

Milwaukee County Area Agency on Aging



Department of Health & Human Services

Consists of Aging & Disabilities Services, Behavioral Health Services, Housing Services, Children, Youth & Family Services, Management Services, and Veterans Services

Mission

Empowering safe, healthy, and meaningful lives

Vision

Together, creating healthy communities

Values

Partnership, Respect, Integrity, Diversity, and Excellence
(PRIDE)



MILWAUKEE COUNTY
**DEPARTMENT OF
HEALTH & HUMAN
SERVICES**

Aging & Disabilities Services



Empowering safe, healthy, and meaningful lives by connecting older adults and individuals with disabilities to **resources** that promote **independence** and **inclusion**, giving them choices for living in, and giving to our community.



Area Agency on Aging

The Milwaukee County Area Agency on Aging is **community led** through the Commission on Aging. They are responsible for the developing an Aging Plan as well as a **comprehensive** and **coordinated network** of community services for Older Adults.

The Milwaukee County Area Agency on Aging is building a network of services for older adults that enhance their **quality of life**, support them to engage in their **community**, and achieve **health equity**.



Core Services of the AAA

- Senior Dining and Meals on Wheels
- Meals On Wheels
- Transportation
- Caregiver Support
- Wellness
- Senior Centers
- Social Support Programs
- Advocacy



Legal Services & Elder Benefits

2023 Highlights

- 587 residents received 3,718 hours of legal advice through our Legal Action SeniorLAW program
- 50 Medicare outreach sessions held
 - 10 Medicare 101 presentations during Fall Open Enrollment

2024 Goals/Projects

- Marketing and outreach of legal service and elder benefits programs to community
- Alignment of services with legal needs of Milwaukee County



Client Testimonial

Legal Services

"A low-income client with a disability, receiving long-term care support services at home, applied for the SSI exceptional expense supplement which increases SSI income due to medical expenses. The application was filed in May of 2022, but no benefits were received. There were no clear appeal rights associated with this inaction by the State. A SeniorLAW attorney researched the issue and filed a fair hearing request asking for SSI-E benefits backdated to May of 2022 based on the State's inaction regarding the application. The attorney presented this unique case at the fair hearing and received a fully favorable decision with benefits backdated to May of 2022."



Advocacy

2023 Highlights

- Hosted inaugural *Meet the Commission on Aging* policymakers gathering
- In-person Senior Leadership program brought together community participants and state and national advocacy partners
 - Almost all participants joined a COA committee/council upon completion

2024 Goals/Projects

- Development of Advocacy Committee that represents Milwaukee County older adult community
- Increase presence and influence of Milwaukee County AAA in advocate communities throughout the State





2023 Senior Leadership Group



USAging Washington DC Policy Briefing



Transportation

2023 Highlights

- Provided more than 65,000 rides across all transportation programs
- Expanded the service area of OATS to include cultural and recreational sites
 - Free, docent-led tour series to the Domes, Zoo, Wehr Nature Center, and more



2024 Goals/Projects

- Improve efficiency of transportation service through expansion of group ride opportunities
- Deploy Milwaukee County-owned specialized transportation vehicles in collaboration with our vendor





OATS Tour of the Mitchell Park Domes



Community Outreach on Transportation



OATS Tour of Wehr Nature Center



Social Support Programs/Supportive Services

2023 Highlights

- Partnered with Riverworks Development Corporation to increase access to financial counseling, build assets, and manage finances: **190 individuals served**, (141 with income below poverty, 133 were people of color).
- Expansion of (SOA) **Tech Connect Program** with the goal to decrease isolation among 100 older adults living in low-income senior housing without ready access to the internet by increasing resident's capacity to utilize virtual technology to connect with OAA programming or COA meeting. 85 older adults connected with additional training in 2024.

2024 Goals/Projects

- Increase access and awareness of all supportive services with community partners to continue to be a part of No Wrong Door.



Client Testimonial

Social Support Programs/Support Services

"A 65-year young individual had become a part of the Anti-Displacement Program since 2020. Last year she experienced some financial hardships which caused her to fall behind on her property taxes. She was originally denied this year for the program grant because she was delinquent on her property taxes. Riverworks Development Corporation staff reached out to Habitat for Humanity to inquire about their Property Tax Assistance Program. She applied and received \$1,014 to satisfy her property tax obligation which allowed her to qualify for \$2,425 from the Anti-Displacement Program. She was very appreciative of the services and program."





