



**Aging and Disability Resource Center  
(ADRC) Governing Board Meeting  
April 18, 2023**

The **Aging and Disability Resource Center (ADRC) Governing Board** members convened virtually on Tuesday, April 18, 2023. Members and attendees joined the virtual meeting with video conference and conference call options.

**Board Members Present**

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

**Milwaukee County Staff:**

Tina Anderson, DHHS  
Davia Fenton, DHHS  
Cleopatra Castaneda, DHHS  
Carrie Lausterer, DHHS  
Dan Idzikowski, DHHS  
Catherine Moe, DHHS

**Attendees from the Public**

Barbara Jones  
Ramona Dicks-Williams  
Sara Truse

**Board Members Excused**

Tracie Horton

**MINUTES**

**I. CALL TO ORDER AND ROLL**

Vice-Chair Rachael Bush called the meeting to order at 9:42a.m. Davia Fenton, Aging and Disability Resource Center, Administrative Assistant took roll call.

**II. REVIEW AND APPROVAL OF THE MARCH 21, 2023, AGING AND DISABILITY RESOURCE CENTER'S MEETING MINUTES**

MOTION: To approve March 21, 2023, Aging and Disability Resource Center's meeting minutes.

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

### **III. County Executive Office, Schinika Fitch, Director of Community Relations:**

Director Fitch was not in attendance at today's meeting but provided the following information via email to Vice-Chair Rachael Bush:

On Wednesday, April 12, Milwaukee County Executive David Crowley traveled to Wisconsin Dells to testify to the Joint Finance Committee's budget listening session. Crowley commented on behalf of Milwaukee County and the MoveForwardMKE Coalition on the need for additional tools to raise revenue and continue funding core functions of government like public safety, health and human services, youth services, and more.

Milwaukee County faces a structural deficit as the cost and demand for services continues to outpace revenue growth. The county continues to be hampered by heavily restrictive state-imposed levy limits, flat state shared revenue, and limited increases in state reimbursement for mandated services. The cost of services in Milwaukee County, including state mandates like jail and court costs, are about \$20 million more a year than what is collected by property taxes – and state aids over the past twenty years haven't kept up with the pace inflation.

Little ability to raise meaningful and sustainable revenue coupled with increases projected in pension contributions and tax levy increases in service costs will result in service cuts to programs and services that Milwaukee County relies on. A solution that would generate significant region wide benefits would be to allow Milwaukee to retain a portion of our economic activity via an at least one percent sales tax that can be used to address local community needs.

On Tuesday, April 11, Milwaukee County Chief Health Policy Advisor, Dr. Ben Weston, joined Milwaukee County Behavioral Health Services Administrator, Mike Lappen, to discuss opioid harm reduction and prevention strategies in Milwaukee County. Milwaukee County officials and first responders raised the alarm following 17 tragic fatal overdoses between March 31 and April 4.

Earlier this year, County Executive David Crowley signed a resolution releasing \$11 million in funding for 15 projects to combat the opioid epidemic, including the first "Harm Reduction Vending Machine" in Milwaukee County to reduce death from overdose, located at the Marcia P. Coggs Human Services Center. The machine provides free access to harm reduction and prevention supplies, including Fentanyl test strips, nasal Narcan, medication deactivation pouches, lock bags, and gun locks.

According to the Substance Abuse and Mental Health Services Administration (SAMHSA), harm reduction is an evidence-based practice to prevent death for people who use drugs. In 2021, there were 644 drug overdose deaths in Milwaukee County. This marks the end of the County Executive Office report.

Vice-Chair Bush then introduced Tim Schabo, Deputy Chief of Staff in the office of the County Executive. Schabo attended the meeting on behalf of County Executive Crowley, to present an executive proclamation for the service of ADRC Governing Board former Chairperson, Pat Bruce.

