



# **Milwaukee County Department on Aging Area Agency on Aging Area Plan 2017-2018**



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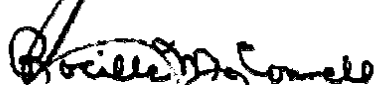
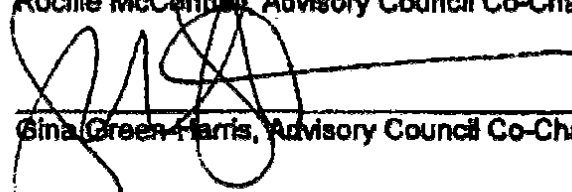
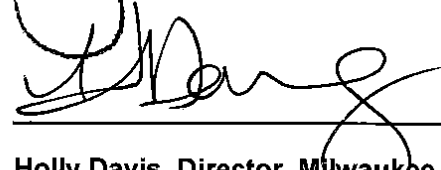
## VERIFICATION OF INTENT

This Plan represents intent of the Milwaukee County Department on Aging to ensure older people have the opportunity to realize their full potential and to participate in all areas of community life.

On behalf of the Milwaukee County Department on Aging, we certify these organizations have reviewed the Plan and have authorized submittal of this Plan which outlines activities to be undertaken on behalf of older people during 2017-2018.

We assure the activities identified in this Plan will be carried out to the best of the ability of the Milwaukee County Department on Aging.

We verify that all information contained in this plan is correct.

 Sylvan Leabman, Commission on Aging Interim Chairperson	11/11/16 Date
 Rocille McCannell, Advisory Council Co-Chairperson	11/10/16 Date
 Gina Green Harris, Advisory Council Co-Chairperson	12/8/16 Date
 Holly Davis, Director, Milwaukee County Department on Aging	1.10.17 Date

## EXECUTIVE SUMMARY

Every three years, the Milwaukee County Department on Aging (MCDA) Area Agency on Aging, as required, submits to the Bureau on Aging and Disability Resources (BADR) an "Area Plan for Older Adults." The Area Plan is our process to review, re-evaluate and restructure MCDA's priorities and set an aging agenda for Milwaukee County.

The Milwaukee County Department on Aging is responsible for ensuring appropriate programs and services are available for 160,187 people 60+. The department also serves as the unit on aging and in that capacity is charged with implementing Older Americans Act (OAA) programs, information and assistance, and advocacy in Milwaukee County. The Milwaukee County Department on Aging is committed to our mission, which is "To affirm the dignity and value of older adults in Milwaukee County by supporting their choices for living in and giving to our community."

The 2017- 2018 Area Plan planning process allowed the Milwaukee County Department on Aging to take a step back, assess what we have been doing, listen to what older people say we should be doing, look at characteristics of the current and emerging older adult population, and develop new strategies for promoting goals and outcomes that align with our noted mission.

Listening sessions, literature reviews, a demographic scan, staff observations, and interactions with older adults and experiences with advocacy issues on a daily basis helped to guide the development of Milwaukee County's Area Plan for Older People. This plan includes the required environmental scan, goals in support of state strategies and the Older Americans Act, and local goals to be implemented in support of older adults 60+.

As a result of collaborative working relationships with many community partners, we were able to meet with a wide and diverse group of older people located throughout Milwaukee County. Due to these efforts, MCDA learned that at each and every listening session the issue of the homebound, lonely and isolated senior emerged as an area of great concern. As a result, one of our local goals is to try new ways to reach out to this population to connect them with resources and the community in general.

We also heard that a large number of seniors were unaware of the many services and benefits offered in the community despite our efforts to bolster communication in the past. Given this development, one of our major local goals will be to continue our major communication and marketing campaign to enhance relationships and outreach with the entire community and specifically in areas which have been previously underserved. We will work to maintain our great working relationship with community partners to widen our reach to older adults in Milwaukee County.

Additionally, we learned that older adults continue to view transportation as one of the major barriers to staying connected and healthy in the community.

Furthermore, seniors want to learn new things, particularly in the areas of recreation, academic subjects, and hobbies. They are quite interested in fitness, exercise and healthy eating combined with opportunities for socialization. In sum, they want Milwaukee County to be a more livable community for older people. Given these admissions, MCDA has developed goals aimed at addressing the needs identified by Milwaukee County older adults.

The Milwaukee County Department on Aging is focused and ready to begin implementing the 2017-2018 Area Plan. Given the strategies we used to dig deep and gain information about older adult needs, we believe that the plan truly reflects the wishes of older adults over the next two years, and will result in increased knowledge and awareness of community resources, and therefore, a stronger connection between older adults and the community in which they live.

**ORGANIZATION AND STRUCTURE OF THE  
MILWAUKEE COUNTY DEPARTMENT ON AGING**

**Section 3-A Mission Statement and Description of the Area Agency on Aging**

Mission Statement

The mission of the Milwaukee County Department on Aging is to affirm the dignity and value of older adults of this county by supporting their choices for living in and giving to our community.

Contact Info

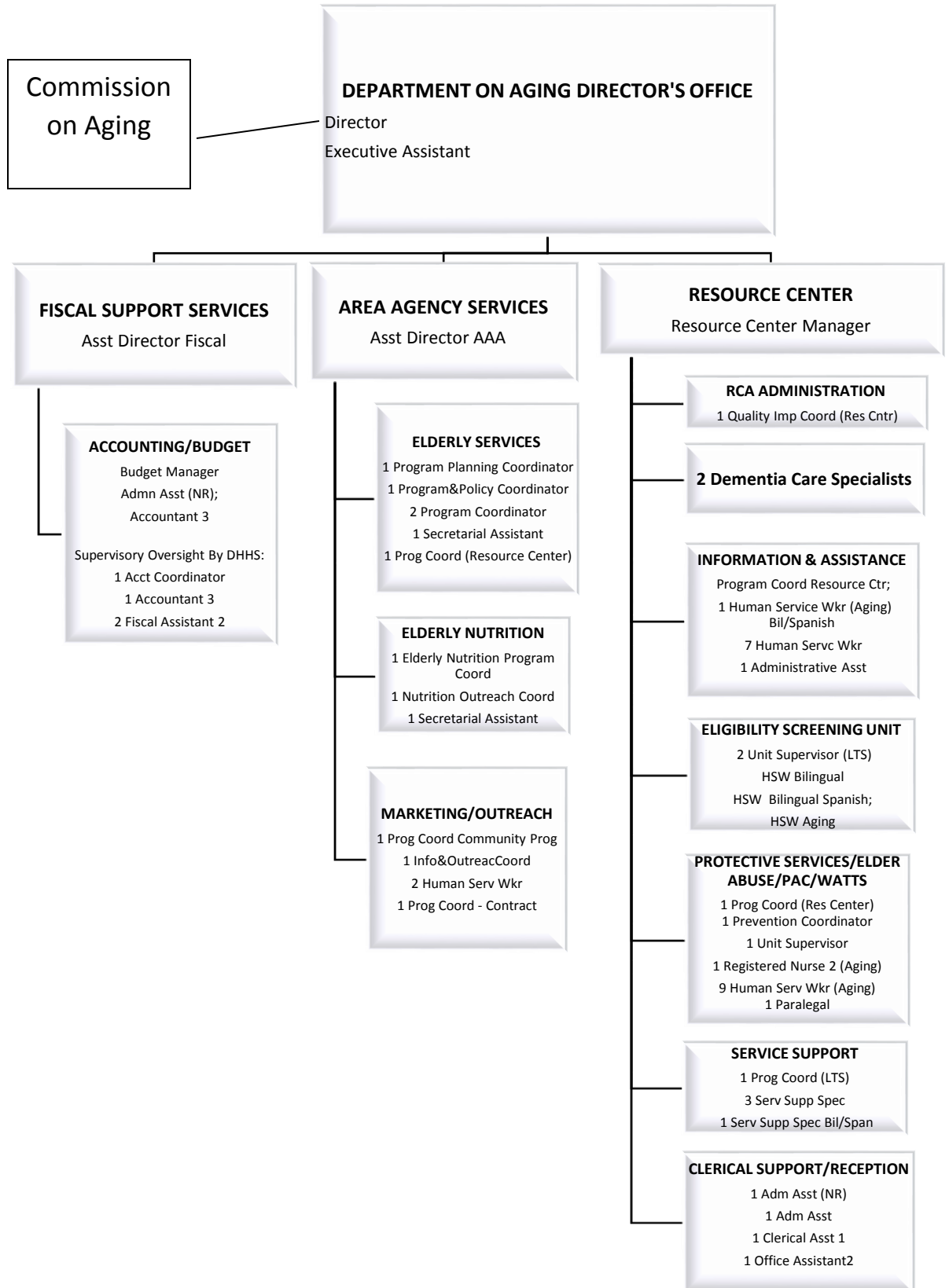
Milwaukee County Department on Aging  
1220 W. Vliet St., Suite 302, Milwaukee, WI 53205  
PH: (414) 289-5950    FAX: (414) 289-8536    TTY: 7-1-1  
<http://county.milwaukee.gov/Aging>    aging\_webinfo@milwaukeecounty.com

Business hours are from 8:00 a.m. until 5:00 p.m. Monday through Friday.  
Information and Assistance is available through the Aging Resource Center from 7:00 a.m. to 5:30 p.m. Monday through Friday. After hours and on weekends, telephone calls are transferred to 211 for referrals.

**HELPFUL CONTACT INFORMATION:**

414-289-5950	Administration
414-289-6874	Information and Assistance
414-289-8591	Information and Assistance TTY
1-866-229-9695	Toll Free
Website	<a href="http://www.milwaukee.gov/county/aging">www.milwaukee.gov/county/aging</a>

## Section 3-B Organizational Chart of MCDA 2016



### C. Statutory Requirements for Structure of Aging Units

Chapter 46.82 of the Wisconsin Statutes sets certain legal requirements for aging units.

<b>Organization:</b> The law permits one of three options. Which of the following permissible options has the county chosen?	<b>Check One</b>
1. An agency of county/tribal government with the primary purpose of administering programs for older individuals of the county/tribe.	
2. A unit, within a county/tribal department with the primary purpose of administering programs for older individuals of the county/tribe.	✓
3. A private nonprofit corporation, as defined in s. 181.0103 (17).	
<b>Organization of the Commission on Aging:</b> The law permits one of three options. Which of the following permissible options has the county chosen?	<b>Check One</b>
1. For an aging unit that is described in (1) or (2) above, organized as a committee of the county board of supervisors/tribal council, composed of supervisors and, advised by an advisory committee, appointed by the county board/tribal council. Older individuals shall constitute at least 50% of the membership of the advisory committee and individuals who are elected to any office may not constitute 50% or more of the membership of the advisory committee.	
2. For an aging unit that is described in (1) or (2) above, composed of individuals of recognized ability and demonstrated interest in services for older individuals. Older individuals shall constitute at least 50% of the membership of this commission and individuals who are elected to any office may not constitute 50% or more of the membership of this commission.	✓
3. For an aging unit that is described in (3) above, the board of directors of the private, nonprofit corporation. Older individuals shall constitute at least 50% of the membership of this commission, and individuals who are elected to any office may not constitute 50% or more of the membership of this commission.	
<b>Full-Time Aging Director:</b> The law requires that the aging unit have a full-time director as described below. Does the county have a full-time aging director as required by law?	<b>Yes</b>



#### **D. Milwaukee County Commission on Aging**

The following are members of the Commission on Aging for the Milwaukee County Department on Aging

<b>Name</b>	<b>Age 60+</b>	<b>Elected Official Odd Official</b>	<b>Year First Term Began</b>
Sylvan Leabman- Interim Chair	✓		2015
Debra Jupka	✓		2015
Barbara Wyatt Sibley	✓		2014
Supervisor Steve Taylor		✓	2013
Maria Castrejon-Perez			2015
Daisy Cubias	✓		2016
Patsy Delgado	✓		2015
Bob Haase	✓		2013
Peter Holbrook			2014
Fred Kneuppel	✓		2015
Gary Mikolajczyk	✓		2013
Bettie A. Rodgers	✓		2016
Pastor Johnny C. White, Jr.	✓		2015
Elizabeth Meyer Arnold	✓		2016
Gladys Carroll-Weathersby			2016
Vacant			

**E. Milwaukee County Department on Aging Advisory Council**

The following are members of the Advisory Council for the Milwaukee County Department on Aging

Name	Age 60+	Elected Official	Year Term Began
Barbara Bechtel	✓		2014
Ruth Bevenue	✓		2016
Jean Davidson	✓		2013
Kara Grennier			2014
Gina Green-Harris			2012
Viola Hawkins	✓		2013
Al Hill	✓		2013
David Hoffmann	✓		2012
Gwen Jackson	✓		2012
James Kimble	✓		2012
Krystina Kohler			2016
Elizabeth Leister			2014
George Liberatore	✓		2013
Sally Lindner	✓		2014
Rocille McConnell	✓		2012
Mariann Muzzi			2014
Jeremy Otte			2014
Joan M. Schneider	✓		2012
Susan Simon	✓		2015
Jone Stromberg	✓		2012
Mary Till			2016
Debra Trakel			2016
Judith Troestler	✓		2012
Virginia Zerpa			2014

## F. AAA Staff

The following are staff members of the Area Agency on Aging:

Name: <b>Holly Davis</b> Job Title: Director Telephone Number/Email Address: 414.289.6876/ <a href="mailto:Holly.Davis@milwaukeecountywi.gov">Holly.Davis@milwaukeecountywi.gov</a>
Brief Description of Duties: Administration of the Milwaukee County Department on Aging, including 2 major divisions: AAA and Fiscal. Advocate on local, state and national levels.
Name: <b>Vonda Nyang</b> Job Title: Executive Assistant Telephone Number/Email Address: 414.289.6010/ <a href="mailto:Vonda.Nyang@milwaukeecountywi.gov">Vonda.Nyang@milwaukeecountywi.gov</a>
Brief Description of Duties: Coordination of Director's appointments, messages, and activities. Staff support for the Commission on Aging meetings, activities, and special events.
Name: <b>Vacant</b> Job Title: Assistant Director – Area Agency on Aging Telephone Number/Email Address: / 414.289.6073/
Brief Description of Duties: Overall administration of AAA programs and special projects. Serve as Department liaison to County Board, community groups and agencies. Lead strategic planning.
Name: <b>Beth Monrial Zatarski</b> Job Title: Elderly Nutrition Program Coordinator Telephone Number/Email Address: 414.289.6880/ <a href="mailto:Beth.Monrial.Zatarski@milwaukeecountywi.gov">Beth.Monrial.Zatarski@milwaukeecountywi.gov</a>
Brief Description of Duties: Coordination and administration of the Senior Meal Program including congregate and home-delivered meal programs. Data collection and assessments. Lead for Nutrition Council activities. Coordinate annual senior meal program volunteer recognition dinner.
Name: <b>Gary Portenier</b> Job Title: Program Planning Coordinator Telephone Number/Email Address: 414.289.6547/ <a href="mailto:Gary.Portenier@milwaukeecountywi.gov">Gary.Portenier@milwaukeecountywi.gov</a>
Brief Description of Duties: Oversee contracting. Staff Service Delivery Committee. Monitor transportation contracts. Liaison to County Board Health and Human Needs Committee. Collect transportation and demographic data. Lead for NAPIS reporting.
Name: <b>Carmen Pangilinan</b> Job Title: Program/Policy Coordinator Telephone Number/Email Address: 414.289.6546/D/ <a href="mailto:Carmen.Pangilinan@milwaukeecountywi.gov">Carmen.Pangilinan@milwaukeecountywi.gov</a>
Brief Description of Duties: Legislation, advocacy and grant writing. Monitor Benefit Specialist, Employment, and Outreach to LGBT Elderly. Staff Advisory Council and Advocacy Committee. Area Plan writing and updating.
Name: <b>Jill Knight</b> Job Title: Program Coordinator Telephone Number/Email Address: 414.289.6794/ <a href="mailto:Jill.Knight@milwaukeecountywi.gov">Jill.Knight@milwaukeecountywi.gov</a>

Brief Description of Duties: Monitor Late Life Counseling, Telephone Reassurance, Alzheimer Counseling Support and Community Coordination of Neighborhood Services and Coordinate Hall of Fame. Family Support for Aging and Persons with Developmental Disabilities, Family Caregiver Support and Alzheimer's Disease Direct Services.
Name: <b>Vacant</b> Job Title: Program Coordinator Telephone Number/Email Address: 414.289.6376/
Brief Description of Duties: Monitor senior center contracts. Staff Senior Centers Roundtable. Participate in Wisconsin Association of Senior Centers. Coordinate Golden Idol.
Name: <b>Debra Horton</b> Job Title: Secretarial Assistant Telephone Number/Email Address: 414.289.6293/ <a href="mailto:Debra.Horton@milwaukeecountywi.gov">Debra.Horton@milwaukeecountywi.gov</a>
Brief Description of Duties: Provide overall secretarial support for Senior Nutrition Program inclusive of preparing meal program site reports and donation deposit reports, updating spreadsheets, and tallying surveys and other forms to compile statistics and related reports.
Name: <b>Shirly Gunawan</b> Job Title: Secretarial Assistant Telephone Number/Email Address: 414.289.5945/ <a href="mailto:Shirly.Gunawan@milwaukeecountywi.gov">Shirly.Gunawan@milwaukeecountywi.gov</a>
Brief Description of Duties: Provide overall clerical and administrative support to the Assistant Director and technical support to Area Agency contract staff. Staff support for the Commission on Aging subcommittee and council meetings, activities, and special events

Name: <b>Vacant</b> Job Title: Assistant Director, Fiscal Services Telephone Number/Email Address: 414.289.6280/
Brief Description of Duties: Provide leadership and oversight of fiscal (budget and accounting) services and staff within MCDA.
Name: <b>Mary P. Brown</b> Job Title: Budget Manager Telephone Number/Email Address: 414.289.6803 / <a href="mailto:MaryP.Brown@milwaukeecounty.com">MaryP.Brown@milwaukeecounty.com</a>
Brief Description of Duties: Plan, analyze, manage, coordinate and monitor development of annual departmental operating and capital budgets. Develop and amend as required various state budgets and financial reports, including Area Plan and Aging Resource Center.
Name: <b>Nasrin Wertz</b> Job Title: Accountant III Telephone Number/Email Address: 414.289.6269/ <a href="mailto:Nasrin.Wertz@milwaukeecountywi.gov">Nasrin.Wertz@milwaukeecountywi.gov</a>
Brief Description of Duties: Perform professional accounting work, maintain accurate and detailed accounting records for contracts for Area Agency, Aging Resource Center and the Nutrition Programs in Aging. Monitor, prepare and process all the financial activities. Prepare request for reimbursements and distribute the various funds by funding source from the state. Prepare and process journal entries and assist with the year-end closing of the books.

Name: <b>Robyn Roberson</b> Job Title: Administrative Assistant Telephone Number/Email Address: 414.289.6012/ <a href="mailto:Robyn.Roberson@milwaukeecounty.com">Robyn.Roberson@milwaukeecounty.com</a>
Brief Description of Duties: Provides overall fiscal and administrative support. Office management, purchase supplies, coordinate set up and reserve rooms for MCDA meetings, and employee payroll for all staff.

