



**Aging and Disability Resource Center
(ADRC) Governing Board
Meeting Minutes
December 20, 2022**

A quorum of the **Aging and Disability Resource Center (ADRC) Governing Board** members convened virtually on Tuesday, December 20, 2022. Members and attendees joined the virtual meeting with video conference and conference call options (computer or telephone).

Board Members Present

Pat Bruce, *Chair*
Rachael Bush, *Co-Chair*
Tracie Horton
Debra Jupka
David Lillich, MD
Brennan O'Connell
Cindi Pichler
Levi Stein
Kiran Sagar, MD
Colleen Galambos, Ph.D., DSW

Board Members Excused

Kent Mayfield

Board Members Excused

Harvey Ross

Milwaukee County Staff:

Tina Anderson, *DHHS*
Marietta Luster, *DHHS*
Bekki Schmitt, *DHHS*
Kayla Steinke, *DHHS*
Kora Lee, *DHHS*

Attendees from the Public

Sara Truse, *WI DHS*
Margaret ?

MINUTES

I. CALL TO ORDER AND ROLL

Chairwoman Pat Bruce called the meeting to order at 9:39 a.m. Vice-Chair Rachel Bush took roll call.

II. REVIEW AND APPROVAL OF THE NOVEMBER 14, 2022, AGING AND DISABILITY RESOURCE CENTER'S MEETING MINUTES

MOTION: To approve November 14, 2022, Aging and Disability Resource Center's meeting minutes.

ACTION: Motion prevailed by unanimous consent (Jupka Moved, Lillich Second.)

III. ADRC GOVERNING BOARD IN-SERVICE, OPTIONS COUNSELING (JANUARY 2023)

Chairwoman Pat Bruce announced that the "Options Counseling" presentation is now scheduled for the January 2023 meeting.

IV. (ADRC) GOVERNING BOARD ROLES AND DUTIES PAT BRUCE, CHAIR:

- a) **Action Item: 2022 ADRC Listening Sessions Report**, Debra Jupka, ADRC Co-Chair, and ADRC Co-Chair Rachael Bush: Chairwoman Bruce stated that the Board must approve the Listening Session report at today's meeting and of the importance for the Board to read through the reports and supporting documents as the Board will have follow-up work to complete this year in 2023. Co-Chair Jupka thanked everyone involved with the Listening sessions, data collection, and assisting with the reports. She informed the Board that the State would receive the report for review and approval after they approved the report. The review consisted of the main outline pages from the "ADRC Listening Sessions 2022 Final Report". The main pages discussed were pages 5 (Background Information), 8 (Data Collections and Summary), and 14 (Addressing Gaps and Barriers and Conclusion). The Co-Chair gave a summary of the report in each area on the boards' accomplishments of 2022 and the work to be completed in 2023.

Co-Chair Jupka pointed out that placeholders are needed to ensure the Board is adhering to the deadlines they must meet for the listening sessions and the goals outlined for the ADRC Governing Board. And that the Listening Session Committee had decided to focus on the commonalities across all three listening sessions and surveys that affect service areas across the Board, giving a trickle-down effect. The ADRC Governing Board meet regularly to review the reports and actions to ensure they are in line with client concerns.

A few discussion items from the report were that the Committee had decided that the capacity for the Board and subcommittee to hold listening sessions should be at least three to keep quality from being compromised if they tried to hold more sessions. She discussed the Committee's decision not to have a session at one of the County-owned senior centers due to the Commission on Aging (COA) was conducting its surveys and had collected quite a bit of data from seniors; however, Co-Chair Jupka thinks it is valuable for the ADRC Governing Board to reevaluate and connect with the senior centers this year. She discussed the bullet points on page 3, the first bullet (completed), the Second bullet (Calendar/training and follow-up), the Third bullet (Completed but ongoing work), and the Fourth bullet (Timeline and Calendar) with the Board.

The last part of the report out was on vendors and transportation. The Transportation Coordinator, Alena DeGrado, is "Out of the Office" now. When she returns, there will be an update. Board member Cindy Pichler briefly discussed the current vendor issue and service barriers with IRIS's

Long-term care program that is affecting clients, the IRIS staff, and state requirements of vendors who work with this program. Long-term care clients cannot receive needed modifications to their homes because vendors need help dealing with systemic and bureaucratic issues to receive payment for their work. It has caused vendors to quit working with the program, which leaves clients without the need for modifications for their homes. The ADRC Governing Board is working on solving these issues.

