



MILWAUKEE COUNTY
Department on Aging

**Milwaukee County Commission on Aging
Service Delivery Committee Meeting
June 18, 2019**

The Service Delivery Committee held its monthly meeting on Tuesday, June 18, 2019, at Washington Park Senior Center (4420 W. Vliet St, Milwaukee).

Attendance was taken verbally and documented by SDC Chair Jordan Luhr.

Members Present:

Commissioner Jordan Luhr, Chair
Deborah Anderson, Vice Chair
Commissioner Fred Kneuppel

Members Not Present:

Commissioner Charles Vang

Staff Present:

Holly Davis
Jon Janowski
Jill Knight
Andy Bethke

Attendees from the Public

Beth Meyer Arnold – Greater Galilee
Brenda McCord – Greater Galilee

Attendees from the Public...Continued

Pastor Johnny White – Greater Galilee
Mindy Anderson – Serving Older Adults
Morgan Morgan – Serving Older Adults
Cathy Wood – Serving Older Adults
Jodi Bauer – Serving Older Adults
Stacy Vojvodich – Serving Older Adults
Vevette Hill-Nwagbaroacha – Serving Older Adults
Karen Higgins – Milwaukee Christian Center
Susan Yee – Milwaukee Christian Center
Kimberly Zimdars – Vital Voices
Kathy Czarnecki – Alzheimers Association
Steve Tipton – Able Access Transportation
Annette Tipton – Able Access Transportation
Sandi Ammerman – Eras Senior Network
Judith Amorsen – Eras Senior Network

MINUTES

- I. Meeting called to order at 2:00 P.M.**
Mr. Janowski welcomed attendees, asked them to sign in, and reviewed the format of the meeting.
- II. Review and approval of the March 19, 2019 Service Delivery Committee meeting minutes.**
The meeting minutes were reviewed and approved by Chairman Luhr and Committee members Kneuppel and Anderson.
- III. Discussion Item – Should the July 23rd meeting be moved from GGCC back to Coggs to accommodate the number of program providers that must be present?**
The Committee decided to postpone discussion on this item.

IV. Discussion Item – Quarterly Reports by New Vendors

Able Access Transportation

Mr. and Mrs. Tipton, Owners and Operators, provided a report summary of the changes they made after reviewing their significant activities from last quarter. Able enhanced their ridership prerequisites, which helped to identify clients in need of additional services and also reduced customer complaints and the average client ride duration. Also, Able purchased two new vehicles, one of which was a minivan with a wheelchair ramp. One challenge Able has is to stabilize grocery store ridership since some locations do not have a Coordinator, and some clients do not have a contact phone number, which causes difficulty in coordinating rides. Able noted that streamlining the group grocery rides is a priority, particularly in getting people registered appropriately. Able also mentioned that client calls have stabilized since the early transition months. Able's plans for the next quarter are to continue improving customer service and ground efficiencies and reducing the number of clients "no-shows." (See Able's written report for more extensive information).

Greater Galilee – Meal Site and Senior Programming

Brenda, Director of Greater Galilee Life Senior Meal Program, provided a brief nutrition report on the Greater Galilee meal site. The Greater Galilee meal program has a dietitian and a chef, who both work together to create and execute the meal plans. Surveys are given to participants to ensure GG is meeting participants' nutritional needs. Ms. Meyer Arnold and Pastor White presented a PowerPoint to the Committee that summarized recent activities and programming. Ms. Meyer-Arnold mentioned that the program designs were created from the participants' stated interests and their schedules and that GG launched some new programs in May - one being a garden program. One upcoming programming goal for July and August is to have the Fire and Police Departments provide fire and personal safety training for participants. Froedtert and the Medical College of WI have added Greater Galilee as one of their Community Health and Wellness van's sites. One of Greater Galilee's goals is to be able to provide programming five days a week instead of the current three days a week. Pastor White discussed Greater Galilee's successes, challenges, and collaborations they have with the Medical College of WI, Feeding America, and how these organizations are involved with Greater Galilee's day-to-day operations with their programs and services. (A copy of the PowerPoint is included with the meeting minutes).