*Listed below are the people employed by the Aging Resource Center of MCDA*

Name: <b>Kathryn Sprague</b> Job Title: Resource Center Manager Telephone Number/Email Address: 414.289.6626/ <a href="mailto:Kathryn.Sprague@milwaukeecountywi.gov">Kathryn.Sprague@milwaukeecountywi.gov</a>
Brief Description of Duties: Provide leadership and full oversight of staff and Aging Resource Center activities.
Name: <b>Steven Peterson</b> Job Title: Program Coordinator for Information and Assistance Telephone Number/Email Address: 414.289.5797 / <a href="mailto:Steven.Peterson@milwaukeecounty.com">Steven.Peterson@milwaukeecounty.com</a>
Brief Description of Duties: Provide overall oversight and supervision of Information and Assistance section within the Aging Resource Center.
Name: <b>Ramona Williams</b> Job Title: Program Coordinator for Adult Protective Services / Elder Abuse Telephone Number/Email Address: 414.289. 5866 / <a href="mailto:Ramona.Williams@milwaukeecounty.com">Ramona.Williams@milwaukeecounty.com</a>
Brief Description of Duties: Provide overall management and supervision of Adult Protective Services and Elder Abuse Services within the Aging Resource Center.
In total, there are 65 staff members employed with MCDA that work within the Aging Resource Center as supervisors, human service workers, program coordinators, paralegals, and secretarial and clerical support.

### **G. Statement of Commitment of Affirmative Action and Equal Employment**

By submission of this plan the Area Agency on Aging signifies its commitment to employment practices based solely on work-related abilities and qualifications of employees and job applicants. Staff are assigned and promoted without regard to race, color, religion, sex, age, handicap, or national origin. In addition, the Area Agency on Aging is committed to taking affirmative action in the hiring and upgrading of minority, female, disabled, and older people.

#### **Policies**

<b>Policies</b>	<b>Yes</b>	<b>No</b>
Does the AAA Board annually review and update the affirmative action plan? (Although the County Board does.)		✓
Does the AAA Board annually review employment practices to eliminate discriminatory elements? (Although the County Board does.)		✓
Are written procedures for handling discrimination complaints developed, posted, and in use?	✓	
Has the affirmative action plan been explained or discussed with all staff?	✓	
Is the affirmative action plan posted and available for review by members of the public?	✓	
Person Responsible for the Affirmative Action Plan-Lori Brown, HR Business Partner, 414-278-4144		

#### **Analysis of Current Staff**

As of September 2016, MCDA employed 70 staff persons. Of these employees, 27 or 38.5% are African-American, 5 or 7% are Hispanic, 2 or 3% are Asian and 36 or 51% are Caucasian. Of the 70 employees, 57 or 81% are female and 13 or 18.5% are male.

#### **DIVISION ADMINISTRATORS:**

Holly Davis, Director - F/B- 414-289-6876

Kathryn Sprague- F/W – 414-289-6266

**DIVERSITY COMMITTEE MEMBERS:**

Regina Harmon, Human Service Worker - 414.289.5709 - F/B  
Nicholas Potter, Human Service Worker- 414.289.6172- M/W  
Darlene Pittman, Human Service Worker- 414-289-5783- F/B  
Ramona Diaz-McLee, Human Service Worker- 414-289-6517- F/H

**Analysis of Recent Efforts**

The Affirmation Action Program has been upheld and the Diversity Committee has executed its mission statement to “further the awareness and inclusion of all persons, recognizing various cultures and ethnicities through a wide array of holistic opportunities and activities.”

**Affirmative Action and Equal Opportunity Goals**

Milwaukee County has an Equal Employment Opportunity Policy which covers all Departments of County Government, including MCDA. Milwaukee County provides equal opportunity opportunities to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, military obligations, sexual orientation, arrest and conviction record or genetics. This policy applies to all terms and conditions of employment, including, but not limited to hiring and selection, job placement, promotions, corrective action, separation from employment, layoff recall, and transfer, leaves of absence, compensation and training. In adhering to this policy, Milwaukee County complies with The Wisconsin Fair Employment Act, Title IV of the Civil Rights Act of 1964, as amended, The Americans with Disability Act, as amended, and other applicable statutes and regulations relating to equal employment opportunities.

Implementation of the principles of Equal Employment Opportunity through an effective Affirmative Action Program: This program is intended to ensure the diversity of Milwaukee County residents is reflected in the Milwaukee County Department on Aging's workforce to the extent of their availability with the requisite skills needed for each position. The following is provided to employees, applicants, and all others who in any way interact with this office: 1) Equal Employment Opportunity, 2) Equal treatment in all matters, including where possible, equal access to all services and facilities and 3) Protection against sexual harassment in compliance with approved guidelines recognized by EEOC and Milwaukee County's Workforce Development Division.

## **Planned Activities for 2017-2018 on Affirmative Action and Equal Opportunity**

County-wide affirmative action activities planned for 2017-2018 follow. MCDA will participate in these activities through its programs and other public activities.

- African-American History Month (February)- During February, MCDA will provide program participants with information focused on the particular needs of African-American older adults, opportunities for African-American older adults, and relevant community resources and programs.
- Women's History Month (March) - During March, MCDA will provide program participants with information focused on the particular needs of older women, opportunities for older women, and relevant community resources and programs.
- Asian/Pacific American Heritage Month (May) – During May, MCDA will provide program participants with information focused on the particular needs of Asian/Pacific American older adults, opportunities for Asian/Pacific American older adults, and relevant community resources and programs.
- Gay/Lesbian Pride Heritage Month (June) – During June, MCDA will provide program participants with information focused on the particular needs of LGBT older adults, opportunities for LGBT older adults, and relevant community resources and programs.
- Wellness Month- Physical and Mental (August) – During August, MCDA will provide program participants with information focused on the particular wellness needs for older adults, opportunities related to wellness and healthy aging for older adults, and relevant community resources and programs.
- Milwaukee County Team for Alzheimer's Association's Walk to End Alzheimer's (September) – During August and September, MCDA will work with the Disability Services Division to promote Alzheimer's awareness and services available to those with Alzheimer's and dementia. MCDA will form a team for the walk to promote awareness.
- Hispanic Heritage Month (September) – During September, MCDA will provide program participants with information focused on the particular needs of Hispanic older adults, opportunities for Hispanic older adults, and relevant community resources and programs.
- Alzheimer's and Brain Awareness Month (November) – During November, MCDA will continue to promote awareness of and services available to individuals with Alzheimer's and Dementia.



#### 4. Context

The older adult population in the United States continues to grow. The 65 years and over population has increased from 35 million in 2000 to 40 million in 2010 and is projected to reach 55 million in 2020, representing a 36% increase in this decade. Milwaukee County is no different. According to the American Community Survey 2010-2014 estimates, Milwaukee County is home to 160,187 people over the age of 60, representing 16% of the total population. It is predicted that this over 60 population will reach 215,979 or 21.4% by 2035. Not only is the population expanding, but it is also an increasingly heterogeneous group. According to the U.S. Bureau of the Census, American Community Survey, 2010-2014 Five-year Estimates, of the 65 and older population in Milwaukee County, 73% are white; 18% are black; 0.4 are Native American; 2% are Asian; 5% are Hispanic/Latino and 0.01% are Hawaiian/Pacific Islander.

This is a very large and diverse group of people who will require an array of services to best meet their needs. In order to determine areas in which we must focus to best serve the changing needs of our population, MCDA has examined census data, talked with older adults individually and in group settings, and held community listening sessions and public hearings. As a result of this effort to acquire the feedback of both internal and external stakeholders, several topics emerged as areas in which attention must be paid: serving the homebound, communication about services and transportation. More specifically, it has become evident that MCDA must create a plan for reaching out to the homebound and finding ways to connect them with the resources which may be necessary so that they may stay independent in their homes. MCDA must continue to work on improved and effective ways to communicate to the public at large about what we have to offer the community, so as to lessen the chances they first hear of us and turn to us in a crisis situation. And last we must continue to let the public know what transportation opportunities are currently available to them and work on ways to form new partnerships which may lead to more options for seniors.

MCDA is somewhat unique in that it functions as the Area Agency on Aging, the Aging Resource Center of Milwaukee County and the County's Aging Unit. This means that MCDA is the focal point of aging services in Milwaukee County Government as well as in the County as a whole. MCDA has a long history of working together with nonprofits, other levels of government, and private entities to form partnerships to work towards the common goal of supporting the older adults of Milwaukee County to live the most independent and fulfilling lives possible.

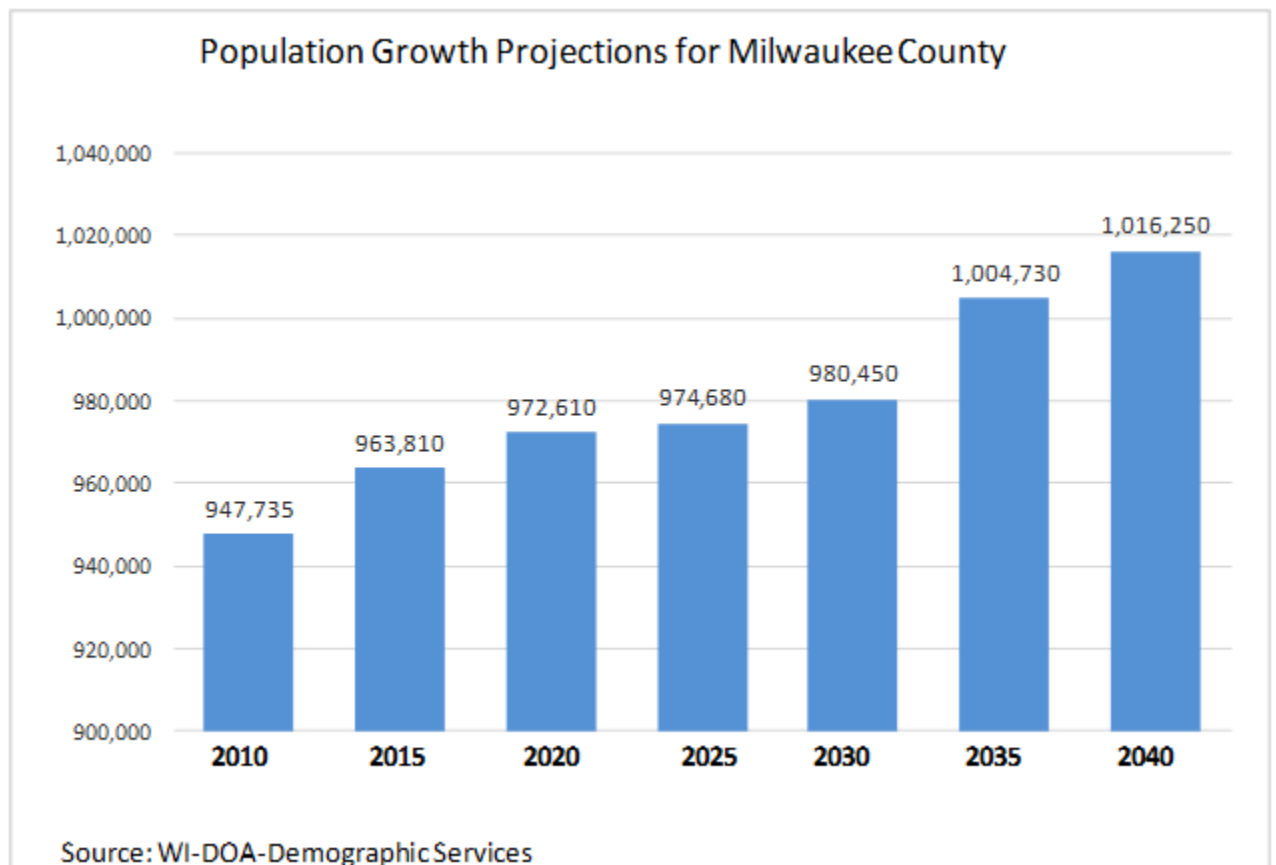
As an Area Agency on Aging, MCDA is required to help develop a continuum of care for older people. While the AAA does not provide direct assistance through our service contracts, we operate a host of home and community based services

which create a network of services designed to allow people independence, dignity and choice. Through contracts with local nonprofits, seniors in Milwaukee County are offered nutrition and socialization through home delivered meals and 23 congregate meals sites. Community based support is available through caregiver support services, neighborhood outreach and telephone reassurance services, and late-life counseling. Advocacy services are afforded through the benefits specialist and legal services program, outreach and services to the LGBT community, and an employment program focused on older people. And older people are offered the opportunity to stay engaged and connected by attending MCDA funded senior centers and using our transportation program to get to our dining sites, doctor's appointments and to the grocery store.

As the Area Agency on Aging and the Aging Resource Center of Milwaukee County, MCDA enjoys a closely coordinated program of one-stop services to the older people of our community and places a high value on being able to ensure people get to the help they need with one point of contact. Many of the people who contact the Aging Resource Center will not be eligible for publicly funded long-term care services, but may have their needs met by community based services, an area in which we specialize. MCDA has the benefit of having all of the services coordinated around older people, so that those who need information about alternative resources do not have to move among agencies to get the information they need. This helps in creating a seamless transition towards getting older people the support they need to stay independent.

## A. Environmental Scan Data- General Population

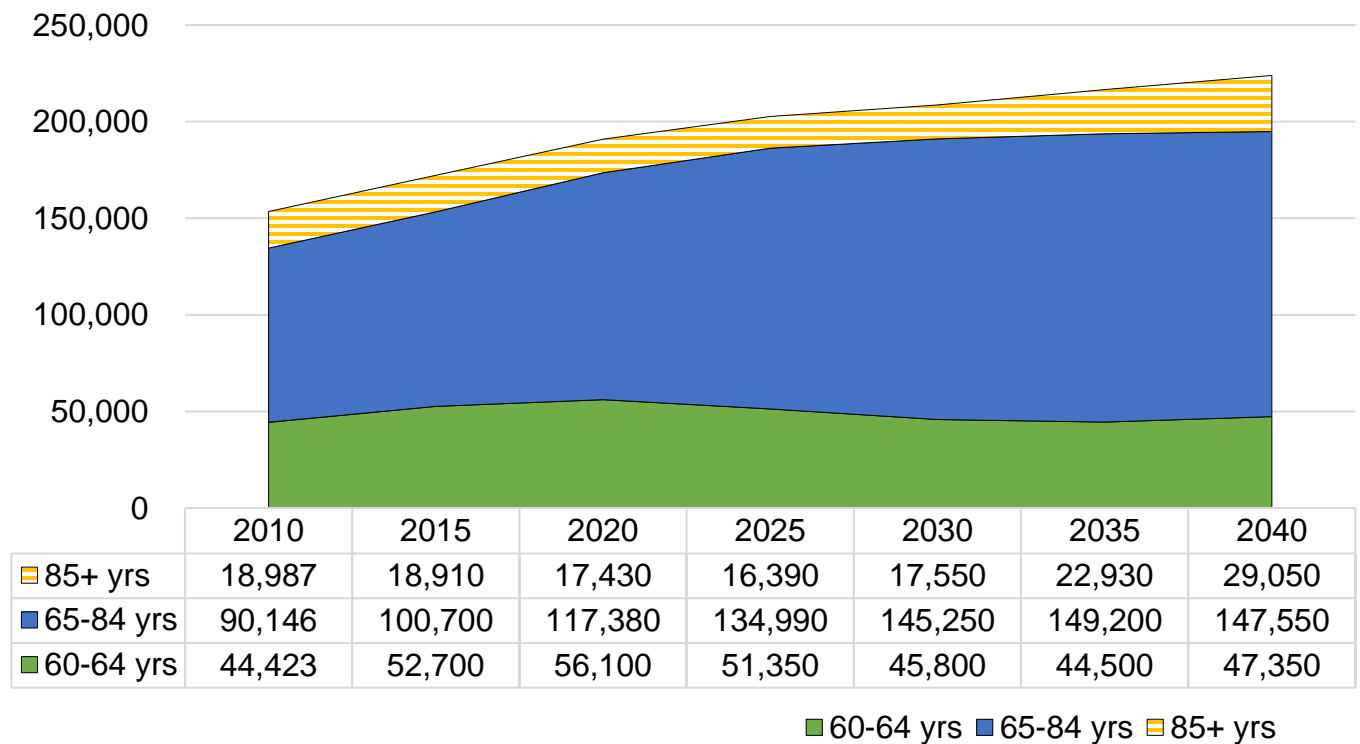
As depicted in the chart below, the overall population of Milwaukee County is projected to grow by 68,515 or 7.2% over the next 30 years. According to the State of Wisconsin Department of Administration, the population of Milwaukee County will continue to account for 1 in 6 of the state's residents. There are numerous reasons for this growth, including a gain in net migration and a birthrate that is higher than the death rate. Additionally, the State of Wisconsin has a higher life expectancy than the national population and will continue on this trajectory through 2040.



## **60 and Over Population**

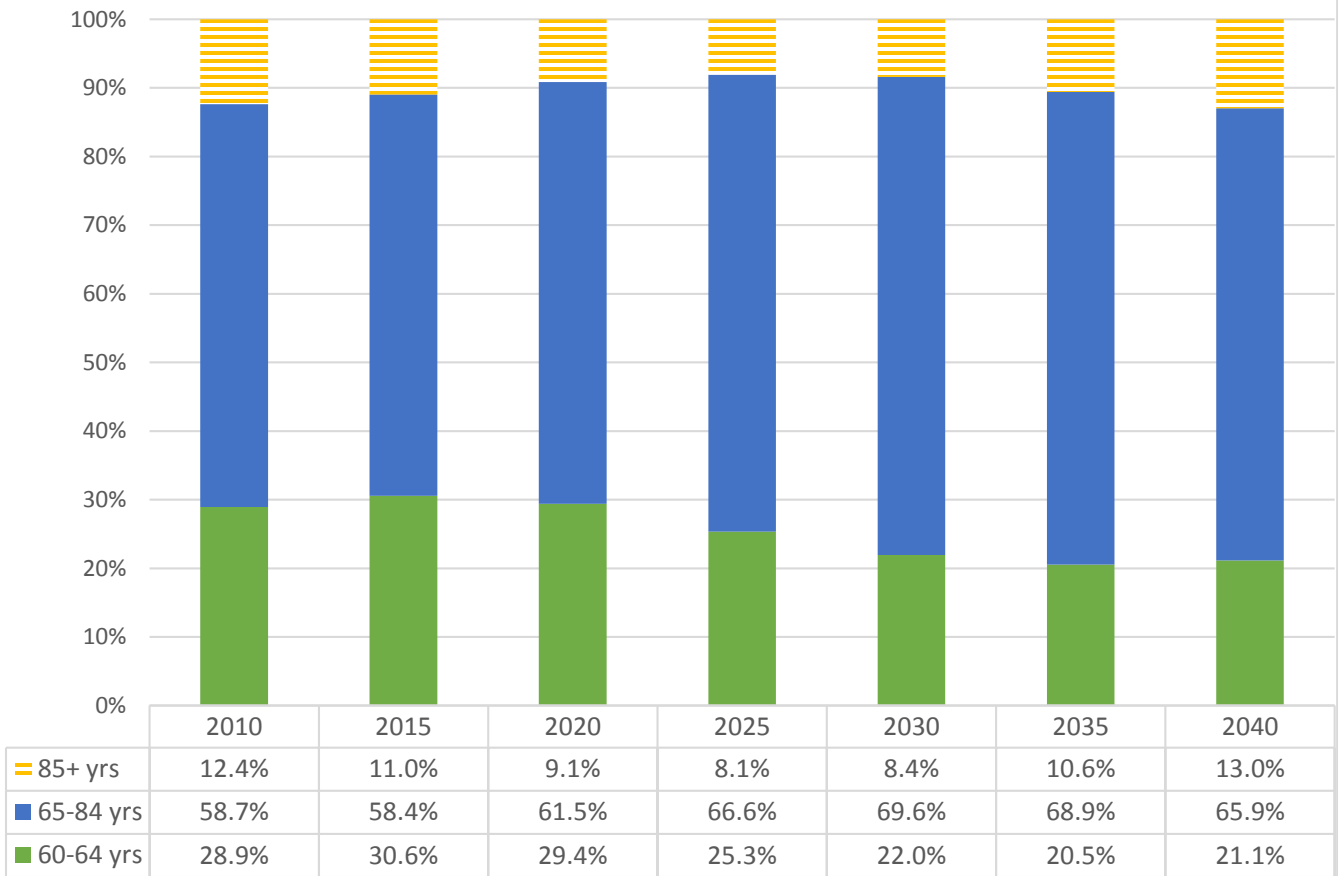
As seen in the State of Wisconsin and in the nation overall, the older adult population of Milwaukee County is projected to grow rapidly between 2010 and 2040, with the largest area of growth seen in the 65-84 year old range. This increase is primarily due to the aging of the Baby Boom generation.

