



Milwaukee County Area Agency on Aging 2023 Year in Review

The Milwaukee County **Area Agency on Aging** is building a network of services for older adults that enhance their quality of life, support them to engage in their community, and achieve health equity.

Aging Services Highlights: 11,979 Milwaukee County older adult residents served.

- Responded to the needs of a **growing older adult population** by matching Older Americans Act ARPA funding to goals in the 2022-24 Area Aging Plan, increasing outreach and services.
- Hosted the **Milwaukee County Aging Network Summit** bringing together **150 partners** from across the aging network to strengthen connections, coordination, and improve aging services.
- Hosted **US DHHS Region V Director's visit** highlighting our vaccine outreach, evidence-based wellness programs, Medicare counseling, OATS transportation, and Clinton Rose senior center.
- Expanded Serving Older Adults of SE Wisconsin's **Tech Connect** program to **decrease isolation** among low-income older adults living in senior housing by providing free devices and increasing resident's capacity to **utilize virtual technology** to connect with other Older American Act programming.
- Held **506 community outreach events** to connect older adults to community resources.
- Expanded successful **Dine-Out** program by adding a fourth minority owned restaurant – **Rise & Grind café** – and successfully transitioned all 22 senior meal sites to in-person dining.
- Utilizing a new **evidence-based screening tool**, determined 24% of Meals on Wheels recipients were at risk for malnutrition and provided **personal nutrition counseling** to reduce this risk.
- Held in-person **Senior Leadership program** for **17 new senior leaders** with state and national Aging advocacy partners, MCTS and DHHS leadership, the County Board and County Executive.
- Hosted the first "**Meet the Commission on Aging**" advocacy event at Washington Park Senior Center bringing together aging advocates with local, state, and federal representatives to discuss public policy.
- Provided substantial comments on new **federal Older Americans Act regulations**, the **WisDOT 2023 ADA Transition Plan**, and **ageism** with the Governor of Wisconsin.
- Broadened **Medicare education** through a Medicare 101 series expansion to **50 in-person**, Native American, and Spanish language sessions, and individual counseling for **554 Medicare recipients**.
- Hosted **25 free docent-led tours with OATS rides to cultural and recreational sites** including the Milwaukee County Domes, Zoo, Wehr Nature Center, and Boerner Botanical Gardens.
- Represented DHHS in the **Milwaukee County Paratransit Task Force** to develop alternative on-demand transportation models for older adults and people with disabilities.
- Launched the **Aging and Disability Vaccine Collaborative** with the City of Milwaukee and Wauwatosa Health Departments, Health Connections, Inc. and Impower (both Black-led businesses) and provided more than **1200 flu and COVID-19 vaccines** for older adults and residents with disabilities.

- Expanded **wellness programming** within faith-based communities of color through a **LEAF grant partnership** with Siloah Lutheran and the General Baptist State Convention HOPE Ambassadors.
- Partnered with the **Milwaukee County Fall Prevention Coalition** to host **Free from Falls Resource Fairs** at Kelly and Washington senior centers.
- Transitioned **Caregiver Support Services** into the AAA. Recruited Caregiver Specialist to advance caregiver policy, better coordinate caregiver support services, and reach communities of color.
- Hosted **11 community events** to provide **information and support to caregivers**, including six as part of a strategic partnership with Wisconsin Alzheimer's Institute in communities of color.
- Provided **Caregiver Support grants** through National Family Caregiver and Alzheimer's Family and Caregiver Support programs to **151 households**, a **28% increase in households served** from 2022.
- **97% of older adult participants** surveyed stated the programs and activities at the Milwaukee County senior centers helped them **combat isolation and increased their connections to others**.
- **Upgraded** the AV systems in the main halls of Wilson and Clinton Rose Senior Centers, added new sewing machines, treadmills, ping pong tables, resurfaced pool tables, glass kilns, shed, washer/dryers, and installed new exterior signs at all five **Milwaukee County senior centers**.
- Conducted a comprehensive **racial equity analysis** of the Wisconsin Office on Aging's Older Americans Act distribution formula with the Wisconsin Center for Population Health.
- Improved **data collection on the value of volunteer services** by tracking the value of Commissioner volunteer time and training vendors to include the value of volunteer in as an in-kind contribution.



309,812 Meals on Wheels delivered;
228,479 Meals served through take-out, the Dine-Out and at congregate meal sites.



44,717 Rides provided through AAA Older Adult Transportation Services, United Community Center & ERAS Volunteer Drivers.



Recruited **32 new facilitators** for Evidence Based Health Promotion Programs with **384 participants**.



5535 residents participating in Milwaukee County senior centers.



587 residents receive **3,718** hours of legal advice and representation through SeniorLAW.