

2024 Report to the  
Service Delivery Committee of the  
Commission on Aging  
VENDOR  
PROGRAM



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

- One success we had in the second half of 2024 was with a client who was having great difficulty with strong emotions that had started to become troublesome after a traumatic brain injury. This client had experienced significant trauma, and because of the TBI, he was feeling a great deal of distress in a way he had never experienced before. We were able to process through some of the biggest triggers and events that were the cause of the emotional upheaval, which led to the client being able to better cope. He was successfully discharged after completing the LLC program.



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

- A challenge from the second half of 2024 was related to a client who struggled to connect during sessions. Because of health concerns, she was often hospitalized, leaving large gaps of time between sessions. However, at last session, she was able to connect and engage well after spending some time on further rapport building. This client has not yet completed the LLC program but feels that it is helping now that she feels more connected.

# Report on 2024 Performance Objectives

	ACTUAL	GOAL
Objective 1 – Provide for a minimum of 44 unduplicated eligible Milwaukee County residents annually.	69	44
Objective 2 - Improvement in PGWB score	Of participants with 2 instruments completed, 73% improved or maintained functioning.	70% improvement
Objective 3 - Gather feedback by administering CSQ-8	75-90% feedback 5 questions 90%, 2 questions 85%, 1 question 75%	At least 75%



# Funding Summary

- Total Agency Budget - \$6,163,324
- ADS funding amount - \$30,000
- Percentage of agency budget - .5%
- Contract spending - \$57,670



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

One service improvement for the first half of 2025 will be to improve outreach to the community. We currently reach out to 2 organizations per year. We will attempt to reach out to 4 for the year. This will improve on better access to the community and referrals.

