MILWAUKEE COUNTY
DEPARTMENT OF HEALTH
& HUMAN SERVICES
AGING & DISABILITIES
SERVICES

MILWAUKEE COUNTY COMMISSION ON AGING
SERVICE DELIVERY COMMITTEE MEETING
MAY 19, 2026

The **Service Delivery** Committee held its monthly meeting on **May 19, 2026,** via Zoom.

Members Present:
Co-Chair George Banda
Commissioner
Vice Chair Mark Behar *Commissioner*
Commissioner Paula Penebaker
Commissioner Janice Wilberg

Staff Present:
Claire Enders, *DHHS-ADS*
Ortrialla Paris, *DHHS-ADS*
Gaylyn Reske, *DHHS-ADS*

MINUTES

I. CALL TO ORDER AND ROLL

Co-Chair George Banda called the meeting to order at 1:05 pm and took roll call. A quorum was present.

II. REVIEW AND APPROVAL OF MARCH 25,2026 MARCH 27, 2026 SERVICE DELVIERY COMMITTEE MEETING MINUTES

MOTION: To approve the March 25, 2026 and March 27, 2026, Service Delivery Committee Meeting Minutes
ACTION: Motion prevailed by unanimous consent (Penebaker moved, Banda second)

III. MENTORSHIP OF NEW MEMBERS TO SERVICE DELIVERY COMMITTEE

Commissioner Mark Behar emphasized the importance of recruiting and mentoring new members. The group acknowledged that onboarding has been challenging in the past due to unfamiliarity with policies and procedures, and engaging with a more experienced member early on would have been helpful. Commissioner Behar stated that he will prepare a one-minute brief recruitment pitch at the upcoming Senior Leadership Group graduation at the next Commission on Aging meeting.

IV. REVISED VENDOR REPORTING TEMPLATE

Commissioner Behar introduced a revised vendor reporting template designed to gather clearer and more complete information from vendors. The committee and staff agreed that the updates would be helpful.

MOTION: To approve the new Template effective immediately
ACTION: Motion prevailed by unanimous consent (Behar moved, Banda second)

V. REVIEW PROGRAMS PROPOSED FOR REQUEST FOR PROPOSAL PROCESS IN 2026

Senior Dining Program Coordinator Gaylyn Reske shared that pending state actions, RFPs for contract renewals will be issued this year. The committee may not need to participate in revising RFPs, due to budget cuts, staff may seek volunteer committee support. Some members expressed interest.

VI. FUTURE 2026 SERVICE DELIVERY COMMITTEE MEETING PROCESS AND SCHEDULE

Gaylyn Reske provided tentative dates for 2026 review sessions:

- August 18 & 20, 2026, from 1-4 p.m., for vendor report reviews (using the new template)
- October 13, 2026, for reviewing staff recommendations

More detailed information will be shared later in the summer. No action was required.

VII. ADJOURNMENT

MOTION : To adjourn the meeting at 1:55 p.m.
ACTION: (Penebaker moved, Behar seconded)

Respectfully submitted,

Ortrialla Paris
Administrative Assistant