The executive proclamation read as follows:

Executive Thank you, executive proclamation. Whereas Pat Bruce has been a loyal member of the aging and Disability Resource Center, Governor and board, ARGB of Milwaukee County since 2017, positively contributing her skills to improve the lives of individuals with disabilities and individuals over the age of 60. And whereas Pat has worked tirelessly to fill vacancies on the ADRC GB and take steps to strengthen ADRC listening sessions and whereas Pat was instrumental to the operation of Milwaukee County senior centers, she worked with interfaith for older adults and successfully supported her team through various significant changes. And whereas Pat has encouraged learning opportunities for ADRC GB members by building connections to the ADRC Milwaukee County staff, beyond her work, Pat loves animals is a dog Walker and frequently visits the Humane Society. And whereas Pat's dedication and skills will be missed by the ADRC GB of Milwaukee County. But we wish her the best in her retirement now. Therefore, I, David Crowley, County Executive, Milwaukee County, on April 18th, 2023, do hereby recognize and honor the service of Pat Bruce on the occasion of her retirement from the agent and Disability Resource Center governing board, and thank her for her many years of service to the people of Milwaukee County, signed David Crowley, Milwaukee County executive.

The board responded with gratitude and congratulations.

**IV. ADRC Board In-Service, Quality Control Presentation;** Catherine Moe, Quality Improvement Coordinator (DHHS/ADRC);

Moe provided some of the examples of projects she is currently working on. The department has identified that the youth transition options counseling has met with some dissatisfaction. In response, they have begun to gather satisfaction data from Individuals involved in the Youth Transition options counseling process to identify area for improvement.

By measuring their risk scores, Adult Protective Services is also being monitored to ensure more meaningful intervention practices and potentially identify the gaps in service.

Staff usage of the Urgent Service Agreements in a fair hearing is also being addressed as the State identified improvement was needed.

Regarding the Quality Improvement plan, qualitative data collection is another measure the department is using to garner information rather than relying on a simple survey requesting a rating on services on a scale from one to five.

This method is expected to improve customer satisfaction and is useful for more equitable responses from individuals as it is an attempt to capture outcomes as opposed to outputs. This allows the department to use the data to focus on improving quality of life, the ability to remain in the home, and racial equity. The goal is to use these measures as social determinants of health and have a positive impact on ADRC customers overall.

In response to the current challenge of receiving increased referrals regarding the rising demand for housing and other urgent needs, process improvement within the ADRC teams through rapid PDSA (Plan, Do, Study, Act) cycles. These cycles are meant to assist staff by utilizing four simple steps to plan an intervention, implement the intervention, study the findings, and then decide what to adopt, tweak or abandon altogether to improve process.

Mayfield inquired on what established means the department uses to measure standards of excellence and as it relates to quality assurance and improvement. Moe responded that previously, quality improvement has been more focused on compliance and the quality assurance was based on department set standards. However, the newer emphasis on the PDSA cycles and standards from the state have been adopted that include annual in-person observations of Options Counselors and their individual interactions with customers are current measures used for staff training with a goal of greater department improvement.

Another means of quality improvement and assurance are timelines that are in the department contract that must be adhered to for the Options Counseling process. Historically, the options counseling area tends to have the most specific measures and the ADRC Director, Tina Anderson, has been calling for these measures to move beyond that area to make the improvements more balanced and inclusive.

Jupka extended an invitation to Moe to join the Listening Committee to provide her expertise and assist the board further develop an approach to achieve quality outcomes.

- a) **(May Mtg)** Jupka explained that Alena De Grado will provide an overview of her role as The Transportation Coordinator for the Aging and Disabilities Services (ADS). Jupka encouraged the board to prepare specific questions they would want her to address during her presentation.
- a) Community Programs Supervisor, Bekki Schmitt was unable to attend today's meeting and provided an update through Tina Anderson

regarding the outreach training options sent out to board members via email. Board members were encouraged to enroll.

## **V. Update on ADRC Governing Board Membership: Tracie Horton**

Horton was unable to attend today's meeting. Barbara Jones is the latest individual to be added to the ADRC Governing Board roster and she is in the process of scheduling her sworn in date.

