



2019-2021 Agency Area Plan – 8th Quarter update (2020)

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 in April and was regarded as highly successful. 12 of the 25 participants have remained active with 9 serving in various roles on the Commission on Aging. The 2020 Senior Statesman Program was suspended because of COVID-19. Participants recruited for the 2020 program have been added to the Advocacy outreach list and have been receiving regular updates and Action Alerts. MCDA made attempts to create a regional training with the Wisconsin Aging Advocacy Network, which has not come to fruition.

- **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 spring 2019 at various community sites, with approximately 45 people attending. The PPC coordinated 10 Envisioning Senior Center sessions in 2019 that included an explanation of the Fair Deal policy initiative. Pre/post tests were not performed. In 2021 virtual state budget sessions will be held.

- **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.**

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.**

MCDA opened four new dining sites in 2019. All but 6 of the 31 dining sites were converted to take-out w/ delivery service provided by Able Access Transportation during the Public Health Emergency. MCDA's Nutrition Coordinator is contacting Minority Business Enterprises for potential meal sites to diversify MCDA's meal production, distribution and provide more locations throughout the community.

- **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. The Nutrition Director met with the Nutrition Council and made recommendations for some changes to meals offered based upon diner preference and to increase nutritional value of the meal offerings. MCDA has successfully applied to be an approved vendor through the USDA for the Supplemental Nutrition Assistance Program.

- **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. No real progress has been made due to the impact of the pandemic.

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 FCSN service provider. 3 underserved populations have been identified, 53212, 53206 and 53218. Individuals from the United Community Center, Hmong American Friendship Association and the Indian Council of the Elderly have been invited to join the Caregiver Coalition. We continue to have strong relationships with the United Community Center. Due to the pandemic UCC's Adult Day Centers and Senior Center have been closed, however, we have maintained monthly communication to ensure that they and their constituents have the support they need. We have worked together with them to identify other options of support through the FCSN program as needed.

We have also developed some new relationships within the community to expand our reach in diverse and underserved communities of Milwaukee. One of them was a unique opportunity with the University of Wisconsin-Madison School of Pharmacy. We were asked to assist with a project called Immunization of Older Adults with Alzheimer's Disease and their Caregivers in Milwaukee with a focus on the Harambee Neighborhood. Through this project we worked with the Muslim Community Health Center and Hyatt Pharmacy to share the resources of the FCSN program. Prior to COVID-19 we began to work with Serving Older Adults, collaborating on offering Powerful Tools for Caregiving and other education programs.

- **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 convened in September 2019 and ten community leaders, caregivers and staff from the Family Caregiver Support Network and MCDA attended with the intention to continue in this group. The first action step was to plan a Summer Series spanning 5 months with each month covering a different topic, including 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). The Caregiver Coalition was suspended b/o COVID-19. They put together an educational series, but were only able to offer three of the sessions pre-COVID-19. They did attempt to offer some virtually but had no attendance.

Although the Caregiver Coalition did not host a caregiver summit, they were part of the Caring for the Caregiver event on November 14th, both on the planning committee and also as part of a panel. Because we are part of the Alzheimer's Association we were able to continue to offer awareness and skill building programs, care consultations and support groups through Zoom.

- **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.**

The Governor has convened a Caregiver Task Force, and this group provided input to members of the Task Force in 2020. The Caregiver support programs have experienced setbacks in executing their programs due to the pandemic. In order to address several areas of concern including emotional burden, lack of support from other family members and navigating legal responsibilities we attempted to offer three educational sessions to include those areas. One of the programs, Caregiving 101 was presented by a member of the FCSN team, Christin Carter from the Milwaukee LGBTQ Center and a representative from MCDA who provided an overview of services that were available. We did collaborate with the Hildebrand Law Firm to present a Legal and Financial Seminar for which we had seven (7) attendees. This was well received, and we hope to offer this again during 2021. Due to FCSN being part of the Alzheimer's Association we have been able to provide a wealth of support to those who are enrolled in the FCSN program as well as those who are living with dementia and their family members both in English and Spanish. We are currently offering all of our care and support services virtually.

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 work through the Aging Resource Center. DCS's have conducted two dementia awareness events in the African American community. With the support of MCDA, 6 memory cafés throughout the community provide individuals with Alzheimer's or a related dementia an opportunity to socialize with their care partner and friends. In 2019 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. DCS Cristina Huitron is working closely with UCC to conduct dementia awareness outreach to the Latino community. No specific events have been scheduled to reach the LGBT community at this time. Walk in services for memory screening and dementia awareness continued until COVID-19. Cristina is conducting a Spanish language virtual webinar series with other partners during COVID19 on coping with stress, caregiver support, and dementia screening.

