

MILWAUKEE COUNTY
Inter-Office Memorandum

DATE: November 13, 2020

TO: Marcelia Nicholson, Chairwoman, Milwaukee County Board of Supervisors

FROM: Jon Janowski, Interim Executive Director, Department on Aging

SUBJECT: **Report from the Interim Executive Director, Department on Aging, requesting authorization to enter into 2021 purchase of service contracts from January 1, 2021 through December 31, 2021 at a cost of \$4,856,260**

Issue

The Interim Executive Director, Department on Aging, is requesting authorization to enter into 2021 purchase of service contracts at a total cost of \$4,856,260 from January 1, 2021 through December 31, 2021 to provide services to Milwaukee County's older adult residents.

Background and Rationale

The recommended contract allocations will allow the Department on Aging to provide services to senior residents of Milwaukee County through 2021. Purchase of service contracts constitute the majority of spending by the Department on Aging in service to Milwaukee County's seniors.

Services provided through these purchase of service contracts support seniors in a variety of ways, from addressing immediate needs related to food access and transportation, to helping seniors help themselves and others by supporting aging caregivers and rejoining the workforce. The overarching goal of the Department on Aging is to affirm the dignity and value of older adults in our county, and these purchase of service agreements with overwhelmingly community-based vendors are how the department pursues that goal.

The department staff coordinates and monitors these programs and receives monthly reports from vendors. Department on Aging staff use these reports to:

- Evaluate performance of the vendors
- Track spending
- Analyze federal indicators

Nutrition Programs

Supporting senior nutrition is one of the mandated services under the Older Americans Act (OAA), and meals and nutrition services are the largest piece of the OAA funds. This program has become increasingly critical during the COVID pandemic, particularly the delivery of meals to seniors who previously visited congregate meal sites.

The “Meals on Wheels” Program delivers food to homebound seniors. The Department on Aging recommends an \$80,000 increase to the Meals on Wheels contract to recognize the 11 percent projected growth in meal delivery between 2019 and 2020 and increased demand for qualified drivers in a COVID economy as well as the targeted case management of the program.

Service	Provider	2020 Contract	2021 Proposed	2020/2021 Variance
Goodwill of Southeastern WI	Case Management and Delivery of Home-delivered meals	\$1,162,903	\$1,242,903	\$80,000

Congregate meal dining is hosted by the five county-owned senior centers and an additional 17 community-based sites. Meals served at these locations also provide opportunities for socialization, education and connection to additional services.

During the COVID pandemic, these meal sites were able to pivot and develop systems for food distribution to meal site clients in partnership with Able Access Inc. and the United Community Center in order to allow seniors to shelter safely in place. Not a single day of meal service was missed due to the pandemic.

The table below identifies the 2021 recommended contract allocations for meal sites and social programming. A reduction of \$9,000 is reflected in the proposed contract amount to Greater Galilee Community Development because the agency indicated that due to the COVID pandemic, it would not be able to spend down the full \$20,000 allocated to the social programming portion of its contract. Greater Galilee is located in 53206 and serves an almost entirely African American population. Department on Aging staff is assisting Greater Galilee to develop social programming that can be presented in a way that is COVID-safe in order to continue to serve their customers. Another provider, the Asian American Community Center, chose not to pursue a renewal for 2021, citing uncertainties due to the COVID-19 pandemic, and is not included in the recommendations.

Service	Provider	2020 Contract	2021 Proposed	2020/2021 Variance
Greater Galilee Community Development	Senior Center programming and dining site in 53206	\$110,000	\$101,000	(\$9,000)
Milwaukee Christian Center	Meal site supervision – 13 meal sites	\$250,000	\$250,000	\$0
Milwaukee Christian Center	Socialization activities and meal program at MCC	\$103,550	\$103,550	\$0
Indian Council for the Elderly	Meals and socialization activities	\$84,572	\$84,572	\$0
Serving Older Adults of SE WI	Meal site supervision at five county-owned senior /centers	\$100,000	\$100,000	\$0
United Community Center	Social Programming and Nutrition Programs at the United Community Center	\$206,189	\$206,189	\$0
	Subtotal	\$854,311	\$845,311	(\$9,000)

Socialization and Outreach:

Isolation and loneliness are serious concerns for seniors, and the Older Americans Act specifically allocates funds that support the socialization of seniors. The three contracts below specifically focus on outreach and social programming for seniors. An increase is recommended for the services provided by the Milwaukee LGBT Community Center in recognition of the actual costs of these services. LGBT older adults are a significantly underserved population within the aging community, and the Department on Aging considers it a priority to connect them to available resources and services, and to train other service providers to have policies and language that are LGBT friendly.

