

2024 Report to the
Service Delivery Committee of the
Commission on Aging
Counseling and Support
Program



Please share a success from the first half of 2024.

Tell us a story of a client who benefited from your service, or a programmatic development that was well received.

A daughter shared with tears in her eyes that when she used the tips I gave her on communication (validation, repeating what mom says to acknowledge that you have listened to her, etc); she said mom's response/behavior changed for the better and that now she feels more connected to her. She also appreciated the information on how to help mom feel useful around the house and that has also been a positive change.



Please share a challenge from the first half of 2024.

- Tell us about a challenge and how you addressed it. It can be something that you were able to overcome, or not.

Latino caregivers don't reach out to me after first consultation despite my encouragement to call me. I take the effort to do a second follow up within 6 months to check in. I share that learning to care for a loved-one with dementia takes time and I am a tool they can use. I know they are struggling and I don't understand why they don't call.

- If you have a challenge that you think that the Commissioners could directly help you with, please share it here.

I would love help with connecting with new organizations/corporations to establish partnerships in raising awareness.



Report on Mid-year 2024 Performance Objectives

	Goal/Actual
Objective 1 Attend 10 health fair/outreach events in Milwaukee County	10/ 8
Objective 2 Care Consultation Interactions	30/17
Objective 3 Individuals will receive education and training	100/397
	Goal/Actual
Objective 4 Family caregiver skill building education/training programs	2/7
Objective 5 Awareness Presentations	10/12
Objective 6 Memories in the Making attendees (social engagement)	100/84

Funding Summary

- Total Agency Budget - \$8,203,481
- ADS funding amount - \$58,000
Percentage of agency budget – < 1%
- Contract spending: We have spent \$38,408.20



Please share one service improvement or planned change for the second half of 2024.

I want to learn to use social media to reach more constituents in Spanish and English effectively.

