



MILWAUKEE COUNTY
DEPARTMENT OF HEALTH
& HUMAN SERVICES

**AGING & DISABILITIES
SERVICES**

Service Delivery Committee Meeting May 22, 2024

A quorum of **Service Delivery Committee** members convened virtually on Wednesday, May 22, 2024. Members and attendees joined the virtual meeting with video conference and or conference call options (computer or telephone).

Members Present:

Commissioner Amber Miller, *Chair*
Commissioner Mark Behar
Commissioner George Banda
David LaCroix
Patrick Lee
Commissioner Janice Wilberg

Milwaukee County Staff:

Daniel Idzikowski, *DHHS*
Carrie Koss Vallejo, *DHHS*
Vonda Nyang, *DHHS*
Gaylyn Reske, *DHHS*

Attendees from the Public

Kevin Meyers

Members Excused:

Deborah Anderson
Commissioner Terrence R. Moore Sr.

MINUTES

I. CALL TO ORDER & ROLL CALL

Chair Amber Miller called the Service Delivery Committee meeting to order at 2:37 p.m., and she called the roll. A quorum was present.

II. SERVICE DELIVERY COMMITTEE MEETING SCHEDULE

Carrie Koss Vallejo, AAA's Program and Planning Coordinator, informed the Service Delivery Committee (SDC) that the Commission on Aging (COA) Chair, Janice Wilberg, requested that the SDC start meeting every couple of months. SDC meets in September to begin approving and reviewing the intended contract budget. Currently, SDC has meetings scheduled for July and October, so to fulfill the COA Chair's request, they need to schedule a meeting in September. The Committee also discussed and decided to have in-person meetings at one of the County's senior centers for those meetings that are not vendor presentations.

III. REVIEW AND APPROVAL OF FEBRUARY 19, 2024, SERVICE DELIVERY COMMITTEE MEETING MINUTES

MOTION: Accept the February 19, 2024, Service Delivery Committee meeting minutes

ACTION: Motion prevailed by unanimous consent (Banda Moved, LaCroix Second) Behar abstain)

IV. CONTRACTS UPDATES

- **Revitalize Milwaukee:** Milwaukee County has a contract with Revitalize Milwaukee to modify older adult homes in Milwaukee County for fall prevention purposes. The contract is an extension of a federal program that has an occupational therapist or assistant therapist review the home and make recommendations to remove barriers to keep older adults from tripping or falling, which would reduce deaths by falling at home, in which Wisconsin leads the nation in death by falling. An example of a modification would be to add grab bars in a bathroom. The AAA had utilized Older Americans Act Title IIIB ARPA funding to fund this contract for \$60,000. The program offered a maximum of \$5,000 per home to this funding source.
- Revitalize Milwaukee has been non-responsive and has received several referrals. The County has followed up several times to find out what is happening with the referrals. After the program's launch, the program director for fall prevention and other staff left the agency and Revitalize Milwaukee has had staffing challenges since. After several attempts, Director Idzikowski reached out with a letter of termination to repurpose the money elsewhere. Funding will be used by the Milwaukee County Housing Services to provide similar services which they are already doing under a separate initiative which is already underway.
- **Employ Milwaukee:** Employ Milwaukee had a slow start but has gained momentum and is now engaged. The AAA staff have met their outreach staff, and their staff have attended numerous events and have made direct referrals. The Employee Milwaukee program is another contract funded by ARPA funding in the amount of \$40,000, and the AAA can't guarantee that funding will be available in the AAA's budget for next year; however, there is enough funding for the rest of this year.

Question from SDC member: How long do we wait for vendors to fulfill their responsibilities? Is there a procedure to follow? There isn't a policy specifically. The County tries to support its vendors. The general policy is 90 days to allow vendors to get things running. If the vendors are not holding up to their contract, the next step is remedial action. The County can terminate a contract anytime if it provides a 30-day notice.

- **Hmong American Friendship Association:** During RFP processes, staff reviews the goals to make adjustments and changes to contract goals and structure. Last year, the AAA reviewed this contract to see if it was appropriate and, in the County's, best interest to have it focused exclusively on Hmong elders given the aging of that population. The AAA decided to end the contract for Support to Hmong elders and create a similar contract to assist older adult refugees without geographic restriction, and this contract was awarded to the Hmong American Friendship Association. The AAA requested that HAFA staff start collecting data on the country of origin of those they serve to ensure they are fulfilling the broader impact of this contract. Their report for their first three months has been that they served exclusively people from Laos. So, currently, they are not expanding their population to other refugee populations.

Currently, there are no recommendations for this contract. The report was informational to inform the SDC that the Home American Friendship Association needs help fulfilling its new contract with the County. The County is working with them to help them reach other refugee populations so they can fulfill their contract.

- **OAA ARPA Caregiver Support Projects:** The AAA has a significant amount of Older Americans Act Title III-E funding, \$400,000 to spend. Last year, they inadvertently charged the caregiver support coordinator's salary to the Older Americans Act Administrative ARPA instead of the III-E ARPA, which is gone. Out of the \$400,000, the AAA has committed \$215,000, so there is \$186,000 left to allocate. Kayla Steinke, AAA Caregiver Support Coordinator, is working with AAA's partners to work on collaborative, innovative programs. The AAA wants to use some of the funding to align with the County's racial equity goals to have more minority-owned providers.

