



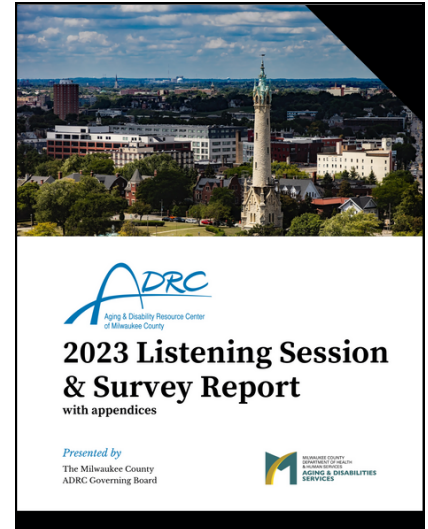
**To:** Sara Truse, ADRC Regional Quality Specialist, Dept. of Health Services

**From:** Debra Jupka, Milwaukee County ADRC Governing Board Chair

**CC:** Shakita LaGrant-McClain, Department of Health & Human Services Executive Director; Marietta Luster, Aging & Disabilities Services Administrator; Tina Anderson, ADRC Director; Dan Idzikowski, Aging Services Director; The Milwaukee County Board of Supervisors; County Executive David Crowley; Tracy Wozniak, Milwaukee Public Schools

**Date:** December 20, 2023

**RE:** 2023 ADRC Listening Sessions and Survey Report



On behalf of the Milwaukee County Aging & Disability Resource Center (ADRC) Governing Board, thank you for supporting our 2023 listening sessions and countywide survey. The board has adopted the attached report and is forwarding it for your review, use and comments. The report includes a summary of findings, a list of recommendations based on the findings and a compilation of comments from two sessions, as well as countywide survey responses.

Additionally, the report highlights the ongoing partnership, now in its second year, with Milwaukee Public Schools (MPS) Transition Coordinators and Supervisors in the area of Transitional Services for high school students and their families. It should also be noted that several suburban Milwaukee school districts have requested the same in-service for their staff members, which will improve delivery of services and assist with communication throughout the county.

We invite you to consider the recommendations within the 2023 Governing Board Listening Session & Survey Report and share your thoughts about next steps. We welcome responses in writing by February 15, 2024.

If you wish to send responses, have any questions or require additional information, please contact ADRC Governing Board Chair Debra Jupka at [Debra.Jupka@milwaukeecountywi.gov](mailto:Debra.Jupka@milwaukeecountywi.gov).

We look forward to your insights and partnership as we move forward!





# 2023 Listening Session & Survey Report

with appendices

*Presented by*

The Milwaukee County  
ADRC Governing Board



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## EXECUTIVE SUMMARY

To fulfill its mission of gathering information about unmet or under-met needs of the ADRC's target populations, the Milwaukee County ADRC Governing Board hosted two in-person listening sessions at senior community centers. Surveys were distributed at both sessions and made available online through various organizations.

As a result of our 2022 sessions, we were also invited to present and answer questions at an MPS in-service session for Special Education Teachers, Transition Coordinators and Supervisors.

This report contains information gathered from these sessions and the surveys to identify ongoing needs of the ADRC's target populations. Specific recommendations have been included for consideration by the ADRC and ADRC Governing Board.

Any information that more appropriately falls under the authority of other agencies will be shared with those agencies.



## *The Mission & Goal of the ADRC*

To provide its consumers with the resources needed to live with dignity and security, and achieve maximum independence and quality of life through:

- Empowering individuals to make informed choices
- Streamlining access to the appropriate services and supports

# INTRODUCTION

The **Milwaukee County ADRC Governing Board** was established to assist and support the Aging & Disability Resource Center\* in fulfilling their mission. The state contract assigns many duties to the governing board, four of which include:

- Gather information about possible unmet needs of the ADRC's target populations for long-term care and other services;
- Report findings and recommendations to the ADRC Director, local officials, the Department of Health & Human Services of Milwaukee County, the Department of Health Services and other interested parties as appropriate;
- Collaborate with other advocacy groups;
- Provide well-advertised opportunities for public participation in the board's information-gathering activities.

The 2023 ADRC Governing Board consumer listening sessions and countywide survey fulfill all four of the above duties.

An additional objective in 2023 was to continue our effort to gather feedback from specific stakeholder groups, such as Teachers and Transition Coordinators who interact with special needs students and their families. A key focus was young adults with disabilities who are transitioning from the children's long-term care system to the adult long-term care system.

\*Aging & Disability Resource Centers (ADRCs) are authorized under s. 46.283 of the Wisconsin Statutes and subject to the requirements contained in Chapter DHS 10 of the Wisconsin Administrative Code.

# 2023 OBJECTIVES & GOALS

## *of the Milwaukee County ADRC Governing Board*

Our focus for this year was to interact with a broader cross section of the population . To do so, we took a three-pronged approach:

- Host two listening sessions: Washington Park Senior Center (northside) and Kelly Senior Center (southside);
- Conduct a community-wide survey, distributed online, at listening sessions and through participating organizations;
- Meet with Special Education Teachers, Transition Coordinators and Supervisors from Milwaukee Public Schools (MPS) as a follow-up to last year's findings, as well as to develop strategies for creating working relationships with other school districts in the County.

Both the survey and listening sessions provided an opportunity to identify gaps in services; reveal barriers in obtaining services; and share our consumers' experiences, needs and ideas about the ADRC and about the long term-care programs serving older adults and people with disabilities.

Survey participation was encouraged at each of the listening sessions to gather more specific feedback from individuals. ADRC staff and board members were available to offer guidance to attendees who had questions about long-term care and other services.

The sessions more resembled a community conversation, rather than a traditional listening session or public hearing. The response to this approach was positive.

Informational materials about the ADRC were available at the two in-person listening sessions, as well as upon request.

All planning was coordinated by members of a Listening Sessions Subcommittee of the ADRC Governing Board, ADRC Staff and Community Partners.



### *Accessibility & Diversity*

The Listening Sessions are designed to reflect and welcome diversity.\* Surveys and discussions seek out responses from different groups in order to identify specific concerns. We also endeavored to learn which factors may be hindering full participation in the ADRC's services.

\*See Appendix II for our complete statement.



## OUTREACH METHODS

The Milwaukee County Aging & Disability Resource Center (ADRC) board and staff promoted both the survey and listening sessions\* with the assistance of over 60 community and caregiver groups, senior centers, care facilities, religious organizations and community support agencies.\*\*

Methods included:

- Emails
- Mass mailings
- Printed fliers
- Newsletter ads
- Websites
- Social media postings
- Community outreach events
- Verbal communications
- And more

\*The listening sessions were publicly noticed according to law through the Milwaukee County Clerk's Office.