- **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 more than a dozen memory assessments, including the min cog in public libraries, health centers and senior centers. MCDA staff members have also been trained in the assessment process. All events for Brain Health and Memory Screening are on the website calendar. Our new webpage is up and running with new brochures to match. Since COVID-19 all in-person memory screens were cancelled, but DCS's pivoted to conducting adapted virtual/phone screens. MCDA will promote the availability of free memory screens.

- **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 during 2019. In 2020, Brain Health education webinars have been conducted since COVID-19. The DCS's also support a virtual coffee hour for caregivers and a virtual support group with about 6 members. DCS continues to conduct dementia friendly business training and MCTS transit driver training virtually.

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. MCDA will collaborate with UW-Madison for the Stepping On program. MCDA will complete 2 programs in 2019 and 2 in 2020. Additional programming will be determined by outcomes of the pilot and future funding.**

MCDA wellness staff worked with the Milwaukee Christian Center to pilot a culturally appropriate Stepping On program in 2020. However, no Stepping On workshops have been held at the MCC, due to staff turnover and then COVID-19. Due to the end of funding for Milwaukee Christian Center's Stepping On pilot, the program will not go on at this time. The staff has expressed interest in getting involved in Stepping On sometime in the future, so we will keep our communication open so that we can involve them again when the timing is right for them.

Goal Statement 2: To better address health disparities in Milwaukee County, MCDA will partner with the Wisconsin Institute for Healthy Aging 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 2021. MCDA will also collaborate with OAAA to identify community organizations within these communities to

host or promote the EBPP. Two new organizations will be identified by 2019 and 3 organizations will be added by 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 EBPs, 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. MCDA will continue to recruit new facilitators for the programs and look for new host sites.

Due to the pandemic, the Wisconsin Institute for Healthy Aging was not able to provide any leader trainings from March-December 2020. However, there are virtual leader trainings planned for early 2021, and by the first week of March, we will have 4 new Living Well with Chronic Conditions facilitators for the Gerald L. Ignace Indian Health Center. They plan to provide virtual and in-person workshops to the Native American population they serve.

- **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 2020 and 2021, we will solidify 2 organizations and collaborate with WIHA to identify 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 workshop was held at Washington Park Senior Center. Four people were trained. The Walk with Ease program has not expanded. No new workshops were conducted in 2019 but MCDA conducted a promotional campaign in 8 community newspapers about the EBPP. With COVID-19, we had to cancel or postpone all wellness workshops. WIHA has since developed virtual versions of many of their workshops. MCDA developed a flyer that will have all virtual workshops that we will be offering in Milwaukee County. Unfortunately, this has not resulted in any additional participation. Online programming has not proved popular.

While, we did not get any new facilitators to conduct workshops for Walk with Ease or Healthy Living with Chronic Pain in the final quarter of 2020, we were successful in utilizing previously trained facilitators to offer Milwaukee County's first virtual Healthy Living with Chronic Pain workshop in October & November. Due to the workshops being offered virtually, we will be able to share future workshops with multiple sites, rather than just focusing on one site to host an in-person workshop as we did in the past. We will be doing a small marketing campaign to recruit facilitators for the evidence-based programs in 2021. We will emphasize the need for facilitators for the Walk with Ease program, as well as the Healthy Living with Chronic Pain program.

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 solidified its partnership with Waukesha County and the federal Consumer Financial Protection Bureau to provide trainings related to financial abuse. Trainings were administered at a conference in January 2019 as well as at two Milwaukee County senior centers in June 2019 in recognition of World Elder Abuse Awareness Day. Planning is underway for the 2020 World Awareness and Challenges in Aging events. In October 2019 MCDA held a kickoff event for a federal grant MCDA won to improve elder abuse awareness and community response. Trainings have focused on avoiding victimization by fiduciaries and scammers. Trainings are generalized to inform older adults and community partners alike on recognizing the signs of financial abuse.

We work with community partners on our FAST (Financial Abuse Specialty Team) team such as banks, Consumer Financial Protection Bureau and the Better Business Administration to bring their well-developed trainings to the community via I teams and virtual presentations. Due to the pandemic, we have not presented in the community. However, we have developed a Financial Exploitation workgroup under our Coordinated Community Response and Enhanced Multidisciplinary Team to further identify needs in the community and work with our community partners to establish practices and protocols to try to fill the needed gaps.

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.

We are working with the Coordinated Community Response team that was created as a part of the Department of Justice's Grant for Elder Abuse prevention. This task force is one of four in the state working towards improved response and referral processes. COVID-19 posed a major barrier as we have been unable to hold in person meetings and our access to health clinics is limited due to the pandemic. MCDA will continue to work with CCR to develop this guide.

