



## 2019-2021 Agency Area Plan – 3rd Quarter Plan update

### Advocacy Related Activities

- **Goal Statement 1: To enhance MCDA's Senior Statesman Program and ensure older adults are being offered opportunities for continued advocacy opportunities after program conclusion, MCDA will organize follow-up opportunities for participants. MCDA will engage at least 50% of senior statesman graduates in follow up activities each year of the plan.**

The 2019 Senior Statesman program occurred from April 24th-26th and was regarded as highly successful. 16/24 or 67% of participants signed up for 2019 Aging Advocacy Day. The 2020 Senior Statesman Program will be held March 25<sup>th</sup>–27<sup>th</sup>. Recruiting is ongoing. Senior Statesman receive Action Alerts and have been responding. Two Senior Statesman have been appointed to the Commission on Aging and several others participate on committees/councils.

- **Goal Statement 2: To increase older adults' knowledge of why policy should matter to them, MCDA will hold quarterly information sessions in the community in places such as senior centers, dining sites, apartment complexes and other community-based sites to talk to older adults about current policy issues which directly impact them with the goal of reaching 10 people per session. MCDA will also conduct a pre-and-post-survey to measure what participants learned from the training and what actions they will take as a result of their increased knowledge. Sessions completed by 12/31/ 2020.**

MCDA conducted five briefings on the 2019-21 Wisconsin State budget in April 2019 at various community sites, with approximately 45 people attending. The PPC coordinated 10 Envisioning Senior Center sessions between June and October that included an explanation of the Fair Deal policy initiative. Pre/post tests were not performed. More than 200 ppl attended.

- **Goal Statement 3: For elected officials to have a better understanding of the issues which face older adults and to help older adults and their representatives build closer relationships, MCDA will partner with other community providers to host a public official's reception by December 31, 2021. Public officials and/or their staff will be given a short survey after the event asking to what extent their knowledge and awareness levels were impacted by the information shared at the event.**

MCDA formed a workgroup to plan a legislative breakfast. PPC participated in state legislative briefing on programs to build aging- and dementia-friendly communities. Senior statesman had lunch with the County Executive, two state senators, and held a meet and greet with County Board members. PPC attended a legislative breakfast sponsored by the Wauwatosa Health Department. Legislative representatives attend Advocacy meetings with some frequency.

## **Nutrition Program**

- **Goal Statement 1: MCDA will open at a minimum two new dining sites targeting underserved populations and zip codes in Milwaukee County by December 31, 2019. Groups of interest may include the LGBT and Muslim communities, in addition to zip codes 53206 and 53154.**

Two new dining sites opened in January 2019: The LGBT Community Center (supper fourth Wed/month); Greater Galilee (lunch 2x/wk. A third site opened at the Muslim Community Health Center in April (Lunch Tue/Wed).

Although we have met this goal, MCDA is continuing to expand dining opportunities. On November 25th, MCDA is opening a new dining site for deaf and hard of hearing individuals at Water Tower View apartments in Greenfield (lunch 4th Mon/ month) with 30 participants. Other sites are under consideration.

- **Goal Statement 2: To ensure improvement and sustainability of the home delivered meal program, MCDA will assess Home Delivered Meal data from the past 3 years and will make recommendations to the COA and Nutrition Council by March 31, 2020. MCDA will work with the COA and Nutrition Council to analyze all recommendations and, if cost-effective, implement and evaluate any recommended strategies by December 31, 2021.**

Data is being collected and analyzed. Participation in this program is steady, but there is a need to increase capacity. Once more data analysis is conducted, the Nutrition Director will make recommendations to the Nutrition Council.

- **Goal Statement 3: To improve the nutritional status of participants and to adopt a more holistic approach while promoting healthy aging, MCDA will educate participants on the 8 dimensions of wellness on a monthly basis throughout 2021. Resources will be developed and distributed to congregate and HDM participants to increase awareness of how the body and mind work together. Congregate and HDM participants will be given a pre-test and a post-test to assess the impact of the educational efforts.**

The goal will be executed in 2021 as indicated in the Area Plan.