Currently, there have been no further updates regarding the membership of Ramona Dicks-Williams.

Bruce mentioned that as some members have come on this board, they found the length of the process daunting.

She also stated that Horton is looking into the legality of questions on the application regarding the identification of race to ensure the board properly represents the population of the people they serve.

## **VI. ADRC Governing Board Roles and Duties**

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

- i. Jupka attended Milwaukee Community Conversation: Preparing for the Future Begins Now along with several members of the board and ADRC staff. She reported a very good session that was very powerful and well organized. The meeting proved to be a great networking opportunity and there are plans to continue with another session on May 18<sup>th</sup> at North Division High School.

Jupka conversed with and has scheduled more conversation with Tracy Wozniak, point person from Milwaukee Public Schools and invited her to the June subcommittee meeting to discuss transitional services.

- ii. The current focus of the subcommittee in May is to set and meet deadlines regarding the listening session dates and locations.

Beneficial conversations with subcommittee members Mayfield and Lillich have accomplished a great deal in creating listening sessions that will be more appropriate for the community.

### **b) Discussion Item: 2023 Timeline Update, Debra Jupka, Co-Chair** April and May Updates consisted of:



MARCIA P. COGGS HUMAN SERVICES CENTER  
1220 WEST VLIET STREET, SUITE 300 | MILWAUKEE, WI 53205  
(414) 289-5920 | FAX: (414) 289-8568 | TRS: 7-1-1  
AgingDisabilitiesServices@milwaukeecountywi.gov | [county.milwaukee.gov](http://county.milwaukee.gov)



- Community Conversation – MPS
- Focus on setting a deadline for the dates, locations, and times for the 2023 Listening Sessions,
- The addition of Catherine Moe to the subcommittee
- Surveys
- New writers for the state report
- Follow up for the 2022 sessions, Tracy Wozniak for June presentation, Friendship Circle, and Independence First, Alena DeGrado for May presentation

**c) Chair Reports:** TBD, Chair

i. Distributed Responsibility; Kent Mayfield

Mayfield provided articles to the board that shed light on how to proceed with the creation of new and specific roles for each board member. Bruce and Bush found the articles particularly helpful. Bruce mentioned that during an in-person meeting she felt persuaded to assume the role of Chair for the second term because none of the other members met the requirement. She posed the question of having one meeting in person with a facilitator should be dedicated to address the immediate need of appointing a Chair.

Stein moved to comment that at least one annual in-person meeting should occur stating a deeper sense of investment resulting from meeting board members in person. Bush asked if an in-person meeting was an option for the board. Anderson offered the Coggs building as a venue.

Galambos questioned whether the effectiveness of resuming in-person meetings would be greater given the challenges it would pose to some regarding transportation and time consumption. She mentioned the ease of conducting business in a virtual setting since the pandemic is the new “normal”.

Ross offered the conference rooms at Independence First as a venue option for in-person meeting and stated that the virtual setting may have been necessary in the past but interacting face to face is best.

Lillich added that an annual meeting could be viewed as a retreat to not only meet personally but offer a chance to reflect and give feedback on what the board wants to accomplish over a year. He stated the opportunity to acclimate new board members to get a sense of what the ADRC Governing Board is as an organization would be facilitated as well as provide a segue into leadership transitions.

As a new member about to be sworn in, Barbara Jones added that she sees the importance of meeting in person on an annual or quarterly basis to make connections with the people she will be serving with.

Mayfield stated that while virtual conversations can be very productive however It is vital to do whatever is possible to counter the social isolation which has troubled us over the past few years by providing opportunities to build personal connections in a significant way. He offered St. John's on the Lake as a possible meeting venue.

Bush inquired whether a hybrid meeting be the best option. Bruce mentioned the requirement of posting the meeting information on the county website.

