



MILWAUKEE COUNTY  
**Department on Aging**

**Milwaukee County Commission on Aging  
Service Delivery Committee Meeting  
Thursday, July 30, 2020**

The Service Delivery Committee held its monthly meeting on Thursday, July 30, 2020, as a virtual Microsoft Teams meeting in Milwaukee, WI.

Attendance was taken from the participants view pane in MS Teams by the Department's Executive Assistant.

**Members Present:**

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

**Vendors Present Continued...**

Shae Williams, Social Development  
Commission  
Anna Wong, AACC  
Cathy Wood, Serving Older Adults  
Kimberly Zimdars, Vital Voices

**Vendors Present**

Jodi Bauer, Serving Older Adults  
Christine Carter, Milwaukee LGBT Community  
Center  
Marisol Cervera, United Community Center  
Anne David, Jewish Family Services  
Catherine Girard, Goodwill  
Thomas Gossett, Goodwill  
Annette Tipton, Able Access

**Staff Present:**

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

**MINUTES**

**I. Meeting called to order at 1:04 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. Jewish Family Services, Anne David**

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- a. Late Life Counseling Services: Ms. David reported that since the COVID-19 Crisis, Jewish Family Services, JFS had provided services via telephone and or video platforms like Zoom or Face Time. JFS is offering frequent appointments at half-hour increments for remote interactions. COVID had a slight impact on JFS budget spending, which showed a decrease in their budget spending this year. See the PowerPoint presentation for more information on JFS's report. A question arose about the additional appointments affecting the number of case notes. Due to the increase in appointments, it has increased the number of case notes. Staff is behind in the completion of case notes, due to the distractions experienced in teleworking from home.

### B. Goodwill Industries of South Eastern Wisconsin, Catherine Girard.

- a. Home Delivered Meals/Meals on Wheels: This year Home Delivered meals are being delivered to all of Milwaukee. Goodwill's drivers are providing a report on all homebound seniors' needs and inform if there were any concerns about a senior's health. Goodwill is working on increasing its number of drivers. Unfortunately, they expected to lose \$80,000 in their senior program funding for this year. Goodwill will have to increase driver pay to recruit more drivers.

Do you have the percentage of people and the number of donations received for meals per day, week, and monthly? Goodwill does have a report they can send for each site on the number of people but not a quantity amount. There also was a question about contract sustainability and if MCDA's administration was informed about the contract amount. The Commission Chair requested that Goodwill keep MCDA updated in this matter.

### C. Serving Older Adults of South Eastern Wisconsin, Cathy Wood and Jodi Bauer

- a. Nutrition Site Supervision: All sites have changed to a meal pick-up site. Seniors who can't drive are having their meals delivered to them. SOA has added informational flyers, like the 2020 Census, word search puzzles, etc. to the senior meal bags. SOA has experienced a massive reduction in their volunteer numbers, which has impacted MCDA's funding, the assistance volunteers provided with the meal programs, and the senior centers. There were two meal sites, Kelly and Wilson, that had to utilize their staff to hand out meal orders, which took the team away from other assigned duties. SOA asserts that Dining Site Supervisors are underpaid, and the agency's budget had increased by 15% this year. This year's submitted reimbursement amount was 46,000; However, the actual cost to run SOA programs for the first six months has almost reached MCDA's contract award amount of \$100,000 for the year. SOA's nutritional assessments are not available for this quarter; however, they will be available sometime in August 2020.

One question asked what governmental funds SOA receives. They receive 75% funds from MCDA for the senior centers, and the other 25 percent of the funding must be raised or found through additional programming revenue. Currently, there isn't a way to have meals prepared off-site. They have caterers prepare the meals.

- b. Social programming at Five Senior Centers: SOA is trying to cut corners to reduce costs, which is hard without receiving the program funding. COA had submitted a reopening safety plan on the process that SOA would follow to reopen the senior centers, hopefully soon.