## **Services in Support of Caregivers**

- **Goal Statement 1: To help identify 3 specific populations which are underserved in receiving caregiving services, MCDA in collaboration with Family Caregiver Support Network (FCSN) will do a zip code review of individuals served in the years 2016-2018. MCDA and FCSN will identify leaders in the underrepresented areas and create partnerships by December 31, 2019.**

The Alzheimer's Association of Wisconsin is the new FCSN service provider as of April. Three underserved populations by zip codes have been identified, 53212, 53206 and 53218. Individuals from the United Community Center, Hmong American Friendship Organization and Indian Council of the Elderly have been invited to join the Caregiver Coalition which in Goal statement #2 was referred to as the Summit. Partnerships have been developed and will continue to collaborate.

- **Goal Statement 2: To identify further how best to serve underserved populations and to create at least two action steps for better service, MCDA, FCSN and the identified community leaders will convene a family caregiver summit by December 31, 2020.**

The Caregiver Coalition will continue to meet monthly and additional partnerships will be created. The Caregiver Coalition convened on September 19, 2019 and approximately ten community leaders in addition to caregivers and staff from the Family Caregiver Support Network and MCDA were in attendance with the intention to continue in this group. The first action step from this group is to plan a Summer Series spanning 5 months with each month covering a different topic. The presentations will include the top three most difficult issues family caregivers identified from a recent survey. (emotional burden, lack of support from other family members and navigating legal responsibilities.)

- **Goal Statement 3: To address the top three most difficult issues of family caregivers identified by a recent survey (emotional burden, lack of support from other family members and navigating legal responsibilities), MCDA in collaboration with FCSN will provide three presentations addressing those needs by December 31, 2021. A pre and post-test will be conducted to determine if the information was helpful and if the family caregiver would like additional follow-up from FCSN or MCDA for continued support or services. MCDA and or FCSN will follow up with the family caregiver as appropriate.**

Presentations on 3 topics most difficult for family caregivers are planned for 2020/21. The Governor has convened a Caregiver Task Force, and this group will provide input to members of the Task Force as it meets in 2020.

## **Services to People with Dementia**

- **Goal Statement 1: MCDA will target a minimum of three community events to conduct dementia awareness outreach to underserved populations such as African American, Latino and LGBT older adults by December 31, 2019. Events may include ethnic festivals, community festivals, church festivals, national nights out and farmers markets.**

Two Dementia Care Specialists have been hired by MCDA: Candace LeGros and Cristina Huitron. DCS's have conducted two dementia awareness events in the African American community. To date, no specific Latino or LGBT events have been scheduled. With the support of MCDA, 6 memory cafés throughout the community continue to provide individuals with a mild cognitive impairment, Alzheimer's, or a related dementia an opportunity to socialize with their care partner and friends. MCDA sponsored and staffed a booth at the the Wisconsin Alzheimer Institute's Annual Breaking the Silence Breakfast Dialogue: Addressing Dementia in Communities of Color in Milwaukee.

- **Goal Statement 2: MCDA will conduct a minimum of 8 mini-cog assessments in public libraries throughout Milwaukee County by December 31, 2020. At least four of the assessments will be conducted within the City of Milwaukee, and at least four assessments will be conducted in surrounding suburban areas.**

DCS's have conducted at least 12 memory assessments, including the min cog in public libraries and senior centers. MCDA staff members have also been trained in the assessment process.

- **Goal Statement 3: MCDA will provide Brain Health Education to four groups by December 31, 2021. Target groups will include individuals 50 and older, caregivers and professionals.**

DCS's have conducted Brain Health Education for 6 groups in the community.

## **Healthy Aging**

- **Goal Statement 1: To increase engagement in the ethnic senior centers, MCDA will continue its work with the three ethnic senior centers, with a special focus on Milwaukee Christian Center to pilot, evaluate and implement a culturally appropriate Stepping On program. Collaboration on this pilot will extend to UW-Madison with the developer of the Stepping On program. The senior center will complete 2 programs by December 31, 2019 and 2 programs by December 31, 2020. Additional programming will be determined by outcomes of the pilot and future funding.**

MCDA wellness staff has worked with the Milwaukee Christian Center to pilot a culturally appropriate Stepping On program this year. However, to date, no Stepping On workshops have been held at the Milwaukee Christian Center, due to staff turnover at MCC, but new staff are now working on scheduling two workshops.