**Milwaukee County Population Projections for Persons 60 and Older by Age Group and Year**



Source: Population Projections by Sex and Age, 2010-2040, Wisconsin Counties, Final Release

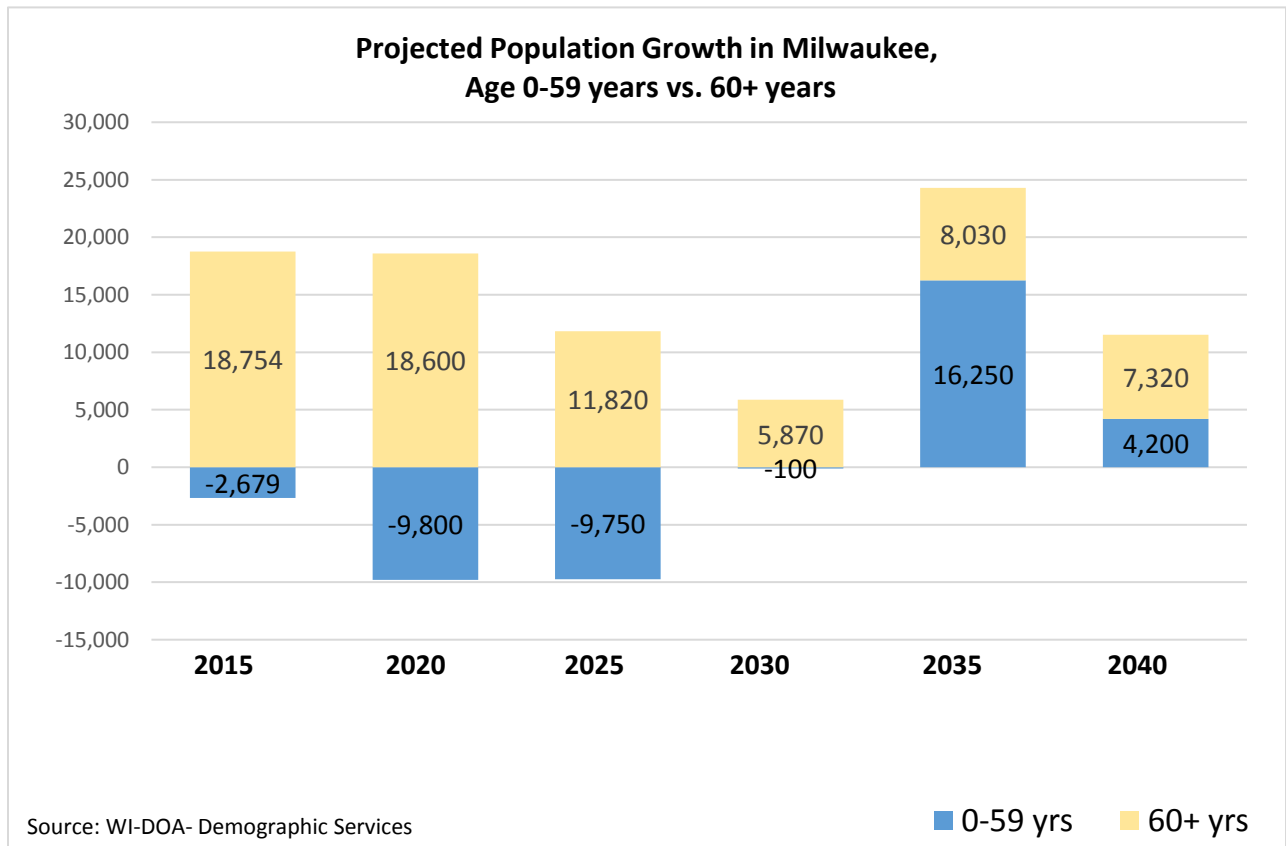
### Among Those 60 and Over, Percent by Age Group Milwaukee County Population Projection



Source: Wisconsin Counties, Final Release

■ 60-64 yrs ■ 65-84 yrs ■ 85+ yrs

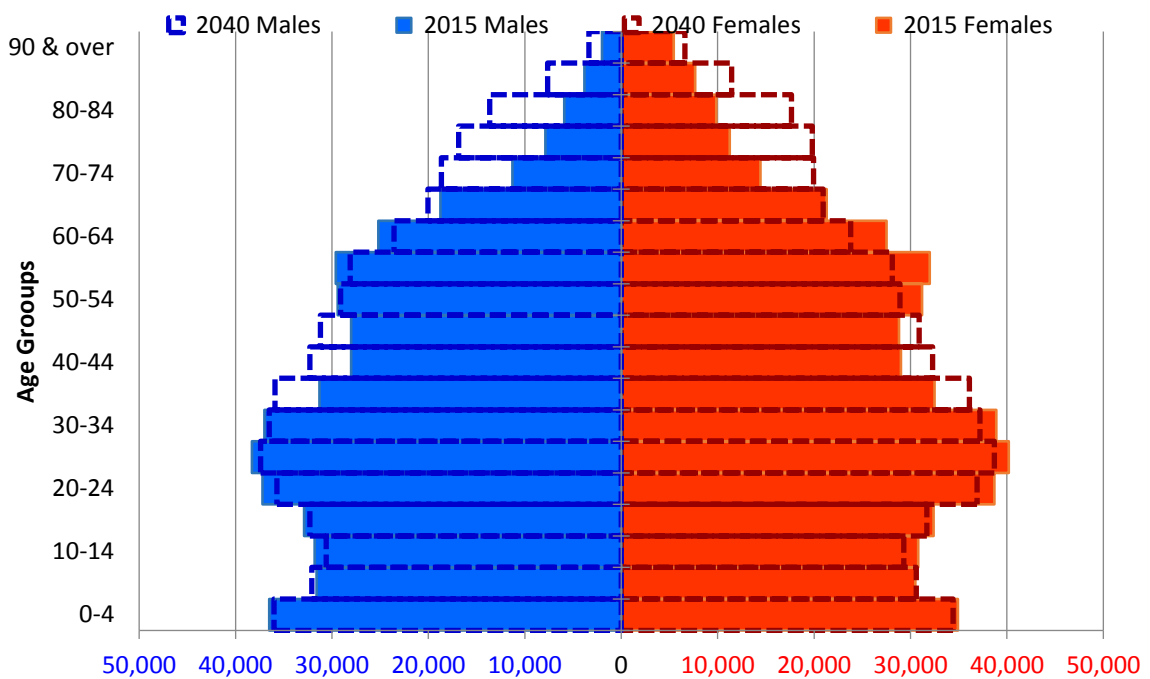
While projections show the 59 and under population of Milwaukee County residents decreasing until the year 2035, the 60 and older population is projected to grow consistently through 2040.



## Population by Sex and Age

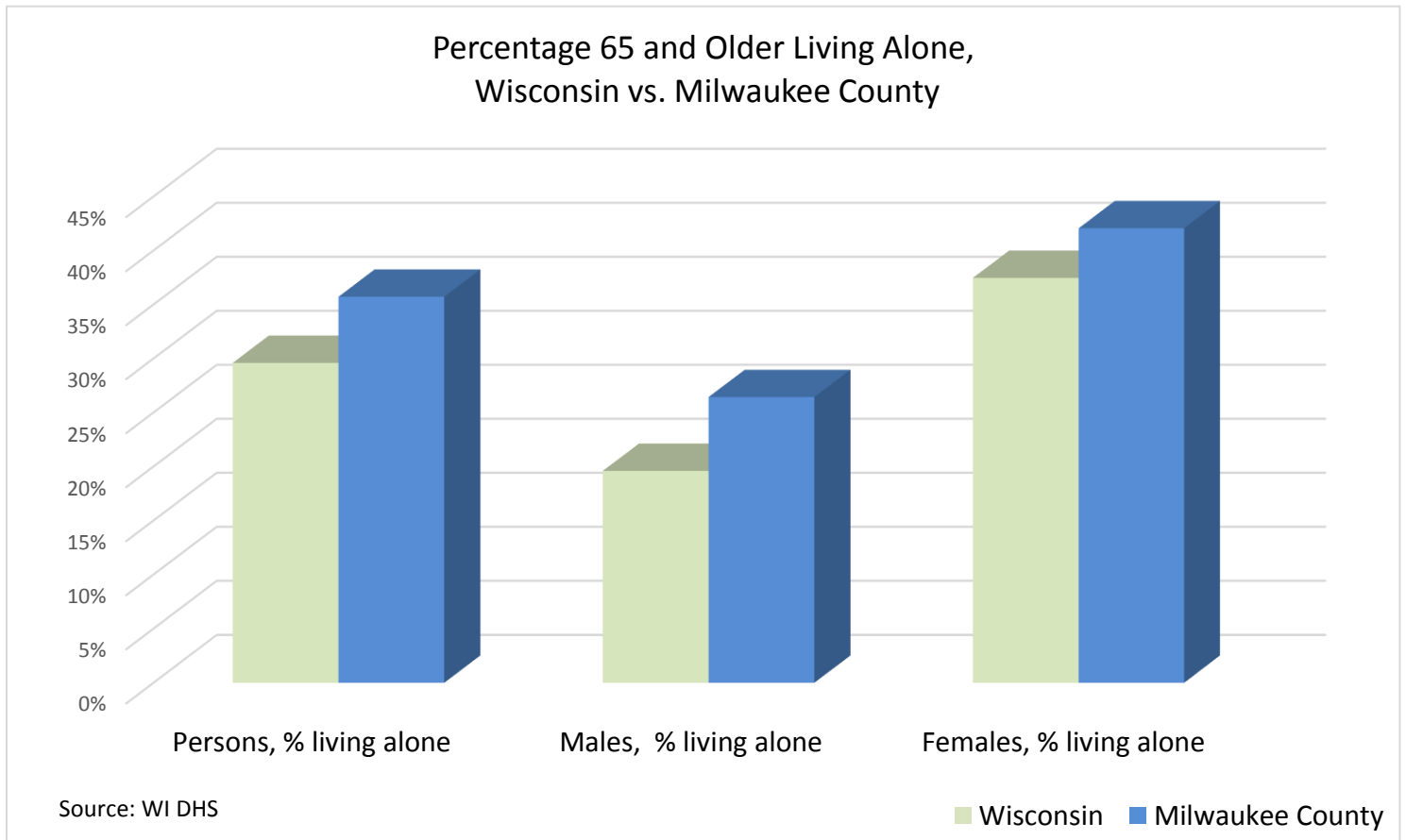
Since women enjoy a longer life expectancy than men, there are currently more females than males over the age of 60 in Milwaukee County. Projections into 2040 show a very similar pattern to the current population breakdown.

**Milwaukee County Age-Sex Pyramid, 2015 and 2040 Population Projections**



## Older Adults Living Alone

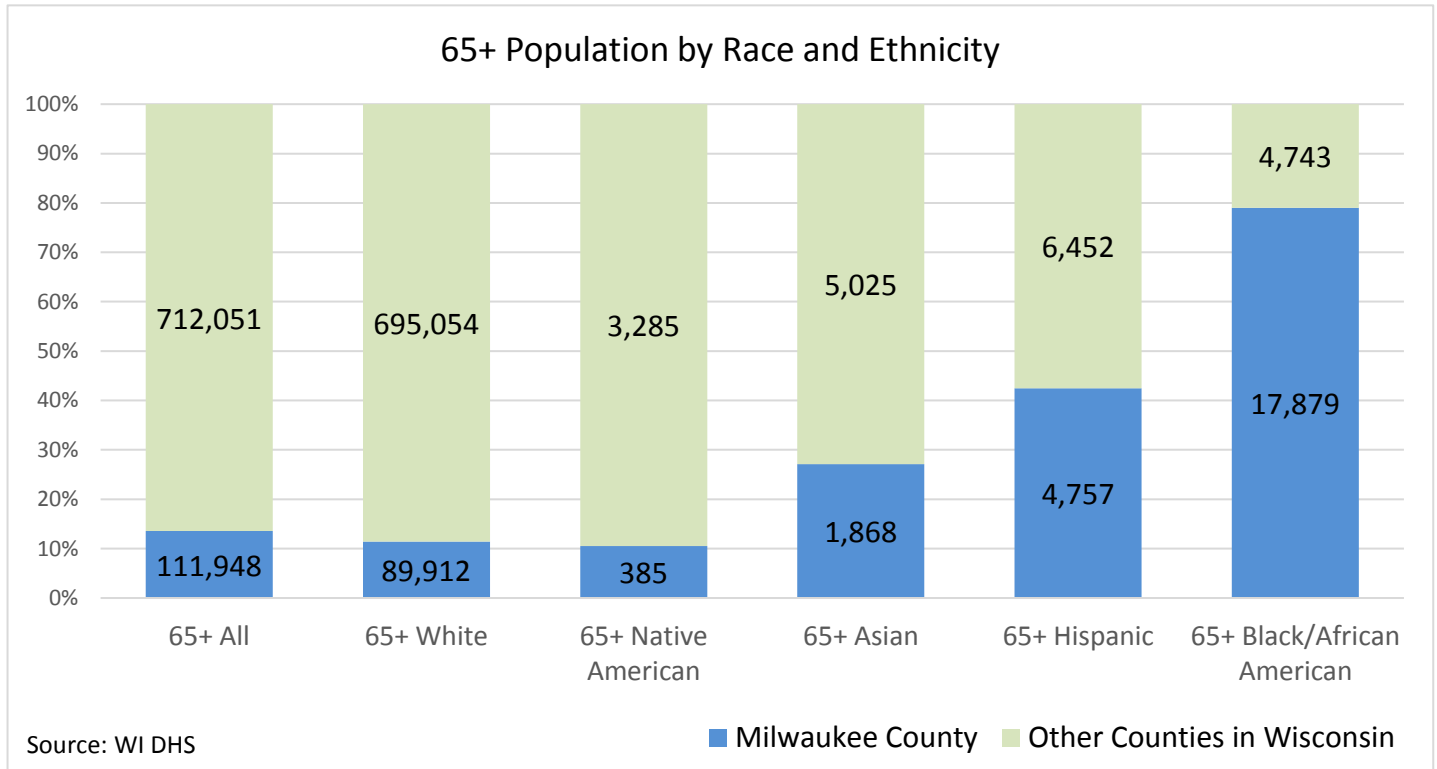
As the chart below depicts, there are greater percentages of people aged 65 and over living alone in Milwaukee County versus the rest of the State. Older women are more likely to live alone than men. As MCDA staff held listening sessions and public hearings throughout the community, the topic of concern for lonely and isolated homebound individuals came up repeatedly. This plan includes goals to increase our outreach to homebound older adults and to try new ways in which to reach this population.



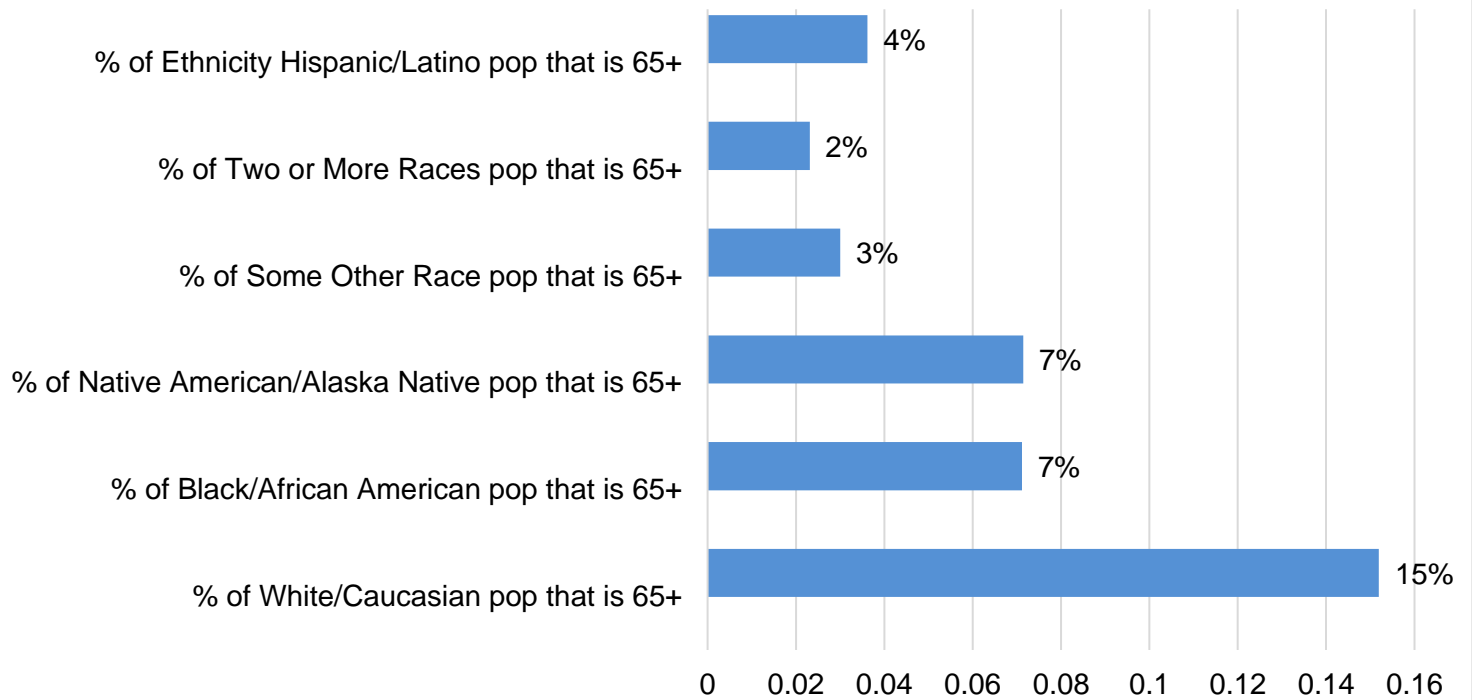


## **Population by Race and Ethnicity**

When looking at statewide race and ethnicity data regarding the 65 and older population, the statistics show that 79% of Wisconsin's African-American older adults and 42% of Wisconsin's Hispanic older adults live in Milwaukee County. As the state's most ethnically diverse county, MCDA must continue to offer programs and services which are targeted to racial and ethnic minorities in order to provide the highest quality support to our community. This plan incorporates several goals where we specifically target ethnic and minority populations.



### Percentage of each Race/Ethnicity that is 65+ years in Milwaukee County

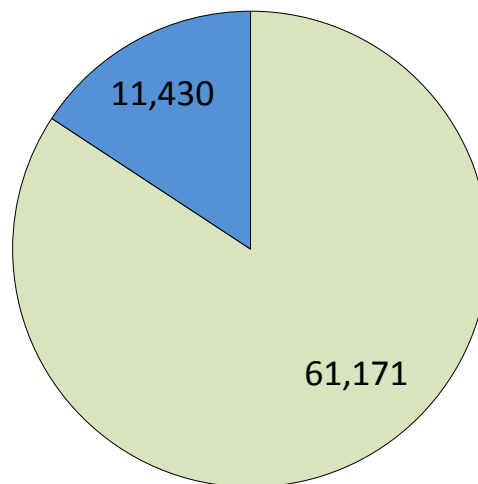


### **Older Adults in Poverty**

According to the U.S. Bureau of Census, American Community Survey, 2010-2014 Five Year Estimates, 10.6% or 11,430 of Milwaukee County's older adults are living in poverty. When compared to the rest of the State, that number represents 18% of all people 65+ in the State of Wisconsin who are living in poverty. When looking at 150% of the federal poverty level, data shows Milwaukee County is home to 24,747 individuals or 22.9% of the older adult population living on a yearly income of less than \$17,655.

