

2024 Report to the
Service Delivery Committee of the
Commission on Aging
Eras Senior Network, Inc, -
Volunteer Driver



Please share a success from the second half of 2024.

Tell us a story of a client who benefited from your service, or a programmatic development that was well received

“Thank you for sending the two drivers Marcy and Gwen. Very nice, we talked a lot and they knew where they were going and what to do. It just makes the appointments easier.” - Joan



Please share a challenge from the second half of 2024.

- Tell us about a challenge and how you addressed it. It can be something that you were able to overcome, or not.
 - Shortage of volunteers
- If you have a challenge that you think that the Commissioners could directly help you with, please share it here.
 - Help us recognize organizations to reach out to recruit volunteer drivers



Report on 2024 Performance Objectives

	ACTUAL	GOAL
Objective 1: Number of one-way rides	11,462	8500
Objective 2: Clients indicate program helped them feel supported and connected to the community	96%	85%
Objective 3: Clients indicate the vehicle driven by the volunteer was driven in a safe manor	99%	85%
Objective 4: Clients indicate the volunteer driver was considerate, courteous and helpful	98%	85%



**MILWAUKEE
COUNTY**

Funding Summary

- Total Agency Budget \$2,083,208
- ADS funding amount, and percentage of agency budget
 - Volunteer Driver \$180,000 8.6%
- Contract spending
 - Volunteer Driver \$180,000



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

We are hosting a volunteer fair in April to recruit more volunteers

VOLUNTEER