### D. United Community Center, Marisol Cervera

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- a. Senior Center and Nutrition Programming. In May, the United Community Center, UCC had transitioned their meal program to providing curbside meals and or delivered meals to seniors due to COVID-19; there were 750 meals served. UCC started weekly check-ins with their clients. They experienced a small reduction in the number of clients served. The decrease in numbers is due to COVID-19 in addition to the senior center closures, UCC's survey results were incomplete. They expect to have the results completed soon.

Did adjustments have to be made to provide services? UCC had to ensure they followed the new guidelines for safety measures, preparation, the changing driving routes, and switching from a dine-in revenue to a carry-out. Also, they have to purchase to-go containers for meals and to increase the number of meals served as they had an increase in the number of seniors.

- a. Transportation Services: The program is currently not providing transportation services to its clients during the COVID-19 Crisis; however, it offers home-delivered meals. UCC delivered 120 meals per day.

### E. Milwaukee LGBTQ Older Adults, Christin Carter

- a. Outreach and Services to LGBTQ Older Adults: When COVID-19 happened, The Milwaukee LGBTQ for Older Adults started providing virtual educational sessions. Also, they offered daily, weekly, and monthly check-in's to clients. There were no additional COVID-19 challenges. Currently, they are unable to provide Outreach services as most of their outreach is organized at festivals and fairs, which were closed this year due to COVID-19. There was one question asked about the new process of submitting reports.

### F. Asian American Community Center, Anna Wong

- a. Senior Center and Nutrition services to Asian American Older Adults . AACC has approximately 60 clients, and they provide meals for about half that amount only in lunches three times a week. Their seniors mainly come for socialization activities, and only a few have the technology for virtual interactions. The majority do not know how to use a computer or smartphone. The center hasn't been operational since April due to COVID-19. The Asian American Community Center is wellness checks, mailing Birthday cards and letters, and sends emails. All programs and services are at a hold until COVID-19 is over.

Has AACC thought about implementing virtual programming and outdoor activities? No. Because 80% of their clients are not tech-savvy enough to use Zoom, and there are language barriers because most of their seniors speak Chinese. AACC's seniors live throughout the city, so it is hard to find a location accessible to all clients. Most of their seniors would rather sit and socialize than walk. They are not planning to incorporate some activity because their church is too small to hold any events and keep safe distancing standards for COVID-19. A question arose in asking about how the award process works. Organizations receive their awards after they have submitted their bills for reimbursement. MCDA repurposes unused funds throughout the year. They are considered a surplus until the end of the year, if any funds are remaining at the end of the year, they might be eligible to roll over into the following year.

### G. Vial Voices for Mental Health, Kimberly Zimdars

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- a. Telephone Reassurance Program: During COVID-19, Vital Voices Advocacy and Volunteer Coordinator assist volunteers with making phone calls to clients. They are in the process of recruiting more minority board members. A question arose on what type of outreach activities have Vital Voices conducted to recruit minorities pre and post COVID-19. Vital Voices has passed out flyers to various kinds of senior buildings and Senior Centers. Also, they have reached out to other agencies like ERAS and MCDA.

Vital Voices welcomed on outreach. One idea was for them to contact the City of Franklin for advice because they run the same type of program.

**H. Social Development Commission**, Shae Williams

- a. Medicare Outreach: During COVID-19, the Social Development Commission's staff has continued to provide services teleworking from home. S.D.C.'s survey results will not be available until the end of this year.

**I. Able Transportation Services**: Annette Tipton

- a. Transportation Services: All contracts came to a halt due to COVID-19. Able had to convert their current transportation services from providing medical appointments, grocery stores, and meal delivery services to delivering home-delivered meals for MCDA's Meals on Wheels program and Stock Boxes. Able had lost about 11 drivers and is working hard on recruiting more drivers. Since Able converted services, their number of trips has tripled, which will cause a need for an increase in award money. Able made no conversions to their vehicles to provide the new services. Able Transportation had worked with MCDA to find a car for transporting meals. Their challenge was with coordinating for each center specific needs as they were all not the same.

**IV. Adjournment:** Meeting adjourned at 4:05 p.m.

The next Service Delivery Committee meeting will be Tuesday, October 27th at 1 PM.  
Respectfully submitted,

Vonda Nyang