



**Aging and Disability Resource Center  
(ADRC) Governing Board Meeting  
March 19, 2024**

The **Aging and Disability Resource Center (ADRC) Governing Board** members convened virtually on Tuesday, March 19, 2024. Members and attendees attended in person and virtually via video conference and conference call options.

**Board Members Present**

Kent Mayfield, Chair  
Debra Jupka  
Rachael Bush, Vice-Chair  
Tracie Horton  
Cindi Pichler  
Kiran Sagar, MD  
Colleen Galambos, Ph.D., DSW  
Barbara Jones  
Levi Stein  
Harvey Ross  
Tiffany Barta  
Amanda Laurila  
Ramona Dicks-Williams

**Board Members Absent**

David Lillich, MD

**Milwaukee County Staff:**

Marietta Luster, DHHS  
Daniel Idzikowski, DHHS  
Carrie Lausterer, DHHS  
Tina Anderson, DHHS  
Mike Bonk, DHHS  
Davia Fenton, DHHS  
Cleopatra Casteneda, DHHS

## MINUTES

### I. CALL TO ORDER AND ROLL

Chair, Kent Mayfield called the meeting to order at 9:35 a.m. Davia Fenton, Aging and Disability Resource Center, Office Support Assistant took roll call.

### II. REVIEW AND APPROVAL OF THE FEBRUARY 20, 2024, AGING AND DISABILITY RESOURCE CENTER'S MEETING MINUTES

MOTION: To approve February 20, 2024, Aging and Disability Resource Center's meeting minutes.

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

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

Schabo was not in attendance and no current updates we received from the county executive's office for February.

**IV. ADRC Board in Service, APS Opioid Crisis Plan, Ricky Person, Opioid Prevention Coordinator introduced by Cleopatra Casteneda, APS Director**

Casteneda began by offering stats for APS for January through March. 724 referrals have been received from the community. Self-neglect referrals have been replaced by financial exploitation as the highest referral type. This new development has led to increased education and awareness about financial exploitation through outreach opportunities which remains a major goal of the department.

Continuing, Casteneda reports the retirement of one of the legal services department leaders who supports the guardianships and protective placement area. They are currently in the hiring process to and hope to fill the position by May along with 5 other supporting positions.

APS received a grant to support opioid education and outreach in Milwaukee County for the older adults and people with disabilities communities. Casteneda then introduced Ricky Person who is currently serving as Opioid Coordinator since October of 2023.

Person began his presentation by highlighting the four areas of concentration of his position which are the education of community and staff, collection of data, outreach, and collaboration. To accomplish this, Person pinpointed the goals and objectives of his role as:

- 1- Address the unique needs of adults at risk in older adults in Milwaukee County related to preventing and responding to opioid misuse.
- 2- Increase ADS ability to identify and track the prevalence of opioid misuse among older adults in the Milwaukee County services population.

View the full Opioid Presentation on County Legislative Information Center (CLIC). See ADRC March 19, 2024 Meeting Details.

**V. ADRC Governing Board Roles/Chair Report/ADRC Governing Board Membership Report: Tracie Horton; Rachael Bush**



**a)** Bylaws; Rachael Bush, Vice-Chair

Discussion with the Chair determined that the creation of bylaws be postponed until after the board holds a retreat where members can connect personally, and the matter can be discussed in an informal environment. More details will be provided as the plan for the event develop.

**b)** Membership Report; Tracie Horton

Horton reported that board membership is holding steady since the previous report at 14 of the 17 members allotted. Horton's term ends this month of March and has begun the extension process to remain for a second term.

The next member whose term is ending is Debra Jupka.

**c)** Chair Report; Kent Mayfield

Mayfield reported that the next board meeting in April will be held at the Coggs building with Anderson presenting an ADRC recap of staff functions, 2023 accomplishments, and 2024 goals. The meeting in May will be held at Independence First where a visit from Milwaukee County Executive, David Crowley is expected to visit. The June meeting is also expected to be in person.

Mayfield stated that he spoke with Lillich, Anderson, and Luster and collectively they thought the board may benefit from meeting together in a three-hour retreat format early in the summer, whether as a substitute for the regular meeting or an additional time. Mayfield mentioned bringing a consultant to facilitate the purpose of the retreat which would be to consider altering roles and responsibilities within the board and discuss ways in which to move ahead strategically in collaboration and integration with others who are working with aging and disability services as well as mental health and youth services. Mayfield said the board should be thinking of integrating their functions with the wider functions of the DHHS and that the retreat should take place before bylaws are discussed and created that reflect the priorities of Milwaukee County. He asked for feedback from the board regarding this idea and they agreed to prepare their own schedules to accommodate this kind of meeting.

Pichler mentioned that she and Ross had been discussing the topic of a caregiver crisis which currently makes attending 9:00 A.M. meetings very difficult for people with disabilities. She suggested holding these meetings later in the day. Jupka said current time of 9:30 A.M. was inherited from the

previous Chair and that the meeting times could be flexible depending on what is to be covered on the agenda. Galambos offered that she typically noticed better attendance to meetings held in the afternoon. Jupka suggested a survey to address the issue of meeting times. Mayfield said this matter could be addressed at the retreat.

**VI. ADRC Reports: Department of Health and Human Services, Aging and Disabilities Services, (DHHS/ADS):** Tina Anderson, DHHS/ADS Director; and Bekki Schmitt, DHHS/ADS Community Programs Supervisor:

- a) **ADRC Dashboard Report:** Tina Anderson reviewed the December 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.

