



**Aging and Disability Resource Center's
(ADRC) Governing Board
Meeting Minutes
July 19, 2022**

A quorum of the **Aging and Disability Resource Center (ADRC) Governing Board** members convened virtually on Tuesday, July 19, 2022. Members and attendees joined the virtual meeting with video conference and conference call options (computer or telephone).

Board Members Present:

Rachael Bush, Vice-Chair
William Meunier
Cindi Pichler
M. Kent Mayfield
Tracie Horton
Kiran Sager, MD
Colleen Galambos, Ph.D., DSW
Debra Jupka
Brennan O'Connell
Levi Stein
David Lillich, MD

Milwaukee County Staff:

Schinika Fitch, *County Executive's Office*
Shakita LaGrant-McClain, *DHHS*
Dan Idzikowski, *DHHS*
Kora Lee, *DHHS*
Sara Truse, *WI DHS*
David Muhhamad *DHHS*
Matt Fortman *DHHS*
Marietta Luster *DHHS*

Attendees from the Public
None

Board Members Excused:

Pat Bruce, *Chair*

MINUTES

I. CALL TO ORDER AND ROLL

Board member Debra Jupka called the meeting to order at 9:30 a.m. The Department of Health and Human Services (DHHS) Aging and Disability Resource Center's Executive Assistant, Christel Colorado, took roll call.

II. STAFF CHANGES AND INTRODUCTIONS

Vice-Chair Rachel Bush and Debra Jupka welcomed the board. Due to time constraints for Director Marietta Luster, she was moved to item number two. Moving each of the items down one in the agenda.

III. REVIEW AND APPROVAL OF THE JUNE 21, 2022 AGING AND DISABILITY RESOURCE CENTER'S MEETING MINUTES

MOTION: To approve June 21, 2022, Aging and Disability Resource Center's meeting minutes. Bill Meunier abstained from approving minutes due to not being present in last meeting.

ACTION: Motion prevailed by unanimous consent (Sager, Moved, Pichler Second.)

IV. YOUTH TRANSITIONAL PROCESS AND SERVICES: Kora Lee ADRC Supervisor

Supervisor Kora Lee presented a short PowerPoint on behalf of Hazel Miller regarding the transitional process for students aging out of present services. The ADRC provides information and assistance regarding services for adults 18 and older with disabilities or chronic medical conditions, assists individuals and caregivers to plan for a long term and short-term care needs, access community service/ other resources and learn about benefits that are available to them. Option counselors assist students making the transition from school system to adult service system. And they work with various youth agencies to provide resource regarding the transition process to ensure is smooth process. Option counselors coordinate with the school, parents, and guardians the educational vocational groups to provide information about programs and services that are available for students turning 18 who are exiting the system. Agencies that the ADRC receives referrals from: Division of Milwaukee Child Protective Services, Wisconsin Children's Service Society of Wisconsin, Wraparound, Comprehensive Community Service, Milwaukee County Children's Waiver Program, referrals from schools and families. She discussed the referral process, where Hazel Miller

receives the referral via email. Hazel will then contact servicing agencies to discuss dates and timelines, checks if there are any legal order in place, verifies information in the referral and contact information and verify all other agencies that is currently servicing the youth. If the customer and the family decide to proceed the adult long-term care program and I&A staff will contact the family to start the referral process. A brief overview of the publicly funded long term care adult program is given to the caregiver and staff will also explain the next steps. The referral is then assigned to an options counselor that will work along with a youth case manager. The ADRC's goal is to work with other agencies to ensure the family receives the services and support, that promotes the quality of life to pass to their children to ensure the transition from the youth to adult program smoothly. Kora also shared with the board that transitional cases must also meet functional and financial eligibility. She shared the Long-term care models that Milwaukee County offers: IRIS, Family Care, Pace, are only for individuals aged 55 and older only. One resources sent out to customers is the "Living My Dream" booklet, a manual designed to prepare students with disabilities for life after high school. The resource guide helps with how to plan for employment, independent living, post-secondary education etc. It was requested that a copy of booklet be sent to the board. Community agencies and support groups were discussed, Autism Society of Southeastern Wisconsin, Easter seals Southeastern Wisconsin, and Disability Right Wisconsin. Contact information for Hazel Miller was given out. Levi Stein suggested to add Friendship Circle as a nonprofit resource as they have an employment training for adults with disabilities who are graduating high school and need a job. Board member Cindy Pichler also mentioned that Independence First as a youth transition program. Debra Jupka asked what kind of services are provided to students who are homeless. Kora Lee suggested that enrolling them into Family Care or a program where more coordination of services and help from their case manager. Most schools reach out to place referrals. Bill Meunier asked if they are currently working with the COURAGE House, it's a home for homeless LGBT youth. He also suggested Forge a transgender group.

