

2025 Report to the
Service Delivery Committee of the
Commission on Aging
Vital Voices
Telephone Reassurance



Please share a success from the first half of 2025.

57 Clients served already this year! Thanks to

- VA
- Milwaukee County Crisis Line
- Local Doctors in the Area

3 New volunteers from Senior Center Recruiting so far!



Please share a challenge from the first half of 2025.

- Helping connect those that aren't a good fit for the program to other services.



Report on 2025 Performance Objectives

Objective		Actual	Goal
1a	Unduplicated individuals will be served through the Telephone Reassurance Program.	57	50
1B	Meet with new agencies to develop partnership opportunities, in order to reach underserved communities of color.	3	4
2a	All individuals will be accounted for daily	100%	100%
2b	Number of instances a call needed to be escalated for the safety of a participant	20	Less than 50
2c	Number of instances of referrals given/ case management support given	76	More than 100

Report on 2025 Performance Objectives Continued

Objective		Actual	Goal
3a	Do annual volunteer training	1	1
3B	bimonthly volunteer check in calls regarding how consumers are doing	14	24 end of year
3a	Quarterly volunteer check in about their experience	3	4
4a	Individuals will report the services offered have reduced social isolation and/or feelings of loneliness	92%	100%
4b	Individuals will report that they “agree” or “strongly agree” that Volunteer caller treated them with dignity and respect	100%	100%
4c	Individuals will report that they “agree” or “strongly agree” that having the TR program has been helpful	92%	100%



Funding Summary

- Total Agency Budget:
\$263,000
- ADS funding amount, and
percentage of agency
budget: \$30,000 11%
- Contract spending:
\$14,618.71



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

We will be continuing to work with Senior centers to recruit volunteers as needed.

