



Service Delivery Committee Meeting February 8, 2022

The **Service Delivery Committee** convened virtually on Tuesday, February 8, 2022. Members and attendees joined the virtual meeting with video conference and or conference call options (computer or telephone).

Members Present:

Commissioner Amber Miller, *Chair*
Deborah Anderson
Patrick Lee
Terrence Regan More Sr.
Commissioner Janice Wilberg

Members Excused:

Commissioner Elliot Moeser
Commissioner Gloria Pitchford-Nicholas Ed.D.

Milwaukee County Staff:

Michelle Allison, *DHHS*
Andrew Bethke, *DHHS*
Alena DeGrado, *DHHS*
Daniel Idzikowski, *DHHS*
Jon Janowski, *DHHS*
Jill Knight, *DHHS*

Milwaukee County Staff Continued...

Vonda Nyang, *DHHS*
Gaylyn Reske, *DHHS*
Bekki Schmitt, *DHHS*

Attendees from the Public

Christie Carter, *LGBT*
Ana Castaneda, *United Community Center*
Sophia Franklin, *Eras Senior Network*
Kathy Gale, *Eras Senior Network*
Lavelle Gill
Thomas Gossett, *Goodwill*
Matthew Hayes, *Legal Action of WI, Inc.*
Jennifer Lefeber
Jone Stromberg, *ICE*
Pastor Johnny White, *Greater Galilee*
Cathy Wood, *SOA*
Song Xiong-Buck, *Milwaukee Christian Center*

MINUTES

I. CALL TO ORDER & ROLL CALL

Chair Amber Miler called the meeting to order at 1:04 p.m. The Service Delivery Committee had a quorum.

II. REVIEW OF OVERALL MEETING PURPOSE

Carrie Koss Vallejo, Program and Planning Coordinator for Department of Health and Human Services (DHHS), Aging and Disabilities Services Aging Unit, provided a brief description of today's meeting purpose. The Aging and Disabilities Services vendors will provide reports describing the services they had provided, focusing on the final

six months of 2021. Those services include meals, socialization, transportation, and evidence-based programming for seniors.

III. REVIEW AND APPROVAL OF THE OCTOBER 26, 2021 SERVICE DELIVERY COMMITTEE MEETING MINUTES

MOTION: To accept the October 26, 2021 Service Delivery Committee meeting minutes.

ACTION: Motion prevailed by unanimous consent (Anderson Moved, Wilberg Second).

IV. PRESENTATIONS FROM VENDORS:

A. ALL NATIONS SENIOR CENTER/SERVICE TO NATIVE AMERICAN ELDERLY, JONE STROMBERG:

All Nations Senior Center's target population is Native Americans aged 45 and older who live in Milwaukee County and eligible seniors are welcome. Their mission is to meet the needs of Native American elders by providing a range of culturally specific social, medical, nutritional, and recreational activities. They cook their meals and collaborate with other native and non-native organizations that provide services for older adults.

A member questioned why there was only one volunteer and if the center had a strategy for recruiting more volunteers. Due to COVID, their center is only open one day a week, so currently, they only need one volunteer for operations. Once they are fully open volunteers will come back. The Aging Unit has provided materials on reopening safely during COVID which will inform their reopening strategy.

The other question asked was if All Nations had a matrix that shows how many meals and people, they have had contacted.

Answer: Yes, they have a matrix and provide monthly reports to the Aging Unit; however, today's report didn't include one. Gaylyn Reske will provide the matrix to the Service Delivery Committee members for review.

B. ERAS SENIOR NETWORK/NEIGHBORHOOD OUTREACH PROGRAM SERVICES, "FAITH IN ACTION", SOPHIA FRANKLIN:

Faith in Action is a non-profit program that provides services for adults age 60 and older living in Milwaukee County. The program is volunteer-based and provides its services at no charge. Faith in Action's services is transportation to medical appointments, food delivery, seasonal outdoor projects and services, informational resources, and socialization for seniors. The public has obtained

information on Faith in Action's programs through churches, word of mouth, family, and friends, referrals from the County and hospital systems.