- **Goal Statement 2: To better address health disparities in Milwaukee County, MCDA will partner with the Wisconsin Institute for Healthy Aging and its Director of Community Engagement and the Milwaukee County Office on African American Affairs (OAAA) to identify and train 8 evidence-based program facilitators from communities with health disparities and/or communities of color by December 31, 2019-2021. MCDA will also collaborate with OAAA to identify community organizations within these communities to support, host or promote the evidence-based programs. Two new organizations will be identified by December 31, 2019. And an additional 3 organizations will be identified by December 31, 2021.**

To date, 21 people have been trained in the evidence-based programs to provide these workshops to communities with health disparities and/or communities of color. This includes 4 people who have been trained in the newest evidence-based programs, Mind Over Matter and Healthy Living with Chronic Pain. Two new organizations, Greater Galilee (Milwaukee) and New Perspectives Senior Living (Brown Deer) have been identified and held workshops in quarter #3. MCDA will continue to recruit new facilitators for the programs and look for new host sites.

- **Goal Statement 3: MCDA will begin its work to implement and expand the Walk with Ease and Chronic Pain Self-Management programs within Milwaukee County. During 2019, MCDA will identify organizations and community partners who have an interest in implementing these programs. In each year, 2020 and 2021, we will solidify 2 organizations and collaborate with the Wisconsin Institute for Healthy Aging to identify individuals to be trained instructors for the program and begin implementation of the program within their community or organization.**

MCDA Wellness coordinator has presented at Wellness Council and community meetings to generate interest. One chronic pain management workshop has already been held at Washington Park Senior Center. Four people from Milwaukee are trained in the program, with the plan to train more in 2020 & 2021. The Walk with Ease program has not expanded beyond one partner up to this point. No workshops have been conducted in 2019. We continue to promote this program with community partners.

## **Elder Justice**

**Goal Statement 1: To address the growing problem of financial exploitation in Milwaukee County, MCDA will develop a training for older adults to increase their knowledge about the signs of financial exploitation and protections to take to avoid becoming victims. MCDA will administer a pre- and post-test to measure the efficacy of the training. Training will be held 6 times by December 31, 2019.**

MCDA has solidified our partnership with Waukesha County along with the federal Consumer Financial Protection Bureau to provide trainings related to financial abuse. Trainings were administered at a Regional Conference in January of 2019 as well as at two Milwaukee County senior centers in June in recognition of World Elder Abuse Awareness Day. Additional awareness events were held in October at a community kickoff event for a federal grant that MCDA won to improve elder abuse awareness and community response and most recently at a regional event held yesterday in Waukesha County. Trainings have focused primarily on avoiding victimization from fiduciary's and by scammers. Trainings have been generalized to inform older adults and community partners alike on recognizing the signs of financial abuse.

**Goal Statement 2: MCDA will create a resource guide and referral form for free and low-cost community health clinics that will increase awareness of MCDA services and lead to an increase in referrals for the Aging Resource Center. The resource guide and referral form will be created by October 1, 2020 and will be disseminated at all health clinics in Milwaukee County by December 31, 2020.**

Have not yet begun to address this goal.

**Goal Statement 3: To expand crisis training beyond emergency personnel, MCDA will reach out to four new community organizations and provide training in how to address crisis situations by December 31, 2021.**

On January 25<sup>th</sup>, MCDA sponsored a large conference on DV and abuse in later life. More than a dozen new partners attended the training with national speakers. Working a formal plan to partner with local organizations to provide more in-depth training. MCDA Elder abuse staff have also provided training to all 5 higher educational institutions in Milwaukee County on chapter 55 crisis response for older adults.

## **Transportation**

- **Goal Statement 1: MCDA will identify the gaps in current transportation services by conducting focus groups and reviewing secondary research. By December 31, 2019, MCDA will evaluate the responses gathered and create a report detailing current gaps in service.**

The PPC attended a Combined Community Services Board meeting in September that focused on transportation challenges for older adults and people with disabilities. The PPC will continue to work with CCSB and others to evaluation gaps in transportation services. The PPC is taking the lead in drafting the WAAN issue brief on transportation.

A survey is being developed to send to stakeholders including riders, providers, and advocates. Ideas for creating greater participation in focus groups will be explored. Secondary research has started and a few community conversations about transportation options have taken place.