Service	Provider	2020 Contract	2021 Proposed	2020/2021 Variance
Milwaukee LGBT Community Center	Outreach and Services to Lesbian, Gay, Bisexual and Transgender Elderly	\$20,000	\$30,000	\$10,000
Serving Older Adults of SE WI	Programming at five county-owned senior centers	\$892,867	\$892,867	\$0
Vital Voices	Telephone reassurance program	\$22,662	\$22,662	\$0
	Subtotal	\$935,529	\$945,529	\$10,000

Access:

The Department on Aging has a portfolio of partners that connect seniors to jobs, legal benefit services, transportation services, and other programs and services. No funding changes are recommended for the services that are being provided by the vendors listed below. However, the Department’s primary transportation vendor opted to not contract with Milwaukee County in 2021 due to COVID-19 and other cost factors. Aging staff are working on a plan to transition transportation services to another vendor and will submit the new contract under a separate File for review and approval by the County Board.

Service	Provider	2020 Contract	2021 Proposed	2020/2021 Variance
GWAAR	Employment training and Placement Services	\$8,216	\$8,216	\$0
IMPACT 2-1-1	After-hours telephone services	\$30,000	\$30,000	\$0
Legal Action of WI	Legal benefit services for older adults	\$405,077	\$405,077	\$0
Social Development Commission	Medicare Benefits Outreach	\$7,460	\$7,600	\$140
United Community Center	Transportation services	\$129,000	\$129,000	\$0
	Subtotal	\$579,753	\$579,893	\$140

Social support programming

In pursuit of the ideal that seniors will have the resources to live as independently as possible in their communities, the Department on Aging works with several vendors that provide specialized services. These agencies support seniors in a variety of ways, increasing awareness of issues that concern the senior population including Alzheimer’s Disease, end of life concerns, and caretaking of adult children with developmental disabilities. Specific activities, including supporting caregivers and providing care for adult children, enable families to cope with the long-term consequences of Alzheimer’s disease, and engage in culturally-specific outreach for underserved groups (African Americans, Latinos), education, outreach, training, and support.

There is increased funding for Alzheimer’s services from the state allocation for Alzheimer’s Caregiver Support, and so the department recommends increasing the contract with the Alzheimer’s Association.

The Department is recommending an increase to Eras Senior Network in recognition of the importance of neighborhood outreach and the services Eras continues to provide in the most underserved areas of Milwaukee County. Eras staff does direct outreach that connects seniors to resources and services. Additionally, in response to the COVID-19 pandemic, there has been increased demand for their volunteer driver program as well as delivery assistance with the Hunger Task Force StockBox program.

The Hmong American Friendship Association has not received an increase in over ten years, despite supporting a community with professional and culturally specific services. The Life Navigators contract is being increased to more fully support the program and acknowledge the additional tasks that the agency has assumed. The contract with Jewish Family Services is being reduced to reflect the actual costs billed by the program in 2019 and 2020.

Service	Provider	2020 Contract	2021 Proposed	2020/2021 Variance
Alzheimer's Association	Family Caregiver Support and Alzheimer's Direct Services	\$797,033	\$815,107	\$18,074
Alzheimer's Association	Alzheimer's Counseling and Community Support	\$50,000	\$50,000	\$0
Eras Senior Network	Coordination of Neighborhood Services	\$271,232	\$281,232	\$10,000
Jewish Family Services	Late Life Counseling Services for Older Adults	\$33,000	\$30,000	(\$3,000)
Hmong American Friendship Association	Translation and interpretation services for Asian-American older adults	\$32,850	\$36,135	\$3,285
Life Navigators	In-home casework and intervention services for older adults with developmental disabilities	\$15,075	\$30,150	\$15,075
	Subtotal	\$1,199,190	\$1,242,624	\$43,434

Recommendation

It is recommended that the Milwaukee County Board of Supervisors authorize the Interim Executive Director of the Department on Aging to enter into 2021 purchase of service contracts with community-based provider agencies per the narrative above and in the amounts specified in the accompanying resolution.

At their November 13th meeting, the Commission on Aging passed a motion that supports the contract recommendations in this report. The Commission did express concerns about the level of funding being provided to the senior center social programming contract that is coordinated

by Serving Older Adults of Southeast Wisconsin. Commissioners and Aging staff will be working with SOA in the months ahead to ensure that expenses are appropriate and that SOA is coordinating as many social activities as possible, particularly in a COVID-19 (virtual) environment.

Fiscal Effect

A total of \$4,856,260 is reflected in the recommended purchase of service contracts. A fiscal note form is attached.

If you have questions, please contact me at 414-379-3569.



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Milwaukee County Department on Aging

cc:

County Executive David Crowley
Sup. Jason Haas, Chair, Finance Committee
Sup. Supreme Moore-Omokunde, Chair, Health & Human Needs Committee
Mary Jo Meyers, Chief of Staff, County Executive's Office
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