Vital Voices – Telephone Reassurance

Ms. Zimbars, Executive Director for Vital Voices, summarized their report. Vital Voices incorporated the Telephone Reassurance program in mid-April, and their focus was on transitioning the program, its participants and volunteers over to their agency, as well as updating all program documents with current contact information and program numbers. Letters were sent out in addition to phone calls to participants to inform them of the transition and updated contact information. Vital Voices focus for next quarter will be advertising and community outreach.

ERAS Senior Network – Neighborhood Outreach Program (NOP)

Ms. Sandy Ammerman, Associate Director ERAS network, and Ms. Judith Amorsen, ERAS Program Director, both summarized their report and passed out a packet of ERAS resource materials to the Committee. The presenters provided a brief history of ERAS and what services the agency offers. Their challenges have been assessing their technology needs aside from upgrading to new phones, training

new employees, and making sure program materials are up to date. ERAS will be conducting listening sessions for their Neighborhood Outreach Program. These listening sessions are listed on their website in addition to a survey for seniors to provide their feedback. ERAS plans on expanding their services in the fall with friendly visiting, yard cleaning, mowing lawns and snow removal (in the winter). It was mentioned that seniors are still confused with who is running NOP as they are still calling Interfaith. ERAS plans to send out more communication to seniors to inform them that they are now operating the NOP.

Alzheimer's Association – Family Caregiver Support

Ms. Kathy Czarnecki provided a summarized report. The Family Caregiver Support Network (FCGSN) and staff from Unison joined the Alzheimer's Association in April 2019. All program participants were contacted and notified that the FCGSN is now united with the Alzheimer's Association. The Alzheimer's Association's objectives are to increase participation in the AFCSP and NFCSP programs and to develop a coalition of caregivers and community partners. One challenge FCSN faces is continuing the support for caregivers and their seniors who don't have dementia or Alzheimer's.

Milwaukee Christian Center – Site Supervision of 13 meal sites

Milwaukee Christian Center has been working on building trust with patrons due to program changes, and they have been focusing on promoting their meal sites in the community, increasing attendance, and meal contributions/donations. A few challenges MCC has faced has been with the new transportation company as some of their clients were confused as to who they should contact for their ride to their meal site. MCC has rectified this issue by making sure all clients have the contact information. Also, the winter months were a challenge due to bad weather there were meal sites cancellations and or seniors were unable to travel in the bad weather. MCC is working on having all their volunteers Serving Safe Food certified. There are about 100 volunteers who work among all 13 meal sites. Since March, about 10,000 meals are being served a month feeding approximately 1,500 seniors.

Serving Older Adults of Southeastern Wisconsin – Meal Supervision at 5 Sites and Social Programming at Five Senior Centers

Ms. Wood, Ms. Morgan, and Ms. Hill-Nwagbaroacha presented a PowerPoint to the Committee that summarized recent activities and programming from their report. SOA had a few challenges. One challenge was they did not receive their 501C3 tax status this year until March, so they paid sales tax on all purchases. Another challenge was they had WIFI issues and needed new wiring for all of the centers. Chair Luhr raised questions on what cost they endured for sales tax in addition to the cost of addressing the WIFI issues. Conversation ensued about the timelines for getting the WIFI completed and how SOA plans to fund the cost of the WIFI repairs. It was suggested that SOA contact Community Development about their program to see if they could help. There was also discussion on how SOA was handling quality improvement for their meals and did they have someone who takes care of their marketing. One of their Board of Directors has a marketing background that helps staff, and as of September UW-Milwaukee will have a group of marketing interns that will start working with SOA to assist with their immediate marketing needs.

V. Other Business

No other business was taken up by the Committee.

VI. Adjournment

The meeting was adjourned at 4:10 pm.

VII. Adjournment: Meeting adjourned at 4:10 P.M. The next Service Delivery Committee meeting will be July 23, 2019, at the Coggs Center (1220 W. Vliet St., Room 104).

Respectfully submitted,



Jon Janowski
Director of Administration