



***Aging and Disability Resource Center
(ADRC) Governing Board Meeting
October 15, 2024***

The **Aging and Disability Resource Center (ADRC) Governing Board** members convened on Tuesday, October 15, 2024. Members and attendees attended in person, virtually via video conference, and conference call options.

Board Members Present

Kent Mayfield, Chair
David Lillich, MD
Tiffany Barta
Cindi Pichler
Levi Stein
Rachael Bush
Ramona Dicks-Williams
Kiran Sagar

Milwaukee County Staff:

Daniel Idzikowski, DHHS
Davia Fenton, DHHS
Bekki Schmitt, DHHS
Jay-Sun Bowman, DHHS
Carolyn Kurbonov, DHHS
Tracy Olson, DHHS
Catherine Moe, DHHS
Cleopatra Casteneda, DHHS
Carrie Lausterer, DHHS

Board Members Absent

Amanda Laurila
Barbara Jones
Harvey Ross
Tracie Horton

MINUTES

I. CALL TO ORDER AND ROLL

Chair, Kent Mayfield called the meeting to order at 9:30 a.m. Davia Fenton, Aging and Disability Resource Center, Administrative Assistant took roll call.

II. REVIEW AND APPROVAL OF THE JUNE 18, 2024, AGING AND DISABILITY RESOURCE CENTER'S MEETING MINUTES

MOTION: To approve June 18, 2024, Aging and Disability Resource Center's meeting minutes.

ACTION: Motion prevailed by unanimous consent (Pichler Moved, Lillich Second.)

ALSO

REVIEW AND APPROVAL OF THE SEPTEMBER 18, 2024, AGING AND DISABILITY RESOURCE CENTER'S MEETING MINUTES

MOTION: To approve September 18, 2024, Aging and Disability Resource Center's meeting minutes.

ACTION: Motion prevailed by unanimous consent (Lillich Moved, Barta Second.)

III. ADRC County Executive Informational Report, Deputy Chief of Staff, Timothy Schabo

Schabo reported there was no report from the County Executive's office for this month.

IV. (a) ADRC Board Inservice, Quality Improvement Coordinator, Catherine Moe

1. Program Overview of Quality Improvement (QI)
2. QI Committee Composition and Roles
3. Reporting Requirements and Customer Satisfaction Surveys
4. Discussion on Board Involvement and Alignment with State Reporting

1. Quality Improvement (QI) Program Overview

Catherine Moe, QA Coordinator for ADRC, discussed the Quality Improvement (QI) program and how it impacts ADRC's current listening sessions.

• Key Points:

- The QI program's primary goals are to develop, review, and revise the QI plan, which includes gathering feedback from consumers to improve outcomes and services.
- Annual change projects are required by the state, involving substantial planning and submission.
- The program includes compliance and contractual requirements, and Moe's role entails overseeing complaints, fair hearings, and long-term care functional screen quality.

- **Key Terminology:**

- **Long-Term Care Functional Screen:** A method to determine functional eligibility for publicly funded long-term care, performed by Options Counselors.
- **Fair Hearings:** Administered at the state level when customers challenge ADRC's determinations. These hearings allow for administrative law judge review.

2. QI Committee Composition and Roles

The QI Committee includes 10 volunteer staff members, mostly direct care personnel, as well as management team members.

The committee meets quarterly to discuss QI plan measures and to provide feedback on quality indicators.

Direct care staff's involvement in the QI committee ensures ground-level insights and real-world concerns are addressed.

- **Discussion Points:**

- Mayfield suggested potential board representation on the QI Committee to provide insight and improve alignment with broader goals. This may also include more regular reporting on QI progress to the board.

3. Reporting Requirements and Customer Satisfaction Surveys

- **Reporting Requirements:**

- Quarterly timelines report and annual QI project submissions to the state.
- Observations of Options Counselors and I and A staff are documented as quality assurance for state review.

- **Customer Satisfaction Surveys:**

- ADRC is now aligning customer satisfaction questions with universal questions from the Department of Health and Human Services (DHHS).
- The board's listening session questions could align with state satisfaction survey questions to streamline data collection and reporting.

4. Discussion on Board Involvement and Alignment with State Reporting

- There was a discussion on opportunities for more board engagement with the QI Committee, such as quarterly updates and having board members serve on the committee.
- The board's listening session questions could potentially align with DHHS universal customer satisfaction questions to ensure consistency and improve data comparisons.