\*\*See Appendix III for the complete list.

## DATA COLLECTION METHODS

### *2023 Listening Sessions & Surveys:*

#### Washington Park Listening Session

September 27, 2023 • 12:30pm – 2:00pm

Washington Park Senior Center,  
4420 W. Vliet Street, Milwaukee

Open to the general public.

#### Kelly Senior Center Listening Session

October 3, 2023 • 12:30pm – 2:00pm

Kelly Senior Center, 6100 Lake Drive, Cudahy

Open to the general public.

#### Online & Paper Feedback Surveys

July 1, 2022 to September 17, 2023

Online and paper surveys available to the general public, including at in-person listening sessions.

### *Follow-up on 2022 Feedback:*

#### MPS Transition Coordinators In-Service with ADRC Staff and select ADRC Board Members

September 15, 2023 • 9:00am – 10:30am

Milwaukee Public Schools Support Center,  
6620 W. Capitol Drive, Milwaukee

# 2023 FINDINGS SUMMARY

*from listening sessions and surveys submitted*



Listening session participants reflected a mix of consumers, care providers, vendors, community organizations, educators, parents, students and staff.

“  
*Not everyone knows  
who's here to help.  
We need them to  
introduce themselves.*  
”  
WASH. PK. SESSION ATTENDEE

“  
*All seniors should be  
trained to speak up and  
be heard by the right  
people in the government.*  
”  
WASH. PK. SESSION ATTENDEE

They were able to identify specific types of support, problems and challenges that exist.

Consumers could describe the experience with the ADRC from the "outside in." Staff and providers described the issues from the "inside out."

Specific themes identified by participants that will be further explained below include:

- **Need for increased visibility and outreach** to the community
- **Need for additional communication** with care providers and other partners regarding services that are available
- **Need to educate consumers** what to do when they experience problems with provided services
- **Need for tools to support families** transitioning from youth to adult services
- **Need for quality transportation and accountability** for service providers



## OVERALL TOPICS RAISED\*

### *Transition Services*

- Access to enrollment
- Continued outreach to the community
- Caregiver support services needed
- Clarification, training and assistance in the process
- Clarification of county and state portions of the process

### *Youth With Autism*

- Advocacy for needed services
- Accurate and realistic assessment of needs
- Transition assistance
- Better, faster communication
- Efficiency in the process ("With technology, it doesn't need to be this hard")

### *Transportation Services*

- Late arrival of transport vehicles, as much as 30 minutes and more
- Failure to notify waiting clients of the delay
- Missing time-sensitive appointments, such as dialysis

### *Facilities Operation*

- Equipment at senior center facilities is not as well maintained as it should be

“

*Don't we deserve a working dishwasher?*

”

WASH. PK. SESSION ATTENDEE

### *Acknowledgments*

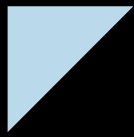
The ADRC Governing Board would like to thank all consumers who participated in the surveys and Listening Sessions, our Listening Session Community Partners, staff at both Washington Park and Kelly Senior Centers, the ADRC Governing Board members and staff of the ADRC.

For a complete list, see Appendix I.

### *Communication/Education*

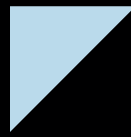
- Improve awareness of the ADRC and what it does
- Show target audiences how to advocate for themselves
- Make sure individuals offering services introduce themselves and their services to facility populations
- Additional activities at Washington Park, including some that focus on more active/healthy adults

\*Several pertain to services outside the scope of the ADRC.



**38%**

of recipients, friends and neighbors at listening sessions have **HEARD OF** the ADRC



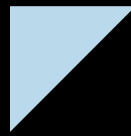
**31%**

of recipients, friends and neighbors at listening sessions **CALL ON** the ADRC when they have questions or needs



**85%**

of service providers and others at listening sessions have **HEARD OF** the ADRC



**50%**

of service providers and others at listening sessions **CALL ON** the ADRC when they have questions or needs



If you have questions regarding this report, please contact the ADRC at:  
[ADRC@milwaukeecounty.wi.gov](mailto:ADRC@milwaukeecounty.wi.gov)

# SURVEY QUESTIONS

*with additional notes from  
the Listening Sessions*

Listening sessions were facilitated as conversations and did not precisely follow questions presented in the physical and/or digital survey. As such, responses will be reported from both a quantitative and qualitative perspective.



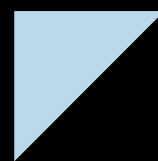
## 1 *Have you ever heard about the ADRC? If so, where did you hear about it?*

Generally, awareness of the ADRC was a little over two-thirds. However, the results for recipients, family and neighbors varied greatly between listening sessions and online surveys. (This figure for listening sessions alone was only 38%.)

Respondents heard of the ADRC through:

- Senior centers
- Previous listening sessions
- Special needs groups
- Long-term care contractors
- Professional interactions, past or present
- Community agencies and organizations

Several recipients expressed a desire for the ADRC to make itself and its services more known to the population it serves.



**69.8%**  
have heard of the  
Aging & Disability  
Resource Center

## 2 Do you call the ADRC when you need information about resources or help meeting your needs?

Utilization lagged significantly behind awareness. Roughly one half of those who knew of the ADRC called on it when help was needed.

*If not, who do you contact?*

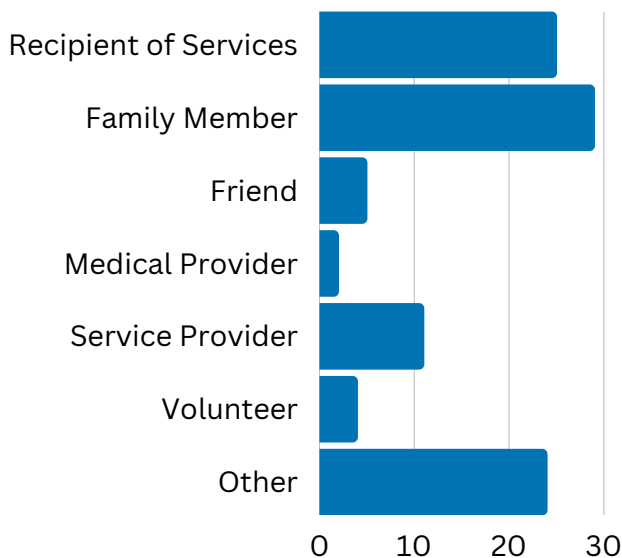
Instead of the ADRC, these potential service recipients turned to alternate resources such as:

- Friends and neighbors
- Senior centers/senior living center staff
- IMPACT, Independence First and others
- Social workers and coordinators
- Online resources and portals

33%

call the ADRC when they need help and resources

## 3 I am completing this survey as a ...



Across the online and listening session surveys, 60% were recipients, their family or friends.

