



**Aging and Disability Resource Center
(ADRC) Governing Board Meeting
February 21, 2023**

The **Aging and Disability Resource Center (ADRC) Governing Board** members convened virtually on Tuesday, February 21, 2023. Members and attendees joined the virtual meeting with video conference and conference call options.

Board Members Present

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

Milwaukee County Staff:

Andrew Bethke, DHHS
Cleopatra Castenda, *DHHS*
Matt Fortman, *DHHS*
Marietta Luster, *DHHS*
Hazel Miller, *DHHS*
Vonda Nyang, *DHHS*
Bekki Schmitt, *DHHS*

Attendees from the Public

Barbara Jones
Ramona Dicks-Williams

Board Members Absent

Levi Stein

MINUTES

I. CALL TO ORDER AND ROLL

Chairwoman Pat Bruce called the meeting to order at 9:35 a.m. Vonda Nyang, Area Agency on Aging, Executive Assistant took roll call.

II. REVIEW AND APPROVAL OF THE JANUARY 17, 2022, AGING AND DISABILITY RESOURCE CENTER'S MEETING MINUTES

MOTION: To approve January 17, 2022, Aging and Disability Resource Center's meeting minutes.

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

III. ADRC GOVERNING BOARD IN-SERVICE, DEPARTMENT OF HEALTH AND HUMAN SERVICES, AGING AND DISABILITIES (DHHS/ADS) OUTREACH, Andrew Bethke, MSW, SAPASW, CRS-A/D, Outreach Social Worker; DHHS/ADS

Bekki Schmitt, DHHS/ADS Community Programs Supervisor, and David Lillich, MD, ADRC Governing Board member.

Andrew Bethke gave a detailed PowerPoint presentation which provided an overview of outreach strategies and activities used to fulfill his role and responsibilities in both the adults with disabilities and older adult communities.

Bethke explained the research methods used to identify the demographics most in need and the most effective way to reach them. Daily physical presence in the community by scheduling tabling sites at various locations, (e.g. senior centers, libraries, farmer's market, retail stores) and events frequented by the targeted groups has facilitated a monthly, ever-improving email outreach campaign.

Email has been a successful means for ADRC to provide resource information in addition to gathering insight from the targeted groups and interested parties by utilizing surveys.

In 2022, surveys revealed the following points of discussion as the top five most common areas where assistance and intervention are needed:

- Transportation
- Housing
- Publicly funded long-term care programming
- Health promotion
- Home services

Currently, Bethke has over 19,000 contacts as a result of his outreach efforts, not including his email distribution list. The board discussed their interests in his contacts. Debra Jupka and Bethke will discuss his availability for possible participation in a March 30th event, Milwaukee Community Conversation: Preparing for The Future Begins Now. Galambos noticed Bethke's involvement at the Lisbon Health Clinic during his presentation. She asked for more details since she is leading a research project regarding the challenges of African American, female caregivers for individuals over the age of 60, and the usefulness of that specific clinic. Lillich inquired on the name of the other health clinic Bethke was involved with, City on a Hill. They expounded on the opportunities to create an interface between healthcare providers, the underserved communities, and ADRC resources. Lillich also asked about Bethke's experience with outreach to the faith-based groups. Bekki Schmitt explained that Bethke's site visits were made on an ongoing basis whereas faith-based outreach visits were primarily made by other ADRC staff members for specific engagements such as community resource fairs or women's groups. Efforts to increase faith-based outreach to other high-impact groups are made continually with some notable success in the ADRC Prevention program.

Board members offered more suggestions of ways to build partnerships with local churches and senior residences.

Chair Bruce complimented the quality of research and delivery of Bethke's presentation.

A copy of the presentation will be emailed to all board members.

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

a) Action Item: 2022/2023 ADRC Listening Sessions Report and Follow-up Work, Debra Jupka, Co-Chair; Rachael Bush, Co-Chair of the Subcommittee for Listening Sessions:

Chair Bruce asked for clarification of ADRC Listening Session co-chair, the official decision will be made after today's Governing Board meeting. Jupka reported meet with Pichler at Independence First to clarify services and make vendor rules simpler. Jupka and Pichler also provided details regarding a meeting with ADRC Director Tina Anderson to address challenges in finding suitable vendors to facilitate long-term care consumers with home modifications.

Leah Stein, Friendship Circle listening session participant from this past summer will attend in March 2023.

MPS Transitional Services for High School Students is hosting the Milwaukee Community Conversation: Preparing for The Future Begins Now, which is part of the DPI grant to assist at-risk students. The intent is to have this initiative branch out into Greenfield, West Allis, and West Milwaukee. Jupka will provide details and invitations to the ADRC Governing Board members for this in-person meeting.

b) Discussion Item: 2022 Listening Sessions Follow-up Written Response from Sara Truse, Regional Quality Specialist, Office for Resource Center, Wisconsin Department of Health Services:

There were no questions from the ADRC Governing Board regarding the written response from Sara Truse.

Per Milwaukee County ordinances, Chair Bruce submitted a Listening Session report to the State which requested both a written response and presence for this meeting. To set the agenda she sent an email to Ms. Truse requesting her suggested time allotment for today's meeting to provide Listening Session feedback.

Although Sara Truse was unable to attend today's meeting, she provided an email regarding the board's request. Several members and staff met regarding the response and learned that it was the Administrator and Director of ADS who would communicate with the board. Ms. Truse email response indicated that more Long-term Care customers should be encouraged to use surveys as a means of gathering direct feedback and focus on the ADRC Core Services. Board members were provided a copy of Ms. Truse's email responses.

