey. JFS utilizes outcome measures and satisfaction tools (PGWBS and CSQ-8). Questions were raised about service continuation after contracted funds are exhausted. JFS noted additional funding sources are used. A current waiting list of 20 individuals was reported.

Vital Voices-Telephone Reassurance

The committee asked about the protocol for unanswered calls. Staff outlined procedures including repeated call attempts, contact of emergency numbers, and wellness checks if required. Clients may choose their preferred call frequency.

Riverworks Development Corporation-Financial Navigation

When asked how individuals learn of the service, presenters stated referrals are primarily through word of mouth and peer-to-peer communication.

Milwaukee LGBT Community Center-Outreach and Services to LGBTQ Older Adults

Discussion highlighted successful intergenerational programming and Friendsgiving events. Two participants subsequently joined the Washington Park Senior Center.

Legal Action of Wisconsin-Benefit Specialist/Legal Services

A question was raised regarding income eligibility. Staff reported that there is no income limit and provided clarification regarding Older Americans Act requirements.

Ztrip-Specialized Transportation

The committee inquired about destination restrictions. Rides originate in Milwaukee County and are available to county residents age 60 or older for various purposes including medical appointments, grocery shopping, and senior center visits.

Serving Older Adults of Southeastern WI- Senior Center Programming

Discussion included the upcoming "Wellness Without Walls" initiative offering community-based programming in outdoor settings. Efforts to expand community partnerships continue.

United Community Center-Programming and Meal Supervision

The committee requested that future outcome reporting include specific numbers rather than percentages.

Life Navigators-Support for Older Adult Caregivers

Discussion focused on the need for planning related to the loss of a caregiver for older adults with intellectual or developmental disabilities.

Alzheimer's Association-Counseling and Support Services

Concerns were raised regarding low participation at events and fairs; alternative methods to increase engagement are needed.

IV. Adjournment: Meeting adjourned at 3:18 p.m.

Respectfully Submitted,

Ortrialla Paris
AAA Administrative Assistant