*“ I would like to be added to a mailing list. I am new to this position and would like to stay informed. ”*

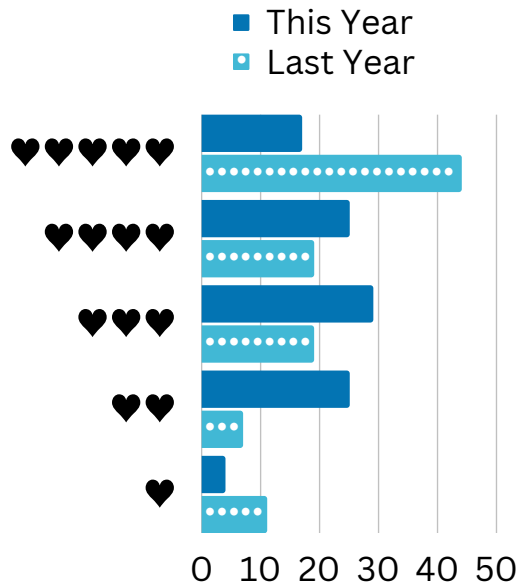
KELLY SESSION ATTENDEE

**4** *Have you contacted the ADRC within the last 12 months? If so, how satisfied were you?*

Among those that rated their experiences with the ADRC in the last 12 months, the results were mixed. Both the low and high end responses declined, with most people shifting toward the middle options.

Two stories shared are of particular note:

- Families entering long-term care programs can find it difficult to determine which is the best fit for their loved ones. In addition, the speed of response and resolution can be slow.
- One participant's lower rating was in part in contrast to her experience with the ADRC in Madison, which provided training to potential clients in how to manage issues that may arise.



**5/6** *Are you currently enrolled in a long-term care program? Which one do you work with?*

The number of respondents who are enrolled in (or who have friends or family in) long-term care programs was small.

Only a few of those enrolled listed their providers. Their ratings were:

IRIS           ♥♥♥♥  
Family Care   ♥♥♥

Several individuals rated their care but did not identify which group they used.

Overall rating ♥♥♥

**10%**  
of those surveyed are enrolled in long-term care (or responded on behalf of someone who is)

## 7 *What is going well for you in terms of services that you receive? What is not going well?*

Respondents reported the following as successes:

- Supportive healthcare from IRIS
- Senior centers
- Meals on Wheels
- In-home care
- Eastside Senior Services

However, the following items were mentioned as not going well:

- Transportation
- Navigating between IRIS and Medicaid
- Washington Park Senior Center facilities issues
- Feeling of isolation
- Limited information and unhelpful staff
- Application response time

*“ Meals on Wheels, good food and people ”*

WASH. PK. SESSION ATTENDEE

*“ Mom has received supportive healthcare from IRIS. ”*

WASH. PK. SESSION ATTENDEE

## 8 *What services do you receive that help you live independently in the community?*

Several services are being utilized by survey and listening session participants. For recipients, family and friends, these include:

- Transportation
- Washington Park Senior Center
- Meals on Wheels
- Caregiving
- Bike trails

*What services do you still need?*

- More and better family advocates
- Reliable transportation to appointments, resources and social events
- Better guidance and assistance for youth and families transitioning to adult services
- More affordable housing
- More free rides

*“ We paid our taxes. Our families pay taxes. We deserve better. ”*

WASH. PK. SESSION ATTENDEE

*“ Advocate for those without a family advocate and/or whose advocate is ... not helpful. ”*

SURVEY RESPONSE

## 9 For Milwaukee County older adults or persons with disabilities, what specific needs are going unmet?

This question was designed to elicit responses more broadly regarding the needs of the communities we serve.

*I'm not sure of how to access the way to pay for riding the MCTS.*

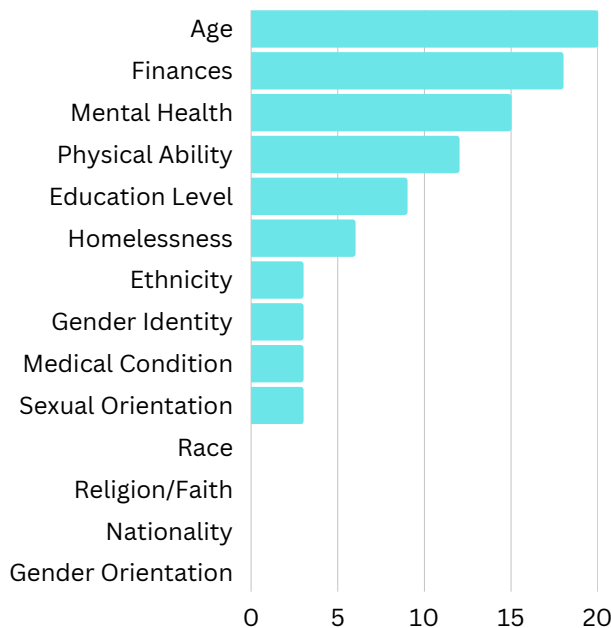
SURVEY RESPONSE

Several suggestions and concerns were shared:

- Mental health housing
- Help navigating when different agencies' requirements overlap or conflict
- Exercise and social activities for healthy/active older adults
- Assistance with transitioning teens to adult systems
- Help getting into programs
- Dental services
- Guidance on cutting costs for those on fixed incomes
- Smart phone training
- Yard work and other household tasks

## 10 What barriers and/or challenges have made it difficult for you to access services in Milwaukee County?

The survey included a list of 16 factors that could interfere with serving the target population. Only 17% identified any of these issues. Over half of those that did checked more than one box.



It also became clear through the surveys and the Listening Sessions that the **two biggest barriers faced by the communities served** by the ADRC are:

- Public awareness
- The issue of siloed funding streams

*Bobbie is disabled and needs assistance. He was told he had to work to get a free meal.*

SURVEY RESPONSE

*I'm too old to move, but can't afford to stay.*

SURVEY RESPONSE

*Following up on 2022 Education Topics :*

# MILWAUKEE PUBLIC SCHOOLS IN-SERVICE SESSION



Members of the ADRC Advisory Board were invited to present in-depth overviews\* and answer questions for its Special Ed Teachers and Transition Coordinators and Supervisors. A summary of the questions and concerns they expressed are shown at the right.

Also requested were easy access PDFs and other materials, in English, Spanish and any other languages available.

\*The presentation deck is available upon request.