We know that African American and Hispanic or Latino populations experience poverty at a rate nearly three times that of their White counterparts. Given our large and growing African American and Hispanic older adult populations, and our high percentage of older people living in or near the poverty level, MCDA will continue to work to support those facing the greatest economic and social need by strengthening our outreach and targeting underserved populations.

**Persons 65 and Over in Poverty  
Wisconsin vs. Milwaukee County**



Source: WI DHS

■ Wisconsin ■ Milwaukee County

### **Older Adult Population with Dementia**

The State of Wisconsin estimates that 10.8% of older adults living in Milwaukee County have Alzheimer's disease or Dementia. This number represents an increase over the State's median percentage of 8.9%. Milwaukee County has two Dementia Care Specialists, one of whom specifically works with the African-American population as African-Americans have higher rates of dementia. Much of their effort has been focused on outreach, education, awareness, reduction of stigma and working collaboratively with our community partners in order to create both a dementia capable and a dementia friendly community. This plan expands on the efforts of MCDA and our Dementia Care Specialists to get closer to the overarching goal of being a dementia capable and dementia friendly community.

## **Issues and Trends**

The older adult population of Milwaukee County is growing older and poorer. Funds continue to remain stagnant while the population grows. The consequence is that it is getting harder to continue to provide the services to meet the needs of this expanding and heterogeneous population. MCDA will have to continue to stay well-informed regarding our service providers so that we may ensure those with the greatest economic and social need are being prioritized, while not losing sight of the essential responsibility to serve the rest of those in need.

Additionally, the *older old* population continues to grow. Those who are at the oldest end of the spectrum typically have multiple chronic issues, and need more services and more resources in order to remain independent. This means that service providers will have to devote more time and resources to this segment of the population, again putting a strain on already tight resources.

The increase in demands on service come at a time when funding is not keeping up with the need. The increase in the number of racial and ethnic minority seniors create a need for staff training around cultural competence, while again funding is not there.

MCDA must work together with local partners to plan and coordinate the most efficient and effective means of serving our diverse population. MCDA has a long history of not only working in a collaborative way with area partners, but also being the leader in seeking out and forming these partnerships. Given the increasing population, the static federal funding and the varied and complex needs of our community, it is more imperative than ever that we leverage the partnerships we have worked hard to establish to best serve our community.

## 5. Public Involvement in the Development of the Aging Plan

### Planning Process

MCDA undertook the following process in order to ensure active participation by older adults.

#### Initial Planning

- Staff reviewed the 2013-2015 Area Plan and assessed the progress that was made and the number of goals which were met
- Staff and consultant met to discuss ways to involve older adults in the planning process
- Conducted 8 listening sessions throughout the County with the following diverse groups of older adults
  - **AARP leadership team:** A group of older adults chosen by AARP Wisconsin to provide leadership in Milwaukee County around areas of advocacy and community education.
  - **Advisory Council:** Commission on Aging's Advisory Council charged with approval of the Area Plan.
  - **Commission on Aging:** Board of Directors of the Milwaukee County Department on Aging
  - **Executive Committee of the Commission on Aging:** Officers of the Board of Directors of the Commission on Aging
  - **Milwaukee LGBT Center 50 and Better Group:** Individuals aged 50 and over who are members of the Milwaukee Lesbian, Gay, Bisexual, Transgender Community Center. Participants meet weekly for socialization and support.
  - **Social Development Commission Senior Companions:** Low-income older adults who are matched with older adults needing companionship and socialization services. Companions are matched with five clients and they meet with each individual once per week.
  - **United Community Center Senior Center:** Individuals who participate in the senior center activities, many of whom are Spanish speaking. An interpreter was provided.
  - **United Way of Greater Milwaukee and Waukesha County Community Conversation participants:** Involved the Harwood Institute for Public Innovation's model for Community Conversations as a tool to listen to the aspirations, concerns and needs of the community. Older adult participants were recommended by Area Agency on Aging staff as well as by Senior Center directors.
- Conducted 1 listening session with entire staff of MCDA to identify major areas of need for older adults being served by the department as well as gaps in current service areas
- Listening sessions with older adults focused on putting a face on those we serve. Individuals were asked to describe an actual older person that they know and talk about that person's strengths and needs. Discussion followed about what MCDA is doing to support the strengths of older people and what we still need to be doing in order to best serve the

community.

- The listening session with MCDA staff was a similar process whereby staff members described the older adults they serve and again highlighted the way in which our programs offer assistance and how we may be able to do better. They also provided very insightful feedback on the challenges associated with the tasks assigned to Aging Resource Center staff and offered some ideas on how to improve communications with the clients and the public.

### **Post-Listening Session Planning**

- Staff compiled feedback from listening sessions and created a list of themes and commonalities
- AAA staff met to review list of themes and developed preliminary goals based upon feedback from listening sessions
- Preliminary goals were posted on MCDA website and email notification was sent to a large list of seniors, caregivers and professionals which directed them to the site to review the goals and provide feedback either in person at a public hearing or via phone or email.

### **Preliminary Goals- See appendix 1**

### **Public Hearings**

- Notice of public hearing was sent out widely via email one month prior and again one week prior to hearing date
- Notice was posted on MCDA's website and Facebook page
- Notice was displayed on large televisions in 5 County owned senior centers and in senior center monthly activity guides
- Hearing notice was distributed at several large outreach events as well as all meetings of the Commission on Aging and its committees and councils
- Hosted 2 public hearings, one on the north side of the county and one on the south side of the county
  - Monday, August 8, 2016 from 9-10:30am, Clinton Rose Senior Center located at 3345 N. Martin Luther King, Jr. Dr. 56 attendees.
  - Monday, August 8, 2016 from 1:30pm-3:00pm, Wilson Park Senior Center located at 2601 W. Howard Ave. 45 attendees.
- Comments from public hearing were recorded via written and tape
- Attendees were reminded that comments will continue to be received via email or phone after the hearings are completed

## **Summary of Public Hearing Comments –see appendix 2**

### **Advisory Council Feedback**

- Presented preliminary goals as well as feedback gathered from public hearings to the Advisory Council for the purpose of goal refinement on August 11, 2016
- AAA staff met to discuss feedback received from Advisory Council and public hearings and refined goals accordingly
- On October 28, 2016 all Advisory Council members were given a draft of the 2017-18 Area Plan for review.
- At the November 10, 2016 Advisory Council meeting a presentation was given outlining the contents of the plan and providing an in-depth review of the goals section. The Council made a motion to accept the 2017-18 Area Plan and the motion carried.

As a result of meeting with the Advisory Council in August, an additional local focus area was added. Members of the Advisory Council felt that based upon feedback at hearings and listening sessions, it was important to add goals in the area of Senior Centers. They specifically requested that goals reflect the desire of older people to be a part of the process of revitalizing Milwaukee County's Senior Centers and that their input be solicited on an ongoing basis. Staff developed two goals around senior center revitalization and shared the updated list of goals with the Advisory Council. Additionally, there were some questions raised about the language of some of the goals in the areas of caregiving and nutrition. Staff met to talk about the questions raised by Advisory Council members and gathered more information to share with them to further clarify the goal language.

### **Minutes of November 10, 2016 Advisory Council Meeting, see appendix 3**

### **Commission on Aging Update**

- On August 26, 2016, The Commission on Aging received an update on the status of the Area Plan which included a summary of the process and a review of the timeline. A copy of the most up to date goals sheet was shared with the Commission and they were encouraged to provide input at any time.
- On October 28, 2016 all Commission on Aging members were given a draft of the 2017-18 Area Plan for review.
- At the November 11, 2016 Commission on Aging meeting a report was given to the Commission highlighting the content of the 2017-18 Area Plan. The Commission made a motion to accept the Area Plan. The motion carried unanimously.



**Minutes of November 11, 2016 Commission on Aging Meeting- see  
appendix 4**

## 6. Goals for the Plan Period

### Required Focus Areas

#### Older Americans Act Core Programs

The programs and services operated under Title III of the Older Americans Act provide the foundation of the services operated by and through aging units. It is no exaggeration to say that the Older Americans Act was the impetus for the development of the aging network, both nationally and in Wisconsin.

Area agencies on aging are required to engage in activities in each year of their plans that focus on improving the effectiveness and efficiency of Older Americans Act programs in the planning and service area. Area plans must include at least one goal for each year of the plan in the following focus areas:

#### *The Elder Nutrition Program*

##### Framework

Since 1973, Milwaukee County has been operating both a senior congregate dining program and Home Delivered Meals, under Title III-C of the Older Americans Act. Both programs target older adults who may be frail, isolated, and homebound and or disadvantaged. Older adults benefit from these programs by receiving a nutritious meal so that they can remain healthy, active and independent in their own homes and communities.

Title IIC-1 Congregate Meals are provided at 23 Senior Dining Sites throughout Milwaukee County through contractual agreements with various agencies to manage these meal sites. Over the past two years the number of sites has decreased by six. Each site employs a part time supervisor that oversees day-to-day operations. Volunteers support this initiative and play a vital role with the set-up, serving and clean-up of the meal sites. Approximately 1200 meals are served daily to eligible older adults. In addition to a hot meal for lunch, the dining site is also a source of nutrition education, community resources, social activities and overall support to older adults. Of the 23 dining sites, 12 are located within a Senior Center thereby providing additional amenities to the participant such as fitness centers, evidenced based programs, computer labs, woodworking, a wide range of classes, etc. These locations attract more diners than independent sites housed in churches or other community centers.

Title IIIC-2 Home Delivered Meals provide a hot meal at lunch to frail and homebound adults who are unable to prepare their own meals. Milwaukee County has a contractual agreement with an agency to provide the case

management of this large program in addition to contracting with two caterers for the provision of meals. Based on need, some of these individuals may also be recipients of a cold supper meal in addition to weekend meals. On a daily basis, over 1300 hot meals are delivered to eight dispatch sites that serve 48 routes throughout Milwaukee County. The Home Delivered Meal is more than a meal. It is also a daily wellness check provided by the many trained drivers that are out in the community both checking up on the senior along with keeping them connected with vital information relative to nutrition education, hydration, medicine management, and other pertinent resources.

Funding for the above programs is static. Currently the program is overspent by \$100,000.00 due to the increased demand for services to seniors aging in place. Milwaukee County is aware of the ongoing need to improve the efficiencies and effectiveness in serving older adults with their support of BADR initiatives and recommendations. MCDA's goal is to optimize efficiency as best as possible.

**Goal Statement #1:** MCDA will develop a specific set of criteria for evaluating senior dining center performance by March 31, 2017 to determine which dining sites are most effectively serving older adults in the community. Existing senior dining sites will be evaluated based on the criteria by June 30, 2017. Findings will be shared with the Advisory Council, Service Delivery Committee and Milwaukee County Board of Supervisors by September 20, 2017 with recommendations addressing underperforming dining sites within that report.

**Goal Statement #2:** MCDA will implement use of BADR's standardized meal cost tool by June 30, 2017. The meal cost tool and other budgetary data will be used to identify and implement strategies to improve efficiency and decrease home delivered meal program contract overspending by 10% in 2017 and an additional 5% in 2018.

## ***Services in Support of Caregivers***

### **Framework**

According to the State of the States in Family Caregiver Support 2014 Report, the State of Wisconsin is home to 549,000 informal caregivers who put in 588 million caregiver hours in a year. There is ample research available that highlights caregivers' poor health outcomes which are a result of the stress associated with caregiving. The close relationship between the caregiver and care recipient is a shared relationship with involved emotions, experiences, and memories, which can place a caregiver at higher risk for psychological and physical illness.

*[Alzheimer's Association, 2011 Alzheimer's Disease Facts and Figures, Alzheimer's and Dementia, Vol.7, Issue 2.]*

A key element in supporting family caregivers in Milwaukee County is the Family Caregiver Support Network (FCSN), operated by Interfaith Older Adult Programs,

Inc., under contract with MCDA. The FCSN provides services to informal caregivers of older adults with funding from the state Alzheimer's Family and Caregiver Support Program (AFCSP). Future efforts will focus on outreach to underserved communities and on the development of a self-help coaching component in response to pervasive medical evidence that isolation, uncontrolled outcomes, and loss of personal autonomy create a wide range of adverse effects on the health and wellbeing of family caregivers.

**Goal Statement #1:** MCDA, in collaboration with the FCSN, will initiate a multi-media marketing campaign to increase to 74 the number of AFCSP clients served by December 31, 2017, an increase of 10% over the total served in 2015 which will support and assist the family caregivers providing care to the individual with Alzheimer's disease or related dementias.

**Goal Statement #2:** As a part of the caregivers served through the FCSN, FCSN/MCDA will research, identify, and pilot one structured caregiver self-care coaching component for 25 caregivers by December 31, 2018.

**Goal Statement #3:** In order to improve community services and supports to caregivers, MCDA, in collaboration with community partners, will create places called Memory Connection Centers (HUBS). These (HUBS) will be designed as a one-stop-shop for access to information about dementia, services, resources and clinics to help support each community with the resources and support needed to properly equip the individuals and caregivers in Milwaukee County. MCDA will open 4 HUBS by December 31, 2017 and another 4 HUBS by December 31, 2018.

**Goal Statement #4:** In order facilitate caregivers' timely receipt of community services and supports, MCDA will look to create or add to an existing database to pilot a Dementia registry. Once a person is diagnosed at a clinic or hospital, the registry will send out an alert to agencies (eg. Alzheimer's Association, MCDA, etc.). This alert will serve as a connection between the agencies and those who are newly diagnosed with dementia and their caregivers. Currently, the Alzheimer's Association reports it takes two to three years from diagnosis for caregivers to receive assistance. This registry will serve as a means to reduce the time between diagnosis and services and support from MCDA and other county agencies. Using this proactive push MCDA aims to reach 30 caregivers in a timely fashion by December 31, 2018.

## ***Services to People with Dementia***

### **Framework**

MCDA has been actively participating in Dementia Care Redesign efforts which have been led by the State. Our Dementia Care Specialists have been working

towards three main goals which are: the creation of a dementia capable Aging Resource Center, collaboration with community partners to develop a dementia friendly community and provide opportunities for people with dementia to remain in their homes. MCDA will continue to develop new opportunities and partnerships to further the efforts to create a dementia capable Milwaukee County.

**Goal Statement #1:** In order to enhance the support of individuals who are living with Alzheimer's and dementia, MCDA will work with community partners to create a Dementia Senior Companion connection system. This system will create an opportunity to partner an individual with a volunteer companion immediately after diagnosis with the goals of recruiting four companions and serving 20 clients by December 31, 2017. Additionally, the Dementia Care Specialists will conduct a minimum of four training sessions with the participants of the connection system by December 31, 2017.

**Goal Statement #2:** In order to enhance the support of individuals who are living with Alzheimer's and dementia, MCDA will utilize the partnership memory café model to create a minimum of two additional locations in Milwaukee County by December 31, 2017 and a minimum of two additional locations by December 31, 2018.

**Goal Statement #3:** In order to enhance the support of individuals who are living with Alzheimer's and dementia, MCDA will work with community partners to create a dementia capable business curriculum for Milwaukee County with the goal of reaching two businesses by December 31, 2017.

**Goal Statement #4:** In order to enhance the support of individuals who are living with Alzheimer's and dementia, as well as support their physical wellbeing and promote activity, MCDA will look to collaborate with a minimum of two local community partners who are currently offering sports league play. The collaborative efforts will attempt to provide expansion of organizations' regular programming to include individuals with dementia in order help promote exercise and socialization by December 31, 2018.

### ***Healthy Aging***

#### Framework

According to the United States Department of Health and Human Services, members of underserved groups in the United States face disproportionate chronic illness burden and disparities related to healthcare access. It is also noted that older adults with multiple chronic conditions are at greater risk of

premature death, poor functional status and higher healthcare cost.

Data from MCDA's 2012 The Face of Aging report shows the growth in the number of minority elders in Milwaukee County includes all racial groups as well as Hispanic or Latino elders. While the number of White elders declined from 129,931 in 2000 to 121,337 in 2010, the number of minority elders increased from 23,258 to 32,219. Over the decade the number of minority elders increased as follows: Black or African American 37.2%, American Indian and Alaska Native 28.7%, Asian 63.5%, and Some Other Race 56.6%. In addition, the number of Hispanic or Latino elders increased 73.1%. Additionally, minorities age 65 or older are at greater risk of living in poverty. According to estimates from the 2006-2010 American Community Survey, the poverty rate for White elders is 8.4% whereas the poverty rate for Black or African American elders is 18.3%, for American Indian and Alaska Native elders is 19.8%, for Asian elders is 21.6%, and Some Other Race is 21.5%. The poverty rate for Hispanic or Latino elders is estimated at 20.4%.

Milwaukee County understands the importance that evidence-based programs are interventions based on evidence that is generated by scientific studies. During 2013-2015, through its Evidenced Based Prevention Programs and Wellness Council, MCDA began efforts to expand health promotion and wellness programs to the underserved elderly population. In response to an understanding that there is overwhelming evidence that racial and ethnic minority and other underserved older adults benefit from health promotion interventions, MCDA will continue to target older adults in communities of color and improve access to and engagement in evidence-based prevention programs and health promotion activities that have a history of success.

**Goal Statement #1:** MCDA will work with three of its contracted ethnic senior centers to develop a plan and implement a minimum of two evidence-based programs per year during 2017-2018. Each ethnic senior center will complete two evidence-based programs at their senior centers by December 31, 2017 and two evidence-based programs by December 31, 2018.

**Goal Statement #2:** During 2017-2018, MCDA will participate in two collaborative research projects with academic partners to pilot new evidence based programming targeting underserved populations. The first evidence-based project will be implemented before December 31, 2017 and the second project will be implemented by December 31, 2018.

**Goal Statement #3:** MCDA will partner with Wisconsin Institute for Healthy Aging to train a total of twenty new racial/ethnic minority/underserved population leaders to conduct evidenced programming in underserved communities during 2017-2018. Ten new leaders will be trained by December 31, 2017 and ten new leaders will be trained by December 31, 2018. The leaders will be trained to facilitate programs that meet the highest criteria for Title IIID Funding as described by the Older American's Act.

## ***Elder Justice***

### **Framework**

MCDA is the lead Elder Abuse Agency for Milwaukee County. Department staff investigate allegations of physical abuse, financial exploitation, neglect, self-neglect and emotional abuse of adults age 60 and over. Staff investigated almost 1000 cases of alleged abuse in 2015 alone, with the highest number of cases involving self-neglect 46.5% and the second most prevalent issue being that of financial exploitation 24.40%. Twenty-two percent of cases investigated in 2015 were purely financial in nature, while many of the other cases involved aspects of financial abuse and exploitation in addition to other facets of abuse. Financial exploitation continues to increase and is often linked to other forms of abuse including neglect and abuse itself. MCDA strives to maintain and expand collaborative community relationships to provide comprehensive seamless services, and resources for the safety and protection of vulnerable elders, while supporting their choices and quality of life as much as possible.

