

2024 Report to the
Service Delivery Committee of the
Commission on Aging
SOCIAL PROGRAMMING
FOR FIVE COUNTY-OWNED
SENIOR CENTERS



Please share a success from the second half of 2024.

In July 2024 we received onetime funding to provide I pads and Ipad training to 100 residents of low-income senior housing.

One such participant, at the completion of a course, reported that the knowledge she gained and the iPad itself were “life-changing,” as her old laptop could barely function. With tears in her eyes, she pulled the instructor aside to express her gratitude, calling the course an “answer to prayer,” as she would now be able to access the online resources she needed. For this participant, receiving a new device that offered more accessibility features and Bluetooth connection to her hearing aids was nothing short of a “miracle.”



Please share a challenge from the second half of 2024.

- Although we successfully completed the Ipad training program, training 113 senior housing residents by December 31st, we did experience several challenges:
 - Ordering and receiving equipment prior to the start of classes and in advance of receiving funding
 - Lack of response from building management
 - Internet availability
 - Short contract term (6 months)

Report on 2024 Performance Objectives

	ACTUAL	GOAL
Host programs/workshops throughout 2024 that encompass the Eight Dimensions of Wellness	92	90
Community outreach events in an effort to connect seniors to community resources	508	400
Create and disburse publications to participants and the community at large to promote the senior centers and its activities	22	20



Report on 2024 Performance Objectives

	ACTUAL	GOAL
Collaborate or partner with new organizations across the 5 senior centers	17	10
Increase the number of unduplicated participants by 4% as compared to previous year-end statistics.	39.9% 4870	4% 3620
Host evidence-based classes across the 5 senior centers.	7	5



Report on 2024 Performance Objectives

	ACTUAL	GOAL
By December 2024, at least 85% of participants surveyed who engaged in at least one form of SOA's technology program will indicate they feel more comfortable using modern technology and have a sense of connection.	91%	85%
By December 2024, at least 85% of participants surveyed will state that SOA provides relevant and quality outdoor, virtual and in-person programming.	97%	85%
By December 2024, at least 85% of participants surveyed who have received some form of SOA's communications via newsletters, wellness calls, informational flyers, monthly magazines, social media, or email will state that they feel more informed about community resources and more connected to their senior center activities and programs.	85%	85%
By December 2024, at least 85% of participants surveyed will state that SOA program activities help them combat isolation and maintain connection with other participants.	94%	85%



Funding Summary

- Total Agency Budget **1,739,070**
- ADS funding amount, and percentage of agency budget **1,024,547 59%**
- Contract spending **1,024,547 100%**



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

In partnership with American Heart Association and Milwaukee County DHHS Aging and Disability services, All five senior centers will be equipped with blood pressure monitoring kiosks and portable blood pressure cuffs.

The SOA Activity Guide now has heart healthy indicators for programming.

All centers will have the kiosks and five-week heart healthy focused programming rolled out by the end of August.