- Who makes the determination of disability?
- How much weight does the teacher-prepared packet have in the process?
- If the child is initially diagnosed for autism by educators but not by doctors, can it still be covered? And/or, how will it be handled by the ADRC?
- Is the transition between childhood benefits and adult benefits automatic? What are parents expected to do, and what help/support can they expect? Is there a book, PDF or flowchart to help?
- If a student with SSI wants to work, who do they call to learn more?
- What types of disabilities and conditions are covered and/or managed?
- Once a recipient is 18, is the parents' income still considered?
- What is the most important thing a teacher can do to assist with the process?
- Can teachers get the ball rolling for students or families in need? How can they help to make the process smoother?
- Can/does the ADRC participate in open houses and community outreach events?
- When the referral/request comes from a family or student, how do you connect back to the school?
- What options are available for those with hearing issues? Is a video call to include an interpreter possible?



## *MPS Staff Preferences for* **ADDITIONAL TRAINING**

The following topics were suggested as ways for them to better understand the system.

- Supportive decision making
- Benefits counseling
- Exploration of the SSI process
- Resources for adults with autism
- Planning long-term care
- Transition process training and resources
- Types, purposes and processes for guardianship and decision assistance

“  
*We put in referrals for families, but sometimes we aren't kept in the loop on what's happening...*

”  
MPS IN-SERVICE PRESENTATION

“  
*Can you provide a book or flowchart about what to expect in the transition to adult?*

”  
MPS IN-SERVICE PRESENTATION

## **OTHER SCHOOL SYSTEMS**

*within Milwaukee County*

The Kelly Senior Center Listening Session was attended by a number of individuals from non-MPS school systems within Milwaukee County.

Questions raised were answered by the ADRC Staff and Board Members present. Those not mentioned above included:

- How do (or should) other school systems in Milwaukee County get help for transitional services?
- Is there a regular meeting or newsletter with updates and important information?
- Can we have listening/training sessions at schools for families who will be transitioning to adult services?



# GOVERNING BOARD CONCLUSIONS



- Great progress has been made in numerous areas that previously had not been addressed (schools in particular)
- New providers are being brought into the conversation and services discussion
- Connections between providers, schools, county and state are clearer
- “No Wrong Door” is helping to create easier access to services
- While there is strong energy for growth and expansion of the ADRC services and outreach within the community, it should continue to receive emphasis moving forward



If you have questions regarding this report, please contact the ADRC at:  
[ADRC@milwaukeecounty.wi.gov](mailto:ADRC@milwaukeecounty.wi.gov)



*Looking ahead ...*

## **NEXT STEPS & RECOMMENDATIONS**

- Build partnerships with agencies that support the ADRC role and work in Milwaukee County
- Continue to expand and diversify providers network outside of the ADRC, and develop a more coherent listing for the county consumers
- Update list of partner agencies
- Create a summit or countywide resource fair
- Create an introductory survey as a means of introduction to new potential community and agency partners
- Continue to expand and involve other school districts within Milwaukee County by providing in-services and guides in the IEP process, social security enrollment sign up and family support (Six additional school districts are being brought on board)
- Connect students transitioning from high school to services beyond (DVR, employment, independent living centers and other supports)
- Create and provide other community listening sessions throughout the county at different locations and different times of the year
- Consider adapting the existing ADRC survey based on Governing Board role and Listening Session purpose, as well as consumer usability
- Continue to invest in expanding outreach and increasing awareness of the ADRC services and programs
- Advocate for “No Wrong Door” services and breaking down silos including the silos created by separate and restricted funding streams



# ACTIONS BEING TAKEN

*based on concerns expressed  
in the Listening Sessions*

- Working to provide in-services and presentations to additional school districts on youth transition services through ADRC
- ADRC staff have followed up with any survey respondents requesting services or follow-up from the ADRC
- ADRC Staff and Governing Board are actively working to build stronger connections with healthcare systems including FQHCs, as well as major community partners such as Independence First, Community Advocates and others.

If you have questions regarding this report, please contact the ADRC at:  
[ADRC@milwaukeecounty.wi.gov](mailto:ADRC@milwaukeecounty.wi.gov)

# I. ACKNOWLEDGEMENTS

The ADRC Governing Board would like to thank all the consumers who participated and shared their experiences.

We also acknowledge the following people and organizations that made the listening sessions and survey meaningful and possible: Serving Older Adults of Southeastern Wisconsin; Tracy Wozniak and Milwaukee Public Schools; Meals on Wheels; Canticle Court; Oak Creek Public Schools; St. John's on the Lake; and Tina Owen-Moore, Superintendent of Cudahy Public Schools

ADRC Governing Board members (current, incoming and outgoing): Debra Jupka, Retired Principal, M.M.E., Chair; Rachael Bush, Vice Chair; Tiffany Barta, R.N.; Colleen Galambos, Ph.D.; Tracie Horton, M.B.A.; Barbara Jones; Amanda Laurila; David Lillich, M.D.; M. Kent Mayfield, M. Div., Ph.D.; Brennan O'Connell; Cindi Pichler; Harvey Ross; Kiran Sager, M.D.; Levi Stein; and Ramona Dicks Williams

Aging & Disability Resource Center Staff: Marietta Luster, Aging & Disabilities Services Administrator; Tina Anderson, ADRC Director; Amos Besaw, Disability Benefits Supervisor; Bekki Schmitt, Community Programs Supervisor; and Ti-mara Minefee-Tribble, Options Counselor.

# II. ACCESSIBILITY & DIVERSITY

The Governing Board felt strongly that the listening sessions needed to reflect and welcome diversity. They made the following suggestions: Use language and promotion that values all participants regardless of color, background, religion or sexual identity; seek input on issues that are of concern to different groups of the larger community of consumers; encourage board members, staff, community partners and participants to offer input on diversity and inclusion issues particular to these topics: transportation, LGBTQIA+, housing, racial justice, stigma, support network needs, immigration, language barriers, and feeling welcomed/included in the ADRC/LTC service system.

Planning was coordinated by members of a Listening Sessions Subcommittee of the ADRC Governing Board, ADRC Staff and community partners.

Public notice was given through community partners, social media, staff, website, email and flyers. The listening sessions were publicly noticed according to law through the Milwaukee County Clerk's Office.

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### III. ADDITIONAL BACKGROUND

The mission of the ADRC is to provide its consumers with the resources needed to live with dignity and security and achieve maximum independence and quality of life. The goal of the ADRC is to empower individuals to make informed choices and to streamline access to the appropriate services and supports. (Wisconsin Department of Human Services) The ADRC Governing Board met and continues to evolve the process which supports its advocacy work.

The ADRC Governing Board hosted one virtual listening session and two in-person sessions in 2023. This report consists of direct comments of consumers, parents, students, providers, caregivers and staff who participated in listening sessions, as well as responses collected from both online and paper surveys available to the public.