One example of our effort to leverage partnerships is the Interdisciplinary Team (I-Team), a group of selected professionals from a variety of disciplines who meet regularly to discuss and provide consultation on specific cases and use the collective knowledge of the group to explore the best plan of services for the case. MCDA leads and facilitates the I-team with the goal of improving each lead elder abuse agency's response to abuse, neglect and exploitation. Additionally the I-Team strives to increase awareness of abuse and neglect of vulnerable adults in the community especially among professionals. Furthermore, the I-Team tries to identify service gaps, coordinate efforts of various agencies and build better understanding and respect for all agencies involved.

**Goal Statement #1:** MCDA, in collaboration with long-standing partner Tim Zens of BMO Harris Bank, will develop a PowerPoint training specifically for financial institutions to be used to help train employees to detect and report suspected abuse of customers to be developed and distributed to at least five different financial institutions. MCDA will create a pre and post-test to be administered to bank employees to measure their knowledge about financial exploitation by December 31, 2018.

**Goal Statement #2:** MCDA will increase by five percent referrals to Adult Protective Services from law enforcement and emergency responders by providing two training opportunities to county, city, and/or municipal law enforcement and emergency responders about the role and services provided by APS by December 31, 2017 and again by December 31, 2018.

## 7. Agency Priorities/Local Priorities

### ***Serving the Homebound***

#### **Framework**

According to the 2010 Census, Milwaukee County is home to 111,948 people aged 65+ who are living alone. An issue that has consistently been brought up at listening sessions, is that of how do we better serve individuals who are living alone and are homebound? We heard that people who live alone and have mobility issues are often left feeling isolated, lonely and disconnected from their community. Individuals tend to prefer to stay in their homes as they age, but in some circumstances end up being essentially trapped in those homes.

**Goal Statement #1:** MCDA will partner with a minimum of four agencies to explore strategies and form collaborations to get information to homebound older adults with hope to identify 100 homebound clients by December 31, 2018.

**Goal Statement #2:** MCDA will work with four area congregations to identify elderly homebound parishioners and informal caregivers with knowledge of homebound people in the community to provide information about MCDA by December 31, 2017 with the goal of reaching at least 5 homebound persons per congregation by December 31, 2018.

### ***Communication about Aging Programs and Services***

#### **Framework**

One issue that came up at every listening session was the issue that people are not aware of MCDA nor the programs and services that can be accessed through MCDA. This issue crosses all boundaries. People do not know our services, they do not know where to find out about services, and they often don't even know what questions to ask should they find us. We have asked the question, how do we get information to people who don't know we exist? How do we find those who are not aware of us? How do we create more of a presence in the community? MCDA proposes goals to try to find the yet unreachable.

**Goal Statement #1:** MCDA will review the outreach activity which has taken place over the past three years and target those neighborhoods and zip codes which have been underserved. Using this information, MCDA will reach out to and schedule at least four outreach events which will address the unique needs of those who reside in typically underserved areas by December 31, 2017.

**Goal Statement #2:** Seeking input from older consumers, MCDA will hold a



minimum of four focus groups to measure current satisfaction with the agency website and will implement changes based on feedback. MCDA will work on an ongoing basis over the two years of the Area Plan to make improvements to and measure satisfaction with the website by December 31, 2018.

## ***Transportation***

### **Framework**

In meeting with older adults throughout Milwaukee County, one glaring problem that is brought up repeatedly is that of lack of transportation options and lack of information about what options already exist. Funding is always an obstacle; MCDA has had to eliminate rides to certain locations in the past year due to lack of funding. MCDA proposes to work on spreading the word about current transportation services and creating new opportunities for older adults:

**Goal Statement #1:** MCDA will create a simplified, streamlined, and easy to read brochure which outlines transportation options for seniors in Milwaukee County. This brochure will be ready for dissemination by December 31, 2017.

**Goal Statement #2:** In order to create more options for transportation services for older adults and caregivers in Milwaukee County, MCDA will pilot a collaboration with a private transportation agency to transport seniors, caregivers and individuals with dementia by December 31, 2018.

## ***Senior Centers***

### **Framework**

Milwaukee County Department on Aging provides major funding for programs at 9 Senior Centers in Milwaukee County. All programs are managed by a variety of community-based organizations. Senior Centers allow older adults to access multiple vital community services and programs in one location designed to help them stay healthy and independent. In 2016, the Older Americans Act reauthorized the provision for senior centers and calls for all states to research model programs to identify best practices for the modernization of multipurpose senior centers for positive aging.

**Goal Statement #1:** MCDA will gather consumer input from senior center participants and from other community members to learn about consumers' needs and interest regarding modernization of Milwaukee County Senior Centers by December 31, 2017.

**Goal Statement #2:** MCDA will explore developing partnerships with youth serving organizations in Milwaukee County to assess feasibility of incorporating senior centers in multi-purpose sites/buildings and strengthen intergenerational

relationships by November 15, 2018.

## 8. Special Projects

These are the special projects we anticipate at this time. Additional projects may be added based upon agency priorities and available funding.

### Name of the Service

#### **Senior Hall of Fame**

### Rationale for the Project

Established in 1997, annually, the Senior Hall of Fame honors five outstanding seniors in Milwaukee County who have served the community as volunteers and as advocates on behalf of older adults. Older adults are encouraged to continue their volunteerism through this prestigious recognition. The Senior Hall of Fame helps to pique the interest of other older adults to get involved with volunteerism.

### Agency who will provide service

MCDA

### Contact Information

Jill Knight, Program Coordinator

414-289-6794

[Jill.Knight@milwaukeecountywi.gov](mailto:Jill.Knight@milwaukeecountywi.gov)

Name of the Service

**Senior Nutrition Program (SMP) Volunteer Recognition Dinner**

Rationale for the Project

Annually, this dinner draws over 400 SMP volunteers. Drivers, cooks, site supervisors, and all other volunteers who play an integral role in ensuring senior meal program services take place. Volunteers for the SMP have a heightened sense of commitment. Each year, combined, volunteers of the SMP log nearly 66,000 hours, serve approximately 265,000 congregate meals and deliver 252,000 meals to homebound older adults. For the volunteers' time and effort, the event is an opportunity to come together on one evening to have a nice dinner and celebrate their hard work.

The Volunteer Recognition Dinner allows older adult volunteers to socialize, develop friendships, and discover opportunities to strategize and consult with one another regarding their meal sites.

Contact Information

Beth Monrial-Zatarski

Program Coordinator, Elderly Nutrition Program

414-289-6880

Beth.MonrialZatarski@milwaukeecountywi.gov

## 9. Direct Service Waiver

The Older Americans Act requires the Area Agency on Aging to seek a waiver from the Bureau of Aging and Disability Resources if the Area Agency on Aging wishes to provide a service directly.

The Milwaukee County Department on Aging will directly provide the services listed below during the duration of this plan.

Name of Service: Aging Resource Center

### **Description of Service:**

The Aging Resource Center (ARC) of Milwaukee County provides information and assistance to help people 60 years of age and older remain active, independent and connected to their communities. Reports are provided to the Resource Oversight Committee on an ongoing basis.

One telephone number is available to obtain information and assistance about public and private benefits for older adults ages 60 and over. Staff includes a manager, human service workers (bilingual), a marketing coordinator, and clerical support. A department website and resource database is maintained for internal and public access to link older adults with needed support. Staff is available 24 hours a day, seven days a week, with after-business hours handled by an on-call system. Also, two human service workers visit senior centers, senior dining sites and subsidized housing complexes on a regular basis to provide information and support.

### **Eligibility and Enrollment for publicly funded Long Term Care programs:**

Information and screening are available for functional and financial eligibility for a variety of Managed Care program options and a Medicaid fee for-service system. Options Counseling is provided to assist older adults in making choices for the best program meeting their needs.

### **Quality Assurance:**

Staff processes all complaints and grievances from the public. This includes investigation, amelioration, and fair hearings. Additionally, consumer satisfaction assessments are conducted. Reports are provided to the Resource Oversight Committee.

### **Elder abuse and crisis intervention:**

Department staff (bilingual) including supervisors, a nurse, human service workers and clerical support provide a mechanism to investigate possible crisis situations. Investigations follow allegations related to physical abuse, material abuse, neglect, self-neglect, and emotional abuse of adults age 60 and over who reside in Milwaukee County. Staff conducts client visits. Intervention services are provided as the case warrants.

### **Justification for the Direct Provision by the Department on Aging:**

1. The Aging Resource Center of Milwaukee County serves as a single entry point for all older adults in Milwaukee County. Without this single access point, the delivery of services would be fragmented, information would not be available to all older adults, and clients would not be referred for service according to their needs. Additionally, assessment of potential clients is critical to an effective Managed Care Organization to optimally serve older adults in need. Without Elder Abuse and At-Risk crisis intervention services, older adults would remain in vulnerable situations.
2. The Placement of the Aging Resource Center of Milwaukee County within the Department on Aging is integral to the function of the Area Agency on Aging, which is the lead agency for review, coordination, and oversight of all older adult services.
3. The majority of the employees within this unit are union employees of Milwaukee County, and their job responsibilities are defined by union contract.
4. The service is not a Title III funded service.

## **10. Coordination between the Milwaukee County Department on Aging and the Aging Resource Center and the Disability Resource Center**

Milwaukee County is the only county in Wisconsin with a separate aging resource center and a disability resource center. The Milwaukee County Department on Aging serves as Milwaukee County's Aging Resource Center (ARC). This allows complete and seamless coordination of services for older participants in MCDA's programs. All older persons using any services of MCDA are routinely considered for all services of the Department.

The Milwaukee County Disability Resource Center (DRC) shares building space with MCDA. The two agencies enjoy a close working relationship which results in seamless referrals, joint planning, community outreach, and shared staffing as appropriate. Examples of the extensive collaboration between the agencies are listed below.

- Promotion of Alzheimer's and dementia awareness through formation of a team for the Alzheimer's Walk and awareness activities leading up to the event.
- Coordination on events, community presentations and community education related to advocacy.
- Joint participation in monthly community education meetings to determine outreach activities.
- Joint participation of ARC and DRC staff in ADRC Governing Board meetings where data and outcomes are shared
- ARC staff have trained DRC staff in how to evaluate clients for dementia using the mini-cog
- ARC staff have trained DRC staff on how to make referrals to our Dementia Care Specialists and referrals have been made
- ARC and DRC staff serve on AIRS board and AIRS study group committee and together they provide AIRS certification training to DRC staff when needed.
- ARC staff and DRC staff work together to coordinate the transfer of individuals turning 60 from the DRC into the ARC in Midas database
- ARC staff populate Web Based Resources in SAMS/IR for DRC
- ARC staff works with DRC staff in joint training sessions around Long-Term Care Functional Screen issues, updates or changes. Additionally, ARC and DRC staff combine to receive special trainings related to the Long-Term Care Functional Screen which are provided by the State
- ARC staff works with DRC staff on individuals needing assistance under Chapter 55
- ARC staff and DRC staff are members of the County Executive's FaST team under Office of Emergency Management
- ARC and DRC staff work in collaboration on efforts to reduce the 30 day re-hospitalization rate

### **11. Coordination between Titles III and VI**

Milwaukee County does not include part or all of a federally recognized tribe – Not Applicable.



## **Section 12-A Serving Low-Income Minority Older Individuals**

16% of Milwaukee County's 65 and over population are African-American, and 10.6% of persons over 65 are living below the poverty level. MCDA has intentionally created goals in the 2017-18 Area Plan which specifically target low-income minority older people.

In the area of Healthy Aging, MCDA has established three goals which specifically target low income and/or minority individuals. As previously stated, MCDA will work with three of its contracted ethnic senior centers to develop a plan and implement a minimum of two evidence-based programs per year during 2017-2018. Each ethnic senior center will complete two evidence-based programs at their senior centers by December 31, 2017 and two evidence-based programs by December 31, 2018.

During 2017-2018, MCDA will participate in two collaborative research projects with academic partners to pilot new evidence based programming targeting racial and ethnic minorities. The first evidence-based project will be implemented before December 31, 2017 and the second project will be implemented by December 31, 2018.

MCDA will partner with Wisconsin Institute for Healthy Aging to train a total of twenty new racial/ethnic minority leaders to conduct evidenced programming in low-income minority communities during 2017-2018. Ten new leaders will be trained by December 31, 2017 and ten new leaders will be trained by December 31, 2018. The leaders will be trained to facilitate programs that meet the highest criteria for Title IID Funding as described by the Older American's Act.

Additionally, in our local goals section we acknowledge the need to reach out to underserved populations and to organize events where the specific needs of the community be addressed. As previously stated, MCDA will review the outreach activity which has taken place over the past three years and target those neighborhoods and zip codes which have been underserved. Using this information, MCDA will reach out to and schedule at least four outreach events which will address the unique needs of those who reside in typically underserved areas by December 31, 2017.

MCDA has traditionally had a good track record with serving low-income and minority individuals and intends to continue a focus on serving those with the greatest need.


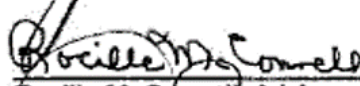
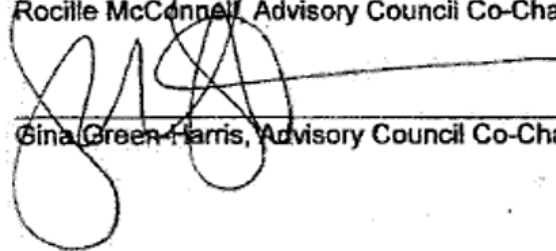
## **Section 12-B Serving Older Individuals in Rural Areas**

Milwaukee County does not include a rural area. – Not Applicable.

<b>13. Budgets- See Appendix 5</b>
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#### 14. Compliance with Federal and State Laws and Regulations

On behalf of the area agency on aging, we certify the Milwaukee County Department on Aging has reviewed the Appendix to the Area Plan entitled Assurances of Compliance with Federal and State Laws and Regulations for 2017-2018. We assure the activities identified in this plan will be carried out to the best of the ability of the Milwaukee County Department on Aging in compliance with federal and state laws and regulations listed in the Assurances of Compliance with Federal and State Laws and Regulations for 2017-2018.

 Sylvan Leabman, Commission on Aging Interim Chairperson	11/11/16 Date
 Rocille McConnell, Advisory Council Co-Chairperson	11/10/16 Date
 Gina Green-Harris, Advisory Council Co-Chairperson	12/8/16 Date

## **15. Assurances**

The applicant certifies compliance with the following regulations:

### **1. Legal Authority of the Applicant**

- The applicant must possess legal authority to apply for the grant.
- A resolution, motion or similar action must be duly adopted or passed as an official act of the applicant's governing body, authorizing the filing of the application, including all understandings and assurances contained therein.
- This resolution, motion or similar action must direct and authorize the person identified as the official representative of the applicant to act in connection with the application and to provide such additional information as may be required.

### **2. Outreach, Training, Coordination & Public Information**

- The applicant must assure that outreach activities are conducted to ensure the participation of eligible older persons in all funded services as required by the Bureau of Aging and Disability Resources Resource's designated area agency on aging.
- The applicant must assure that each service provider trains and uses elderly persons and other volunteers and paid personnel as required by the Bureau of Aging and Disability Resources Resource's designated area agency on aging.
- The applicant must assure that each service provider coordinates with other service providers, including senior centers and the nutrition program, in the planning and service area as required by the Bureau of Aging and Disability Resources Resource's designated area agency on aging.
- The applicant must assure that public information activities are conducted to ensure the participation of eligible older persons in all funded services as required by the Bureau of Aging and Disability Resources Resource's designated area agency on aging.

### **3. Preference for Older People with Greatest Social and Economic Need**

The applicant must assure that all service providers follow priorities set by the Bureau of Aging and Disability Resources Resource's designated area agency on aging for serving older people with greatest social and economic need.

#### 4. Advisory Role to Service Providers of Older Persons

The applicant must assure that each service provider utilizes procedures for obtaining the views of participants about the services they receive.

#### 5. Contributions for Services

- The applicant shall assure that agencies providing services supported with Older Americans Act and state aging funds shall give older adults a free and voluntary opportunity to contribute to the costs of services consistent with the Older Americans Act regulations.
- Each older recipient shall determine what he/she is able to contribute toward the cost of the service. No older adult shall be denied a service because he/she will not or cannot contribute to the cost of such service.
- The applicant shall provide that the methods of receiving contributions from individuals by the agencies providing services under the county/tribal plan shall be handled in a manner that assures the confidentiality of the individual's contributions.
- The applicant must assure that each service provider establishes appropriate procedures to safeguard and account for all contributions.
- The applicant must assure that each service provider considers and reports the contributions made by older people as program income. All program income must be used to expand the size or scope of the funded program that generated the income. Nutrition service providers must use all contributions to expand the nutrition services. Program income must be spent within the contract period that it is generated.

#### 6. Confidentiality

- The applicant shall ensure that no information about, or obtained from an individual and in possession of an agency providing services to such individual under the county/tribal or area plan, shall be disclosed in a form identifiable with the individual, unless the individual provides his/her written informed consent to such disclosure.
- Lists of older adults compiled in establishing and maintaining information and referral sources shall be used solely for the purpose of providing social services and only with the informed consent of each person on the list.
- In order that the privacy of each participant in aging programs is in no way abridged, the confidentiality of all participant data gathered and maintained by the State Agency, the Area Agency, the county or tribal aging agency, and any other agency, organization, or individual providing services under the State, area, county, or tribal plan, shall be safeguarded by specific policies.
- Each participant from whom personal information is obtained shall be made aware of his or her rights to:

- (a) Have full access to any information about one's self which is being kept on file;
  - (b) Be informed about the uses made of the information about him or her, including the identity of all persons and agencies involved and any known consequences for providing such data; and,
  - (c) Be able to contest the accuracy, completeness, pertinence, and necessity of information being retained about one's self and be assured that such information, when incorrect, will be corrected or amended on request.
- All information gathered and maintained on participants under the area, county or tribal plan shall be accurate, complete, and timely and shall be legitimately necessary for determining an individual's need and/or eligibility for services and other benefits.
- No information about, or obtained from, an individual participant shall be disclosed in any form identifiable with the individual to any person outside the agency or program involved without the informed consent of the participant or his/her legal representative, except:
  - (a) By court order; or,
  - (b) When securing client-requested services, benefits, or rights.
- The lists of older persons receiving services under any programs funded through the State Agency shall be used solely for the purpose of providing said services, and can only be released with the informed consent of each individual on the list.
- All paid and volunteer staff members providing services or conducting other activities under the area plan shall be informed of and agree to:
  - (a) Their responsibility to maintain the confidentiality of any client-related information learned through the execution of their duties. Such information shall not be discussed except in a professional setting as required for the delivery of service or the conduct of other essential activities under the area plan; and,
  - (b) All policies and procedures adopted by the State and Area Agency to safeguard confidentiality of participant information, including those delineated in these rules.
- Appropriate precautions shall be taken to protect the safety of all files, microfiche, computer tapes and records in any location which contain sensitive information on individuals receiving services under the State or area plan. This includes but is not limited to assuring registration forms containing personal information are stored in a secure, locked drawer when not in use.

## 7. Records and Reports

- The applicant shall keep records and make reports in such form and requiring such information as may be required by the Bureau of Aging and Disability Resources and in accordance with guidelines issued solely by the Bureau of Aging and Disability Resources and the Administration on Aging.
- The applicant shall maintain accounts and documents which will enable an accurate review to be made at any time of the status of all funds which it has been granted by the Bureau of Aging and Disability Resources through its designated area agency on aging. This includes both the disposition of all monies received and the nature of all charges claimed against such funds.

