



SERVICE DELIVERY COMMITTEE MEETING MINUTES

MARCH 25, 2026

Committee Members Present: Chair George Banda, Vice Chair Mark Behar, Commissioner Paula Pennebaker, Commissioner Jan Wilberg

AAA/ADS Staff: Ortrialla Paris, Emily Petersen, Jill Knight, Gaylyn Reske, Kayla Steine, Kaisa Kerrigan, Claire Enders, Michelle Allison

Presenters: Veraunica Ruffin, Christa Ancelet, Audrey Carignan, Anthony Myers, Truth Freemyn, Brook Stanley, Ritchie T. Martin, Matt Hayes, Jack Marsh, Shannon Downie, Agnes Rodriguez, Mary Till, Virginia Zerpa

Chair Banda called the meeting to order. A quorum was present. Vendor presentations.

Eras Senior Network- Volunteer Driver- Veraunica Ruffin

Question regarding how program objectives are evaluated? Client surveys are completed, which include satisfaction. Suggestion to add response rate to presentation.

Jewish Family Service- Late Life Counseling- Christa Ancelet

Question regarding what PGWBS stands for? Explanation provided regarding the (PGWBS) Measurement tools: Psychological General Well-Being Survey; CSQ-8, Client Satisfaction Questionnaire Utilize an outcomes measure and satisfaction survey to evaluate service effectiveness and client satisfaction. Question regarding how to continue services when contracted funding is spent. JFS also utilizes other funding resources to continue service needs. Currently a wait list of 20 individuals.

Vital Voices- Telephone Reassurance- Audrey Carignan

Question regarding if a call is not answered by a client, what is done? Detailed explanation provided to the process which includes but not limited to at a minimum of calling every couple of hours in addition to reaching out to emergency contacts if needed, calling for a wellness check if deemed necessary. Clients are given the option when signing up for the services how often and when they want to be called. Some choose to call in to the telephone reassurance line.

Riverworks Development Corporation- Financial Navigation- Anthony Myers and Truth Freemyn

Question as to how do individuals find out about their services? Mostly word of mouth, peer to peer.



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

Discussion around the collaboration with Ballroom Therapy for intergenerational gathering and the annual Friendsgiving at Washington Park Senior Center. Two individuals that have attended their gatherings are now members at Washington Park Senior Center. Great outcome and inclusivity.

Legal Action of Wisconsin- Benefit Specialist/Legal Services- Matt Hayes

Question relating to eligibility and income limits? No income limit. Explanation provided on funding and requirements under Older Americans Act.

Ztrip-Specialized Transportation- Jack Marsh

Question regarding if destinations must be in Milwaukee County? Point of origin for Milwaukee County residents. You must be a Milwaukee County resident, 60 years of age or older. Rides are provided to a variety of destinations around Milwaukee County including but not limited to healthcare appointments, grocery shopping, senior dining sites, senior centers etc.

Serving Older Adults of Southeastern WI- Programming and Meal Site Supervision in Milwaukee County Senior Centers-Shannon Downie

Discussion around Wellness without Walls- Community based programming and activities in settings such as county parks which is a new initiative that will begin in warmer weather. SOA also continues to reach out to many community partners and extend their collaborations.

United Community Center-Programming and Meal Supervision- Agnes Rodriguez

In the outcome section of the presentation the committee is looking for specific numbers than the percentage.

Life Navigators-Support for Older Adult Caregivers of Persons with Intellectual or Developmental Disabilities and Older Adults with Intellectual or Developmental Disabilities- Mary Till

The concept of caregiving/loss of a caregiver which many people are in need of that aspect of planning if you lose your caregiver.

Alzheimer's Association-Alzheimer's Counseling and Community Support Services- Virginia Zerpa

Discussion regarding the challenge of low participation at activities provided and fairs. Need to find other means to increase participation.

Adjournment- 3:18pm Recorder: Jill Knight