The objectives for the 2022 and 2023 listening sessions and survey focused on obtaining consumer, care partner and provider input regarding the ADRC services, long-term care programs and other needs among older adults and adults with disabilities.

An additional objective continued in 2023 was to gather feedback from specific consumer and stakeholder groups, such as teachers, transition-aged youth and their families, and others who support young adults with disabilities who are transitioning from the children's long-term care system to the adult long-term care system. This report will highlight themes from this specific demographic in addition to themes from the general listening session and feedback surveys.

The committee recognizes the thorough work the Commission on Aging completed to prepare the county three-year Area Aging Plan through extensive surveys and focus groups held for older adults. This provided the committee an opportunity to focus on previously under-surveyed populations such as those included in transitional services work and parents of adults with disabilities.

The survey and listening sessions provided an opportunity to identify gaps in services, point out barriers in obtaining services, and share experiences, needs and ideas about the ADRC, and the long-term care programs serving older adults and people with disabilities. The ADRC Governing Board offers this report to state and community partners in the hopes of both improving the experience where needed and sustaining that which works well for the people we serve. This report identifies the trends, successes and concerns of people in Milwaukee County in relation to services provided by the Aging & Disability Resource Center.

The Governing Board approved a plan to again host in-person listening sessions. The format included a brief overview of the services provided by the ADRC, and a facilitated response to specific questions and needs of those in attendance. Informational materials about the Aging & Disability Resource Center were available at the two in-person listening sessions, as well as upon request.

ADRC staff were available to offer guidance to consumers who had questions about long-term care services. Board members engaged in the discussion as well so that the sessions resembled more of a community conversation, rather than a traditional listening session or public hearing. The response to this approach was positive. A written survey was also conducted to gather feedback, both by mail and online. Taking of the survey was encouraged at each of the listening sessions to gather more specific feedback from individuals.

## IV: COMMUNITY PARTNERS

The ADRC Governing Board reached out to a wide variety of agencies within the community for assistance in spreading word about 2023 survey and listening sessions. Our thanks go out to any and all who helped to make this year's effort a success.

- Abuse in Later Life Project – DOJ
- DHHS Staff – Aging & Disabilities Services
- Advocates for You
- ALAS – Alianza Latina Aplicando Soluciones
- Alzheimer's Association
- Autism Society of Southeast WI
- Centers for Independence (MCFI, etc.)
- CEO – Creative Employment Opportunities
- COA/Committee List
- Cream City Foundation, Milwaukee Pride Group
- Disability Rights Wisconsin
- Easter Seals SE WI
- Eastside Senior Services
- Eras Senior Network
- First Transit
- Friendship Circle
- General Public
- Goodwill of SE WI
- Greater Galilee MBC
- Grobschmidt Senior Center
- GT Independence
- GWAAR
- Handy News & Notes (OPD Newsletter)
- Hart Park Senior Center
- Hmong American Friendship Association
- iCare
- Independence First
- Indian Council for the Elderly
- Jewish Family Services
- Legal Action/Senior Law
- Life Navigators
- Long Term Care Providers (Community Care, My Choice Family Care, iCare, Advocates4U, Connections, First Person Care, TMG)
- League of Progressive Seniors
- Lutheran Social Services
- Mental Task Health Force
- Milwaukee Christian Center
- Milwaukee County Board
- Milwaukee LGBT Community Center
- Milwaukee Muslim Coalition
- Milwaukee Waukesha Aging Consortium (MWAC)
- MPS Rec/OASIS Senior Center
- MPS Central Office Staff
- Muslim Community Health Center
- OSHER Lifelong Learning Institute
- People First Wisconsin
- Project Return
- Senior Centers (County-Owned: Clinton Rose, Kelly, McGovern, Washington, Wilson)
- Serving Older Adults
- Shorewood Senior Resource Center
- Sikh Community
- Social Development Commission
- Special Olympics – MPS, North Suburban, Wauwatosa
- Spina Bifidia Association
- St. Ann Center for Intergenerational Care
- St. John's on the Lake
- Successful Aging in Greendale for Everyone (SAGE)
- United Community Center
- Vital Voices
- Wauwatosa Senior Commission
- West Allis Senior Center
- Will-O-Way
- Wisconsin Board for People with Developmental Disabilities

If you have questions regarding this report, please contact the ADRC at:

[ADRC@milwaukeecounty.wi.gov](mailto:ADRC@milwaukeecounty.wi.gov)

## V: LISTENING SESSION NOTES

### *September 17, 2023 — Washington Park Senior Center*

A total of 17 community members attended, including: 12 senior citizens of diverse ethnicities; 1 mentally disabled adult; 1 caregiver for mentally disabled adult; 1 daughter who cares for her mother; and 1 care professional.

#### Older adult:

- Transportation is shoddy, treated bad.
- Spoke with a woman twice, then carried to county commissioner because not treated in a timely manner. Transportation seems to be improving a bit.
- She was trained by the ADRC in Madison to speak up. All in senior centers should be trained how to speak up and reach government.
- For example, dental checkups happen, but you won't get your teeth.
- Get involved, folks. It's your life. We're senior citizens who have paid our dues. We need these services, and that's why we're talking to you. Not everyone can do it for themselves, and needs help.
- Told the county commissioner and health services board that they need better outreach to get aid to families' loved ones.
- Those in charge are lacking and need guidance.
- No one calls us when they're going to be late. Some of them are people who are on dialysis, who have a deadline. They don't schedule people well.
- Lack of compassion. Lack of courtesy.
- I'm probably the only person who followed through until I got a meeting.
- I also passed out a flyer: If you have problems call this number.
- We deserve better. We pay taxes. Our families pay taxes. Let the spin end.
- Madison offered a class to educate people on how to get your problems addressed. Milwaukee does have a program, that may be similar in certain respects.

#### Older adult:

- Gentleman confirmed he just got notification on a class for Senior Leadership.

*ADRC: The group visits certain places and explains how people should how to access services and information. There's also an advocacy meeting every month that's open to the public.*

#### Caregiver for mentally disabled adult:

- Bobbie and Tim (who needs assistance).
- He's disabled and needs help with many things.
- She's mad because he was told he had to work to get a free meal, and she's upset about it.
- He walks from 38th and Lloyd. Needs social work help, and she's here to be sure he gets it.

#### Older adult:

- Stand outside for half an hour, 45 minutes waiting for a ride.
- Sometimes bus comes and it's not even for her.
- She was here [Washington Park Senior Center] until 5:30pm one night waiting for her ride.