**Goal Statement 2: Using the report from Goal #1, MCDA will work to address the gaps in transportation services by exploring innovative transportation models and ways to maximize the funding that is currently available in Milwaukee County. MCDA will draft and post a Request for Information (RFI) about transportation services for older adults. MCDA will review all RFI responses for viable solutions to the identified gaps in Goal #1. By December 31, 2020, MCDA will create a report summarizing possible solutions for current transportation gaps.**

Currently, participants in the Senior Transportation program must: 1) Be age 60 years or over; 2) Be a Milwaukee County resident; 3) Not be enrolled in a Medicaid program that covers transportation (e.g. Family Care, IRIS, Partnership) and 4) Not have easy access to other means of transportation (e.g. drive own vehicle or public transit route).

In response to identified need, MCDA notified all transportation service participants who are enrolled in one of Wisconsin's Long-Term Care Medicaid programs to work with their care manager or IRIS consultant to meet their transportation needs through LTC. If they are unable to have their transportation needs met through LTC, these participants are asked to contact MCDA. MCDA will gather evidence of LTC program's failure to meet individual need and advocate with DHS. However, in the meantime, MCDA will authorize some rides to LTC participants on a case-by-case basis. This goal will continue to be addressed in 2020.

- **Goal Statement 3: With identified gaps and information about sustainable solutions, MCDA will implement as many transportation solutions as possible, but not less than one solution, by December 31, 2021.**

This goal will be addressed in 2021 per the plan.

## **Senior Centers**

- **Goal Statement 1: The Department on Aging, in partnership with a third-party provider, will complete “Phase 2” of its senior center assessment project by August 1, 2019. This project will involve additional research and will ultimately result in a final report being published by April 1, 2019. The report will be shared with the Commission on Aging and other various providers, and feedback will be collected through Senior Center advisory council meetings, Commission on Aging meetings, and other public forums by August 1, 2019.**

A series of 10 community conversations on the future of senior centers were held between June and October, along with public input through an online survey and several informal presentations with smaller groups. This public envisioning process is meant to generate ideas to increase participation, programming, funding, and new models for our senior centers. The Advisory Council is leading this process and will present a report with recommendations to the Commission on Aging in 2020.

**Goal Statement 2: The Department will use the third-party report, as well as feedback from the report, to shape a senior center programming RFP that meets the needs of existing seniors as well as the seniors of the future. The RFP will be released to the public by September 20, 2019, and the Department would implement at least one new programming solution by January 1, 2020.**

MCDA retained the Wisconsin Policy Forum to complete a report on the future of senior centers in Milwaukee County. The report: *Young at Heart*, summarized the existing programming and funding challenges in Milwaukee County and reviewed five other counties across the nation to suggest some considerations for moving forward in Milwaukee. The report received various media hits and has been shared with the Commission on Aging, its standing committees, and many other aging network shareholders. MCDA is in the process of renewing its contract for 2020 programming in the Milwaukee County senior centers with Serving Older Adults (SOA). MCDA is working on transferring responsibility for facility maintenance to the building maintenance team in the Department of Administration. A number of major facility upgrades are occurring at Wilson, Washington Park and Clinton Rose senior centers.

The WPF report and Advisory Council recommendations to the Commission on Aging will shape the future RFP's for senior programming.

**Goal Statement 3: The Department will assess the effectiveness and impact of a new programming solution by June 1, 2020, and based on the evaluation, will restructure the 2021 senior center programming RFP to ensure that 2021 programming options are cost-effective and sustainable.**

Progress will be based on the recommendations MCDA receives from the Commission on Aging of the ongoing senior center assessment process.



## **Special Projects**

- **Senior Hall of Fame and Volunteer Recognition Dinner**

A decision was made to limit recognition to one senior and to combine the senior hall of fame with volunteer recognition into one event. The senior was inducted into the Senior Citizen Hall of Fame at the volunteer recognition event on May 30<sup>th</sup>. Planning for the 2020 event is now underway and MCDA is again pursuing sponsorship of the event.

- **Better Aging Expo Resource Fair**

The Better Aging Expo Resource Fair was postponed as we had to take on the Challenges in Aging Event on a very short timeline.

- **Senior Statesmen Program**

The 2020 Senior Statesman program will be held from March 25<sup>th</sup> through March 27<sup>th</sup>. Recruitment for 2020 is underway and the format will remain the same as 2019. The 2019 Senior Statesman program was held in April with 24 participants. New brochures, applications, and programming was developed this year over a three-day format. Participants reported a high degree of satisfaction with the program based upon post event survey results.