The Chair discussed a few changes needed to the letter that will accommodate the report, and Bekki Schmitt, (DHHS/ADS) Community Programs Supervisor, made the requested changes to the letter during the meeting. Also, she discussed who should send the report and letter to the State. (DHHS/ADS) Administrator Marietta Luster will send the letter and report to everyone, including the State. Board member Colleen Galambos suggested a reorganization of the report packet. Co-Chair Rachel Bush called off each board member's name to take a vote for approval of the Listening session report. The vote is as follows:

Pat Bruce, *Chair* (Yes); Rachael Bush, *Vice-Chair* (Yes); Tracie Horton (Yes); Debra Jupka (Yes); David Lillich, MD, (Yes); Brennan O'Connell (Yes), Cindi Pichler (Yes), Kiran Sagar, MD (Yes), Colleen Galambos, Ph.D., DSW (Yes), Levi Stein (Yes).

Board members M. Kent Mayfield, William Meunier, and Harvey Ross were absent from the vote. The vote was (10) Yes, and (3) Not present. The "ADRC Listening Sessions 2022 Final Report" was approved. The Chair reiterated that in January, they are starting 2023 work; however, there will be an overlap as they will have to do follow-up work completed in 2022.

- b) Action Item: Privatization of My Choice,** ADRC Board Members, Colleen Galambos, Ph.D., DSW; and Kent Mayfield, M.Div, MS, MRE, Ph.D.: Dr. Colleen Galambos followed up with fellow board member Dr. Kent Mayfield to request his comments for the My Choice letter for her to draft. Dr. Mayfield instructed her to contact AAA Director Daniel Idzikowski for that information. Due to issues with her county email account, Dr. Galambos could not receive emails. Until her email issue is resolved, Dr. Galambos requested that Director Idzikowski send the information to her work email. Board member Cindy Pichler also mentioned issues with her county email account. Administrator Luster will ask Executive Assistant Vonda Nyang if she could assist with the issue. The Chair will work on a workaround for Dr. Galambos to get the letter to her. The Chair asked Dr. Galambos to continue her work until they could find a workaround.

The Chair had discussed the two State hearings that recently took place discussing the privatization of My Choice. Towards the end of the hearing,

these questions were asked: Why would the non-profits want to sell if they are lucrative? Did My Choice's mission change? The State commented that they are just the approvers of the legal application to provide services and have nothing to do with the sale. Out of privacy concerns, the hearings were not recorded. Thirty-one people provided comments; out of the 31, there 24 people were against the sale, and 7 wanted more information on the sale. Another point discussed was a profit corporation wanting to buy the organization to make a profit; why aren't the PSWs and care workers being paid more? Why is the money being funneled to a corporation and not the workers? Several people commented that there needs to be a fixed system with the MCOs. So, why didn't the State work on the broken system? The board ended the discussion by finalizing the draft letter to be sent to the State.

- c) **Action Item: Timeline**, Co-Chair Debra Jupka: Co-Chair Jupka reviewed the timeline on the screen with the Board. She discussed how the timeline helps organize the Board's work, listening sessions, and meeting dates to keep the Board on track with their work and progress. The Chair wants to include the timeline with each monthly ADRC board meeting packet.
- d) **Discussion Item: Community Outreach to Medical Entities**, Bekki Schmitt, DHHS/ADS Community Outreach Supervisor, and David Lillich, MD: Bekki Schmitt and Dr. Lillich met with Tina Anderson and Kayla Steinke to discuss what is working, what needs fixing due to gaps in services and programs, and how the public can better access services. The ADRC has created a system for follow-ups with hospital and nursing home discharges. The facility contacts the ADRC once a patient is discharged to conduct a follow-up with people seeking publicly funded long-term care. But, due to the limitations of resources, they are limited to the amount of work they can complete on gaps. However, the ADRC is looking into utilizing similar approaches for Meals on Wheels, transportation, and other home care agencies and services.

Dr. Lillich mentioned that Ms. Schmitt shared information on the connections the ADRC currently has with different programs and healthcare system levels and the opportunities to improve those connections. Also, the long-term projects for 2023 include listening sessions, increasing events, and distribution of ADRC materials. They would like to conduct outreach to religious organizations as well. If anyone from the ADRC Governing Board would like to participate with the work they are conducting, please contact Dr. Lillich.

- e) **Chair Reports**, ADRC Chair Pat Bruce

- i. **Board Report:** The Chair acknowledges attendee Barbara Jones who is interested in becoming an ADRC Governing Board member. She's attending today's meeting to decide if she wants to become a member.

Chairwoman Bruce briefly discussed the Marcia Coggs building redesign. She has raised concerns about building storage for work and outreach materials. Also, the current floor plan for the building capacity needs to be revised to house the number of staff that are supposed to work at the building site. There was a discussion about Independence First building redesigning issues, and it would be a good idea for the County to consult with them on what happened with their redesign to solve the problem with the Coggs redesign.