- ii. Chair Report & Elections – No report; Elections pending

**VII. ADRC Reports / Department of Health and Human Services, Aging and Disabilities Services (DHHS/ADS):** DHHS/ADS Director, Tina Anderson;

- i. **ADRC Dashboard Report:** Anderson reviewed the March 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.

I & A call answer times have decreased to under 2 minutes and the average length of that phone call is 7 minutes and 50 seconds. 73% of incoming calls are answered which exceeds state standards.

A customer satisfaction survey in the first quarter of 2023 provided two responses for information assistance with a grade of four out of five. Anderson also reported receiving many voicemails complimenting staff.

Options counseling received 4.8 out of 5.0 and out of 40 responses for the dementia care specialists, we are at 5 out of 6 stars.

Walk-ins for the month were 45 individuals and electronic referrals were 151. Enrollments into publicly funded long term care for the month of March were 335. There were 903 requests for options counseling which indicates that the outreach efforts are working.

Two new advance option counselors and one new INA supervisor were just hired.

- ii. **Outreach Report:** 30 outreach events took place in March and Bekki Schmitt is providing training to board members to make sure they are comfortable answering common questions.

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

- iii. **State Update:** Public health emergency is ending so as of May 1st, all staff must do functional screens in person. If an individual absolutely does not want anyone in their home, there must be a waiver submitted to the state. The ADRC is in support of that and planned to continually have staff on rotation at the Coggs building. Additionally, Options Counselors have been available at the VA facility on 64<sup>th</sup> and Greenfield on Fridays.

**VIII. DEPARTMENT OF HEALTH AND HUMAN SERVICES AGING AND DISABILITIES SERVICES (DHHS/ADS), Tina Anderson on behalf of Marietta Luster, DHHS/ADS ADMINISTRATOR:**

- a) **ADRC and APS Update:** Measures to empower and increase staff knowledge include the completion of an I&A call script and referral guide to assist, most especially, new staff. Continuous reminders and updated knowledge of services staff may have forgotten or be unfamiliar with (i.e.: APS Short-term Case Management Services) are now in place.
- b) **Technology Report Update:** No current update

**IX. INFORMATIONAL REPORTS:**

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

No current update.

- b) **Department of Health and Human Services, Aging and Disabilities Services, Area Agency on Aging, (DHHS/ADS/AAA) Daniel Idzikowski,** Area Agency on Aging Director

Idzikowski reported that a Caregiver Support Coordinator was hired, and a Caregiver Support Professional role was developed and posted to assist the coordinator position. A replacement was also hired for the Advocacy and Policy Manager position and that person will be starting next week.

The department actively engaged in several community meetings to both internally and externally raise awareness about the programs offered and to extend department understanding of all the caregiver supports that the community is engaged in.



These meetings will serve to increase the department's internal efficiency and referral networks so that more individuals in Milwaukee County, particularly in communities of color, are equal to take advantage of the supports provided through those programs.

The department has joined several state coalitions to add Milwaukee county's voice regarding caregiver support and is also sponsoring the Wisconsin Alzheimer's Institute Breaking the Silence: Addressing Dementia in Communities of Color at the Italian Community Center.

The department has an ongoing dialogue with the Wisconsin Alzheimer's Institute, which is out of UWM and primarily focuses on communities of color in Milwaukee.

O'Connell came to the Waukesha Expo Center to deliver testimony to the Joint Committee on Finance on behalf of the ADRC Governing Board along with some other members of the board. O'Connell 's testimony focused on funding for the ADRC's in Wisconsin to increase that core funding.

That testimony was also submitted electronically via a letter that O'Connell worked on with Dr. Colleen Galambos to expose the need in Milwaukee County for additional and more equitable funding for the ADRC in Milwaukee County. A copy of that letter was sent to all board members.

Idzikowski encouraged the board to be advocates for the ADRC network stating that this is a tremendous need in Milwaukee County and stated that the Wisconsin Aging Action Network will be requesting to increase funding for the ADRC's statewide by \$32 million.

