



MILWAUKEE COUNTY
Department on Aging

Service Delivery Committee Meeting June 13th, 2021

The **Services Delivery** Committee held its first 2021 meeting on **June 13th, 2021**.

Members Present:

Amber Miller
Janice Wilberg, Ph. D.
Deborah Anderson
Gloria Pitchford-Nicholas

Members not Present:

Richmond Izard

Staff Present:

Steve Gorodetskiy, DHHS
Dan Idzikowski, DHHS
Jon Janowski, DHHS
Jill Knight, DHHS
Pam Matthews, DHHS
Gaylyn Reske, DHHS
Carrie Koss Vallejo, DHHS

MINUTES

I. Meeting called to order at 1:03 PM.

A quorum of members of the Service Delivery Committee convened virtually on Tuesday, June 13th. Commissioner Amber welcomed, and asked Carrie Koss Vallejo to take roll.

II. Review of Overall Meeting Purpose: Dan Idzikowski reviewed the progress made in the Area Agency on Aging Plan so far and discussed the importance of public leadership in developing goals.

III. Discussion and Action Items

a) Review Socialization Goal from previous Area Plan:

The Service Delivery Committee has taken responsibility for developing the Area Aging Plan Goals for Supportive services. Dan presented the list of potential services as covered by part B of the Older Americans Act that can be covered as Supportive Services, drawing attention to those which are currently funded by MCDA, and those which are being addressed by other bodies. He also acknowledged goals from the previous plan and described their relationship to state priorities at that time.

b) Discuss input from Area Plan Survey and Listening Sessions

Carrie Koss Vallejo drew attention to the research updates, and the focus group topics and survey outcomes that could inform this discussion.

c) Draft Socialization Goal for the Area Plan 2022-2024

Services identified by committee members, and the discussion notes are listed below:

- i. To support area agencies on aging and local service providers in carrying out and coordinating activities for older individuals with respect to mental and behavioral health services, including outreach for, education concerning, and screening for such services, and referral to such services for treatment;

Discussion: mental health, with an emphasis on isolation and loneliness have been discussed widely lately (livable communities, AARP). This is an issue that has become more prominent during the pandemic. Some of these issues are served by private insurers but is of especial concern to people with low resources.

- ii. To avoid institutionalization; including— (A) client assessment, case management services, and development and coordination of community services; (B) supportive activities to meet the special needs of caregivers*, and (C) in-home services and other community services, including home health, homemaker, shopping, escort, reader, and letter writing services, to assist older individuals to live independently in a home environment;

Discussion: personal experience with in-home services offered in Kentucky including blood work and X-rays, which allowed the family to avoid emergency room visits.

- iii. to provide legal assistance* and other counseling services and assistance, including tax counseling and assistance, financial counseling, and counseling regarding appropriate health and life insurance coverage;

- iv. preretirement counseling and assistance in planning for and assessing future post-retirement needs with regard to public and private insurance, public benefits, lifestyle changes, relocation, legal matters, leisure time, and other appropriate matters;

Discussion: Creating a budget, partnering with Riverworks, helping people to build connections to banks. Communicating about financial scams and fraud. Helping people understand the differences between Medicare and Medicaid.

- v. to provide information and training for individuals who are or may become guardians or representative payees of older individuals, including information on the powers and duties of guardians and representative payees and on alternatives to guardianships;

Discussion: this would be a useful service for people as caretaking increases.

- vi. any other services necessary for the general welfare of older individuals;

Discussion: increased outreach for older adults not reached by the Division on Aging, with an important example of the homeless community. "No wrong door presumes that you can make it to get door."

Commissioner Jan Wilberg suggested that in addition to these priorities, the Service Delivery Committee develop an affirmative statement of the community engagement as part of the governance of the Division on Aging, and push for the modernization of enrollment of senior center, and other programs.

Draft goal language

During the discussion of committee members, Carrie Koss Vallejo took on screen notes, and using language spoken at the meeting, condensed the discussion to the following three draft goals to be submitted to the Advisory Council meeting.

- I. **Goal 1:** Increase access to financial counseling, preretirement, money management. Increase connections to existing programs.
- II. **Goal 2:** Look forward to broadening to additional communities, including: homeless.
- III. **Goal 3:** Explore increasing service access through an equitable lens to in-home health care services.
 - Preventative services
 - Addressing mental health and isolation

Additional ideas, changes and suggestions from committee members were invited, and the ongoing opportunity to revise the goal language was provided.

- IV. **Adjournment:** Meeting adjourned at 2:15 PM
The next Executive Committee meeting will be Tuesday, July 20th, held virtually.

Respectfully submitted,

Carrie Koss Vallejo
Program and Planning Coordinator