The AAA has increased funding to Life Navigators to support older adults and caregivers of persons with intellectual or developmental disabilities. This boost in funding will enhance our services and enable us to undertake additional advocacy work, furthering our commitment to the community.

We are in the process of developing a program with Legacy Home Health, a potential game-changer in our efforts to expand home and community-based services to non-participants. This initiative is part of our broader project to develop minority business enterprise respite providers, demonstrating our commitment to diversity and inclusion.

Also, the AAA is providing funding to the Wisconsin Alzheimer's Institute to increase education and outreach to the communities of color in Milwaukee County to care for people with dementia and caregiver support for people with dementia.

We are working on a partnership proposal with the immigrant and refugee community, including LS Catholic Charities, the Hmong, and refugee groups at UM Christian Center, to provide more ethnic and culturally appropriate caregiver support.

The State has asked the AAA to help support an online education and caregiver tool titled "True Alta," which the State has stopped funding. The AAA is considering contributing \$17,000 to this project.

They are still researching a project related to caregiving with the LGBT Center. An intern with ERAS Senior Network would work with the LBGT center to provide additional support for intergenerational caregiving with older adults in that community.

- **Contract Amendment for Service Older Adults:** Last year, the AAA contracted with SOA to help them extend their "Tech Connect" project by awarding **\$100,000** in Older Americans Act Title IIIB ARPA funding. The Tech Connect project educates older adults about technology devices such as smartphones, computers, and iPads. SOA would answer older adults' questions about the devices and assist them with understanding how to operate and use them to access services or program information online in order to encourage access to online resources and services. Some devices would be either loaners or purchased by SOA to give to participants. This project has been very successful, and SOA is able to expand the program beyond the County's five-owned senior centers. And they wanted to ensure that people who were isolated and low-income had access to this program. Last year, SOA extended the Tech Connect project to five Housing Authority units of the City of Milwaukee that were low-income senior housing sites with a computer room or community room with computers. At the end of the program training, participants would receive an iPad. SOA had about 100 participants in the program. SOA was unable to spend approximately \$40,000 from last year's budget, and the AAA was able to roll this funding over and add from another source, a federal grant/Medicaid HCBS grant, to give SOA \$60,000 of that grant, which will provide SOA a total amount of \$100,000 to use this year.

The Service Delivery Committee had a few questions to ask Director Idzikowski. Do you have a funding allocation list for this program? How much funding is used to purchase iPads versus the SOA staff's salary to provide the instruction? Can you buy another technical device besides iPads that might be cheaper? Does this contract need Commission approval? The AAA doesn't have a breakdown for this year's allocations; however, \$5,000 was spent on technology last year. Director Idzikowski, at this time, is curious if SOA could purchase a cheaper technical device. This contract doesn't need Commission approval as the Commission and the County Board already approved it. Also, the extra funding is from a different source that the Commission doesn't oversee.

- **Contract Amendment for Specialized Transportation:** AAA Director Daniel Idzikowski informed the Service Delivery Committee that TransDev has not signed this year's contract with the County. Transdev is currently providing services and billing the AAA; however, the AAA cannot pay until the contract with Transdev is signed. The Director has tried working with Transdev for the past three months on this contract, but they have not been responsive until recently, requesting a full copy. Transdev disagrees with the performance clauses in the contract; however, the Director informed them earlier in the year that those clauses would be in this year's contract. The AAA also wants to expand services/rides for older adults and would need to process an amendment to increase the amount to TransDev; however, no amendments have been processed due to a non-signed contract. Director Idzikowski mentioned that one of the County's Senior Centers recently held a town hall meeting to discuss with TransDev the issues older adults were having with its services. Also, A guest at today's meeting mentioned that TransDev doesn't have enough drivers, and there is a town hall meeting coming up **on June 1, 2024**, at Independence First to discuss transit issues with Transdev. One of the Service Delivery Members asked if there was a plan B. It would be to send out a new proposal to find a new vendor, but for now, the AAA is trying to work with Transdev.

V. NEW GRANT AWARDED, DHS SOCIAL ISOLATION AND LONELINESS GRANT

The AAA received an award for an isolation and loneliness grant of \$97,000, and the program runs until February 28, 2025. The AAA will work with 25 Community Pharmacies through the 16th St. Community Health Center Network and the Hyatt Pharmacy Network to train community pharmacists on administering loneliness screenings for older adults. By providing the screenings, pharmacists can offer follow-ups and referrals to help reduce isolation and loneliness among the older adult population. Also, the AAA is working with the Medical College School of Pharmacy and the Pharmacy side of Wisconsin, which will provide training for pharmacists online and continuing education training modules to provide loneliness and isolation screening training statewide.

VI. ADJOURNMENT: Meeting adjourned at 3:57 p.m.

MOTION: To adjourn the meeting

ACTION: Motion prevailed by unanimous consent (Behar Moved, Lacroix Second.)

The next **Service Delivery Committee** meeting will be **held virtually from 1 p.m. – 4 p.m.** on Wednesday, July 29, 2024.

Respectfully Submitted,

Vonda Nyang
Executive Assistant