#### Older adult:

- He saw a dishwasher broken, and why isn't it repaired? Don't we deserve a working dishwasher? Repairs on this building aren't keeping up.

*New dishwasher is part of \$200K upgrade. (Received applause). We're able to move around funding sources to free up about \$1/2 million to work on small capital improvement projects here and at other facilities. Transportation services are accessed through ADRC for elders. Funded through AAA and state fund.*

#### Older Adult:

Not everyone knows who's here and available to help. We need them to introduce themselves. Winter is coming. We need this solved yesterday.

*September 17, 2023 — Washington Park Senior Center, cont.*

Adult child who is care manager for her mother:\*

- Not a member of the senior center, but have a 98-year-old mother who needed help.
- Had to spend down her assets, but it will take a couple months. Mom has dementia.
- Problem is with getting on Medicaid. ADRC people came out and were helpful. We had a healthcare worker coming in every day.
- Went with IRIS so they could keep her. Self-directed. With IRIS they can't have an agency plus an individual. Family now has to be the employer.
- Took months to get onto Medicare, then transferring info to MILES, and communicated and squared away. In July, had first consultants. Only to find out that you have to go through Iris consultant then fiscal agent.
- Then found 5 weeks later the caregiver was denied because of a misdemeanor.
- The assessment nurse comes in, plus a boot care nurse. The assessment nurse said she can't come in because can't mix Medicare and Medicaid. Had to choose one or another.
- After 6 months, now back to the drawing board through IRIS agency version, which has less stringent requirements. Been very frustrating.
- Can ADRC do anything to help streamline it and guide through hoops more smoothly? I don't know what the answer is. Getting wound treated puts IRIS on hold. Would we have gone with a different agency if we knew, maybe. But right now we are getting some assistance.
- Have to use an app to log my hours when I pop in and pop out of my mother's house. It's a crazy system. Still don't have an agency on board, and it may take another month or two.
- Please develop information sheets that help make the various offers and requirements clearer.

Mother of an autistic child:

- Have a high-functioning autistic kid.
- Youngest kid was kicked out of every program for being too high-functioning, though he still needs help. The other one is okay.
- Concern is the "post-mom" years and how much paperwork and research is needed to keep it all going. Adults who need help that relied on family before ...
- What I'm hearing is major communication concerns, plus authority to make changes and fix things. Process and procedure.
- Why aren't interfaces being upgraded to new systems that make things easier? If we have processes that a person can fill it out once and then the systems remember and help fill it in?

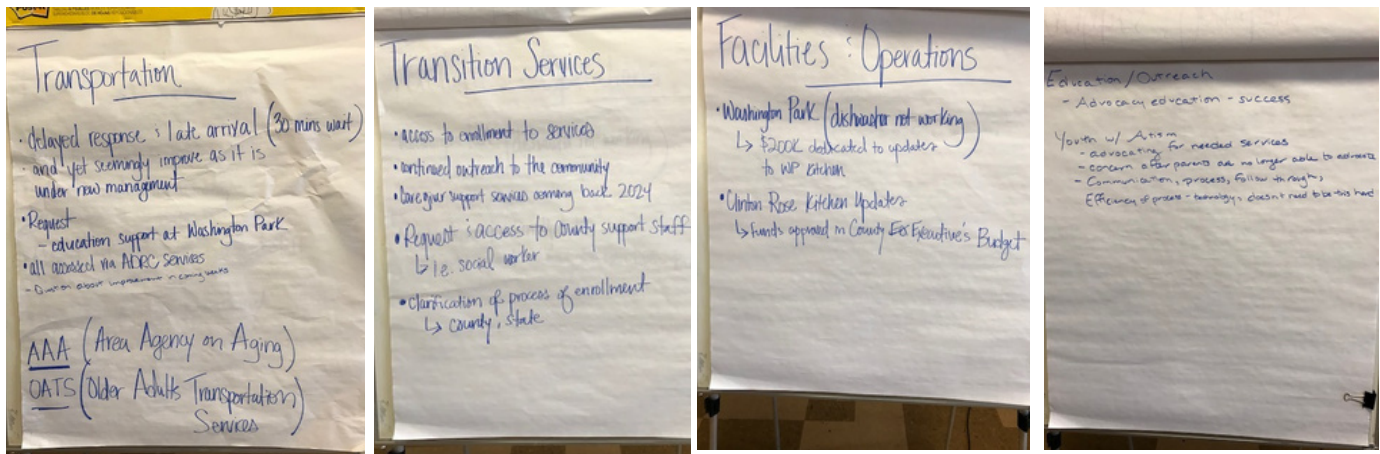
Consensus question:

- Can we expect improvements in transportations?

*You should be calling us every time it isn't happening right. We have an email box, too. Send us any complaint and we work to resolve them. And if there are enough, we can apply pressure and penalties.*

\*This attendee provided a complete writeup of her experiences.

PHOTOS OF EASEL NOTES TAKEN:



## October 3, 2023 — Kelly Senior Center

A total of 5 agency and school representatives in the Milwaukee area, including: 2 from Oak Creek-Franklin School District, 1 from TMG-IRIS, 1 from My Choice Wisconsin, 1 from Connections (an IRIS Consultant Agency by Lutheran Social Services) and 1 senior (who also volunteers) arrived for the final half hour.

The conversation was held mostly as a conversation amongst all present. Discussion points are listed in general, along with some of the ADRC replies *in italics*.

Professionals:

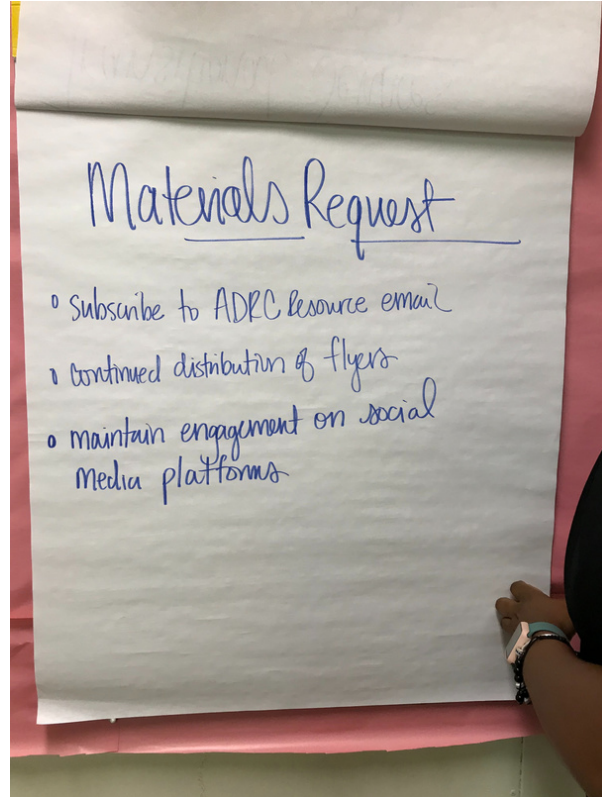
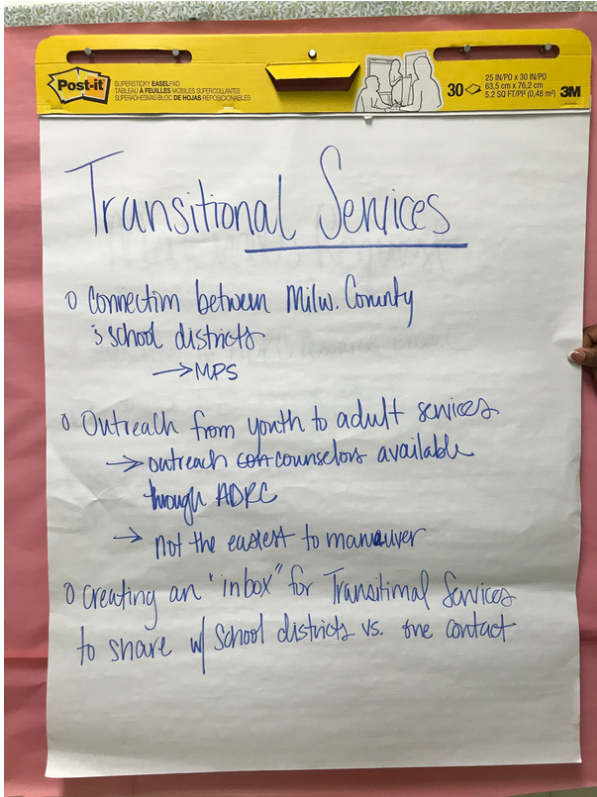
- Curious to know how ADRC partners with MPS. How do other systems in Milwaukee County get plugged in and get help for transitional services. *ADRC is putting together a dedicated team for transitioning students. It's currently a complicated process, so trying to make it smoother.*
- Improving the outreach to transitioning youth. What is underway? *The goal is to have both youth and adult screeners on hand so nothing is missed, and it's easier to understand what is the same (sometimes with different names) and what is different. Hoping to get things started a bit earlier than 17%. Also hoping to have "scenarios" that have common information and transition guidance.*
- Are you going to have steps for parents, choices of guardianships, etc.? *Creating teams for transition and for benefits specialists.*
- Used to meet at least quarterly with ADRC to share information and ask questions. Understanding many different silos and interlocking pieces. *ADRC has a monthly newsletter for announcements and services; need to get the right contacts for your agencies.*
- Can we have listening sessions at schools? Being rolled out in certain places. *Yes, but needs to be school driven and probably give previews of the process at Junior or even Sophomore year.*
- We share everything you send us with our staff. We can only do so much. IRIS for example is self-directed. Let us know what's available so we can pass it along.
- What would be ideal? Would be great for Chris our high school transition person has the right person to do a soft handoff with. Families are having trouble. Schools are doing their best, but need clearer information.
- We don't know what we don't know. Succession planning. *ADRC will create a mailbox for transitions, so the address will not change as staff changes.*
- Because many high school students are also caring for older adults, giving them information on elderly issues can also be helpful.
- Do you still have your active housing department? Yes, also specialists focus on housing and partners. Some housing have ADRC staff on site.
- I can't tell you how many people in wheelchairs we have on upper floors and housing that's not as accessible as it should be. Appear to not be enough units, and not as affordable as it should be.
- State, ADRC and providers "The Milwaukee 5". A place where stakeholders can discuss how to better serve the community.
- Is there a wait list for functional screening? Home visits are now a requirement again. We have changed the way we train, so they understand the full picture.

*October 3, 2023 — Kelly Senior Center, cont.*

Senior/Volunteer:

- I'm a very active participant here at Kelly and do a lot of volunteer work.
- Keenly interested in optimizing information and services for seniors.
- One gentleman moved to Waukesha and paid over \$400 to get to a Brewers game with other seniors he knew from Milwaukee County. Because of it, he moved back into Milwaukee County. As we age, we get isolated and things like that build isolation.

PHOTOS OF EASEL NOTES TAKEN:



## VI: SURVEY DATA SPREADSHEET

Total ADRC surveys collected: 63

- Washington Park Senior Center: 14
- Kelly Senior Center: 5
- Fax: 5
- Mail: 2
- Online: 33
- Other : 4

Total MPS In-Service Surveys: 17

A spreadsheet of tabulated results can be viewed at:

[https://docs.google.com/spreadsheets/d/1gFBnFP6AxSB58fq9B-aMS\\_7e3EV21MuBgVZbDAmXbNY/edit?usp=sharing](https://docs.google.com/spreadsheets/d/1gFBnFP6AxSB58fq9B-aMS_7e3EV21MuBgVZbDAmXbNY/edit?usp=sharing)

## VII: MPS Q&A SESSION NOTES

### *September 15, 2023 — Milwaukee Public Schools In-Service Presentation*

Approximately 40 educators, Transition Coordinators and Special Education Supervisors attended.

Due to the nature of the event, the bulk of the session was made up of presentations by various ADRC staff with additional information provided by members of the Governing Board. The focus of these notes was on questions and concerns raised are captured here. A few answers are also recorded, in italics.

- Whose determination of disability? *Social Security.*
- How much weight does the teacher-prepared packet have? *Some, and varies. Supporting info.*
- If a child is educationally diagnosed for autism but not medically, can it still be covered? What do we give the father? *We'll connect them with the right doctors, etc.*
- Is the transition to adult benefits (at age 18) automatic? *Social Security will send info packet which needs to be answered.*
- If a student with SSI wants to work, who do they call? *Can get a work incentive benefit specialist.*
- Do you include other types? *Physical, learning, etc. etc.*
- At 18, are parents' incomes still counted? *It is not supposed to be.*
- What is the most important piece from teachers? *All can help. Send it.*
- Do you provide a book or flowchart about what to expect in transition to adult?
- Are all disabilities covered, including EBD?
- What can we do to make referrals run more smoothly? *Teachers can help with call, or call and suggest they check with parent. Be sure to send alternate contact info, so it's easier to follow up. But youth or families must give consent.*
- Does it need to be called in? *Yes.*
- Where is the new ADRC building? *Right behind the old one.*
- Are you part of MCOT meetings? *Yes one of us is.*
- Can we have PDFs of all materials? *Yes.*
- Will there be open houses and community outreach. *Yes. We have folks who can attend or be connected.*
- When a referral comes from family or student, how do you connect with the school? *We will contact the school if the family or student provides information and gives consent.*
- What options are there for meetings with the hard of hearing? *We can do a Google Meeting, TEAMS or Zoom with an interpreter.*
- Do you have Spanish versions of handouts? *YES. Can email them.*

## VIII: 2023 SURVEY FLYER



### ADRC Survey and Listening Sessions

For adults with disabilities, older adults, and their care partners



The Aging & Disability Resource Center Governing Board of Milwaukee County would like your feedback. The ADRC Governing Board will share the feedback with state and community partners in the hopes of both improving the experience where needed and sustaining that which works well for the people we serve.

