



**Aging and Disability Resource Center
(ADRC) Governing Board Meeting
March 21, 2023**

The **Aging and Disability Resource Center (ADRC) Governing Board** members convened virtually on Tuesday, March 21, 2023. Members and attendees joined the virtual meeting with video conference and conference call options.

Board Members Present

Rachael Bush, *Vice-Chair*
Pat Bruce
Colleen Galambos, Ph.D., DSW
Debra Jupka
David Lillich, MD
Kent Mayfield
Brennan O'Connell
Cindi Pichler
Harvey Ross
Kiran Sagar, MD
Levi Stein

Milwaukee County Staff:

Tina Anderson, DHHS
Andrew Bethke, DHHS
Davia Fenton, DHHS
Schinika Fitch, DHHS
Matt Fortman, DHHS
Marietta Luster, DHHS
Dan Idzikowski, DHHS

Attendees from the Public

Barbara Jones
Ramona Dicks-Williams
Sara Truse
Edie Ma'iingan Redwine
Shakita LaGrant

Board Members Excused

Tracie Horton

MINUTES

I. CALL TO ORDER AND ROLL

Vice-Chair Rachael Bush called the meeting to order at 10:00 a.m. Davia Fenton, Aging and Disability Resource Center, Administrative Assistant took roll call.

II. REVIEW AND APPROVAL OF THE FEBRUARY 21, 2023, AGING AND DISABILITY RESOURCE CENTER'S MEETING MINUTES

MOTION: To approve February 23, 2023, Aging and Disability Resource Center's meeting minutes.

ACTION: Motion prevailed by unanimous consent (Jupka Moved, Bruce Second.)

III. ADRC Board In-Service, Quality Control; Catherine Moe (April Mtg)

(DHHS/ADRC), Jupka explained that Catherine will provide an overview of her role as head of the quality control component for the ADRC and for other entities within the department. Catherine also encouraged the board to prepare specific questions

they would want her to address during her presentation. Bruce inquired about an updated ADRC organization chart with concerns that Quality Control focus on all components of it. Galambos is interested in having Catherine assist in defining the boards' role in regard to expectations in Quality Control and identify ways to improve.

IV. (ADRC) GOVERNING BOARD ROLES AND DUTIES:

a) Action Item: 2022/2023 ADRC Listening Sessions Report - Follow-up Work, (Debra Jupka, Co-Chair; Rachael Bush, Co-Chair) of the Listening Sessions subcommittee

Jupka implored the board to attend the Milwaukee Community Conversation: Preparing for the Future Begins Now to talk about the graduation rates of students of color and referred to the registration link on the electronic flyer received by all board members. Jupka explained this as an opportunity to network and garner Listening Session participants as well.

Jupka introduced Leah Stein of Friendship Circle to provide an overview of the group's activities.

The mothers' support group meet once a month to address isolation and other challenges of caregivers. Leah went on to express gratitude to the board for their active interest in the group. Leah explained that their participation in the previous Listening Session encouraged and enables them to direct complaints properly to garner results. The main concerns identified were:

- Information on resources
- Transportation
- Respite Care
- Fear regarding future care once primary caregiver is gone

Levi Stein heard that the Shareride programs within Ozaukee and Milwaukee Counties were going to join giving residents of both counties access to one another. Tina Anderson, ADRC Director, assured that she would investigate the validity of this information and share her findings.

Galambos commented on her involvement in a community initiative that assists caregivers of older adults to be more effective in their roles. However, stated that caregiver self-care advocacy is of equal, if not greater importance since it is directly related to their efficacy as caregivers. The inclusion of virtual events (e.g. yoga instructor on Zoom) have provided support and respite to caregivers during the pandemic. Leah agreed and expressed the Friendship Circle has had some success with virtual events. Ultimately, both in person and virtual events need to be hosted to appeal to the preferences of all participants. Additionally, Jupka referred

St. Ann Center for Intergenerational Care in Milwaukee as an entity that could provide respite to caregivers.

Bruce offered Respite Care Association of Wisconsin (RCAW) as another resource that Friendship Circle could investigate for support. Respite Care Association of Wisconsin (RCAW) is a non-profit group contracted by the State of Wisconsin to coordinate respite care services across local and state levels. RCAW provides training for people interested in a purposeful career as a respite care provider. They also offer education for family or primary caregivers who want more support in becoming better caregivers for their family or friends. Leah welcomed the information.