Anderson reported on the lengthened call times and explained I&A were experiencing technical issues with the phone system. IMSD was contacted and discovered that the phone system was instantly putting callers into voicemail. Using another system is a possibility, however, there is only one person in IMSD assigned to work with the current phone system which is creating a backlog. To help alleviate the issue IMSD is also investigating whether a separate system for ILSP would help. While decisions are made, the department is asking for patience.

Fluctuations in the number of Options Counselor positions continues as new employees are trained to hit their benchmarks and more seasoned employees have been promoted. Currently there are 7 option positions available.

- b) **ADRC Outreach Report:** Bekki Schmitt provided the following outreach update:

Schmitt offered the Outreach report stating major events coming out of the ADRC. One is the Brain Health Resource Fair being led by Dementia Care Specialist team on April 10th. This event brings together the vendors with very specific resources for brain health, for dementia care, and caregiving.

Additionally, Super Senior Fridays is back. The ADRC is a lead partner with The Social Development Commission on Friday, April 19th. at Clinton Rose Senior Center. We will have our Medicare presentation along with our Dementia Care Specialist doing memory screens.

There will also be a resource table and we are sponsoring a breakfast through senior dining.

Finally, Schmitt mentioned that plans are underway as the ADRC prepares for their celebration coming up on May 9<sup>th</sup> at Wilson Park senior center. More details will follow as the event nears.

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

**VII. Department of Health and Human Services, Aging and Disabilities Services (DHHS/ADS), ADS Reports, Marietta Luster; DHHS/ADS Administrator:**

Luster clarified that the retreat referred to earlier in the meeting is for board members only, no ADRC staff will be invited.

She also mentioned that although we are Aging and Disabilities services some in the disabled community have expressed the feeling of being overlooked regarding advocacy and outreach for those 18 years old until end of life. Luster asked that the board make inclusivity of the disabled community a goal for 2024 to address loneliness and isolation. There will be events that will specifically include the disabled community and the ADRC is encouraged to spread the word and utilize their networks and resources to bring awareness to those events and in other ways.

**VIII. INFORMATIONAL REPORTS:**

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

b) **Department of Health and Human Services, Office for Persons with Disabilities (DHHS/OPD):** Mike Bonk, DHHS/OPD Director

Bonk reports that his office is comprised of two individuals that are full time staff and some additional hourly staff also. His role as director is to provide accommodations, administrative functions to the county departments and ensure ADA compliance regarding Milwaukee County websites and physical spaces. His office does approximately 40% administrative work and 60% of their work is public facing to the constituents.

The OPD manages two facilities in Milwaukee County, the Wil-O-Way Underwood in Wauwatosa, WI, and Wil-o-Way Grant Park on Milwaukee's southside. These facilities were designed to get people with disabilities involved in the Community by providing recreational opportunities.

The OPD provides 3-to-12-week spring and summer adult recreational programs for ages 15 and up. Spring started March 5th and goes through May 30<sup>th</sup> and summer camp is 6 weeks long, starting the last week of June to the first week of August at both of our Wil-o-Way locations. Outings include Friday night dances, boating, caregiver respite events. There is also a Wil-o-Way program which has an annual membership for \$25 that would we send out monthly ticket offers for local events like Brewers games, the Bucks, and the Admirals.

Other opportunities in the community include free tours for seniors at the Milwaukee Art Museum, the Black Holocaust Museum, the MSOE Early Museum, as well as the Boerner botanical gardens.

Enotify is a digital newsletter that provides details for these events and opportunities. The board will be sent information on how to subscribe. This information is available on [county.milwaukee.gov/opd](http://county.milwaukee.gov/opd) and click on the recreation tab.

The board noticed that there are many boards and commissions that have overlapping intents and responsibilities. Luster explained that they must all exist according to state requirements and Mayfield suggested a liaison to connect the efforts then reiterated the need for a retreat to discuss this matter at length.

**c) Area Agency on Aging, (AAA) Daniel Idzikowski, Area Agency on Aging Director.**

Idzikowski reports that the AAA is in planning mode again. Every three years the Area Agencies on Aging are required to create a new plan to develop a comprehensive coordinated community-based system that cares for older adults. They are required to get extensive public input regarding the ever-changing needs of the community to determine what service areas need improvement in terms of ensuring the quality of life.

There will be four public hearings and several focus groups, which the ADRC is encouraged to promote so that the voices of a wider span of the aging populations can be heard. A county-wide survey of the older adult community and their caregivers will be disseminated in both physical and online versions to facilitate the launch of an exciting initiative. This initiative will continue efforts to build a livable community for all. The survey will be published by April 1<sup>st</sup> and Idzikowski asked the board for their assistance with distribution and awareness of the survey.

With the information from the surveys and public hearings, a demographic data analysis will be conducted to further pinpoint the needs of the aging

population. This information will then be shared with the relevant committees to help them set goals accordingly.

All the public input data gathered from the hearings, focus groups, and surveys will then be compiled to create the plan to be approved by the AAA Commission on Aging and submitted to the state.

**d) Adult Protective Services (APS),** Cleopatra Casteneda, Adult Protective Services Director

APS is hiring its first paid intern and will continue developing partnerships with multiple colleges and universities across Milwaukee County. The county is sensitive to the obstacles of students who need part-time employment and who must also complete internships. They will be paid \$15 per hour throughout the county regardless of service area.

**IX. ADJOURNMENT:** Meeting adjourned at 11:32 a.m. (Jupka/Galambos)

The next ADRC Governing Board **hybrid** meeting will be held Tuesday, April 16 2024, at 9:30 a.m.

Respectfully submitted,

Davia Fenton  
Office Support Assistant  
Aging and Disability Resource Center