

Second half 2023 Report to the  
Service Delivery Committee of the  
Commission on Aging

VENDOR  
PROGRAM



# Please share a success from 2023.

- Less than 12 hours
  - 3 different occurrences of individuals who were helped because of wellness check procedure and great volunteer/ staff work.



# Please share a challenge from 2023.

- Reporting extra support we have given individuals in Wellsky.
  - Worked with Carrie to update coding to reflect case management support and wellness check services



# Report on 2023 Performance Objectives

	Goal/Actual
Objective 1: 100 percent of individuals will be accounted for daily.	100%/100%
Objective 2 Telephone Reassurance Program will increase number of clients to 44/55 with 9,929 units of service	100 %/ 80%
Objective 3: Vital Voices staff members will increase outreach by attending 4 meetings or events with different agencies in Milwaukee County to promote the Program.	100%/100%
Objective 4: Clients are able to provide feedback about their experience in The Telephone Reassurance Program.	See next slide



# Objective 4 breakdown

	Goal/Actual
80% of individuals will report that they "agree" or "strongly agree" that Volunteers were respectful	80%/100%
80% of individuals will report that they "agree" or "strongly agree" that having TR program has been helpful in the last 6 months	80 %/ 100%
100% of individuals will report that their volunteer has been making daily calls unless requested by the individual.	100%/100%
80% of individuals will report that they "agree" or "strongly agree" that they would recommend the TR program to a friend	80%/97%
80% of Individuals will report the services offered have reduced social isolation and/or feelings of loneliness.	80%/90%

# Funding Summary

- Total Agency Budget: \$234,000
- ADS funding amount, and percentage of agency budget \$22,662 or approximately 9%
- Contract spending: \$22,662



# Outreach and recruitment of volunteers in last 6 months

- Wauwatosa Wellness Fair
- Impact connect
- Volunteer listings on
  - AARP
  - Volunteer Match



# Please share one service improvement or planned change for 2024.

We look forward to partnering with area hospitals to connect older adults discharging from inpatient stays to our services.