Jupka emphasized the importance of gathering information for respite resources and making easily accessible. Tina Anderson notified the group of a Caregiver Coordinator position that was recently filled in the Aging & Disabilities Services (ADS) department. Daniel Idzikowski, Area Agency on Aging Director, mentioned plans of forming a formal caregiver council as part of the Commission on Aging. He and Levi Stein agreed that the involvement of a representative from families of children with disabilities in the new caregiver council would be of great value. Jupka will provide the board and Milwaukee County staff in attendance with Leah's contact information to proceed with further connections. Jupka will also refer to Hazel Miller, ADRC Options Counseling Supervisor, to connect with Leah to address challenges her group faces concerning High School transitions.

b) Discussion Item: 2023 Timeline, Debra Jupka, Co-Chair

Jupka described the timeline as an ever-changing "broad stroke" to capture all discussion points and serve as a tool to create the agendas for the Listening Session sub-committee and the ADRC Governing Board meetings alike. All sub-committee members and ADRC Board members were encouraged to offer ideas for timeline submissions. Jupka will connect with Bekki Schmitt and Andrew Bethke of ADRC Outreach to determine which outreach efforts the groups can participate in.

Jupka also encouraged the board to continue referencing the Listening Session survey report and the Scope and Sequence documents to assist with staying on task. She also mentioned projects that she and Pichler are working on with the school system and the DPI grant that will be updated on the timeline.

c) Chair Reports: TBD, Chair

- i. Chair Report – no report
- ii. Distributed Responsibility; Kent Mayfield

Mayfield spoke in response to concerns about organizing governing board responsibilities moving forward in the absence of a Chair. To alleviate that concern he suggested providing a different construct for the position and its other participants on the board.

Referring to the responsibilities of the ADRC Board provided by DHHS, he recommended generative governance as a viable option stating success with this approach in other similar groups.

Generative governance is a clarification of the roles of each board member based on their specific area of interest and expertise (e.g., fiduciary, medical, academic, strategic, problem solving, and policy development) then assigning tasks accordingly to effect the kind of change that the ADRC Governing Board endeavors to make.

Mayfield stated that having a full committee consisting of members with no specific responsibility leads to stopping short of the goal. As a remedy, he proposes that generative governance be implemented to relieve the Chair of the bulk of responsibility of targeting, interpreting, and analyzing materials for the board and instead, distribute tasks to its individual members.

Mayfield will forward links of various articles to the board detailing how a Chair might function under the new construct which will help the board determine if this method would work.

Bruce emphasized the importance of having board membership handled as a specific task due to the amount of work entailed to induct a new board member. One must complete the initial interview, ensure the inductee is aware of the three-year commitment and of being sworn in. Currently, Tracie Horton has agreed to handle this responsibility. Bruce then expressed her appreciation for these discussions of change in comparison to the beginning of her tenure on the board in 2016. She stated there was a lack of direction at that time and the only available guidance was the ordinance outlining their simple roles. Since then, the board has been built into a responsible entity for the hundreds of older adults and disabled long-term care customers in Milwaukee County. Bruce then thanked each member for their contribution.

Jupka and Lillich commented on the significance of intuitive recruitment for current and potential board members. Potential members should fully comprehend the value of bridge making. Current board members' ability to identify gaps, niches, and linkages is the key to enhancing the effectiveness of the board moving forward. Lillich commented that a clarification of roles will also help new board members understand that expectations go beyond being in attendance and listening.

Galambos and Pichler agreed their areas of expertise occasionally overlap due to universal accessibility issues that exist among the aging and disabled communities.

Galambos offered their continued support for advocacy and program development to Tina and the ADRC staff.

Tina acknowledged the board for its support and mentioned the procurement of shirts with the goal of easily identifying ADRC board members and assist with recruitment when engaging in public outreach efforts. In order to fully represent the board during public outreach events, Marietta Luster, DHHS ADS Administrator also informed the board that name badges will be ordered for each member.

Jupka responded that sharing knowledge through the specific lens of each board member allows the board to identify challenges and solutions of the community they serve and will continue to determine its success.

iii. Elections – pending

V. ADRC Reports / Department of Health and Human Services, Aging and Disabilities Services (DHHS/ADS): DHHS/ADS Director, Tina Anderson;

- i. **ADRC Dashboard Report:** Tina reviewed the February 2023 ADRC Dashboard report. Covered in the report were the following topics: The quality and volume measures for Information and Assistance (I & A) call wait times, the number of incoming calls, customer satisfaction survey scores, complaints, and staffing reports with the board.

