

## MILWAUKEE COUNTY AREA AGENCY ON AGING 2024 YEAR IN REVIEW

The Milwaukee County **Area Agency on Aging** supports a network of services for older adults that enhance their ability to lead healthy, meaningful, engaged, and dignified lives in their communities.

**In 2024 we served 12,841 Milwaukee County older adult residents through Older Americans Act and Wisconsin Elder Act programs and 4000+ through community health programs.**

### Administration & Outreach

- Developed **2025-2027 Area Aging Plan** with the Commission on Aging and Aging Advisory Council.
- Responded to needs of a **growing older adult population** using Older Americans Act ARPA funds for Financial, Employment, Tech counseling, Home Repair, Transportation, and senior centers.
- Hosted the 2024 **Aging Network Summit: Powered by Connection, Building a Livable Community** bringing together **110 partners** from across the aging network to improve aging services.
- Hosted **US DHHS Deputy Secretary and the Director, Center for Medicare** at Wilson senior center to educate residents on new healthcare benefits available under the Inflation Reduction Act.
- Conducted Request for Proposals and **updated Program Guidelines** for Milwaukee County Senior Center Programming, Catering for Senior Dining, and Specialized Transportation services.
- Improved data collection and **transitioned to new PeerPlace** system required by Wisconsin DHS.
- Developed **new Social Support, Nutrition, and Caregiver Support brochures** and **translated client facing materials** into twelve languages.
- **Increased online accessibility** for persons with disabilities by reviewing DHHS Aging webpages and posted materials, upgrading them to comply with Section 508 of the Rehabilitation Act.

### Advocacy

- Held in-person **Senior Leadership program** for **twelve new senior leaders** with state and federal legislative partners, aging advocacy leaders, the County Board, and Commission on Aging.
- Hosted an **In-District Aging Advocacy Day** with the Commission on Aging at Wilson senior center, bringing together advocates with local, state, and federal representatives to discuss public policy.
- Supported the **Older Americans Act reauthorization**, the **Strategic Framework for a National Plan on Aging**, and helped lead a statewide initiative to **Reframe Aging in Wisconsin**.
- Provided **Medicare education** through **44 in-person** Medicare 101 presentations, including Native American and Spanish language sessions, and individual counseling for **661 Medicare recipients**.
- Initiated weekly **Advocacy e-News** service. Sent **Medicare Counseling** mailer to 82,000 households.

## Social Support and Transportation Services

- Expanded Serving Older Adults' **Tech Connect** program to **decrease isolation for 453** low-income older adults in senior housing, providing free devices and training residents to connect with OAA programs.
- Provided older adults **476 hours of professional therapy** through the Late Life Counseling project.
- Secured **AmeriCorps Senior Companions** program grant after Social Development Commission suspended services. Hired coordinator and put in place policies and administrative safeguards.
- **Connected 92** older adults with trained financial advisors to receive one-on-one coaching to better manage their financial issues through the **Senior Financial Navigator Program**.
- Hosted **46 free docent-led tours with 137 OATS riders to cultural and recreational sites** including Milwaukee County Domes, Zoo, Wehr Nature Center, and Boerner Botanical Gardens.
- Secured **eight new accessible vehicles** through an FTA 5310 grant for the OATS program and successfully reapplied for 2025-26 funding to support Transportation Coordination.

## Senior Nutrition

- Expanded **Dine-Out** program by adding a fifth minority owned restaurant; attracted **626 new diners**, 89% of whom were persons of color.
- Utilizing an evidence-based malnutrition screening tool, provided **individualized nutrition counseling** to **317 Meals on Wheels** recipients, **reducing malnutrition risk up to 90%**.
- **Volunteers** at 19 daily congregate dining sites and the Dine out program provided **26,557 hours** in support of the Senior Nutrition Program.

## Community Health & Wellness

- Distributed **11,914 COVID test kits** to community partners and administered **3566 COVID vaccines, 2905 flu vaccines, and 712 other vaccines** through the Aging and Disability Vaccination Collaborative.
- Expanded the **Aging and Disability Vaccination Collaborative** adding Outreach Community Health Center, the Hmong American Friendship Association, and Hayat Pharmacies.
- Hosted **Social Wealth for Mental Health community health fair** with Milwaukee County Behavioral Health Services to address **social isolation & loneliness** and the **rise of older adult suicide rates**.
- Initiated **Rx Social Connect** with MCW School of Pharmacy and Pharmacy Society of Wisconsin, training pharmacists to **screen for loneliness among older patients** and refer them to social programming.
- Partnered with UW-Extension to bring **Gente Fuerte (Strong Bodies)** to Sixteenth Street Community Health Center and United Community Center expanding physical activity evidence-based programming.
- Expanded capacity of the **Walk with Ease** program, including five new facilitators with partners from Aurora, Franklin Health Department, Luther Manor and two community volunteers.

## Caregiver Support

- Hosted **16 community events** and participated in **30 outreach events** providing **information and support to caregivers**, including four with Wisconsin Alzheimer's Institute in communities of color.
- Provided **126 National Family Caregiver Support grants** and **102 Alzheimer's Family Caregiver Support grants**, a **47% increase in households served** from 2023.
- Assisted statewide implementation of the **National Strategy to Support Family Caregivers**, the **State Dementia Plan**, and co-founded the **Milwaukee Coalition for African-American Caregivers**.

## Senior Centers

- **94% of older adult participants** surveyed stated the programs and activities at the Milwaukee County senior centers helped them **reduce isolation and increased their connections** to others.
- Renovated the Washington Park senior center to include a **demonstration kitchen**; built a **health clinic** at Wilson senior center, and installed **LED lighting** at all Milwaukee County senior centers.
- Secured **\$4.1 million** Flexible Facilities grant to **improve broadband connectivity, accessibility, telehealth, and dining services** at the **Clinton Rose senior center**.



**330,468** Meals on Wheels delivered to home-bound older adults.

**171,761** Meals served by take-out, at Dine-Out restaurants, and at congregate meal sites.



**61,493** Rides provided through AAA Older Adult Transportation Services, United Community Center & ERAS Volunteer Drivers.



**64** Evidence Based Health Promotion Program sessions held with **678** participants.



**5535** residents participated in County senior centers.



**557** residents receive **4004** hours of legal representation through SeniorLAW. **572** received County EBS Medicare Counseling.



**10,315** telephone reassurance calls; **286** intensive interventions



**7183** COVID and Flu vaccinations provided.