



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

RIVERWORKS DEVELOPMENT CORP

Older Adults Financial Navigator Program



**MILWAUKEE
COUNTY**



2023 Success Story: Yolanda Lassiter

The integration of services for Yolanda Lassiter who is 65 years young.



2023 Program Challenges

- Staffing proved to be the biggest challenge in 2023.
- Difficulty finding a qualified replacement.
- Transitioning of the Financial Clinic to the Milwaukee Financial Empowerment Center



Report on 2023 Performance Objectives

OBJECTIVES	Goal/Actual
Provide one-on-one financial counseling to 100 unduplicated older adults.	100/173
85% of all participants served will agree the financial wellness issue they presented was resolved.	85%/90%
90% increased understanding of a financial topic.	90%/95%
70% of all participants who are unbanked open bank account.	70%/50%

2023 Funding Summary

- Total Agency Budget: \$2,688,864.00
- ADS funding amount: \$60,000.00
- Percentage of agency budget: 2%
- Contract spending: \$97,215.00
- Dollars Leveraged: \$37,215.00



2024 Improvements and Changes

1. Installation of electronic sign-in sheet for visitors to the Financial Clinic.
2. The launch of the Milwaukee Financial Empowerment Center and FEC-BOT Capabilities.
3. Changing Performance Metrics to match Financial Outcomes tracked by the FEC and FECBOT.
 1. Increasing goal for number of older adults served to 150
 2. 50% of older adults filing their taxes for free using VITA tax program (75 persons)
 3. 25% of older adults reduced non-mortgage debt by 10% (37 persons)
 4. 25% of older adults save larger amounts of money than usual (37 persons)