V. ADRC GOVERNING BOARD ROLES AND DUTIES

a) Chair Reports: Pat Bruce, ADRC Chair

Chairwomen Bruce was excused from the meeting. Chairwomen Bruce has a mix of report duties that change several times a week. Currently working on transportation needs. Board should have received an e-mail from Alena DeGrado regarding OATS.

b) 2021 ADRC Listening Sessions and survey wrap-up and plans for 2022, Debra Jupka, and Vice- Chair Rachael Bush:

Member Debra Jupka gave a quick update regarding the ADRC Listening Sessions. Member Jupka mentioned to the board to check their calendars and let her know which sessions they will attend.

The Transitional Services Listening Sessions is on August 23rd and only people that have committed to Brennan and Debra should attend due to the size of the group. Rachel Bush and Cindi Pichler volunteered to attend along with Bill Meunier.

Independence First will be August 30th and will be a virtual Listening Session. Cindy Pichler, Colleen Galambos, and Pat Bruce will be attending. Member Jupka asked who else could attend with and Kent Mayfield and David Lillich volunteering to do so. Friendship Circle Moms Listening Session is scheduled on September 8th at 10:30. Pat Bruce, Levi Stein, Colleen Galambos and Debra will attend. Kiran Sager also volunteered.

Member Debra mentioned the Listening session sub-committee will be meeting next week where they will discuss swag and pushing out the ADRC survey to more people. The survey is to obtain a greater scope of the needs and concerns from people. October and November will consist of writing the report to the state.

c) Identifying Gaps in Services,

Marietta Luster ADRC Director:

Marietta Luster discussed the ADRC reports. All documents discussed were distributed in the mailing. The ADRC dashboards were discussed first. The average time a customer waited in queue in June was 11 minutes and 19 seconds: the average wait time overall is 8 minutes and 23 seconds. 41% of calls were answered in June. There is a plan to improve wait times for incoming calls and live calls that are answered. Average long term care audit score was 94% in the second quarter. The customer satisfaction surveys scores were not completed in the second quarter due to staffing challenges. Clerical staff usually completes those reports, but they are currently working on other projects. Incoming calls for June were over 5000, and there were about 76 walk-ins. Electronic referrals for option counselors were 81. Publicly funded long term care enrollments for June were 279, and request for option counseling were 652. There were a lot of outreach events in June, approximately 49 events where over 3000 people were reached. Director Luster invited the board to the American with Disabilities Act on July 26 as it is the 32nd year of signing this important document. Event will be at Washington Park from 10:00 to 2:00 PM. There will be resources, vendors and partnering with the MPD. MPD will have their ice cream truck giving away ice cream along with cupcakes and cake. Outreach has also been done at Saint Joseph Hospital, the Indian Council for Elderly, Progressive Community Healthcare, Wilson Park Senior Center you can find the rest on

the report. The five-contact topic for the month are publicly funded long term care, public benefits, home services insurance and help. The three unmet needs for the month are home care rent and mortgage assistance and employment. During the month of June there was one formal complaint about functional screen which was then resolved. Report on staffing was shared there are three option counselor vacancies.

Board member Colleen shared a comment that she has seen an increasing number in outreach visits and people visiting the office. She also questioned Administrator Luster as to what the plan consisted of with the responding to customer waits in queue and number of calls that are being responded. Administrator Luster responded that they are actively hiring more staff to help. Most calls take longer because they are about Adult Protective Services and need additional evaluations. Board Member Cindy Pichler questioned the number of calls answered in June and how only 41% of calls are answered. Administrator Luster shared the statistics of last year 2021 the ADRC was at 52% and the DRC stand alone was at 90%. Staffing pays a large role and having the tools to give to the call makes the difference on the calls being answered.

d) COVID-19 Vaccine, Access Supplemental Funding, Marietta Luster, ADRC Director

Administrator Marietta Luster reported on the COVID 19 vaccine access supplemental funding. The Boosted and Blessed campaign focuses on individuals 65 plus. In the zip codes 53206, 53216, 53218 and 53210, four people sharing their personal stories about how boosted and blessed and grateful they are. Board Member Debra Jupka questioned why zip code 53209 was not involved. Administrator Marietta Luster shared that the Social Vulnerability index was how they came up with the zip codes. With additional funding, they will expand to other zip codes.