#### 8. Licensure and Standards Requirements

- The applicant shall assure that where state or local public jurisdiction requires licensure for the provision of services, agencies providing services under the county/tribal or area plan shall be licensed or shall meet the requirements for licensure.
- The applicant is cognizant of and must agree to operate the program fully in conformance with all applicable state and local standards, including the fire, health, safety and sanitation standards, prescribed in law or regulation.

#### 9. Civil Rights

- The applicant shall comply with Title VI of the Civil Rights Act of 1964 (P.L. 88-352) and in accordance with that act, no person shall on the basis of race, color, or national origin, be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination under any program or activity under this plan.
- All grants, sub-grants, contracts or other agents receiving funds under this plan are subject to compliance with the regulation stated in 9 above.
- The applicant shall develop and continue to maintain written procedures which specify how the agency will conduct the activities under its plan to assure compliance with Title VI of the Civil Rights Act.
- The applicant shall comply with Title VI of the Civil Rights Act (42 USC 2000d) prohibiting employment discrimination where (1) the primary purpose of a grant is to provide employment or (2) discriminatory employment practices will result in unequal treatment of persons who are or should be benefiting from the service funded by the grant.
- All recipients of funds through the county/tribal or area plan shall operate each program or activity so that, when viewed in its entirety, the program or activity is accessible to and usable by handicapped adults as required in the Architectural Barriers Act of 1968.

#### 10. Uniform Relocation Assistance and Real Property Acquisition Act of 1970



The applicant shall comply with requirements of the provisions of the Uniform Relocation and Real Property Acquisitions Act of 1970 (P.L. 91-646) which provides for fair and equitable treatment of federal and federally assisted programs.

#### 11. Political Activity of Employees

The applicant shall comply with the provisions of the Hatch Act (5 U.S.C. Sections 7321-7326), which limit the political activity of employees who work in federally funded programs. [Information about the Hatch Act is available from the U.S. Office of Special Counsel at <http://www.osc.gov/>]

#### 12. Fair Labor Standards Act

The applicant shall comply with the minimum wage and maximum hours provisions of the Federal Fair Labor Standards Act (Title 29, United States Code, Section 201-219), as they apply to hospital and educational institution employees of state and local governments.

#### 13. Private Gain

The applicant shall establish safeguards to prohibit employees from using their positions for a purpose that is or appears to be motivated by a desire for private gain for themselves or others (particularly those with whom they have family, business or other ties).

#### 14. Assessment and Examination of Records

- The applicant shall give the Federal agencies, State agencies and the Bureau of Aging and Disability Resources Resource's authorized Area Agencies on Aging access to and the right to examine all records, books, papers or documents related to the grant.
- The applicant must agree to cooperate and assist in any efforts undertaken by the grantor agency, or the Administration on aging, to evaluate the effectiveness, feasibility, and costs of the project.
- The applicant must agree to conduct regular on-site assessments of each service provider receiving funds through a contract with the applicant under the county or tribal plan.

#### 15. Maintenance of Non-Federal Funding

- The applicant assures that the aging unit, and each service provider, shall not use Older Americans Act or state aging funds to supplant other federal, state or local funds.
- The applicant must assure that each service provider must continue or initiate efforts to obtain funds from private sources and other public organizations for each service funded under the county or tribal plan.

#### 16. Regulations of Grantor Agency

The applicant shall comply with all requirements imposed by the Department of Health and Family Services, Division of Supportive Living, Bureau of Aging and Disability Resources concerning special requirements of federal and state law, program and fiscal requirements, and other administrative requirements.

#### 17. Older Americans Act

The applicant shall comply with all requirements of the Older Americans Act (PL 89-73.Sec. 306(A), AREA PLANS

(2) Each area agency on aging shall provide assurances that an adequate proportion, as required under section 307(a)(2), of the amount allotted for part B to the planning and service area will be expended for the delivery of each of the following categories of services-

(A) services associated with access to services (transportation, health services (including mental health services), outreach, information and assistance (which may include information and assistance to consumers on availability of services under part B and how to receive benefits under and participate in publicly supported programs for which the consumer may be eligible), and case management services);

(B) In-home services, including supportive services for families of older individuals who are victims of Alzheimer's disease and related disorders with neurological and organic brain dysfunction; and

(C) Legal assistance; and assurances that the area agency on aging will report annually to the State agency in detail the amount of funds expended for each such category during the fiscal year most recently concluded.

(4)(A)(i)(I) provide assurances that the area agency on aging will—

(aa) set specific objectives, consistent with State policy, for providing services to older individuals with greatest economic need, older individuals with greatest social need, and older individuals at risk for institutional placement;

(bb) include specific objectives for providing services to low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas; and

(II) include proposed methods to achieve the objectives described in items (aa) and (bb) of sub clause (I);

(ii) provide assurances that the area agency on aging will include in each agreement made with a provider of any service under this title, a requirement that such provider will—

(I) specify how the provider intends to satisfy the service needs of low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in the area served by the provider;

(II) to the maximum extent feasible, provide services to low-income minority individuals, older individuals with limited English proficiency, and older

individuals residing in rural areas in accordance with their need for such services; and

(III) meet specific objectives established by the area agency on aging, for providing services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas within the planning and service area; and

(4)(A)(iii) With respect to the fiscal year preceding the fiscal year for which such plan is prepared, each area agency on aging shall--

(I) identify the number of low-income minority older individuals and older individuals residing in rural areas in the planning and service area;

(II) Describe the methods used to satisfy the service needs of such minority older individuals; and

(III) Provide information on the extent to which the area agency on aging met the objectives described in clause (a)(4)(A)(i).

(4)(B)(i) Each area agency on aging shall provide assurances that the area agency on aging will use outreach efforts that will identify individuals eligible for assistance under this Act, with special emphasis on--

(I) older individuals residing in rural areas;

(II) Older individuals with greatest economic need (with particular attention to low-income minority individuals and older individuals residing in rural areas);

(III) Older individuals with greatest social need (with particular attention to low-income minority individuals and older individuals residing in rural areas);

(IV) Older individuals with severe disabilities;

(V) Older individuals with limited English proficiency;

(VI) Older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals); and

(VII) Older individuals at risk for institutional placement; and

(4)(C) Each area agency on agency shall provide assurance that the area agency on aging will ensure that each activity undertaken by the agency, including planning, advocacy, and systems development, will include a focus on the needs of low-income minority older individuals and older individuals residing in rural areas.

(5) Each area agency on aging shall provide assurances that the area agency on aging will coordinate planning, identification, assessment of needs, and provision of services for older individuals with disabilities, with particular attention to individuals with severe disabilities, and individuals at risk for institutional placement, with agencies that develop or provide services for individuals with disabilities.

(6)(F) Each area agency will:

in coordination with the State agency and with the State agency responsible for mental health services, increase public awareness of mental health disorders, remove barriers to diagnosis and treatment, and coordinate mental health services (including mental health screenings) provided with funds expended by the area agency on aging with mental health services provided

by community health centers and by other public agencies and nonprofit private organizations;

(9) Each area agency on aging shall provide assurances that the area agency on aging, in carrying out the State Long term Care Ombudsman program under section 307(a)(9), will expend not less than the total amount of funds appropriated under this Act and expended by the agency in fiscal year 2000 in carrying out such a program under this title.

(11) Each area agency on aging shall provide information and assurances concerning services to older individuals who are Native Americans (referred to in this paragraph as "older Native Americans"), including-

(A) information concerning whether there is a significant population of older Native Americans in the planning and service area and if so, an assurance that the area agency on aging will pursue activities, including outreach, to increase access of those older Native Americans to programs and benefits provided under this title;

(B) an assurance that the area agency on aging will, to the maximum extent practicable, coordinate the services the agency provides under this title with services provided under title VI; and

(C) an assurance that the area agency on aging will make services under the area plan available, to the same extent as such services are available to older individuals within the planning and service area, to older Native Americans.

(13)(A) Each area agency on aging shall provide assurances that the area agency on aging will maintain the integrity and public purpose of services provided, and service providers, under this title in all contractual and commercial relationships.

(13)(B) Each area agency on aging shall provide assurances that the area agency on aging will disclose to the Assistant Secretary and the State agency--

(i) the identity of each nongovernmental entity with which such agency has a contract or commercial relationship relating to providing any service to older individuals; and

(ii) The nature of such contract or such relationship.

(13)(C) Each area agency on aging shall provide assurances that the area agency will demonstrate that a loss or diminution in the quantity or quality of the services provided, or to be provided, under this title by such agency has not resulted and will not result from such non-governmental contracts or such commercial relationships.

(13)(D) Each area agency on aging shall provide assurances that the area agency will demonstrate that the quantity or quality of the services to be provided under this title by such agency will be enhanced as a result of such non-governmental contracts or commercial relationships.

(13)(E) Each area agency on aging shall provide assurances that the area agency will, on the request of the Assistant Secretary or the State, for the purpose of monitoring compliance with this Act (including conducting an audit), disclose all sources and expenditures of funds such agency receives or expends to provide services to older individuals.

(14) Each area agency on aging shall provide assurances that funds received under this title will not be used to pay any part of a cost (including an administrative cost) incurred by the area agency on aging to carry out a contract or commercial relationship that is not carried out to implement this title.

(15) provide assurances that funds received under this title will be used-

- (A) to provide benefits and services to older individuals, giving priority to older individuals identified in paragraph (4)(A)(i); and
- (B) in compliance with the assurances specified in paragraph (13) and the limitations specified in section 212;

#### 18. Federal Regulations-

The applicant shall comply with all federal regulations (45 CFR 1321) governing Older Americans Act funds and programs.

#### 19. Wisconsin Elders Act

If the applicant is an aging unit, the aging unit must comply with the provisions of the Wisconsin Elders Act.

Wisconsin Statutes Chapter 46.82 Aging unit.

“Aging unit” means an aging unit director and necessary personnel, directed by a county or tribal commission on aging and organized as one of the following:

- (1) An agency of county or tribal government with the primary purpose of administering programs of services for older individuals of the county or tribe.
- (2) A unit, within a county department under s. 46.215, 46.22
- (3) or 46.23, with the primary purpose of administering programs of
- (4) services for older individuals of the county.
- (5) A private corporation that is organized under ch. 181 and
- (6) that is a nonprofit corporation, as defined in s. 181.0103 (17).

Aging Unit; Creation. A county board of supervisors of a county, the county boards of supervisors of 2 or more contiguous counties or an elected tribal governing body of a federally recognized American Indian tribe or band in this state may choose to administer, at the county or tribal level, programs for older

individuals that are funded under 42 USC 3001 to 3057n, 42 USC 5001 and 42 USC 5011 (b). If this is done, the county board or boards of supervisors or tribal governing body shall establish by resolution a county or tribal aging unit to provide the services required under this section. If a county board of supervisors or a tribal governing body chooses, or the county boards of supervisors of 2 or more contiguous counties choose, not to administer the programs for older individuals, the department shall direct the area agency on aging that serves the relevant area to contract with a private, nonprofit corporation to provide for the county, tribe or counties the services required under this section.

**Aging Unit; Powers and Duties.** In accordance with state statutes, rules promulgated by the department and relevant provisions of 42 USC 3001 to 3057n and as directed by the county or tribal commission on aging, an aging unit:

(a) *Duties.* Shall do all of the following:

1. Work to ensure that all older individuals, regardless of income, have access to information, services and opportunities available through the county or tribal aging unit and have the opportunity to contribute to the cost of services and that the services and resources of the county or tribal aging unit are designed to reach those in greatest social and economic need.
2. Plan for, receive and administer federal, state and county, city, town or village funds allocated under the state and area plan on aging to the county or tribal aging unit and any gifts, grants or payments received by the county or tribal aging unit, for the purposes for which allocated or made.
3. Provide a visible and accessible point of contact for individuals to obtain accurate and comprehensive information about public and private resources available in the community which can meet the needs of older individuals.
4. As specified under s. 46.81, provide older individuals with services of benefit specialists or appropriate referrals for assistance.
5. Organize and administer congregate programs, which shall include a nutrition program and may include one or more senior centers or adult day care or respite care programs, that enable older individuals and their families to secure a variety of services, including nutrition, daytime care, educational or volunteer opportunities, job skills preparation and information on health promotion, consumer affairs and civic participation.
6. Work to secure a countywide or tribal transportation system that makes community programs and opportunities accessible to, and meets the basic needs of, older individuals.
7. Work to ensure that programs and services for older individuals are available to homebound, disabled and non-English speaking persons, and to racial, ethnic and religious minorities.
8. Identify and publicize gaps in services needed by older individuals and provide leadership in developing services and programs, including recruitment and training of volunteers that address those needs.
9. Work cooperatively with other organizations to enable their services to function effectively for older individuals.
10. Actively incorporate and promote the participation of older individuals in the preparation of a county or tribal comprehensive plan for aging resources that

identifies needs, goals, activities and county or tribal resources for older individuals.

11. Provide information to the public about the aging experience and about resources for and within the aging population.

12. Assist in representing needs, views and concerns of older individuals in local decision making and assist older individuals in expressing their views to elected officials and providers of services.

13. If designated under s. 46.27 (3) (b) 6., administer the long-term support community options program.

14. If the department is so requested by the county board of supervisors, administer the pilot projects for home and community –based long-term support services under s. 46.271.

15. If designated under s. 46.90 (2), administer the elder abuse reporting system under s. 46.90.

16. If designated under s. 46.87 (3) (c), administer the Alzheimer's disease family and caregiver support program under s. 46.87.

17. If designated by the county or in accordance with a contract with the department, operate the specialized transportation assistance program for a county under s. 85.21.

18. Advocate on behalf of older individuals to assist in enabling them to meet their basic needs.

19. If an aging unit under sub. (1) (a) 1. or 2. and if authorized under s. 46.283 (1) (a) 1., apply to the department to operate a resource center under s. 46.283 and, if the department contracts with the county under s. 46.283 (2), operate the resource center.

20. If an aging unit under sub. (1) (a) 1. or 2. and if authorized under s. 46.284 (1) (a) 1., apply to the department to operate a care management organization under s. 46.284 and, if the department contracts with the county under s. 46.284 (2), operate the care management organization and, if appropriate, place funds in a risk reserve.

(b) Powers. May perform any other general functions necessary to administer services for older individuals.

#### (4) Commission On Aging.

##### (a) Appointment.

1. Except as provided under subd. 2., the county board of supervisors in a county that has established a single-county aging unit, the county boards of supervisors in counties that have established a multicounty aging unit or the elected tribal governing body of a federally recognized American Indian tribe or band that has established a tribal aging unit shall, before qualification under this section, appoint a governing and policy-making body to be known as the commission on aging.

2. In any county that has a county executive or county administrator and that has established a single-county aging unit, the county executive or county administrator shall appoint, subject to confirmation by the county board of supervisors, the commission on aging. A member of a commission on aging

appointed under this subdivision may be removed by the county executive or county administrator for cause.

(b) Composition.

A commission on aging, appointed under par. (a) shall be one of the following:

1. For an aging unit that is described in sub. (1) (a) 1. or 2., organized as a committee of the county board of supervisors, composed of supervisors and, beginning January 1, 1993, advised by an advisory committee, appointed by the county board. Older individuals shall constitute at least 50% of the membership of the advisory committee and individuals who are elected to any office may not constitute 50% or more of the membership of the advisory committee.
2. For an aging unit that is described in sub. (1) (a) 1. or 2., composed of individuals of recognized ability and demonstrated interest in services for older individuals. Older individuals shall constitute at least 50% of the membership of this commission and individuals who are elected to any office may not constitute 50% or more of the membership of this commission.
3. For an aging unit that is described in sub. (1) (a) 3., the board of directors of the private, nonprofit corporation. Older individuals shall constitute at least 50% of the membership of this commission and individuals who are elected to any office may not constitute 50% or more of the membership of this commission.

(c) Terms.

Members of a county or tribal commission on aging shall serve for terms of 3 years, so arranged that, as nearly as practicable, the terms of one-third of the members shall expire each year, and no member may serve more than 2 consecutive 3-year terms. Vacancies shall be filled in the same manner as the original appointments. A county or tribal commission on aging member appointed under par. (a) 1. may be removed from office for cause by a two-thirds vote of each county board of supervisors or tribal governing body participating in the appointment, on due notice in writing and hearing of the charges against the member.

(c) Powers and duties.

A county or tribal commission on aging appointed under sub. (4) (a) shall, in addition to any other powers or duties established by state law, plan and develop administrative and program policies, in accordance with state law and within limits established by the department of health and family services, if any, for programs in the county or for the tribe or band that are funded by the federal or state government for administration by the aging unit. Policy decisions not reserved by statute for the department of health services may be delegated by the secretary to the county or tribal commission on aging. The county or tribal commission on aging shall direct the aging unit with respect to the powers and duties of the aging unit under sub. (3).

(5) Aging Unit Director; Appointment. A full-time aging unit director shall be appointed on the basis of recognized and demonstrated interest in and knowledge of problems of older individuals, with due regard to training, experience, executive and administrative ability and general qualification and fitness for the performance of his or her duties, by one of the following:



(a) 1. For an aging unit that is described in sub. (1) (a) 1., except as provided in subd. 2., a county or tribal commission on aging shall make the appointment, subject to the approval of and to the personnel policies and procedures established by each county board of supervisors or the tribal governing body that participated in the appointment of the county or tribal commission on aging. 2. In any county that has a county executive or county administrator and that has established a single-county aging unit, the county executive or county administrator shall make the appointment, subject to the approval of and to the personnel policies and procedures established by each county board of supervisors that participated in the appointment of the county commission on aging.

(b) For an aging unit that is described in sub. (1) (a) 2., the director of the county department under s. 46.215, 46.22 or 46.23 of which the aging unit is a part shall make the appointment, subject to the personnel policies and procedures established by the county board of supervisors.

(d) For an aging unit that is described in sub. (1) (a) 3., the commission on aging under sub. (4) (b) 3. shall make the appointment, subject to ch. 181.

## **16. Appendices**

1- Preliminary Area Plan Goals

2- Summary of Comments from August 8, 2018 Public Hearings

3- November 10, 2016- Advisory Council Minutes

4- November 11, 2016 - Commission on Aging Minutes

5- Budgets

## **Appendix 1- Preliminary Goals for the Milwaukee County 2017-18 Area Plan for Older People**

The Milwaukee County Department on Aging (MCDA) is currently developing the 2017-18 Area Plan for Older People. Staff have facilitated listening sessions where input has been derived from very diverse groups of people 60 and older throughout the County. The Older Americans Act places a great deal of emphasis on the Area Plan and sets forth very specific requirements on what must be addressed in the plans. The goals below are *preliminary* and a *first draft*. Some of the topic areas are mandated by the State of Wisconsin and others have come out of common themes that have come up at local listening sessions.

### *The Elder Nutrition Program*

The Elder Nutrition Program is the largest program operated by the national and state aging networks. The nutrition program consists of two programs, each with specific purposes. The congregate (senior dining) program provides meals in a community environment that promotes socialization and healthy aging. Home-delivered meals provide meals and daily social contact to those who are homebound.

Goal Statement #1: MCDA continuously identifies best practices for modernizing the Elderly Nutrition Program. A Visionary Report from October 2015 identified targets to try to reach in order ensure the goal of modernization. MCDA will monitor agencies' progress, share updates with the Advisory Council, make adjustments as necessary and share in a written report to the Milwaukee County Board of Supervisors by December 31, 2017.

Goal Statement #2: MCDA will identify a minimum of three ways to reduce expenses associated with the Home Delivered Meal program and will share the measures with our providers so that no eligible homebound senior will be denied a meal as a result of insufficient funding by December 31, 2018.