The state budget process involves the governor proposing a budget and sending it over to the Joint Committee on Finance which holds public hearings, he mentioned there is an opportunity to comment online as well. Each budget item is considered step by step and modifications are made before it goes to the full legislature for approval. A new budget should be approved by July 1.

He continued that this is the time for the board to exercise their voices with their individual legislators on behalf of the ADRC and other issues that affect older adults and people with disabilities.

The board and other members of the community will have another opportunity to advocate for older adults on May 9<sup>th</sup> for Aging Advocacy Day

from 10:00AM to 3:00PM in Madison. The department will provide transportation at 7:30AM from the Washington Park Senior Center to Madison for a morning full of talks and training. In the afternoon there will be an opportunity to meet with your individual state senator and your individual state assembly person at the Capitol.

To register, please contact Dan Idzikowski or Tina Anderson via email.

Regarding advocacy, Idzikowski wanted to provide an update on the process of acquisition of My Choice Family Care by Molina Healthcare insurance company and Inlusa. These insurance companies have been certified now by the Department of Health Services as capable of providing services as managed care organizations (MCO). They are not going to require either the insurance companies to go through the same application and review process that the existing MCO had to go through to become certified.

After their review, the process has now moved over to the Office of Commissioner Insurance (OCI) because these are for-profit insurance companies that are regulated by the Office of Commissioner Insurance. Meanwhile, the Department of Health Services remains silent.

Idzikowski held two hearings last week and provided an open e-mail available for commenting that focuses on whether, from a risk perspective, these entities have what is necessary in place to be able to run these managed care organizations. The state Long-Term Care Council is quite concerned about this whole process, and it is very unclear as to how it is possible that a nonprofit managed care organization can be taken over by a for profit insurance company. He stated that no one seems to have an answer that question, but no one also seems to be effective in slowing that process down, and there are no answers being provided by DHS.

Idzikowski continued that the only way influence can be had at this point is to lobby OCI to indicate that this is not an insurance function, or to contact state representatives to voice concerns. Since the state never set up the regional oversight boards that were promised in the original law when it established the MCO network, it defaulted to the local ADRC boards, so he encouraged the ADRC board to recognize their authority to oversee and bring awareness to legislators.

Idzikowski suggested questioning state legislators about long-term care statutes and the initial intent when the publicly funded long-term care system was set up in Wisconsin.

On Friday, May 12th the Area Agency on Aging and the Commission on Aging are sponsoring an Aging Network Summit at Wilson Park Senior Center from 10:00AM to 2:00PM. Idzikowski requested a leadership representative from the ADRC Governing Board at that event to bring the aging network broadly defined to the table.

The summit will serve as an opportunity to bridge any gaps between the vendor network and leaders in the older adult and people with disabilities community by encouraging better coordination, expansion, and awareness about area aging plan in Milwaukee County. Registration is currently open for that event.

Galambos thanked Idzikowski for the information related to the acquisition hearings stating she was able to distribute the list to interested persons and attend a hearing to provide testimony as a member of the ADRC board. There, she summarized the content of the letters that were previously sent and reported that she noticed two themes during session. One, that people were very concerned that the meeting took place without enough notice which would possibly lead to decision making without proper representation.

The second theme, that individuals were able to jump on and testify while making negative comments about the current system. Galambos said it seemed more a hindrance than help.

Pichler questioned why such ample public disapproval of the merger of the MCO's into the for-profit sector was doing little to change its trajectory and if there was more that could be done to stop it.

Idzikowski suggested that aside from following the official process of providing commentary of concerns that the state and the companies seek legal counsel. He stated this is now a matter of public & political advocacy and reiterated the board use their voice to alert state representatives and senators to the issues.

**X. ADJOURNMENT:** Meeting adjourned at 11:33AM (Bruce/Pichler)

The next ADRC Governing Board virtual meeting will be Tuesday, May 16, 2023, at 9:30 a.m.

Respectfully submitted,

Davia Fenton  
Administrative Assistant