A quick update on the ADRC director position was given out. There are three individuals that will be interviewed. Interviews will begin next Friday July 29th. Pat Bruce and Rachel Bush will be in the interview panel. Lastly the letter from the State Office for Resource Developments was discussed. Marietta read a portion of the letter. An action plan is to be submitted by August 1, 2022, to Sara Truse to address how the ADRC will reduce the wait times in queue for customers and increase the percentage of live calls. Board member Debra Jupka asked if the plan will be shared with the board. She also asked if the State would provide additional support for overall initiatives to obtain satisfactory numbers. Sara Truse shared that the plan can be shared if Administrator Marietta Luster wishes to do so but was not able to provide updates regarding the additional State support. Board member Levi Stein suggested to have a after hours call on center. Board

member Colleen Galambos questioned if the former APS staff member will be seen in addressing the issue. Administrator Luster shared that she has more than 20 years plus working with Milwaukee County in Adult Protective Services. She will be seen as the subject matter expert. Colleen Galambos also suggested to have volunteers specifically for APS, people who are passionate to work in the area. Administrator Luster appreciated the board for all the ideas and recommendations that were given out to make move forward. Director Shakita LaGrant-McClain commented that Milwaukee County is in crisis, a way to support is by advocating. We are still in a midst of a pandemic. We must consider what our employees, customers have gone through and what they are still currently going through. We are seeing a staffing short shortage not only in Milwaukee County but across the nation. To bring people in, we must be passionate and advocating the work that is being done along with sharing employment opportunities. Advocating for additional funding. A quality team has been working with Milwaukee County, but the ADRC is open to hear how we can improve. Administrator Luster shared with the board that the ADRC has a calling tree, with option on what the caller may be interested in. They also work closely with the Sensitive Crimes Office, talk about developing a position to help individuals who have been abused, neglected, or financially exploited make sure their case gets prosecuted. A request from board member Brennan O'Connell to separate APS call to see quality measures. APS calls will be recorded separately to see data in next meeting.

VI. SPECIAL REPORTS

a) **ADRC Budget Update: Matt Fortman, Fiscal Administrator**

Matt Fortman presented a power point regarding the 2023 ADRC budget. This presentation should have been mailed to all board members. Highlights - there is \$2.3 million dollars reductions in costs. Increase of staff in the Resource Center with a new Information and Assistance position as well as an Advanced Professional. The 2022 budget and 2023 requested budgets were shown. There is a \$1.1 million reduction in personnel costs, along with some reduced interdepartmental costs. Lower revenue is anticipated, the 2023 budget has the Resource Center combined basic community aids, the Resource Center Revenue which the GDPR contribution from the State. There is a bucket in the financial system as other federal grants. That's in the revenue that is being matched with the GDPR dollars as well as \$2,000,000 in tax levy. There is a reduction in costs were not able to draw down the MA revenue because that is a cost reimbursed or matched from the cost put forth with the GDPR dollars. Member Brennan O'Connell asked what the community aids consisted of along with the State Resource Center Revenue. Matt responded that the county gets an allocation from the state, that can be used on almost any Health and Human Service activity. The GDPR will be

increasing in 2023 with additional Dementia care funding. Member Brennan asked if Milwaukee County received the 13% ADRC funding, of \$5,000,000. Matt commented the amount could possibly be higher if it matched the statewide long-term care population. Member Bill Meunier asked about the fringe benefit cost reduction of \$1,000,000, and the \$2,000,000 decrease. Matt responded that they estimates but are closer to the actual experience. The reduction is due to the reduction in the fringe benefit and the interdepartmental charges in the Resource Center. With fewer costs the less federal revenue to draw down. ADRC revenue opportunities were discussed. Milwaukee County has 275 of Wisconsin's long-term care population but is only getting 13% of the ADRC funding. DHHS has approved an updated funding allocation but would need legislative approval. Some ADRC's are not fully expending their base ADRC funding yet Milwaukee County fully expense contracts and contributes local tax levy to support ADRC services. Matt will provide the board how funding allocation is decided in another meeting.

- b) **Department of Health and Human Services**, Shakita LaGrant-McClain, Director DHHS, David Muhammad DHHS

Director Shakita LaGrant-McClain did not have any updates.

- c) **County Executive's Office Report and Board Membership Update**, County Executive Office, Schinika Fitch, Director of Community Relations

Director Schinika Fitch gave a report on the County Executive. The morning of July 14th the CDC moved Milwaukee into high-risk classification. In line with the county's policies, there has been change with the masking policy and capacity requirements for the buildings. Employees are required to telework, nonessential indoor activities are to be avoided. Employees are encouraged to test if symptomatic, mask are required in any indoor facility except windows attending private events, county rental facilities and General Mitchell International Airport. Update on board membership was given. Harvey Ross has gone before the Health Equity Human Needs and Strategic Planning Committee and been approved.

- d) **Aging and Disabilities Services Administrator, Marietta Luster.**

Administrator Marietta Luster was not present to give this report.

- e) **Public Ally membership recruitment update**, Marietta Luster, Administrator

Administrator Marietta Luster was not present to give this report.

- f) **DHHS Aging and Disability Services Aging Unit,**



No report was given.

g) Commission on Aging, Debra Jupka

No Updates were given.

VII. ADJOURNMENT: Meeting adjourned at 11:45 a.m. (Meunier Moved, Kentfield Second)

The next ADRC Governing Board meeting will be September 20, 2022, at 9:30 a.m. a virtual meeting.

Respectfully submitted,

Christel Colorado

Executive Assistant