A committee member voiced concerns about the massive disparity in the people of color that "Faith in Action" serves, which is reflective in their Jet-1 program and board member numbers. The numbers don't support "Faith in Action's" mission statement. A second concern regarded the amount of funding given last year and this year; to a white staff lead project providing services in majority-black neighborhood.

Ms. Franklin explained that "Faith in Action" provides program services in the Harambee neighborhood, a separate program, and a county contract from the one they receive for transportation and eligibility through DHHS Aging and Disabilities Services, so they didn't include that data in their reporting.

The committee continued discussing the disparities outlined that Faith in Action has with its statistical data. The Service Delivery Committee wants to see changes in numbers with this year's data and information on what barriers or restrictions (state or federal) are they experiencing keeping them from providing services to the population they need to reach.

C. GREATER GALILEE/NUTRITION SERVICES AT GREATER GALILEE, PASTOR JOHNNY WHITE:

Greater Galilee's outreach includes an intergenerational initiative to address the entire community's needs. Greater Galilee provides social engagement, nutritious meals, and activities.

A committee member inquired about Greater Galilee's mental health initiative with only seeing clients one day a week. She wanted to know if the number of volunteers impacted how often clients get seen.

Answer: Services of this program initiative are offered based upon the therapist's schedules. Greater Galilee is working with an organization that utilizes three licensed professional therapists and one work-study student working under the professional therapist to get the hours needed to obtain their licensing. The other volunteers Greater Galilee has worked with their nutrition program. Greater Galilee is recruiting more therapists and students to participate in this program.

There was a second question about the number of meals served, as Greater Galilee's numbers have gone down drastically. Greater Galilee was confused on what meal numbers to include in their reporting so Gaylyn Reske will follow up with Pastor White.

Do you need a full-time program person to be more effective with outreach and running your program?

Answer: Yes. Currently, Pastor White volunteers his time, and his Administrative Assistant is mainly running the program.

D. MILWAUKEE LGBT COMMUNITY CENTER/OUTREACH AND SERVICES TO LGBTQ OLDER ADULTS, CHRISTIE CARTER:

The Milwaukee LGBT Community Center provides educational and informational sessions, support groups, advocacy activities, social events, and meals with community support to lesbian, gay, bisexual, and transgender (LGBT) elders in Milwaukee County.

A Service Delivery Committee member thinks it would be helpful if the LGBT Community Center quantified their performance objectives instead of answering yes and no. The LGBT Center does have quantified data but wasn't sure how to present the amount of data they have obtained. The LGBT Center will give a quantified data report at the next meeting.

The Milwaukee LGBT Community Center's board, staff, and outreach diversity have been impactful. However, it can be problematic in the black community to come out can be difficult. In what ways are you trying to reach that population? The Center plans to collaborate with SOA to reach that population.

The Aging and Disabilities Services Aging Unit works on qualitative measures and smart goals for all vendors. Unfortunately, since COVID, the Unit had to put that work on hold. The Chair is going to follow up with Carrie on this topic.

E. JENNIFER LEFEBER / EVIDENCE BASED PREVENTION PROGRAMMING:

The evidence-based programs cover management (Caregiver programs) and prevention (Diabetes, pain and chronic disease, bladder, and bowel health, etc. for all adults 18 years and older, and by healthcare providers who may refer their clients and other service providers and organizations. Some of their programming are specific to age and gender.

The Service Delivery Committee asked if the County or the vendor sets the vendor objectives. Also, they would like training on a presentation's provided to the vendors. The committee raised concerns on a few of the vendor's mission and vision statements as they are not tying into what vendors are doing.

A Committee member asked if Ms. Lefebber could obtain data on the ethnic background of participants. Mr. Lefebber is working on obtaining the data collected through the State's database, SAMS; however, she mentioned that

the data wouldn't be accurate as the surveys are voluntary and not mandatory for participants. The Service Delivery Committee wants to see numbers of minorities served, and they voiced concerns about the low numbers of Milwaukee County residents participating in these programs. Currently, the program participants have mainly been from rural and surrounding county residents.