- Tell us how the ADRC, IRIS, Family Care, Partnership, or PACE are working for you.
- Let us know if there are additional programs and services that might be needed by older people or persons with disabilities in Milwaukee County.

#### Listening Sessions

**Wednesday, September 27**  
**12:30 – 2:00 p.m.**  
Washington Park Senior Center  
4420 W. Vliet Street, Milwaukee

**Tuesday, October 3**  
**12:30 – 2:00 p.m.**  
Kelly Senior Center  
6100 S. Lake Drive, Cudahy

#### Survey



The survey can be found online at: [county.milwaukee.gov/adrcboardsurvey](https://county.milwaukee.gov/adrcboardsurvey)  
or request a paper version by calling (414) 704-6359.

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#### For more information or to request accommodations

Contact Davia Fenton at (414) 704-6359 or [Davia.Fenton@milwaukeecountywi.gov](mailto:Davia.Fenton@milwaukeecountywi.gov).  
Language interpreters are available with 48 hours advance notice.

# IX: 2023 SURVEY

<div style="display: flex; justify-content: space-between; align-items: center;">  <div style="text-align: center;"> <p><b>ADRC Governing Board Listening Session Survey</b></p> </div>  </div> <p style="font-size: small; margin-top: 10px;">Thank you for taking the time to fill out this survey for the Milwaukee County Aging and Disability Resource Center (ADRC). We want to learn about your awareness and use of the ADRC and how well long-term care services are meeting the needs of adults in Milwaukee County. Please attach additional pages if you need more space.</p> <p>1. Have you heard about the ADRC? <input type="checkbox"/> YES <input type="checkbox"/> NO If yes, where did you hear about it? _____</p> <p>2. A) Do you call the ADRC (414) 289-6874 when you need information about resources or help meeting your needs? <input type="checkbox"/> YES <input type="checkbox"/> NO B) If no, who do you contact? _____</p> <p>3. I am completing this survey as a <input type="checkbox"/> Recipient of Services; <input type="checkbox"/> Family Member <input type="checkbox"/> Friend; <input type="checkbox"/> Medical Provider; <input type="checkbox"/> Service Provider; <input type="checkbox"/> Volunteer; <input type="checkbox"/> Neighbor; <input type="checkbox"/> Other (Complete one survey per individual represented.)</p> <p>4. Have you contacted the ADRC within the last 12 months? <input type="checkbox"/> YES <input type="checkbox"/> NO  If yes, how would you rate your level of satisfaction when you contacted the ADRC? Circle your response: Least Satisfied 1 - 2 - 3 - 4 - 5 Most Satisfied  Would you like to add additional information about your contact with the ADRC?   5. Are you currently enrolled in a Long-Term Care program? <input type="checkbox"/> YES <input type="checkbox"/> NO If yes, which of the following programs do you work with? Please check one:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <tr> <td style="width: 50%; padding: 2px;">IRIS – Advocates 4U, Connections, First Person, or TMG</td> <td style="width: 50%; padding: 2px;">Partnership – iCare or Community Care</td> </tr> <tr> <td style="padding: 2px;">Family Care – My Choice Wisconsin or Community Care</td> <td style="padding: 2px;">PACE – Community Care</td> </tr> </table> <p>6. How would you rate your satisfaction with your Long-Term Care provider? Please circle your response: Least Satisfied 1 - 2 - 3 - 4 - 5 Most Satisfied</p> <p>7. A) What is going well for you in terms of services that you receive?  B) What is not going well for you in terms of services that you receive?</p>	IRIS – Advocates 4U, Connections, First Person, or TMG	Partnership – iCare or Community Care	Family Care – My Choice Wisconsin or Community Care	PACE – Community Care	<div style="text-align: center; margin-bottom: 10px;"> <p><b>ADRC Governing Board Listening Session Survey</b></p> </div> <p>8. A) What services do you receive that help you live independently in the community?  B) What additional services or resources do you need to live safely and successfully in the community?</p> <p>9. For Milwaukee County older adults or persons with disabilities, what needs or services have you found that are currently going unmet?</p> <p>10. Have you experienced any barriers and/or challenges that have made it difficult to access services in Milwaukee County, please check all that apply and then describe below.</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <tr> <td style="width: 25%;">Age</td> <td style="width: 25%;">Finances</td> <td style="width: 25%;">Language</td> <td style="width: 25%;">Physical Ability</td> </tr> <tr> <td>Criminal Record</td> <td>Gender Identity</td> <td>Medical Condition</td> <td>Race</td> </tr> <tr> <td>Educational Level</td> <td>Gender Orientation</td> <td>Mental Health</td> <td>Religion/Faith</td> </tr> <tr> <td>Ethnicity</td> <td>Homelessness</td> <td>Nationality</td> <td>Sexual Orientation</td> </tr> </table> <p>11. Please add additional comments and/or suggestions that you would like to share here.</p> <p style="font-size: small; margin-top: 20px;"><b>Providing your name and contact information is optional. If you would like someone from the ADRC to contact you, please write your name and contact information below. Alternatively, you can reach the ADRC at (414) 289-6874.</b></p> <p>Name: _____ Phone: _____ E-mail address: _____</p> <p style="font-size: small; margin-top: 10px;"><b>Return completed surveys by October 6, 2023 to:</b> Davia Fenton <a href="mailto:Davia.Fenton@milwaukeecountywi.gov">Davia.Fenton@milwaukeecountywi.gov</a> 1220 W. Vliet St, Suite 300 Milwaukee, WI 53205</p> <p style="font-size: small; margin-top: 10px;">For more information or the link to the online survey visit: <a href="https://county.milwaukee.gov/adrcboardsurvey">county.milwaukee.gov/adrcboardsurvey</a></p>	Age	Finances	Language	Physical Ability	Criminal Record	Gender Identity	Medical Condition	Race	Educational Level	Gender Orientation	Mental Health	Religion/Faith	Ethnicity	Homelessness	Nationality	Sexual Orientation
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