Despite staffing fluctuations, I & A call length times have decreased and hold times have improved from fifteen minutes in January to under four minutes in February. Adherence to the “No Wrong Door” policy has been instrumental in improving the customer experience of getting to the appropriate department. The department sent out the first quarter customer satisfaction survey and received 4.73 out of 5.0. One fair hearing request was submitted in the month of March. Two advanced positions have been filled internally leaving two positions for Options Counselors available in addition to social worker positions.

The ADRC received the Independent Living grant which was implemented to offer support to individuals who would not be eligible for publicly funded programs. Positions will be forthcoming and made available to the public as more information comes in from the state

- ii. **Outreach Report:** Outreach events decreased due to winter months but as the warmer weather approaches more events are expected. Shirts and name badges will soon be available to the board members to show support for the ADRC and for greater visibility during public outreach events to improve recruitment efforts.

Bekki Schmitt reports that the ADRC calendar for 2023 will be shared with all governing board members in Microsoft Teams. This will facilitate viewing and signing up for all upcoming outreach programs and opportunities. Additionally, several outreach training dates are being scheduled in April to ensure the board is prepared to represent the ADRC and fully engage with the public. Before turning the meeting back to Co-Chair Bush, Tina requested the ADRC Organization chart from Bruce.

For more information, see the report titled "Dashboard February 2023".

- iii. **State Update:** Currently, there is no state update.

VI. DEPARTMENT OF HEALTH AND HUMAN SERVICES AGING AND DISABILITIES SERVICES (DHHS/ADS), MARIETTA LUSTER, DHHS/ADS ADMINISTRATOR:

- a) **ADRC and APS Update:** The 2022 report submitted to the State in August resulted in an action plan that outlines the long-term goal of continual relationship building with the ADRC and APS. This is being accomplished by fully training new staff and addressing communication issues with the creation of a flowchart that assists intake staff. Bruce and Luster will connect to ensure the board receives a copy of the action plan via email.
- b) **Technology Report Update:** The African American Women Center continues its program to close the technology gap. Individuals with a disability or anyone over the age of 18 that has challenges with technology (e.g., laptop and phone usage for mobile banking, meeting attendance) are encouraged to enroll. Interested parties may send their contact information to Luster.

VII. INFORMATIONAL REPORTS:

- a) **Department Of Health and Human Services (DHHS) Budget Update,** Matt Fortman, DHHS Chief Financial Officer (CFO). 2.0

Fortman addressed the continued issue of ADRC funding. Milwaukee County serves a much higher portion of individuals with disabilities and older adults than is represented in the ADRC funding allotment. Governor Evers proposed budget contains \$5.6 million in state fiscal year 2024 and \$11 million in state fiscal year 2025 for ADRC funding statewide with the intention to distribute those funds based on the demographic factors. Fortman acknowledged that there may be challenges in getting that proposal into the final budget. Governor Evers last budget proposal for

many of the social service items were removed, so advocacy efforts from the board would be appreciated since it is still unclear on how much the legislature will support the budget request.

O'Connell questioned if the budget is currently being reviewed by the Finance Committee. Fortman confirmed that it is in the early stages and the Finance Committee will be making most of their decisions in May and June of this year.

O'Connell further expressed the need for advocacy from the board to ensure their opinions are before the Finance Committee. Galambos suggested and offered her assistance to draft a letter from the ADRC board targeting each of the twenty members of the Finance Committee individually. O'Connell agreed and suggested making a phone call as well.

O'Connell inquired of the allocation formula and what the impact may be to revamp it based on demographical information.

Fortman explained that when ADRC's were rolled out, the aging Resource Center was a part of the initial pilot and received allocated funds that did not consider demographics at all. That allocated amount was never adjusted when resource centers were rolled out statewide and a separate allocation for the Disability Resource Center was received in 2009.

Given the many different phases and steps to this process it presents a challenge to reconstruct exactly how things would change if the allocations were solely demographic based. To demonstrate the differential, Fortman provided the fact that Milwaukee County has about 13% of the state's Resource Center funding, but about 27% of the statewide long term care enrollment.

Per O'Connell request Fortman will share his state contacts with the board and share the portion of the legislative Fiscal Bureau document that outlines the Resource Center funding.

Dan Idzikowski provided additional funding information in his report regarding advocacy. At this time, he informed that testimony is being prepared for the Joint Finance Committee on this very issue and he will share with the board the budget summary from the Wisconsin Aging Action Network that was prepared to detail several items, including the ADRC proposed increases.

O'Connell welcomed any additional information that would assist in drafting the letter to the Finance Committee that would solidify the argument for additional funding and better proportional funding.