We are working with our State partners on an abuse in later life grant to provide training to direct service partners and police departments in Milwaukee county and continue to work with UWM and NAMI to provide virtual and in person training. We have a Crisis workgroup under our Coordinated Community Response (CCR) and Enhanced Multidisciplinary Team (EMDT) to further identify needs in the community and work with our community partners to establish practices and protocols to try to fill the needed gaps.

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.

In 2019 MCDA sponsored a large conference on DV and abuse in later life. More than a dozen new partners attended the training with national experts. MCDA is working on a formal plan with local organizations to provide more in-depth training. MCDA Elder abuse staff have provided training to all 5 universities in Milwaukee on chapter 55 crisis response for older adults. MCDA is providing ongoing training to all MCO staff, law enforcement and first responders on Elder Abuse and Financial Exploitation. During COVID-19 we have been able to provide one virtual training to a group of Guardian Ad Litem's relating to protective services. MCDA plans to continue virtual training when possible. The integration pilot program with Elder Abuse and Adult Protective Services units is still underway. MCDA has some staff conducting home visits with clients if needed. We provide ongoing training to our community partners on Chapter 55 both in person and virtual formats.

Transportation

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

MCDA has collaborated with the Combined Community Services Board on transportation challenges for older adults and people with disabilities and raised the need to focus on coordinated transportation with the Aging and Disability Resource Center Board and the Commission on Aging. MCDA has begun a review of literature regarding transportation coordination and mobility navigation and completed a follow-up report for the Transit 4 All grant activities. MCDA staff have been working together to identify gaps in persons served and to develop a more streamlined process to refer callers seeking transportation services to the appropriate resources. A detailed report on the issue of transportation gaps has not been produced, but this goal will be moved to 2020.

Goal Statement 2: Using the Goal 1 report, MCDA will 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 2020, MCDA will create a report summarizing possible solutions for current transportation gaps.

MCDA identified a new provider of transportation services for older adults in 2019, Able Access, and has been working to refine the services provided. MCDA also entered into a separate contract to provide transportation to the United Community Center, primarily for a Spanish language speaking population. In 2020 MCDA has worked toward two goals addressing

transportation gaps: 1) Establishing a Milwaukee County Interagency Council on Transportation Coordination and 2) Establishing support for a Mobility Manager/Coordinator position within MCDA. MCDA convened a group of stakeholders from throughout the County and wrote a federal 5310 grant to establish a Transportation Coordinator position within the AAA. This grant was awarded by the Southeast Wisconsin Regional Planning Commission in 2020 and in 2021 the position will be posted and hired and we will then work on implementing the IATCC.

- **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.**

During COVID-19, MCDA identified a gap in transportation provision to residents, particularly older adults and people with disabilities who were COVID-19 positive or exposed to COVID-19. MCDA drafted an inter-agency agreement among several County agencies and contracted with a new transport provider to provide safe transportation to residents exposed to COVID-19 for non-emergency medical appointments, testing, and transport to isolation facilities. We will work on establishing a special transportation program for vaccinations in 2021.

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.**

MCDA retained the Wisconsin Policy Forum to complete a report (Young at Heart) summarizing the existing programming and funding challenges for Milwaukee County senior centers and reviewing five other counties to suggest some considerations for moving forward in Milwaukee. The report was shared with aging network stakeholders in June of 2019. The Advisory Council then sponsored a series of community conversations on the future of senior centers, along with public input through an online survey. This process generated hundreds of ideas to increase participation, programming, funding, and new models for our senior centers. The Council presented a report (Envisioning the Future) with the findings along with recommendations for a long-term strategy to the Commission on Aging, which approved the report in January of 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 renewed its contract for 2020 programming in the Milwaukee County senior centers with Serving Older Adults of Southeast Wisconsin (SOA). MCDA has transferred responsibility for facility maintenance to the building maintenance team in the County Department of Administration. A number of major facility upgrades are occurring at Wilson, Washington Park and Clinton Rose senior centers. The Commission on Aging has established a select Senior Center Committee which will review the WPF and Envisioning reports and prioritize strategies to shape the future of senior center programming in Milwaukee County.

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 upon the recommendations MCDA receives from the Commission on Aging through the Senior Center Committee. The Senior Center Committee has not formally convened. SOA is providing some outdoor exercise and virtual programming during the pandemic.

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, 2019. Planning for the 2020 event is now on hold due to COVID-19.

- **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 has been suspended due to COVID-19. Recruitment for 2020 was successful and all senior statesman candidates have been added to MCDA Advocacy outreach list. The 2019 Senior Statesman program was held in April with 24 participants. New brochures, applications, and programming were developed with a three-day format. Participants reported a high degree of satisfaction with the program based upon post event survey results. No program was held in 2020 due to the pandemic.