

2024 Report to the
Service Delivery Committee of the
Commission on Aging
MEAL SITE SUPERVISION
AT THE FIVE COUNTY-OWNED
SENIOR CENTERS



Please share a success from the first half of 2024.

Katarina Tirnanic retired and moved to South Milwaukee five years ago. She was enjoying the extra free time, but she was getting bored and feeling a little isolated. Her friend invited her to come with her to the Kelly Senior Center to pick up her Stockbox. When she arrived, she was immediately struck by how friendly and helpful everyone was. She was intrigued by everything that was offered. As it turned out, she was not eligible for Stockbox, but was encouraged to register for the meal program. Soon after she started coming to lunch, she inquired about volunteering, and has been coming to help with meal preparation and service almost every day since.

Katarina says that she is happy to help and get to know new people. She is impressed that everyone is so appreciative for the meals and the opportunity to spend time with friends. It makes her happy knowing that she can contribute.





Please share a challenge from the first half of 2024.

The participants who dine at the Senior Center dining sites are all incredibly grateful for both the meal and the social outlet the program provides them. However, memory loss, sudden illness, and chronic pain are common among older adults. These factors often contribute to guests not showing up for their reservations, which results in leftover meals.

When there are leftover meals due to “no shows,” SOA Dining Site staff work hard to serve the extra meals to standby guests in the centers. They also consistently remind diners of the importance of honoring their meal reservation, or cancelling 24 hours in advance, so food doesn’t go to waste and put undo financial strain on the dining program. This is an ongoing challenge, but one that SOA staff actively addresses with Dining Site participants.



Report on Mid-year 2024 Performance Objectives

	Goal/Actual
Diner registration forms shall be completed initially and annually. Nutrition risk factors of participants shall be reviewed. Participants scoring a 5-9 on the DETERMINE are considered "at risk" those scoring a 10 or more are considered "at high risk", nutritionally. Additionally, the Malnutrition Screening Tool (MST) a score of 2 or greater is considered at risk for Malnutrition. These scores will be reviewed when completed by each diner. Any diner considered at risk shall be given the Nutritional Intervention Handout and referred to any supports needed. Goal: To see a 5-8% improvement in meal site participant scores over the calendar year.	Goal progress calculated in the last quarter of 2024.
Increase awareness of Nutritional Problems that affect older adults	In Progress
Increase the average number of monthly diners across the agency by 2.5%	+23.42%
Increase the average number of congregate meals served by 2.5%	+25.44%



Funding Summary

- Total Agency Budget :
\$1,739,070
- ADS funding amount, and
percentage of agency budget:
\$100,000 / 5.8%
- Contract spending to date:
\$56,055



Please share one service improvement or planned change for the second half of 2024.

In the second half of the year, we will continue to focus on reducing no-shows and the number of leftover meals in the dining sites each day by:

- educating participants on the importance of honoring reservations.
- encouraging participants to cancel a reservation 24-hours in advance, or as soon as possible, so staff can adjust meal counts.
- serving leftovers as standby meals to participants age 60+ to reduce waste.

