

2024 Report to the
Service Delivery Committee of the
Commission on Aging
Goodwill Industries

Case Management and Delivery of HDMP



MILWAUKEE
COUNTY



GOING BEYOND THE MEAL

“Sometimes, I’m their only connection,” explains Gena who helps combat social isolation and loneliness through meaningful engagement. “I don’t drop off the meal and go. I give them the time they need. I tell them positive words as sometimes they just need to hear it.”

At each visit, Gena conducts wellness checks that can be lifesaving. “I tune into changes in behavior and assess anything that is out of the norm.”



Please share a challenge from the first half of 2024.

- Our biggest challenge at this time is keeping the program within the budget.
- Amount of contract not covering the cost of the program.
- The aging population is growing and so is the need for programs such as HDMP.



Report on Mid-year 2024 Performance Objectives

	Goal/Actual
Intakes received to be at or above 2023 level	Intakes YTD June 2023 were 1950 vs 1967 in 2024 101%
Participant satisfaction ratings equaling or exceeding the responses from the most recent Provider Assessment, Participants will have the opportunity to partake in a Client Meal Satisfaction Survey	Survey will go out annually in Fall, results reported by Milwaukee County
Percent reduction in number of participants that score a 6 or higher on the nutrition screen portion of Home Delivered Meal Program Assessment (6 or higher=high nutrition risk)	Results reported annually, 2024 results will be reported after nutrition survey is sent in August and scores are tallied by December.

Funding Summary

- Total Agency Budget
- \$1,367,903
- ADS funding amount, and percentage of agency budget
- \$1,367,903
- Contract spending
- Forecast \$1,469,489 (var \$101,586)



Re-evaluation of the program to align with contract amount, update for 2024:

Working with the AAA to have a possible increase in suggested contribution rate to at least \$4.00. Contribution rate should keep pace with the true cost of the meal. Many Counties across Wisconsin have increased suggested contributions to \$4.50 or \$5.00.

Milwaukee County working with Commission on Aging to approve a suggested contribution rate increase.

“Right-sizing” the program:

Staff reduction=route reduction.

We have eliminated or rolled in 3 routes so far this year. Looking to do at least one more and get to 41 routes.

**Targeted case management/re-evaluation for eligibility for the program
(negative participant impact)**

Ongoing re-evaluations with peer review. Tightening of eligibility requirements.

Avoid waitlisting of participants.

