

2024 Report to the
Service Delivery Committee of the
Commission on Aging
Delivery and Case Management
of Home Delivered Meals



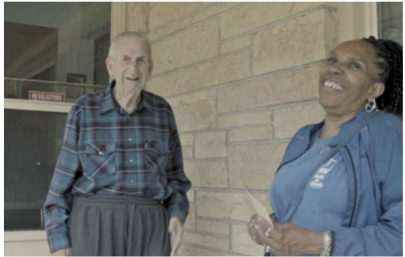


Please share a success from the second half of 2024.



Services Provided

- Hot, nutritious meal delivered Monday through Friday
- Provide general, therapeutic, and texture modified diets
- Daily wellness check
- Access to call center
- Provide referrals to resources and other Older Adult programs in Milwaukee County
- Staff trained to recognize changes in condition and discern emergency situations



The Impact

- Improved quality of life for seniors
- Wellness check puts participants and families at ease
- Seniors in our community able to maintain independent living with safety and dignity
- Improved social and emotional well-being of older adults
- Human connection



Please share a challenge from the second half of 2024.

Right –sizing the program to funding

- Eliminated 1.5 FTE's of administrative staff.
 - Eliminated 5 meal routes, rolling them into other routes.
 - Worked to get suggested contribution rate up to \$4, thank you!
 - Continued with more targeted case management.
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- We will really begin to see the benefits of these changes in 2025





Report on 2024 Performance Objectives

	ACTUAL	GOAL
Objective 1: Nutritional Effectiveness of Home Delivered Meals	YTD Service units provided: 356,895	
Objective 2: Increase awareness of nutritional problems that effect older adults. % reduction in # of participants that score a 6 or higher on the nutrition screen	2024: 150 participants surveyed that were new for 2024 at day one and then at 6 months. Initial 86.7%-and at 6 months 71.9% improvement of 17.1%	25%
Objective 3: Intakes received to be at or above the 2023 level	2024 intakes were 2411	2023 was 2406



Funding Summary

- Total Agency Budget: \$1,367,903
- ADS funding amount, and percentage of agency budget: 100%
- Contract spending: \$1,427,903 that was covered with a \$60,000 contract amendment



Please share one service improvement or planned change for the beginning of half of 2025.

- Maintain Status Quo
- Working with Milw. Co. to establish an online contribution option
- To continue to provide excellent service to our participants and work with our wonderful partners within Milwaukee County's Aging Network

Dear Meals on Wheels
Milwaukee County

Thank you for all you do
to bring meals, as well as,
joy to many seniors in
the Milwaukee County area.

I know someone that
benefits from your service.
I wanted to give directly
to this area location, although
I do not live there and I
couldn't direct my contribution
online to Milwaukee County, Meals on Wheels.

Wishing you a Blessed
Season.

John may have a hard time
paying but we appreciate the service
for him & other seniors who may
not be able to make themselves a
healthy meal. Thank you.

Dear Meals on Wheels
PERSONNEL -

Enclosed please find our
family's donation towards
your program in memorial to
our mother, Julie
Kleineider, who passed away
March 7th

A special Thank You to Marie
who was our mom's delivery
person - your kindness will not
be forgotten.

Thank you to everyone who makes
this program work so well.

Sincerely
The Kleineider Family

Please forward to Food
Vendor. Just want to say
"THANK YOU" for all the
work you have done
preparing our meals this
year. I have always
looked forward to getting
them! May God bless each of
you + the work you do!

PS
Also look forward to seeing
Lucy (delivery driver)!
CHRIS

Meals on Wheels,

Thank you so
much for helping
me, I've been
going thru some hard
times but your service
has been a God sent.

Eleanor Silva

((Thank you God))
For people
like you!
Merry Christmas
+
A HAPPY New Year!

Wishing you peace and joy
throughout the year.

Sandy

meals on wheels staff,
Thank you so much for all
you do to provide this wonderful
service. In the past weeks,
since my parents started to
receive this service, it has
made such a difference. My
parents love the meals and
this service and the kindness
of your drivers and the extra
wellness check has given my
brother and myself great peace
of mind. Thank you from the
bottom of our hearts!

See Seniors