O'Connell asked Idzikowski if any data regarding return on investment (ROI) for ADRC's would be included in the testimony to the Finance Committee as proof that they lower costs. Idzikowski responded there was an initiative at the state level to calculate return on investment with the ADRC's and would work on providing the latest information on that matter.

Idzikowski reported that the current goal is to have the Chair of the Commission on Aging, the Chair of the DRC Governing Board and the Chair of the Advocacy Committee of the Commission on Aging, testify in person at the Joint Finance Committee hearing. Testimony to convince our legislators of the need for a significant increase in base funding for the ADRC's will also be submitted to the Joint Finance Committee through their online portal.

In order not to duplicate efforts, Bruce inquired who the current county level advocates are in speaking to the state about this allocation issue. Idzikowski promised to inform the board of the Legislative liaison through the County Executive's office that leads the overall county strategy in terms of state budget advocacy.

b) County Executive Office, Schinika Fitch, Director of Community

Relations: Director Fitch was not in attendance at today's meeting but provided the following information via email to Co-Chair Rachael Bush.

- I. **County Executive Report:** Milwaukee County enters its fourth year responding to COVID pandemic. We are urged to continue to be vigilant and cautious regarding COVID. Celebrate successes but remain vigilant. Continue to get vaccinated and mask if you get COVID.

County Executive Crowley and Chief Health Policy Advisor, Doctor Weston celebrated the release of \$11 million in funding for fifteen projects to combat the opioid epidemic. Milwaukee County has the highest rates of overdose deaths in Wisconsin.

The Milwaukee County transit system is introducing a fair capping, which would limit how much a rider must pay each trip. That system will launch April 1st.

- II. **Update on ADRC Governing Board Membership:** Milwaukee County Board will meet this Thursday on Thursday, March 23rd and will vote to appoint Barbara Jones to the ADRC Governing Board

c) Department of Health and Human Services, Aging and Disabilities Services, Area Agency on Aging, (DHHS/ADS/AAA) Daniel Idzikowski, Area Agency on Aging

Regarding advocacy, Idzikowski reported that his department is preparing testimony at the Commission on Aging level regarding the state budget and will forward the budget summary from the Wisconsin Aging Action Network to the board. They will be advancing three principal issues:

- The investment in additional resources in base funding for the ADRC's
- The county Initiatives to increase shared revenue and sales tax
- The increase in funding for the Adult Protective Services Network statewide.

The Commission on Aging is also advancing and encouraging the state to expand Medicaid eligibility under the Affordable Care Act to individuals at or below 135% of the federal poverty level.

The Joint Committee on Finance indicated that the governor's budget will not be the starting point, rather they will use this current biennial budget as their starting point to create their own budget. However, his department will use the governor's budget as a starting point for advocacy efforts.

Currently, the interview process is underway to hire a new Advocacy and Policy manager in the AAA with a goal to select a candidate very soon.

Kayla Steinke has moved into a new role as Caregiver Support Coordinator and is meeting with several groups across the county and at the state level to put together a robust caregiver support role in terms of policy advocacy. Additionally, she is working to increase efficiency of referrals to our Alzheimer's family caregiver and national family caregiver support programs. The department is also working with the Alzheimer's Association and the Wisconsin Alzheimer's Institute to increase our presence in communities of color and their awareness of the availability of the caregiver support resources that we can provide.

The department has partnered with the Housing Authority of the City of Milwaukee to expand the Tech Connect program to include 5 low-income senior housing sites. This program has computer labs where they provide free technical devices and training to participants.

Tours for older adults have been expanded to include The Domes and Bower Botanical Gardens, and other cultural sites like museums in the Spring and Summer schedules.

Currently, an analysis is being conducted to determine quality of accessibility for older adults using MCTS. Plans to coordinate with MCTS to improve access are underway.

A federal grant to purchase eight accessible vans to utilize in the older adult transportation service has been received. Elena de Grado, Transportation Coordinator, is very excited about the grant and Idzikowski is working to have the funding in place to order the vans as early as April.

Each senior center is poised for improvement through several different capital projects in the next year or two.

A new grant is available through U.S. Aging. The department, along with municipal health departments have been working together to create a proposal to expand the Boosted and Blessed campaign.

VIII. ADJOURNMENT: Meeting adjourned at 12:09 p.m. (Jupka/Pichler)

The next ADRC Governing Board virtual meeting will be Tuesday, April 18, 2023, at 9:30 a.m.

Respectfully submitted,

Davia Fenton
Administrative Assistant