### *Services in Support of Caregivers*

Caregiver Support activities focus on the tremendous demands placed on family caregivers and other informal caregivers who help older adults remain living at home or in the community. The purpose of these programs is to support and assist caregivers as they provide care and assistance to their older family members, friends and neighbors, and to minor children who are under the care of older adults

Goal Statement #1: In order to improve community services and supports to caregivers MCDA, in collaboration with community partners, will create places called Memory Connection Centers (HUBS). These (HUBS) will be designed as a one-stop-shop for access to information about dementia, services, resources and clinics to help support each community with the resources and support needed to properly equip the individuals and caregivers in Milwaukee County. MCDA will open 4 HUBS by December 31, 2017 and another 4 HUBS by December 31, 2018.

Goal Statement #2: In order to improve community services and supports to caregivers, MCDA will look to create or add to an existing database to pilot a Dementia registry which will serve as a means to reduce the time between diagnosis and services and support from MCDA and other county agencies by

December 31, 2018.

### *Services to People with Dementia*

Dementia is a general term for deterioration in cognitive function severe enough to interfere with daily life. Symptoms usually develop slowly and get worse over time, although strokes and other brain events can cause sudden onset or worsening of the condition. Wisconsin has a well-developed network of community agencies focused on assisting the individuals and families who are living with Alzheimer's disease and related dementias, providing knowledge and support, while also raising awareness about these conditions in the broader community.

Goal Statement #1: In order to enhance the support of individuals who are living with Alzheimer's and dementia MCDA will work with community partners to create a Dementia Senior Companion connection system. This system will create an opportunity to partner an individual with a volunteer companion immediately after diagnosis by December 31, 2017.

Goal Statement #2: In order to enhance the support of individuals who are living with Alzheimer's and dementia, MCDA will utilize the partnership memory café model to create a minimum of 3 additional locations in Milwaukee County by December 31, 2017 and a minimum of 3 additional locations by December 31, 2018.

Goal Statement #3: In order to enhance the support of individuals who are living with Alzheimer's and dementia, MCDA will work with community partners to create a dementia capable business curriculum for Milwaukee County by December 31, 2017.

Goal Statement #4: In order to enhance the support of individuals who are living with Alzheimer's and dementia, MCDA will look to collaborate with a minimum of two local community partners to help promote exercise and socialization with regular league sports activities by December 31, 2018.

### *Healthy Aging*

The field of healthy aging includes a wide range of programs and services aimed at maintaining and improving physical and mental health throughout the lifespan, preserving independence, and minimizing the need for costly medical interventions. The Aging Network's healthy aging efforts focus on health promotion and disease prevention programs that are "evidence based." These programs have been tested through scientific studies and have been shown to be effective at accomplishing their goals for preventing disease or injury or improving health. The results of the studies have been published in professional journals, and protocols for replicating them in the community are available.

Goal Statement #1: MCDA will work with three of its contracted ethnic senior centers to develop a plan and implement a minimum of two evidence-based programs per year during 2017-2018. Each ethnic senior center will complete two evidence-based programs at their senior centers by December 31, 2017 and two evidence-based programs by December 31, 2018.

Goal Statement #2: During 2017-2018, MCDA will participate in two collaborative research projects with academic partners to pilot new evidence based programming targeting racial and ethnic minorities. The first evidence-based project will be implemented before December 31, 2017 and the second project

will be implemented by December 31, 2018.

Goal Statement #3: MCDA will partner with Wisconsin Institute for Healthy Aging to train a total of twenty new racial/ethnic minority leaders to conduct evidenced programming in low-income minority communities during 2017-2018. Ten new leaders will be trained by December 31, 2017 and ten new leaders will be trained by December 31, 2018. The leaders will be trained to facilitate programs that meet the highest criteria for Title IIID Funding as described by the Older American's Act.

### *Elder Justice*

MCDA is the lead Elder Abuse Agency for Milwaukee County. Department staff investigate allegations of physical abuse, financial exploitation, neglect, self-neglect and emotional abuse of adults age 60 and over. Staff investigated almost 1000 cases of alleged abuse in 2015 alone, with the highest number of cases involving self-neglect and the second most prevalent issue being that of financial exploitation. 22% of cases investigated in 2015 were purely financial in nature, while many of the other cases involved aspects of financial abuse and exploitation in addition to other facets of abuse. Financial exploitation continues to increase and is often linked to other forms of abuse including neglect and abuse itself. MCDA strives to maintain and expand collaborative community relationships to provide comprehensive seamless services, and resources for the safety and protection of vulnerable elders, while supporting their choices and quality of life as much as possible.

#### Goal Statement #1:

MCDA will have active and engaged Interdisciplinary team (I-team) members and meetings. MCDA I-Team participants will meet a minimum of 8 times per year in 2017 and again in 2018 with active participation by agencies that are involved with protection and safety of vulnerable adults including medical, legal, victim advocates, social services and criminal justice representatives. These meetings will be facilitated and led by MCDA staff.

#### Goal Statement #2:

MCDA will develop information and training for financial institutions to use for both customers and staff to increase awareness of elder abuse overall and financial exploitation specifically. MCDA will develop a financial exploitation brochure to distribute to at least 5 different financial institutions in Milwaukee County by December 31, 2017 with the intention that they will be distributed to bank customers.

#### Goal Statement #3:

MCDA will develop a PowerPoint training specifically for financial institutions to be used to help train employees to detect and report suspected abuse of customers to be developed and distributed to at least five different financial institutions by December 31, 2018.

### *Serving the Homebound*

According to the 2010 Census, Milwaukee County is home to 111,948 people aged 65+ who are living alone. An issue that has consistently been brought up at listening sessions, is that of how do we better serve individuals who are living alone and are homebound? We heard that people who live alone and have mobility issues are often left feeling isolated, lonely and disconnected from their

community. Individuals tend to prefer to stay in their homes as they age, but in some circumstances end up being essentially trapped in those homes.

Goal Statement #1: MCDA will partner with a minimum of four agencies to explore strategies and form collaborations to get information to homebound older adults with hope to identify 100 homebound clients by December 31, 2018.

Goal Statement #2: MCDA will work with four area congregations to identify elderly homebound parishioners and informal caregivers with knowledge of homebound people in the community to provide information about MCDA by December 31, 2017 with the goal of reaching at least 5 homebound persons per congregation by December 31, 2018.

### Communication about Aging Programs and Services

One issue that came up at every listening session was the issue that people are not aware of MCDA nor the programs and services that can be accessed through MCDA. This issue crosses all boundaries. People do not know our services, they do not know where to find out about services, and they often don't even know what questions to ask should they find us. We have asked the question, how do we get information to people who don't know we exist? How do we find those who are not aware of us? How do we create more of a presence in the community? MCDA proposes goals to try to find the yet unreached.

Goal Statement #1- MCDA will review the outreach activity which has taken place over the past three years and target those neighborhoods and zip codes which have been underserved. Using this information, MCDA will reach out to and schedule at least four outreach events which will address the unique needs of those who reside in typically underserved areas by December 31, 2017.

Goal Statement #2- Seeking input from older consumers, MCDA will hold a minimum of four focus groups to measure current satisfaction with the agency website and will implement changes based on feedback. MCDA will work on an ongoing basis over the two years of the Area Plan to make improvements to and measure satisfaction with the website by December 31, 2018.

### Transportation

In meeting with older adults throughout Milwaukee County, one glaring problem that is brought up repeatedly, is that of lack of transportation options and lack of information about what options already exist. Funding is always an obstacle; MCDA has had to eliminate rides to certain locations in the past year due to lack of funding. MCDA proposes to work on spreading the word about current transportation services and creating new opportunities for older adults:

Goal Statement #1- MCDA will create a simplified, streamlined, and easy to read brochure which outlines transportation options for seniors in Milwaukee County. This brochure will be ready for dissemination by December 31, 2017.

Goal Statement #2- In order to create more options for transportation services for older adults and caregivers in Milwaukee County, MCDA will pilot a collaboration with a private transportation agency to transport seniors, caregivers and individuals with dementia by December 31, 2018.

## Caregiver Support

A key element in supporting family caregivers in Milwaukee County is the Family Caregiver Support Network (FCSN), operated by Interfaith Older Adult Programs, Inc., under contract with MCDA. The FCSN provides services to informal caregivers of older adults with funding from the state Alzheimer's Family and Caregiver Support Program (AFCSP). Future efforts will focus on outreach to underserved communities and on the development of a self-help coaching component in response to pervasive medical evidence that isolation, uncontrolled outcomes, and loss of personal autonomy create a wide range of adverse effects on the health and wellbeing of family caregivers.

Goal Statement #1: MCDA in collaboration with the FCSN will initiate a multi-media marketing campaign to increase to 74 the number of AFSCP clients served by December 31, 2017, an increase of 10% over the total served in 2015.

Goal Statement #2: MCDA in collaboration with the FCSN will research and pilot a structured, caregiver self-care coaching component by March 31, 2017.

Goal Statement #3: MCDA in collaboration with the FCSN will evaluate the pilot caregiver self-care program, make any necessary changes, and move the program to full implementation and integration within the existing array of counseling and interpersonal support services provided by FCSN, by March 31, 2018.

## Walkable Communities

During 2017-2018, MCDA will join the national efforts in planning for walkable communities/neighborhoods for our aging population.

Goal Statement #1: MCDA and the Commission on Aging Wellness Council will join the national campaign to make America Walkable. By September 31, 2017, MCDA will assess the feasibility of walkable communities across Milwaukee County through research of national best practices.

Goal Statement #2: MCDA and the Commission on Aging Wellness Council will serve as members of the Milwaukee County Physical Fitness Coalition and work to develop action steps/plans to increase the *Walk Score* of two communities in Milwaukee County by December 31, 2018.

## Appendix 2- Public Hearing Comments

### MILWAUKEE COUNTY DEPARTMENT ON AGING

AUGUST 8, 2016

#### PUBLIC HEARINGS

The Milwaukee County Department on Aging held two public hearings for community input on the Milwaukee County 2017-2018 Plan for Older People on Monday, August 8, 2016 at Clinton Rose Senior Center (9:00 AM to 10:30 AM) and Wilson Park Senior Center (1:30 PM to 3:00 PM). There were 56 attendees at Clinton Rose Senior Center and 45 attendees at Wilson Park Senior Center. Carmen Pangilinan, Jim Schmidtkofer, Beth Monrial Zatarski, and Pat Batemon walked the audience through the preliminary goals of the 2017-2018 Area Plan. Below are suggestions and comments from the audience.

#### The Elderly Nutrition Program

- An audience member inquired what the meaning of “modernizing the Elderly Nutrition Program” is. Ms. Beth Monrial Zatarski, MCDA Senior Dining Program Manager, said that “modernizing” means providing the seniors with more than just a meal and to provide other amenities such as a fitness center and a technology center, and partnering with local agencies to provide these services.
- Ms. Monrial Zatarski also answered questions regarding senior dining guidelines, home-delivered meal, special dietary needs, actual cost of meals, and suggested contribution/donation to the meal program.
- There was a suggestion to expand to the 84<sup>th</sup> and Burleigh area due to a large Hmong population. It was suggested we coordinate with the Hmong Peace Academy.
- There was a suggestion that verbal reminders to participants regarding the actual cost of the meal should happen more frequently.

#### Services in Support of Caregivers and Services to Support People with Dementia

- MCDA Dementia Care Specialist, Ms. Andrea Garr, and Mr. Tom Hlavacek (Alzheimer’s Association) answered inquiries about memory cafes.
- Many older adults did not know that Memory Cafes existed. MCDA needs to improve outreach and communication about dementia services to older adults in the senior centers.
- Many older adults have limited income and all of the memory cafes require seniors to spend money at their facilities. MCDA needs to make memory cafes available where older people won’t be required to spend any money such as at senior centers and churches where older people already congregate.
- Commissioner Barbara Wyatt Sibley added that in addition to having a proper venue, a lot of commitment and manpower are also required to keep the memory cafes operating.
- Audience members suggested coordinating with congregations, postal



service, creating a foster family program for seniors modeled after what is done for children, working with HR departments and community agencies about caregiver issues.

#### Healthy Aging

- Ms. Batemon explained the meaning of evidence based programming and outlined the programs we currently offer.
- An audience member suggested that we look into mental health issues in the LGBT community and see if there are evidence based programs to assist this population.
- An audience member indicated that more programming and perhaps a senior center need to be located in the northwest corner of Milwaukee County because we don't have anything specifically in that area at this time.

#### Elder Justice

- An audience member inquired about how to report elder financial abuse. Ms. Pangilinan said that elder financial abuse/exploitation can be reported to the MCDA Aging Resource Center at 414-289-6874. Additionally, the names of callers who reported the elder abuse to MCDA are kept confidential.
- Several audience members discussed stories of scams that are targeted at seniors and suggested that we do something around scams in addition to working with financial institutions.

#### Services to Homebound and Communication about Services

- There were suggestions made as to how to reach the homebound and how to best get the word out about MCDA. Suggestions include: work with Interfaith NOP, work with Senior Ambassadors, work with senior housing, work with partner agencies to promote MCDA on their websites, PSA's, work with Social Security and Medicare, expand our social media reach and target children of older adults as well as older adults themselves, try to advertise in community newspapers for free, work with farmers markets, coordinate with the city and tax bills, coordinate with WE Energies and energy bills.

#### Transportation

- Concerns about the future of the GO Pass Program was brought up. Ms. Pangilinan said that the funding for the GO Pass Program will be decided by the Milwaukee County Budget. She also answered questions regarding various transportation services offered by MCDA.
- A member of the audience shared her frustrations about the cuts to funding for older adult program and asked how MCDA measures successes for the programs that the department is funding. Ms. Pangilinan said that the service providers who are awarded with an MCDA

contract are required to meet a set of outcomes and provide reports to the department on a regular basis. She encouraged older adults with concerns about cuts or funding to programs should address their concerns to their legislators and to attend MCDA monthly Advocacy Committee meeting to learn more about important issues.

- A member from the audience encouraged everyone to advocate for issues that are important to the community and reminded everyone to go out and vote tomorrow.
- Mr. Mike Helbick, from the office U.S. Senator Tammy Baldwin added that Senator Baldwin always welcome any concerns about government funding or programs from the community.

### Walkable Communities

- Ms. Batemon explained the definition of walkable communities and how it is not limited to just sidewalks and street corners, it includes mixed use such as access to better transit, better proximity to people and places and safety.
- Milwaukee has a walk-score of 32, the top five communities have scores between 88 and 76. We have some room for improvement.
- Audience suggestions include, more timed crosswalks and motion censored crosswalks, Oak Leaf trail make it more accessible by creating a map of the trail with bus stops highlighted, crosswalks that hold up traffic until vulnerable people are able to get through, senior housing facilities need signs near them warning drivers to be careful while driving.

## **Appendix 3- Minutes of November 10, 2016 Advisory Council Meeting**

### **Milwaukee County Commission on Aging Advisory Council November 10, 2016**

The Advisory Council of the Milwaukee County Commission on Aging held its quarterly meeting on November 10, 2016 at the Milwaukee County Department on Aging, 1220 W. Vliet St., Conference Room 104, Milwaukee, WI 53205.

#### **Advisory Council Members Present:**

Rocille McConnell, Co-Chair  
Commissioner Emeritus Gwen Jackson  
James Kimble  
Judy Troestler  
David Hoffman  
George Liberatore  
Krystina Kohler  
Barbara Bechtel  
Sally Lindner  
Joan M. Schneider

#### **Advisory Council Members Excused:**

Gina Green-Harris, Co-Chair  
Lynnea Katz-Petted  
Al Hill  
Vi Hawkins  
Karen Jackson  
Kara Grennier  
Virginia Zerpa  
Ruth Bevenue  
Elizabeth Leister  
Sue Simon  
Lisa Bittman  
Jeremy Otte

Mariann Muzzi  
Mary Till  
Jean Davidson  
Debra Trakel

#### **MCDA Staff Present:**

Carmen Pangilinan  
Jill Knight  
Bekki Schmitt  
Beth Monrial Zatarski  
Bashir Easter  
Amy Kloster  
Shirly Gunawan

#### **Guest Present:**

Martin Anderson

## INFORMATIONAL ITEMS

### I. Call to Order

Co-Chair Rocille McConnell called the meeting to order at 1:35 PM. Ms. Gina Green-Harris was excused due to a conflict in her schedule. Everyone went around the table and provided a brief introduction.

### II. Review and Approval of August 18, 2016 Minutes

**MOTION:** Approve the August 18, 2016 meeting minutes.

**ACTION:** Motion carried unanimously (Hoffman moved, Kimble seconded).

### III. Work Group Reports

#### ➤ *Underserved Populations – Gina Green-Harris*

The Underserved Populations Workgroup has not met in the recent months and no report was provided.

#### ➤ *Communications – George Liberatore*

Mr. George Liberatore informed the group that the Communications Workgroup will be meeting next Wednesday, November 16, 2016 at 9:00 in Room 104. The workgroup is currently working on recruiting more members and will be looking at ways to assist with the goals of the Area Plan for 2017-2018, particularly in communication and outreach efforts in the underserved communities in Milwaukee County.

#### ➤ *Social Engagement*

No report was provided.

### IV. Review, Discussion, and Approval of 2017-2018 Area Plan for Older People

Ms. Carmen Pangilinan provided the group with a PowerPoint presentation on the 2017-2018 Area Plan for MCDA. Approximately every three years, MCDA has to submit an Area Plan to the State Bureau on Aging and Disability Resources. The Area Plan serves as the aging agenda for Milwaukee County Department on Aging and it includes relevant demographic trends, and outlines the major goals and objectives to be achieved over the course of the next two years. Some important highlights from her presentation were:

- \* The department held nine listening sessions with various organizations and community groups in June and July with the assistance of MCDA Consultant, Mr. Jim Schmidkofer. Ms. Pangilinan and other AAA staff then identified “themes” and drafted preliminary goals of the Area Plan based on the comments and feedbacks from the listening sessions.
- \* On August 8<sup>th</sup>, MCDA held two public hearings to gather additional input on the preliminary goals at Clinton Rose Senior Center and Wilson Park Senior Center. The comments and suggestions from the public hearings were recorded, documented, and added to the preliminary goals.

- \* There are currently 160,187 older adults age 60 and older from diverse backgrounds living in Milwaukee County. The number of older adults in Milwaukee County represents about 16% of the total population in the County but it is predicted that the over 60 population will reach 215,979 or 21.4% by 2035. Also, Center for Disease Control (CDC) estimates that 13.1% of older adults population living in Milwaukee County are suffering from Alzheimer's or Dementia. This number is significantly higher than the U.S. median of 10.3%.
- \* The required focus areas for the Area Plan are: elder nutrition program, services to support caregivers, services to people with dementia, healthy aging, and elder justice.
- \* Additional local priorities identified from the listening sessions and the public hearings are: serving the homebound, communication about aging programs and services, transportation, and senior centers.
- \* Next steps for the Area Plan: Ms. Pangilinan explained that the Area Plan must be approved by both the Commission on Aging and the Advisory Council. Once approved, the Area Plan will be submitted to the WI DHS State Office on Aging. The deadline is December 31, 2016. Ms. Pangilinan added that she also provided Mr. Neal Minogue, Supervisor at the State Office on Aging, a draft copy of the Area Plan for his review, and she has received positive feedback from Mr. Minogue.

