

Mid-year 2025 Report to the  
Service Delivery Committee of the Commission  
on Aging  
Case Management and Delivery of the Home  
Delivered Meal Program



Please share a success from the first half of 2025.

We have been successful in providing needed nutrition to isolated older adults. Every meal every day, as well as conducting vital wellness checks.



### 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

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Please share a challenge from the first half of 2025.

- Our biggest challenge continues to be right-sizing the program to funding. It is continuing to grow, with an increasing number of referrals coming into the program daily. We have implemented more targeted case management as well as use of a prioritization tool to aid us in only providing services to those with the greatest need.
- Next: Looking at the possibility of waitlisting potential participants.
- New caterer issues



# Report on 2025 Performance Objectives

	ACTUAL	GOAL
Objective 1: Nutritional Effectiveness	Total units provided YTD: 199,934 meals	
Objective 2: Increase awareness of nutritional problems that effect older adults	Nutrition assessment survey currently in progress-results at year end.	25%
Objective 3: intakes to be received at or above the 2024 level	1884 ytd 2025	1981 this time ytd 2024 75% goal



# Funding Summary

- Total Agency Budget: \$1,392,903
- ADS funding amount, and percentage of agency budget: 100%
- Contract spending:



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

- Continue to maximize efficiency of routes
- 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 Staff at  
Goodwill Meals on  
Wheels & Volunteers,  
I appreciate  
the meals delivered  
to me, I'm pleased  
to receive them &  
I'm very satisfied  
with the menu  
also the food is  
delicious & delivery  
people very nice &  
friendly!

Thank you, Ben  
Wishes for the  
Holidays.

Sincerely,  
Shirley Ford

A note from...  
Andrea Vigue

Thanks again  
for providing  
nutritious meals  
for my mother,  
Gran Rosales.  
The variety is  
really appreciated.

Sincerely,

Andrea Vigue



"We cross paths with certain people in our tangled lives for a reason. It's not by chance, not an accident but it's on purpose. You were made to be part of someone's life for it was written long before you were born."

~ Elizabeth Castillo

We just wanted to let you know that our Dad, John, passed away on January 10. He had a procedure on December 12 and unfortunately was not able to recover.

Thank you so much for visiting and talking to him when you delivered his meals every day. Keep spreading your joy and kindness. Blessings to you.

The John Wehausen Family

Thank you for the wonderful service  
you provide!

Having meals each day was so very  
helpful in our time of need.

Pat, our delivery person, was always  
so kind and always came with a smile.

Sincerely, John Dziedziak Family

M.O.W Folks,

On Wed, Dec 14<sup>th</sup> mom will be  
moving to a memory community, so that  
she can get more daily care. Thank you  
so very much for all the warm meals  
these were so helpful in extending her  
time in her home of 61 years -

God Bless!

Sallie + Denise  
Cnorddaughters