Administrator Luster is going to investigate this matter further for the ADRC Governing Board to ensure a streamlined approach.

c) Action Item: 2023 Timeline, Debra Jupka,

Provided an overview of the 2023 Timeline for the upcoming ADRC Governing Board Business. Listening session, which is scheduled for Wednesday, February 22, 2023; the invite to Catherine Moe for April 2023. Board members were encouraged to submit ideas for the timeline.

d) Chair Reports, ADRC Chair Pat Bruce

- i. Elections in February 2023:** Chair Bruce discussed officer elections, roles and responsibilities. Officer elections traditionally have been held in February. Chair Bruce will transition off the board in April 2023, assisting with transitioning duties to the next Chair. The roles and responsibilities of ADRC Governing board Chair are:

- Preparations for meeting
 - Mail out pertinent materials one week in advance
 - Attend agenda-setting meeting with Director of ADS and Executive Assistant
- ADRC Governing Board Membership (County Executive's Office, Schinika Fitch, and the ADS Director, Tina Anderson)
- Board Roles and responsibilities (address topics, communication with staff and board members)
- Long-term care services
- Interface with the public

Jupka will remain in place as Co-Chair.

Tracie Horton will work with Jupka on Listening sessions and ADRC Board membership.

Brennan O'Connell will take the lead with ADRC Budget and State Budget.

Chair Bruce opened nominations for Chair. The board discussed how to proceed with nominations when no one on the board is moving forward with providing nominations or self-nominations. The Chair asked each board member present at the meeting if they were able to consider becoming chair.

Rachael Bush stated she would remain as Vice-Chair,

Chair Bruce took nominations for Vice-Chair. Jupka nominated Rachael Bush as Vice-Chair for the ADRC Governing Board.

MOTION: To approve Rachael Bush to serve as Vice-Chair of the ADRC Governing Board.

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

Vote: Aye, Bruce, Galambos, Horton, Jupka, Lillich, Mayfield, O'Connell, Pichler, Ross, and Sagar.

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

- i. **ADRC Dashboard Report:** Bekki Schmitt reviewed the January 2023 ADRC Dashboard report. Covered in the report were the following topics: The quality and volume measures for Information and Assistance (I & A) call wait times, the number of incoming calls, customer satisfaction survey scores, complaints, and staffing reports with the board.

O'Connell expressed concern regarding I & A hold times and missed call statistics stating the department is the gateway to ADRC resources, he also questioned whether missed calls are returned by staff. Schmitt explained transition of supervisor, need for additional staff, and staff out on FMLA leave contribute to the issue. However, I & A policy is to return all calls within 24 hours. Administrator Luster further explained that staff conduct motivational interviewing techniques to more efficiently identify the needs of each caller which diminishes caller traffic overall. Chair Bruce asked if the state is aware of the call center statistics, Luster confirmed they are aware and understand that an increase in outreach will increase caller traffic.

For more information, see the report titled "Dashboard January 2023".

- ii. **State Update:** Currently, there is no state update.

- iii. **Staffing Assistance for the ADRC Board of Directors:** Director Anderson will provide an update when she returns at next month's meeting.
- iv. **Network Aging Summit:** The Aging Network Summit at Wilson Park Senior Center, May 12, 2023, from 10:00am – 2:00pm.

This county-wide summit will congregate professionals, leaders, and advocates in aging to help to identify and address gaps and improve and coordinate the system of care for older adults in Milwaukee County.

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

- a) **ADS Update:** The report was submitted to the State in August of 2022 and was accepted. The department will continue with the plan created.
- b) **Technology Report Update:** An initiative with the Wisconsin African American Center has led to a program to close the technology gap discovered during the pandemic. Currently, there are 30 participants in the program that started on February 6, 2023. Interested parties are still encouraged to enroll in the classes by sending their contact information to Luster.
- c) **State Update:**

VII. INFORMATIONAL REPORTS:

- a) **Department Of Health and Human Services (DHHS) Budget Update,** Matt Fortman, DHHS Chief Financial Officer (CFO). 2.0

Fortman requested 2024 Budget initiatives from the ADRC Board and presented the Official 2023 Adopted Budget Summary. Minor fluctuations from 2022 were seen due to interdepartmental changes and how employee benefits were calculated. None of these changes affect the way the ADRC operates.

Advocacy for additional funding from the State will remain a top priority since formulas on how ADRC funds are distributed have not been changed in approximately 20 years.

The population growth in Milwaukee County has increased the number of individuals needing long term care, however, the ADRC revenue has not increased in proportion to the increased need.

Governor Evers last budget included a request for expanded funding for Health and Human services and almost all of that request was eliminated through the legislative review process and did not end up in the final budget. There is, however, some optimism that this or some of Governor Evers other proposals will end up in the final budget.

Brennan inquired on whether the State base funds would be increased and whether those funds would be allocated based on county need in relation to the legislative process.

Bruce encouraged a conversation between Brennan, Fortman, and Ross in conjunction to addressing and/or presenting at any legislative hearings regarding budget allocation. Stating that as a recipient of long-term care services and an ADRC board member, Ross would be an appropriate member to take on an advocate role, Ross agreed.

County Executive Office, Schinika Fitch, Director of Community Relations: Chair Bruce provided a report on behalf of Director Fitch who had a meeting conflict.

- i. **County Executive Report:** State of the County's address.
- ii. **Update on ADRC Governing Board Membership:** Director Fitch was not in attendance at today's meeting. Chair Bruce stated that two prospective candidates are pending for the ADRC Governing Board members.

- a) **Department of Health and Human Services, Aging and Disability Resource Center's Aging Unit Director Report, Daniel Idzikowski**
There was no report:

VIII. ADJOURNMENT: Meeting adjourned at 11:45 a.m. (Galambos/Horton)

The next ADRC Governing Board virtual meeting will be Tuesday, March 21, 2023, at 9:30 a.m.

Respectfully submitted,

Davia Fenton
Administrative Assistant