The council thanked Ms. Pangilinan for the wonderful work she did on the Area Plan. The group then engaged in a lively discussion. Some thoughts and suggestions from the council were:

- \* Mr. David Hoffman suggested changing the wording on how the evidence based prevention program under the Health Aging goals was described. He suggested changing the words "racial/ethnic minorities" on page 34 of the Area Plan to "underserved populations". He explained that some minority groups such as the LGBT community may be underserved but not categorized as racial or ethnic minorities.
- \* Ms. Virginia Zerpa emailed Ms. Pangilinan and suggested adding "February as African-American History Month" under affirmative action plan.
- \* Mr. George Liberatore inquired if MCDA's operating budget was considered when writing the Area Plan. Ms. Pangilinan said that MCDA's budget was included in the Area Plan. Mr. Liberatore also suggested that MCDA should be seeking partnerships with its suppliers. He also suggested that MCDA explored ideas on how to utilize home delivered meal drivers that may benefit the department.
- \* Ms. McConnell stated that she noticed Ms. Jonette Arms was listed in the Area Plan. Ms. Pangilinan said that she will update the document to reflect the recent transition in the department.
- \* Ms. Pangilinan thanked the council for all the wonderful feedback and she will incorporate these suggestions in revising the Area Plan. If anyone has any further suggestions regarding the Area Plan, please contact her. Once the revision is completed, she will email the updated document to council members.

**MOTION: To approve the “Milwaukee County Department on Aging Area Agency on Aging Area Plan for 2017-2018” with suggested changes.**

**ACTION: Motion carried unanimously (Hoffman moved, Liberatore seconded)**

Following the motion, Co-chair, Rocille McConnell, provided her signature for the “Milwaukee County Department on Aging Area Agency on Aging Area Plan for 2017-2018”.

## **V. Milwaukee County Department on Aging Update**

No updates were provided.

## **VI. Program Updates/Announcements**

- Ms. Beth Monrial Zatarski informed the group that Goodwill will no longer be providing meal services for nine congregate sites and will focus solely on home delivered meals. SET Ministry has submitted a proposal to take over the service. Ms. Monrial Zatarski added that she is currently reviewing the proposal.
- Ms. Jill Knight, MCDA Program Coordinator, informed the council that the Milwaukee County Senior Hall of Fame applications are now available. Please take a form and nominate an older adult who has made a significant contribution and volunteerism to the community. Completed forms are due by February 6, 2017.
- Mr. Easter announced that MCDA, in partnership with the Wisconsin Alzheimer's Institute, Alzheimer's Association of SE WI, and the Milwaukee Public Museum will be opening the fifth Milwaukee County Partnership Memory Café at Cranky Al's Bakery & Pizza in Wauwatosa. The Ribbon Cutting ceremony will be taking place on November 12, 2016 at 1:30 PM. Everyone is invited!
- Ms. Joan Schneider informed the group that the Center for the Deaf and Blind will be moving to a new location, 8306 W. Lincoln Avenue.
- Ms. Pangilinan shared with the group that she and Mr. Hoffman recently met with South Shore Connecting Caring Community to discuss the group's participation on becoming a more walkable community.
- Ms. Amy Kloster, MCDA Community Program Coordinator, shared with the group that the Wellness Council meeting will be held on Thursday, November 17, 2016 at 2:30 PM in Conference Room 104. There will be a presentation provided by Ms. Debra Trakel on “Gratitude as a Component of Emotional Resilience”. Everyone is invited to the Wellness Council meeting!

## **VII. Adjourn**

The meeting was adjourned at 2:40 PM. The next quarterly Advisory Council meeting is scheduled for **Thursday, February 9, 2017 at 1:30 PM** at Marcia Coggs Human Services Center, 1220 West Vliet Street, Conference Room 104, Milwaukee, WI 53205.

Respectfully submitted,

A handwritten signature in cursive script, appearing to read "Shirly Gunawan".

Shirly Gunawan

MCDA Secretarial Assistant

## **Appendix 4- Minutes of November 11, 2016 Commission on Aging Meeting**

### **I. CALL TO ORDER & ROLL CALL:**

Interim Chairperson Sylvan Leabman called the meeting to order at 9:00 am at the Marcia Coggs Human Services Center, 1220 West Vliet Street, Milwaukee WI 53205

#### **Commissioners Present**

Sylvan Leabman, *Interim Chair*  
Debra J. Jupka, *Vice Chair*  
Barbara Wyatt Sibley, *Secretary*  
Gladys Carroll-Weathersby  
Maria Castrejon-Pérez  
Patsy Delgado  
Bob Haase  
Fred Knueppel  
Elizabeth Meyer-Arnold, R.N., M.S.  
Gary Mikolajczyk  
Bettie Rodgers, J.D.  
Pastor Johnny C. White, Jr.  
Gwen T. Jackson, *Commissioner Emeritus*

#### **Commissioners Excused**

County Supervisor Steve F. Taylor  
Daisy Cubias  
Peter J. Holbrook, Ph.D.  
Nengmay S. Vang

#### **Milwaukee County Staff Present**

Holly Davis, *MCDA Interim Director*  
Andrea Garr, *MCDA*  
Bashir Easter, *MCDA*  
Beth Monrial Zatarski, *MCDA*  
Amy Kloster, *MCDA*  
Vonda Nyang, *MCDA*

#### **Continued...Milwaukee County Staff Present**

Donna James, *MCDA*  
Teresa Smith, *MCDA*  
Liz Oettiker, *MCDA*  
Carmen Pangilinan, *MCDA*  
Jill Knight, *MCDA*  
Randy Mueller, *MCDA*  
Mary Proctor Brown, *MCDA*

#### **Guests Present**

Claire Zautke, *County Executive Office*  
Sally Lindner, *Nutrition Council*  
David Hoffman, *Wellness Council*  
Viola "Vi" Hawkins, *Advisory Council*  
James Kimble, *Advisory Council*  
Barbara Bechtel, *Advocacy Committee*  
Deborah Lewis, *Clinton Rose Center*  
Lisa Bittman, *Interfaith Older Adult Programs*  
Kara Grennier, *Goodwill Industries of Southeastern WI*  
Dayo Akande, *St. Ann Center*  
Matt Hayes, *Senior Law*  
Martha Anderson, *Nutrition Council*  
Rocille McConnell, *Advisory Council*  
Shirley Warren, *Genesis, Support Person*  
Hector Hernandez, *United Community Center*  
Judith Troestler, *Advocacy Committee*



## **II. REFLECTION –COMMISSIONER SYLVAN LEABMAN:**

Commissioner Leabman provided a reflection on the differences between dialog and debate. The dialog is a collaboration of two or more people working together towards a common ground, searching for agreements and strengths to open possibilities for reaching a better solution. The debate is oppositional with two sides opposing one another searching for glaring differences, flaws, and weaknesses in attempts to prove the other wrong with winning being the goal; defining one's position as being the best solution excluding all other solutions. His reflection emphasized that dialogue is needed within the Commission and all organizations both private, profit, non-profit and governmental. If the people who are involved in the decision-making process do not feel they are heard and engaged with their concerns not being taken into account, plans will not be executed. A dialog is needed to address conflict and achieve concrete results because success depends on it. Mr. Leabman closed his reflection reading a phrase from one of Larry Bossidy's books.

## **III. COMMITTEE/COUNCIL REPORTS**

**A. SERVICE DELIVERY COMMITTEE (SEPTEMBER 20 & OCTOBER 4, 11, 25, 28, and 2016)** *See Service Delivery Meeting minutes (To be mailed and distributed in November mailing) for a comprehensive explanation of topic/issue discussions.* The Service Delivery Committee met on September 20; October 4, 11, 25, and 28, 2016), to review the 2017 Agency Contracts. Commissioner Barbara Wyatt Sibley gave a quick review of the 2017 contract recommendations.

**MOTION:** Accept the recommendations for 2017 Agency Contracts and Service Delivery meeting minutes.

**ACTION:** Motion carried unanimously (Jupka **Moved**, Knueppel **Seconded**)

## **IV. AREA PLAN APPROVAL**

Carmen Pangilinan, Program and Policy Coordinator, provided highlights and accomplishments of MCDA's 2013-2015 Area Plan. Last year's project areas were a development of a system of home and based community services, nutrition services, specialized transportation, Alzheimer's disease and related disorders, emergency preparedness, evidence-based prevention programming, and family caregivers support. The local goals: home repair and chore services, communication about aging programs and services, and opportunities for social engagement. Starting the New Year, the Executive Committee would like to have either quarterly or two-year reports on each of the Area Agency Plan Goals including due dates to monitor progress.

**MOTION:** To approve the 2017-2018 Area Agency Plan.

**ACTION:** Motion carried unanimously (Meyer-Arnold **Moved**, Jupka **Seconded**).

## **V. SPECIAL PRESENTATION – BASHIR EASTER & ANDREA GARR**

Dementia Care Specialists, Bashir Easter, and Andrea Garr gave a presentation on the

Dementia Care Redesign Programs. Ms. Garr informed the group that a lawsuit won by Helen E. F.'s family invoked the State to start the Dementia Care Redesign. The Dementia Care Specialist Programs along with several other initiatives came from the Dementia Care Redesign Grant. There are 22 Dementia Care Specialists Serving 26 Counties across Wisconsin. Two specialists work specifically with African American families, one being Ms. Garr, three are assigned to the three tribes in Wisconsin (Oneida, Menomonee, and St. Croix), one assigned to developmental intellectually disabled, and one specialist assigned with Memory & Music.

Mr. Easter discussed the three primary goals the state has for the Dementia Care Redesign Program: Create a Dementia Capable Area Resource Center, develop partnerships in the community, incorporate two programs LEEP's and Memory Care Connections Program to help reduce the caregiver burdens in the home and create a dementia-capable and Friendly County. Mr. Easter's goal is to have all 19 municipalities dementia friendly and capable by 2020. The Memory Cafés, Ribbon Cutting Ceremonies, all tie into the Area Agency Plan.

Ms. Garr discussed the program she oversees, the United Family Caregivers Program is administered in two different phases as it is testing two interventions that are targeting African American and Latino families. What are the factors that will make it easier for an African American reach out for help? When they do, what is it that works? End of August 2018 she should have answers compiled. The goal was to sign up 20 families; she has far exceeded this goal having 26.

## **VI. APPROVAL OF THE OCTOBER 28, 2016 MEETING MINUTES**

**MOTION:** To approve October 28, 2016, Commission on Aging meeting minutes.

**ACTION:** Motion carried unanimously (Knueppel **Moved**, Wyatt Sibley **Seconded**).

## **VII. INTERIM DIRECTOR'S REPORT – INTERIM CHAIR SYLVAN LEABMAN**

- **New ARC Resource Manager:** the new ARC Resource Manager, Kathryn (Kate) Sprague will start on Monday, November 21, 2016.
- **Assistant Fiscal Director Position:** Interviews will be conducted next week for the Assistant Fiscal Director position. The department hopes to have someone hired in the next few weeks.
- **Assistant Director Position:** The Assistant Director position will be posted momentarily.

## **VIII. COMMITTEE/COUNCIL REPORTS**

- B. **CONSENT AGENDA FORMAT:** The Executive Committee proposed changing the Commission meeting agenda format to a consent agenda at the October COA meeting. Commissioner Haase has asked for a vote to table the Consent Agenda Format.

**MOTION:** Table the Consent Agenda Format.

**ACTION:** Motion carried unanimously (Haase **Moved**, Mikolajczyk **Seconded**).

### **C. ADVOCACY COMMITTEE**

*See Advocacy Committee meeting minutes (mailed and distributed) for a comprehensive explanation of topic/issue discussions.* Commissioner Bob Haase requested the corrected October 3, 2016, Advocacy Committee meeting minutes to be accepted. Mr. Haase asked for affirmation from the commission to send two letters, one to send letter's (Wisconsin Department of Health Services, Governor Scott Walker, and State legislators) asking for permanent funding for the Dementia Care Specialists positions. The second letter support regarding the House proposed OAA funding levels for FY 2017 to the members of the Wisconsin Federal Delegates. Haase gave a report on the November 7, 2016, Advocacy Committee meeting.

**MOTION:** Accept the Corrected October 3, 2016, Advocacy Committee meeting minutes.

**ACTION:** Motion carried 12 yes to 1 voted no (Haase **Moved**, Jackson **Seconded**)

**MOTION:** Support the Dementia Care Specialists in Wisconsin by sending letters to the Wisconsin Department of Health Services, Governor Scott Walker, and State legislators asking for permanent funding for the Dementia Care Specialists positions.

**ACTION:** Motion carried unanimously (Mikolajczyk **Moved**, Knueppel **Seconded**)

**MOTION:** Send a letter of support regarding the House proposed OAA funding levels for FY 2017 to the members of the Wisconsin Federal Delegates.

**ACTION:** Motion carried unanimously (Jupka **Moved**, Mikolajczyk **Seconded**)

**MOTION:** Accept the November 7, 2016, Advocacy Committee meeting minutes.

**ACTION:** Motion carried unanimously (Haase **Moved**, Mikolajczyk **Seconded**)

### **D. NUTRITION COUNCIL**

*See Nutrition Council Meeting minutes (mailed and distributed) for a comprehensive explanation of topic/issue discussions.* Sally Lindner, Chair of Nutrition Council, gave a brief report on their October 24, 2016, Nutrition Council meeting. Next year the Nutrition Council meetings will be held on Tuesdays. The following meeting dates for 2017 are February 28, May, 23, August 22, and November 28, 2016. Please mark your calendars. Commissioner Leabman asked Beth Monrial Zatarski, Senior Dining Program Director to provide the Commission with a report at the January COA meeting the total amount of money collected for each Senior Center meal site and a total of all centers. Mary Proctor Brown, Budget Manager for MCDA, stated she would assist Ms. Monrial Zatarski with getting information together for the Commission.

**MOTION:** Approve October 24, 2016, Nutrition Council report.

**ACTION:** Motion carried unanimously (Jackson **Moved**, Haase **Seconded**).

**IX. COUNTY SUPERVISOR'S REPORT – STEVE F. TAYLOR – NO SUPERVISOR REPORT**

**X. STATE UPDATES – NEAL MINOGUE – NO STATE UPDATES**

**XI. INTERIM CHAIRPERSON REPORT – SYLVAN LEABMAN**

A. **Special Commission meetings with County Executive:** At the individual COA meeting on December 19th the commission will ask the County Executive follow-up questions from the July meeting. One addition item will be in regards to the Milwaukee County's Five Year Capital Improvement Plan which does not include MCDA's senior centers. The Special Commission meeting will take place at 9:00 am at the Clinton Rose Center. If you have any questions you would like to ask the County Executive, please get your questions to Commissioner Leabman or Vonda Nyang, and she can forward them to Commissioner Leabman.

**B. Six Month Agency Presentations Schedule (Commissioner Jupka):**

1. January 27, 2016, Sojourner Peace Center, Carmen Pitre. Ms. Pitre will provide information on the Sojourner Peace Center and how domestic Violence affects the senior population.
2. February 24, 2016, Office on Aging, Neal Minogue, DHS, DOH, BADR from the Office on Aging will give a presentation on the Older American's Act. He will discuss the state's oversight of this Commission and the states expectations of the Commission.

C. **By-Laws – Ad Hoc Committee Appointments:** Commissioner Mikolajczyk has agreed to Chair the By-Laws Ad Hoc Committee. Commissioners Rodgers and Haase, and David Hoffman will serve on this Committee. The committee's first meeting will be in January 2017. They will meet five to six times a year; a schedule will be created soon. Corporate Council informed the Commission that changes made to COA By-laws does not have to be approved by the County Board; COA recommends its By-Laws and any changes made to them.

D. **Training for Commissioners:** Commissioner Jupka will have an outline of the Commissioner training for Commissioners both new and old in January, so a vote can be taken at the COA meeting to approve or disapprove. In February, the training will start which will consist of field trips to the senior centers and manual training. Commissioner Leabman

would like the Commissioners at the January and February COA meetings to give a brief background on themselves and explain to everyone why they wanted to be on COA Committee. The Commissioners had a brief discussion on the process of becoming a COA Commissioner.

- E. Staff Presentations/Reflections at COA meetings:** Commissioner Jupka will have a six-month schedule for the Staff/Special presentations available at the January meeting. If anyone is interested in providing a reflection at a COA meeting, please contact Commissioner Jupka.

## **XII. COUNTY EXECUTIVE UPDATE – CLAIRE ZAUTKE**

- A. Special COA Meetings with the County Executive:** The County Executive is looking forward to the December Commission meeting. Ms. Zautke would like to work with the Commission to formalize the structure of the meetings, one having them take place in the months that the Commission does not meet. Would like to develop themes and topics.
- B. Holly Davis' Confirmation:** Ms. Davis confirmation will take place in December. A letter will be submitted on November 21st to the County Board, Health and Human Needs Committee. If any Commissioners are comfortable in being supportive of Ms. Davis' confirmation and would like to submit a letter of support or if you would like just to send a letter speaking on the importance of MCDA needing a permanent director instead of an Interim Director, please contact Ms. Zautke. The Health and Human Needs Committee will meet either December 6th or December 7th; Ms. Zautke will let the Commissioner know what date it is ASAP. The County Board meeting will be held on December 14th.

### **C. LETTER FROM THE COMMISSION REQUESTING A PERMENANT MCDA DIRECTOR**

**MOTION:** The Commission send a letter stating the great need to have a permanent director for MCDA forthwith quickly as possible.

**ACTION:** Motion carried unanimously (Jupka **Moved**, Mikolajczyk **Seconded**).

## **XIII. OTHER BUSINESS BY COMMISSIONERS**

### **Announcements/Comments:**

- **Kudos:** Commissioners Wyatt Sibley and Leabman thanked the MCDA staff for all of their hard work with the Service Delivery Committee on the 2017 proposed contracts (Carmen Pangilinan, Beth Monrial Zatarski, Jill Knight, and Gary Portenier.
- **Commissioner Vang's Resignation:** Commission Vang has resigned from the Commission due to personal issues. The County Executive's Office is in the process of identifying a new commissioner.

- Commissioner Leabman will ask Supervisor Taylor to address how can the Commission forward information to the County Board and the Health and Human Needs Committee about MCDA Area Plan and programming to reach the public who does not know about the department. It also was suggested to give presentations to the County Board and Health and Human needs.
- **Resource Center Oversight Committee:** The RCOC will have a meeting next week Thursday at Marcia Coggs Human Services Building, Conference Room 104.
- **Newspaper Article on Milwaukee Center for Independence:** Commissioner Leabman distributed a newspaper article that discusses the Milwaukee Center for Independence, My Choice Family Care, and the IRIS program.

#### **XIV. OTHER BUSINESS BY PUBLIC**

##### **Announcements/Comments:**

- **Greater Galilee Missionary Baptist Church (GGMBC), New Intergenerational Community Center:** GGMBC celebrated its 95 years of service and had a groundbreaking ceremony for their new Intergenerational Community Center. Ms. Clare Zautke briefly discussed Commissioner White's Church's groundbreaking ceremony and thanked him for inviting her.
- **Subaru Dealership "Share the Love Event":** If you purchase or lease a Subaru, Subaru will give MCDA \$250 to the Milwaukee County Department on Aging Meals on Wheels program if you select the Meals on Wheels America as your charity.
- **Advocacy for Seniors:** There was a group discussion in regards to remembering why the Commission and its members are there for "Advocating for seniors." Ms. Pangilinan reminded everyone that the Advocacy Committee principal is to support Milwaukee Seniors and all who would like to attend are welcome.
- **Music and Memory Events:** Mr. Easter announced the Music and Memory Events flyer was not completed in time to distribute at the meeting. He will be sending the flyers out via email to everyone and invited everyone to attend.

#### **XV. ADJOURNMENT – Meeting Adjourned at 10:47 am.**

The next Commission on Aging meeting will take place on Friday, November 11, 2016, at 9:00 am at the Marcia Coggs Human Services Building, Conference Room 104, 1220 W. Vliet St., Milwaukee, WI 53205

## **Appendix 5- Budgets**

Please see attached spreadsheets.