

End of Year 2025 Report
Service Delivery Committee of the
Commission on Aging

MULTICULTURAL SENIOR SITE AT
MILWAUKEE COMMUNITY CROSSROADS



Please share a success from the second half of 2025.

One older adult who benefited from our services arrived in the United States from Laos in 1982. Like many refugees who resettled during that time, he spent decades working and supporting his family while adjusting to life in a new country. Because of language barriers and limited access to resources, he was never able to pursue U.S. citizenship.

After learning about the citizenship preparation classes offered through our Older Adults Program, he began attending regularly. Beyond the healthy meals we provide each day, our center connects older adults to supportive services that help them remain independent and engaged in their community. Through these classes, he received help studying civics questions, practicing the citizenship interview, and strengthening his English skills. With support from staff, volunteers, and bilingual assistance, he built the confidence needed to complete the naturalization process.

In September 2025, after living in the United States for more than 40 years, he proudly became a U.S. citizen.

For him, this achievement is far more than receiving a certificate. It brings a sense of security and belonging, and marks the closing of a chapter that began when he left his homeland many years ago. After more than forty years of building a life here, this moment is something many people spend a lifetime waiting for.

Now, after 44 years away, he is preparing for a long-awaited trip to Laos in April 2026 to reunite with family members he has not seen since he first left.

His story reflects how our program supports older adults beyond nutrition by connecting them to meaningful opportunities, resources, and services that help them stay engaged, informed, and empowered as they age. It is a reminder that sometimes the most meaningful outcomes are not just about services delivered, but about helping someone reach a life milestone they once believed might never be possible.



Please share a challenge from the second half of 2025.

One challenge we experienced during the second half of 2025 was a temporary shift in funding that required us to reduce programming from five days per week to four days per week beginning August 1. This change was necessary to ensure we could continue operating within available resources while maintaining the quality of services provided to older adults.

We recognized that reducing a day of service could impact participants who rely on the program not only for meals, but also for social connection and access to supportive services. To help minimize disruption, staff worked closely with participants to communicate the temporary change and connect them with alternative resources when needed.

At the same time, our team worked closely with partners and funders to identify solutions that would allow us to restore services. Through these efforts, we were able to resume five-day-per-week programming beginning October 1.

While the funding shift presented challenges, it also reinforced the importance of adaptability and strong partnerships. Our ability to respond and restore services reflects our ongoing commitment to ensuring older adults continue to have access to nutritious meals, social engagement, and supportive services in the community. Experiences like this highlight how important consistent and reliable services are for the older adults who depend on them.



Report on 2025 Performance Objectives

	GOAL/ACTUAL
Objective 1: % of responding surveyed participants will state they are healthier because they utilize the Center's fitness machines, exercise class and/or health programming and screenings offered	85%/87%
Objective 2: % of the responding surveyed participants will state the Center has an atmosphere of sociability, allowing them to combat isolation and make new friends	85%/88%
Objective 3: % of the responding surveyed participants will state they are happier and more satisfied with their life because they come to the Senior Center	85%/92%



Funding Summary

- Total Agency Budget - \$6,880,348
- ADS funding amount - \$103,550 + \$32,141
- Percentage of agency budget – 1%
- Contract spending - \$135,691



Please share one service improvement or planned change for the first half of 2026.

In the first half of 2026, we plan to place a stronger focus on building partnerships that support and enhance services for older adults. The experiences of 2025 encouraged us to think more intentionally about how we engage businesses, community organizations, and corporate partners in supporting older adults in Milwaukee County.

Our team is already building relationships with partners who are interested in supporting the program through sponsorships, volunteer engagement, and financial contributions. These partnerships help support meals, activities, and other services offered through the program.

We also see these partnerships as an opportunity to increase community awareness about the needs of older adults and create more ways for businesses and community members to stay connected and involved with the program.

By expanding fundraising efforts and strengthening community partnerships, we aim to create a more stable foundation for the program so we can continue providing consistent support for older adults in the community.



Expanding Experiences: Autumn & Winter Outings

