



MILWAUKEE COUNTY
Department on Aging

Milwaukee County Commission on Aging
Service Delivery Committee Meeting
Thursday, July 23, 2020

The Service Delivery Committee held its monthly meeting on Thursday, July 23, 2020, as a virtual Microsoft Teams meeting in Milwaukee, WI.

Attendance was taken from the participants view pane in MS Teams by the Executive Assistant

Members Present:

Chair and Commissioner Amber Miller
Deborah Anderson
Commissioner Richmond Izard
Fred Knueppel
Commissioner Gloria Pitchford-Nicholas

Vendors Present

Wendy Betley, Alzheimer's Association
Kathleen S. Czarnecki, Alzheimer's Association
Kathy Gale, ERAS Senior Network
Lavelle Gill, Milwaukee Christian Center
Matthew Hayes, Legal Action of Wisconsin
Karen Higgins, Milwaukee Christian Center
John Hyatt, IMPACT
Martha Loew, Alzheimer's Association
Ima Ramirez, Greater Wisconsin Agency on Aging
Resources

Vendors Present...Continued

Jone Stromeberg, All Nations Senior Center
Mary Till, Life Navigators
Zongsae Vang, Hmong American Friendship
Bob Waite, IMPACT
Pastor Johnny White, Greater Galilee Community
Development Corp.
Song Xiong-Buck, Milwaukee Christian Center
Virginia Zerpa, Alzheimer's Association

Staff Present:

Dan Idzikowski
Jon Janowski
Jill Knight
Pam Matthews
Vonda Nyang
Gaylyn Reske
Carrie Koss Vallejo

MINUTES

I. Meeting called to order at 1:03 p.m.

II. Review Purpose of Meeting, Jon Janowski

Mr. Janowski provided an overview of the roles and responsibilities of the Service Delivery Committee, SDC. The Service Delivery Committee is accountable for assisting MCDA with the oversight of its vendor's contracts. The Commission on Aging had created policies and procedures for SDC and Milwaukee County Department on Aging's vendors to follow during the contracted year. The Milwaukee County Department on Aging, MCDA, works alongside SDC to ensure that all award money is utilized appropriately for the programs and vital services for Milwaukee County's seniors' everyday living.

III. PowerPoint Presentation from Vendors:

All vendors had provided progress reports on the people they serve, the services they provide, their customer base, information on their board members, and any issues that arise

during the quarter. For more information, please review the PowerPoint presentations for each agency.

A. Alzheimer's Association (AA), Wendy Betley

- a. Alzheimer's Counseling and Community Support Services: A.A.'s staff has been working remotely since March, and they were successful with converting most of their programming to a remote platform. Due to COVID-19, A.A. has lost 12 staff positions due to layoffs and currently has a hiring freeze. A.A. is working hard to increase its minority representation with its staff and boards to ensure they are meeting the community's needs. However, they have not been successful as the position that worked on outreach for this area had left before COVID-19. There were a few demographical questions regarding the number of staff that are minorities.
- b. Family Caregiver Support Services: There has been one challenge with COVID-19, which is with the Adult Day Services. There are minimal resources at this time. AA has informed families of this shortage of services. Only St. Ann is currently open. A question arose about the new monthly reporting process, "Has it made your reporting easier? The number of forms has made it challenging and overwhelming at times. Some of the questions asked are not the same questions we ask our clients, making it hard to fill out the forms.

B. Legal Action of Wisconsin Milwaukee, Matthew Hayes

- a. Elder Benefit Specialist/Legal Services: The COVID-19 pandemic has suspended the following services, Walk-ins, intake, home visits, and terminations with housing evictions, T-19, and food share. Legal Action has transitioned to assist people with unemployment claims and social security due to the epidemic.

Do you track the number of hours spent on clients? Yes, we follow the number of hours and outcomes.

C. Life Navigators, Mary Till

- a. Family Support for Persons with Developmental Disabilities: Started working remotely since March. Are continuing to provide support through the telephone reassurance services. Caregivers are tech-savvy, so they have their coffee connections group meeting via the internet. Phone calls have risen due to COVID-19, concerns from clients needing a plan in place if they become ill and cannot take care of their loved ones. Family Support for Persons with Development terminated a staff position due to the COVID-19 Crisis. Despite COVID-19, client numbers continue to rise. Shown an increase in minorities served.

