

2024 Report to the  
Service Delivery Committee of the  
Commission on Aging  
Eras Senior Network

Volunteer Driver



# Please share a success from the first half of 2024.

“I just wanted to tell you that my experience yesterday with Cynthia was so incredible. I felt like I was reborn. I felt it was the most perfect match. We could just hit it off right away, and I truly am grateful for having the opportunity to have a volunteer take me for some groceries because it felt so good to be able to choose a few things and walk through the store. And I can tell you how much it changed my whole feeling inside. Thank you again.”



“Hi, my name is Geraldine and I just wanted to tell you I had Jim come to take care of my groceries and the CVS and he is a gem. An absolute gem. My God, even in this kind of weather it took him so little time and he did everything. I thank him so much. He is a gem. I just wanted you to know that because I am so appreciative. Thank you”



# Please share a challenge from the first half of 2024.

- Volunteer Driver Challenge:
  - Shortage of Volunteers particularly in Northeast & Southeast Milwaukee County
- A challenge Commissioners could directly help with:
  - Help us source businesses to reach out to recruit volunteer drivers in the eastern part of the county



# Report on Mid-year 2024 Performance Objectives

Volunteer Driver	Goal/Actual
Objective 1: Number of one-way rides	8,500/5,366
Objective 2: Clients indicate program helped them feel supported and connected to the community.	85%/94%
Objective 3: Clients indicate the vehicle driven by the volunteer was driven in a safe manner.	85%/99%
Objective 4: Clients indicate the volunteer driver was considerate, courteous and helpful.	85%/98%



# Funding Summary

- Total Agency Budget \$2,083,208
- ADS funding amount, and percentage of agency budget
  - Volunteer Driver \$180,000 / 8.6%
- Contract spending
  - Volunteer Driver \$ 92,205



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



Volunteer recruitment through  
Corporate engagement  
exploration.

