

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

ERAS

Volunteer Driver Program



MILWAUKEE
COUNTY

Please share a success from 2023.

Mark S. - Uses our Transportaion services



- Former Military Police Officer
- Had a brain bleed back in 2023 that required surgery.
- Wife recently had surgery and could not drive.
- ERAs got him critical rides to the Doctor as well as his Stroke Support group meetings.
- Mark now hopes to get strong enough to come back and volunteer for us!

What an example of people serving and receiving service though their different Eras of life!

Please share a challenge from 2023.

Tell us about a challenge and how you addressed it. It can be something that you were able to overcome, or not.

If you have a challenge that you think that the Commissioners could directly help you with, please share it here.

Northeast Area: Need for Shopping With Volunteers



- A lot of our clients require "extra assistance" in store (that can't be provided by a cab)
 - Zip codes 53205 & 53206
- Clients can be facing food insecurities due to lack of volunteer drivers
 - 95 out 164 filled, leaving 69 unfilled
- Average # of volunteers to grocery shop:
 - 9 volunteers available for 10 zip codes

Report on 2023 Performance Objectives

	Goal/Actual
Objective 1: Older adults feel supported	Target:85% Outcome: 89% Respondents indicated that participation in this program has "very much" helped me to feel supported.
Objective 2: Older adults are treated with respect and dignity	Target:85% Outcome: 93% Respondents indicated that they are "very much" treated with respect and dignity by program staff and other participants
Objective 3: Provide older adult clients with 8500 one-way rides to healthcare appointments, grocery shopping, and other transportation errands	Target: 8,500 one-way rides provided Outcome: 12,608 one-way rides provided

United Way surveys have been received by active clients and analyzed. 566 clients were mailed a survey with a postage-paid reply envelope. 280 clients responded which equals a 49% (280/566) response rate. For objective 1, 89% (250/280) of our clients indicated that participation in this program has helped them to feel supported. For objective 2, 93% (259/280) of our clients feel they are treated with respect and dignity by program staff and other participants.



**MILWAUKEE
COUNTY**

Funding Summary

- Total Agency Budget \$2,000,728
- ADS funding amount \$ 180,000
- Percentage of agency budget (9%)
- Contract spending \$ 180,000 (100%)



Please share one service improvement or planned change for 2024.

Vital Voices

New streamlined way to get people needing mental health services resources and socialization.

Strategic Planning:

- Client policies
- Goal for program
- What's the focus?
- Our Service Model