A committee member requested Ms. Lefeber to provide a report on the percentage/number of participants that are Milwaukee County residents and how many are outside Milwaukee County. And to put an asterisk with a narrative on those not identified in the report.

F. UNITED COMMUNITY CENTER (UCC) /SENIOR CENTER AND NUTRITION PROGRAMMING, ANA CASTANEDA:

The United Community Center offers social, nutritional meals, and transportation services to Milwaukee County residents 60 years of age and older.

There were only two questions asked. First, whether the “people of color” included Hispanic/Latinos, which it did not. UCC will update their slides; however, they do have the numbers of people of color as a whole counted. Also, the committee questioned the low number of staff shown in the presentation. The low numbers were due to retirement and COVID as the numbers do not reflect actual facility staff.

G. UNITED COMMUNITY CENTER (UCC) /TRANSPORTATION SERVICES, ANA CASTANEDA:

The United Community Center holds a grant to transport older adult residents to programming at the UCC, and to serve Spanish-language riders.

There was only one question asked about UCC’s transportation services. A committee member asked if UCC must conduct much outreach by marketing or by word of mouth, and the answer was both.

H. MILWAUKEE CHRISTIAN CENTER (MCC) /SENIOR CENTER AND NUTRITION SERVICES AT MCC, SONG XIONG-BUCK: 1.49

Milwaukee Christian Center provides a place to decrease isolation, enhance social contacts, provides educational & cultural programming, offers nutritious ethnic mid-day meals, fosters connections between Hmong elders and the community at-large and provides linkages to community resources.

There were two questions asked of MCC. A committee member asked if MCC was doing something new with their programming to attract more people to their nutrition programming.

Answer: Since COVID, there were dining sites that were closed in the location which has caused an increase in member participation. As well as word of mouth, and because MCC makes their own meals.

The second question asked whether services was limited to the Hmong Community?

Answer: No, we serve a broad community of south-eastern Asians including people from Korean and Vietnamese communities.

I. MILWAUKEE CHRISTIAN CENTER NUTRITION SITE SUPERVISION SERVICES, LAVELLE GILL:

A committee member asked about the client's dissatisfaction level with their meal selections was?

Answer: The feedback from clients as they were tired of sandwiches, food is too high in sodium, want chocolate milk back is not provided anymore, Meal numbers went down due to COVID, and meal selections. Gaylyn Reske explained to the Service Delivery Committee that they had to streamline the milk selections as part of the carry-out meal service as they didn't have the time to ask each client if they wanted regular or chocolate milk, so it was easier to supply it.

J. LEGAL ACTION OF WISCONSIN/BENEFIT SPECIALIST/LEGAL SERVICES, MATTHEW HAYES: 2.312.36

Senior LAW, a unit within Legal Action of Wisconsin, provides benefit specialists and legal services to clients 60 or older, emphasizing low-income, at-risk, and vulnerable seniors. The desired outcome is to secure and retain older adults' benefits and legal rights to promote the older person's dignity and autonomy.

A committee member asked for a breakdown of how Senior Law utilizes the \$400,000 grant and how unemployment connects to the grant. Also, the member asked for clarity with housing and evictions, if it was specific to older adults. Most of the funds are used to pay full-time staff, and the housing and evictions are specific to older adults. The Service Delivery Committee Chair asked Legal Action to provide examples of seniors who have used their services and the end goal at their next presentation.

K. GOODWILL INDUSTRIES OF SOUTHEASTERN WISCONSIN HOME DELIVERED MEALS:

The purpose is to provide case management and delivery of hot, nutritious mid-day meals to a population of isolated, homebound, at-risk elders.

The Service Delivery Committee asked General questions on conducting wellness checks if they were planning on seeking more funding and the percentage of the agency budget.

V. ANNOUNCEMENTS AND ADVOCACY OPPORTUNITIES

VI. ADJOURNMENT: Meeting adjourned at **3:04 p.m.**

The next Service Delivery Committee meeting will be held virtually at 1:30 p.m. on Tuesday, February 15, 2022.

Respectfully Submitted,

Vonda Nyang
Executive Assistant