Action Items:

1. **Consider Board Involvement:** Explore options for board member participation in the QI Committee or quarterly updates on QI plan progress.
2. **Survey Alignment:** Investigate aligning board listening session questions with DHHS universal customer satisfaction questions and ADRC's internal surveys.
3. **Follow-up:** Review and potentially adopt board representation on the QI Committee for insight and stronger communication channels.

Next Steps: Schedule follow-up meeting to discuss board's involvement in QI efforts and finalize survey alignment details.

View the full presentation on County Legislative Information Center (CLIC).

See ADRC October 15, 2024 Meeting Details "ADRC Quality Improvement Program Presentation"

(b) ADRC 2024 Listening Sessions Update, Rachael Bush, Bekki Schmitt

Listening Sessions and Document Review

- The committee is working with a finalized document for the listening sessions.
- Current discussions are not focused on altering the survey but rather utilizing the existing survey for progress.
- Three Listening Sessions were scheduled:

Tuesday, October 22
UCC Senior Center (w/interpreter)
730 W Washington St. Milwaukee WI 53204
10:30AM to 12:00PM

Thursday, October 31
Progressive Community Health Center
3522 W. Lisbon Avenue, Milwaukee, WI 53208
1:00PM to 2:30PM

Saturday, November 16
Wil-O-Way-Underwood
10602 Underwood Pkwy, Wauwatosa, WI 53226
11:30AM to 2:30PM

A facilitator guide was provided to board members who volunteered to facilitate each of the events.

The choice of location for each event was due to ADRC's ongoing efforts to collaborate with the medical community and ensure inclusion of various demographics.

V. ADRC Governing Board Roles/Chair Report/ADRC Governing Board Membership Report: Kent Mayfield; Tracie Horton;

Horton was not in attendance; no report was available.

Regarding board membership, Mayfield commented on the boards' desire to fill all 17 seats. Currently 12 are filled. He mentioned the responsibility of all members to attempt recruiting with diversity and the medical community in mind.

Based on previous discussion, Mayfield then moved to change the ADRC Governing Board meeting start time to 10:00 a.m. beginning with the January 21st meeting.

MOTION: To approve changing the ADRC Governing Board meeting start time to 10:00 a.m. beginning January 21, 2025.

ACTION: Motion prevailed by unanimous consent (Pichler Moved, Lillich Second.)

The meeting will continue to end at 11:30 a.m. This requires a meeting format change. To accomplish this, ADS Administrator, Tina Anderson is now requiring all service area directors to submit a monthly written informational report. The board

will have access to review each report prior to the meeting. A representative of the service area will be in attendance to answer any questions the board may have.

VI. ADRC Reports / Department of Health and Human Services, Aging and Disabilities Services (DHHS/ADS): DHHS/ADRC Director, Bekki Schmitt

a) ADRC Report – Dashboard

Schmitt provided a review and led discussion on the updated organizational chart and an in-depth look at the dashboard and its functionality.

She shared the significance of recent onboarding of a new class of hires, with emphasis on understanding how staff capacity is expected to improve with these organizational changes.

The purpose of dashboard report is to track key metrics and outcomes related to organizational performance. It highlights outreach efforts (e.g., number of events attended, contacts made, service timelines, and community needs).

Unmet needs data, complaints and fair hearings, service timelines, and concerns are also identified on the dashboard report.

Metrics such as time to reach I&A staff, scheduling options counseling, and enrollment durations and call volumes are indicated on dashboard as well.

Schmitt discussed strategies for improvement and proposed solutions like enhancing voicemail tree options, developing electronic access for referrals and tracking, and implementing an online referral system to reduce phone dependency.

The board offered additional insights and discussion providing clarification regarding call volume metrics (e.g., wait times and voicemail spikes). Supervisors note voicemail handling is more time-intensive than direct calls.

Efforts to balance immediate responses and manage voicemail load effectively have led to overtime opportunities being offered as an option to staff in addition to the exploration of shift adjustments for staff.

Action Items:

- Finalize and distribute the updated org chart to all relevant parties.
- Address gaps in Midas data tracking to improve accuracy.

- Continue piloting solutions to address high call volumes and wait times.

VII. Department of Health and Human Services, Aging and Disabilities Services (DHHS/ADS), ADS Reports, Tina Anderson

Anderson was not in attendance; her report was presented by Schmitt as follows:

ACL Grant Announcement

Milwaukee County received an ACL (Administration for Community Living) grant. Its purpose is to provide emergency and transitional housing and supportive services for older adults, including those with disabilities. The grant specifically supports individuals who have experienced abuse, neglect, or exploitation.