V. ADRC REPORTS: DEPARTMENT OF HEALTH AND HUMAN SERVICES, AGING AND DISABILITIES SERVICES, (DHHS/ADS): TINA ANDERSON, ADS DIRECTOR; KAYLA STEINKE, DHHS/ADS INFORMATION AND ASSISTANCE SUPERVISOR, AND BEKKI SCHMITT, COMMUNITY PROGRAMS SUPERVISOR:

- i. **ADRC Report:** Bekki Schmitt provided a report on the November ADRC Dashboard report. The report covered: Quality Measures; Customer Satisfaction Survey; Outreach events and the number of people reached; Topics; Unmet needs, Staffing report, and current ADRC events with the Board. Kayla Steinke, Information and Assistance Supervisor, answered board questions about the report. For more information on the report, please see the "Dashboard 2022 ADRC November" document.
- ii. **ADRC Call Report:** Kayla Steinke provided information on wait times and responses to voicemails, contributing factors and action steps, and their wait time action plan with the State of Wisconsin, initiated in August of 2022. She went over the critical areas in the action plan and current statistics. The ADRC Governing Board had questions regarding client response times which was the report's purpose. For more information, please see the document titled "12-20-22 ADRC Governing Board Presentation Shared".
- iii. **State Update:** Bekki Schmitt reported that Sock and Washburn Counties would be stand-alone ADRCs in 2023. Also, she reported on the Statewide resource database pilot project that the State is conducting with Milwaukee County. The County is working with Regional Resource Specialist Chelsea Haney on this long-term project to improve database resource searches.

VI. DEPARTMENT OF HEALTH AND HUMAN SERVICES AGING AND DISABILITIES SERVICES (DHHS/ADS), MARIETTA LUSTER, (DHHS/ADS) ADMINISTRATOR:

- a) **ADRC and APS Update:** Adult Protective Services (APS) had 2,500 referrals to date, which informs the County that the community is hurting. The Outreach team is canvassing the community to define what is abuse, neglect, and financial exploitation. Phone calls have also increased, and there was a 20% increase in skilled nursing and assisted living facilities. The County and other organizations are short staff, affecting services. The County provided 400 families with a rapid response (food, shelter, and clothing), so they would not need an APS referral by utilizing student interns and public allies to provide the items to those families.

Chairwoman Bruce asked a question that came up in the State listening session. Several facilities are not licensed, certified, or bonded in any way. Does it take a considerable time for staff to try to place people due to the number of facilities that need to improve? Yes, it takes enormous time with those cases, and we do run into roadblocks. But we do what we can to assist the person to ensure they are safe and able to continue in the community. The Chair wanted members to know that there is a massive gap within the community for adequate shelter and housing for long-term care clients of all ages.

- b) **Technology Report Update:** The County identified a massive gap in services with individuals with disabilities and seniors during COVID were left out, which ignited them to problem solve this issue. The Board of People with Developmental Disabilities, Deloris Sallis, who is leading this effort, and the ARC of the United States have awarded a contract to the African American Women Center to provide technology to individuals with disabilities and those over the age of 60. Also, there is an in-kind donation from UWM Madison's Therapy Department. Classes start in February 2023, so if you know anyone interested in attending, please get in touch with Administrator Luster.

VII. INFORMATIONAL REPORTS:

- a) **Department Of Health and Human Services (DHHS),** Shakita LaGrant-McClain, DHHS Executive Director: Executive Director Shakita LaGrant-McClain had to leave for another meeting. She will provide a report at the January meeting.
- b) **County Executive Office, Schinika Fitch, Director of Community Relations:** Director Fitch is "Out of the Office". Chair Bruce gave Director Fitch's report.

- i. **Update on ADRC Governing Board Membership:** Currently, there are four vacancies on the ADRC Governing Board. Barbara Jones, who is attending today's meeting, is being considered as a board member, and Bill Meunier's second term was approved, but due to personal reasons, he had to resign. If you know of anyone who may be interested in joining the board, please get in touch with Chair Pat Bruce.

- c) **Department of Health and Human Services, Aging and Disability Resource Center's Aging Unit Director Report, Daniel Idzikowski,** Director of the Aging Unit: Director Idzikowski reported that Bekki Schmitt's team spearheaded the ADRC brochure materials, which have been translated into several foreign languages (the top five). And they had extended their "Boosted and Blessed campaign for COVID Vaccines. The AAA is planning an Aging Summit in May 2023, which will bring the vendor network and other organizations that serve older adults. He discussed the State's biennial budget to increase the ADRC's funding statewide by **\$50 million**. The AAA Nutrition program has a new vendor for their "Dine Out" vendors. The Milwaukee County Senior Centers are open for in-person dining, and the United Community Christian Center is. West Allis Senior Center will open in February. The AAA is working on a hybrid model for meals next year. He reported on the progress made by their new registered dietitian working with intervention, nutrition, and nutrition education for adults at high risk of malnutrition. Also discussed were the AAA's vendor updates, Wellness Programs, Caregiver Support, and transportation.

VIII. ADJOURNMENT: Meeting adjourned at 11:26 a.m.

The next ADRC Governing Board virtual meeting will be Tuesday, January 17, 2023, at 9:30 a.m.

Respectfully submitted,

Vonda Nyang
Executive Assistant