D. Milwaukee Christian Center Overview, Karen Higgins

- a. Senior Center and Meal Program, Karen Higgins/Song Xiong-Buck: The Milwaukee Christian Center, M.C.C., prepares their meals, and requests feedback from their clients on menu choices. They serve about 70 meals. Virtual programming is a challenge as most seniors lack the knowledge of technology; however, they conduct wellness checks via phone and add educational and program information in their lunch bags. They have an onsite emergency food pantry. Able Transportation is delivering stock boxes as well. Currently, they are not utilizing their volunteers with assisting due to COVID-19. Their number of clients has decreased; however, the number of meals has increased. Committee member asked, "Have you reached out

to clients who participated before but are now inactive requesting meals?" No, most clients have opted out due to hot meals are not being offered at this time.

- b. Supervision of 13 Nutrition Sites, Karen Higgins/Lavelle Gill: MCC has not been affected by layoffs due to COVID-19. Are you reaching out to your volunteers to remind them that you will need them back? Yes, we are keeping in contact with them as most receive are part of the meal program.
- E. Greater Galilee Community Development Corp Service, Pastor Johnny C. White
 - a. Senior Center and Nutrition Services at Greater Galilee: GGCDSCS plans on making wellness calls four days a week to clients. Also, they have added face masks, books, and hand sanitizer with the delivered meals and get-well cards to those afflictions. GGCDSCS is starting a book club; they collaborate with Above the Clouds, Moving Forward Milwaukee, physical fitness trainer via virtual meetings.
Q & A: How has the decrease in funding impacted the services you provide before COVID-19? GGCDSCS hasn't experienced adverse impacts on its services; we have learned to be more efficient. Has the department been instrumental in assisting you with ideas to increase participant numbers? Yes, they have given ideas; however, they were all virtual ones, and most of the clients are not tech-savvy to engage in that type of format. A suggestion given to GGCDSCS was to add their research activities they are conducting to their reports to show they what they are doing to increase their participant numbers.
- F. Eras Senior Network, Cathy Gale
 - a. Neighborhood Outreach Program Services: It is entirely volunteer-driven, and the volunteers use their vehicles. Since COVID-19, 80% of employees work from home, and 79 drivers are on a temporary furlough. They have secured additional funding for two years through Bader Philanthropy and had received an awarded federal grant to start the RSVP program in Milwaukee County, which will target the Harambee neighborhood, Grandville, Sherman park and the central city areas. These funds will allow four full-time new positions to provide outreach in those neighborhoods. They are collaborating with another organization to recruit utilizing job boards and other strategies to target African Americans to find the best workers for those positions. Using a national cohort model with another organization, "Building Movement Project" assists boards with strategies with understanding their role in racial equity and racism and how to transform themselves. The staff has ongoing training in diversity, equity, and inclusion.
- G. Hmong American Friendship Association, Zongsae, Vang
 - a. Outreach and Access Services to Southeast Asian Older Adults: A question was asked of Mr. Zhong if the new monthly reporting was easier to complete than the old process. Yes, it's better to understand.
- H. Greater Wisconsin Agency on Aging Resources, GWAAR, Alma Ramirez
 - a. Senior Employment Services: Their performance objectives were not obtainable due to COVID-19. A question arose about GWAAR's duplicate, and non-duplicate client numbers served. The PowerPoint slide showed that some participants in the program were not included in the non-duplicate numbers. A Service Delivery member asked MCDA to investigate the duplicate numbers with GWAAR to revise the report.
- I. All Nations Senior Center Service, Jone Stromeberg

- a. Services to Native American Elderly: One question arose about the objectives in the report. Due to COVID-19, are there any plans for future engagements to offer your clients like virtual, telephone, mailings? Phone and postings are offerings we can and have done; however virtual would be a challenge as there are no tech-savvy staff or clients.

J. IMPACT, Inc. John Hyatt and Bob Waite

- a. Service: After Hours Telephone Coverage for ARC: A Service Delivery Member asked about IMPACTS objectives. IMPACT doesn't have formal objectives included in their contract with MCDA. However, they do have objects, which a few highlighted: Ensuring they are available for all calls, a answering no less than 80% of all calls less within 3 minutes, providing the average call answering time. Do you have a report that shows the zip codes of incoming calls? Yes, this information can be provided.

IV. **Adjournment:** Meeting adjourned at 4:22 p.m.??

The next Service Delivery Committee meeting will be July 30th, 2020,

Respectfully submitted,

Vonda Nyang