The grant duration is two years, and its scope supports the development of innovative, cost-effective approaches for emergency shelter and related supportive services tailored to the unique needs of older adults.

The ACL awarded \$2.8 million in total across multiple counties. The exact allocation for Milwaukee County is not yet confirmed but is considered a substantial award for the county. Updates on its implementation will be provided over time.

VIII. Informational Reports:

Office for Persons with Disabilities (OPD): Jay-Sun Bowman, DHHS/OPD Director

Bowman focused on discussing overlapping priorities and programs between offices that serve populations with disabilities beginning with the Wil-O-Way sites which operate daily, including holidays. Partnering with organizations such as Goodwill, Easter Seals, and Adult Day Services, there is a high demand for site use. Currently, they are fully booked through this year, receiving requests for July and August of next year.

Both the Grant Park and Underwood locations hosting programming for adults including weekly Events such as Bowling night on Tuesdays, Social events on Wednesdays, and Bingo on Thursdays.

The OPD is partnering with ADRC for the Passion Fair on November 16th which is a catered event that features Occupational Therapy students from Bryant &

Stratton College who share their passion for careers that help. The third and final ADRC Listening Session of 2024 will be held directly after.

Collaboration with UW Extension Office on accessible gardening and craft programs, primarily for children is also an accomplishment of the OPD. Additionally, Summer Day Camps planning is underway for popular Easter Seals summer camps, consistently operating at full capacity.

The OPD continues to champion accessibility efforts. Current accessibility initiatives include addressing complaints and ensuring accessibility at events and public sites like offering hearing devices at courthouses and providing sign language interpreters for countywide events.

Further collaborations include partnering with the ADRC to expand disability services and working with Lakisha LaGrant Heart, the new Youth Transition Supervisor, to enhance program integration.

Bowman also mentioned plans of a Spring event with ADRC stating plans are underway. Details are confidential for now, with a public announcement to ensure accountability.

Adult Protective Services, (APS) Cleopatra Casteneda, DHHS/APS Director

APS continues to address high rates of abuse, neglect, and exploitation impacting Milwaukee County residents.

Efforts are underway to improve the referral tracking system to streamline processes and enhance communication with referrers. Key features include automated email notifications to confirm referral receipt and outline next steps and embedded handouts providing guidance on APS processes.

Challenges of Aging Event is scheduled for February 7th, 2025 with the focus on navigating difficult conversations and challenging assumptions. Panels and breakout sessions include topics on mental health, opioid use, and professional collaboration.

This is a collaborative event across Southeast Wisconsin counties. Continuing Education Credits are being explored for participants. Sessions will run from 10:45 AM to 1:30 PM, featuring various panel discussions. Save-the-date announcements will be distributed shortly.

Regarding staffing updates, Casteneda reports four new team members have recently joined APS. Three additional vacancies will be posted in November utilizing new funding allocations to expand capacity.

Ongoing Initiatives include strengthening professional collaborations and addressing the needs of aging adults and individuals with disabilities.

Area on Aging, (AAA) Daniel Idzikowski, DHHS/AAA Director

Idzikowski began his report with The Aging Network Summit held last month which was successful garnering positive feedback from participants.

Feedback from the summit will inform updates to the 2025-2027 Area Aging Plan goals.

Focus areas include services for aging adults, although no direct goals on long-term care were discussed.

New Outreach Materials for AAA were developed in the form of three new brochures for:

Social support services.

Nutrition services.

Caregiver services.

ADRC outreach staff will distribute brochures to raise community awareness about available services.

New ADRC Senior Center Initiatives now have Options Counselors rotating through senior centers, with a plan to report on outcomes by year-end.

Collaboration with Behavioral Health Services (BHS) to station one BHS worker in two senior centers.

Evidence-based disease prevention programs moved under Kaisa Kerrigan, Community Health Coordinator, to better support volunteer facilitators.

The Caregiver Support Program hired one additional Caregiver Support Specialist, expanding the team to three members.

The program supports caregivers of older adults and older adults caring for adult children or grandchildren.

Positive outcomes include increased participation and service reach since bringing the program in-house.

Transportation Services are being re-bid and split into two sectors.

Updates on selected vendors and service changes will be shared with ADRC to ensure accurate referrals.

XI. ADJOURNMENT: Meeting adjourned at 11:32 a.m.

The next ADRC Governing Board meeting will be a hybrid meeting at Independence First at 540 S 1st St, Milwaukee, WI 53204 on Tuesday, November 19, 2024 at 9:30 a.m.

Respectfully submitted,

Davia Fenton
Administrative Assistant
Aging and Disability Resource Center