National Senior Health & Fitness Day at McGovern Park Senior Center with County Executive Crowley



National Senior Health & Fitness Day at Wilson Park Senior Center



Black History Month Celebration at Washington Park Senior Center



Senior Dining

2023 Highlights

- Transitioned 2 Dine Out Restaurants (*Daddy's Soul Food & Grill* and *Orenda*) to in person dining and contracted with another minority owned restaurant (*Rise and Grind Café*) which began in person breakfast service on Mondays. These partnerships resulted in 322 brand new diners, 93% which were older adults of color.
- Completed initial phase of determining prevalence of malnutrition in Home Delivered Meals in Participants. This study determined that 24.9% of Home Delivered Meals participants score a 2 or higher on the Malnutrition Screening Tool.

2024 Goals/Projects

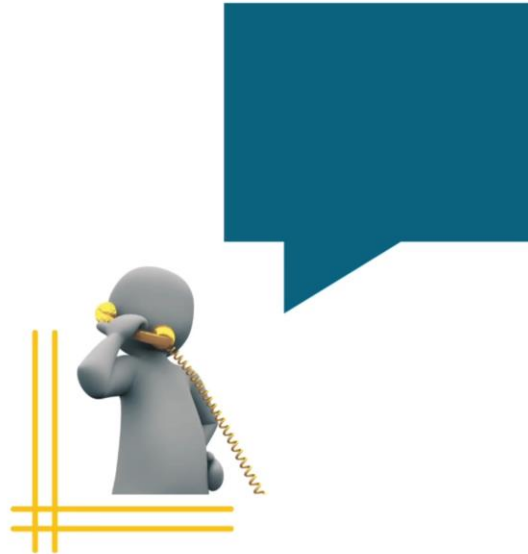
- Contract with at least 2 more minority owned restaurants for the Dine Out Program
- Complete the Malnutrition Project for Home Delivered Meals participants to determine if receiving Home Delivered Meals and if nutrition counseling with the Registered Dietitian had a positive impact on their Determine and MST scores.



Client Testimonial

Senior Dining

We got a call today...





Senior Dining Piece on Fox 6 Wake Up



Healthy Cooking Demo



Dine at 5 at Elks Lodge



Debut of Rise and Grind Dining Site



Wellness

2023 Highlights

- Recruited and trained **32 new facilitators** for the evidence-based prevention programs through expanded marketing and partnership development.
- Offered **64** EBPP workshops across **11** different programs.
- Expanded wellness programming within **communities of color** particularly in faith based communities (ex. LEAF grant at Siloah Lutheran and General Baptist State Convention HOPE Ambassadors)

2024 Goals/Projects

- Expanding Spanish EBPP workshops with community partners including Sixteenth Street Clinic, Core El Centro, United Community Center and UW Extension
- Identify new funding streams to support expanded EBPP lineup after ARPA funding is ended.





Milwaukee County EBPP Facilitators Meeting



Free From Falls Resource Fair at Washington Park Senior Center



Walk With Ease Graduates



Facilitator Training for HOPE Ambassadors



Client Testimonial

Wellness

“I’m currently taking Healthy Living with Diabetes. The instructor is well acquainted with diabetes and has been incredibly helpful with answering questions and solutions to my concerns. I have found the textbook to be very user friendly, and along with the instructor, it has equipped me with so much information that I am feeling confident in developing and using my personal management plan. This class has really encouraged me to take control of my health care and empowered me to understand my chronic disease. I highly recommend the class to anyone who is dealing with chronic disease or who loves someone who has a chronic illness.”



Caregiver Support

2023 Highlights

- Fully transitioned the Caregiver Support Program to be an internal Milwaukee County program. Recruited and trained a new Caregiver Support Specialist position to advance this work.
 - In collaboration with Alzheimer's Association, provided Caregiver Support grants to 151 households, an **increase of 28%** of household served compared to 2022.
- Expanded the reach of the Caregiver Support Program by **hosting 11 community events** to provide information and support to Milwaukee County caregivers.

2024 Goals/Projects

- Targeted outreach and events with emphasis on connecting with caregivers of color, caregivers of refugee/immigrant residents, older relative caregivers, and LGBTQIA caregivers.
- Delivery of Powerful Tools for Caregivers sessions in Spanish and English after a pause in this program being offered in Milwaukee County.



Client Testimonial

Caregiver Support

"I just wanted to say how impressed I was with our meeting this afternoon. You did an amazing job of listening, expressing compassion, and doing everything possible to put my dad at ease (no easy task). Your manner was perfect, sharing information without any pressure or judgment. He really needs to hear that he's doing well caring for my mom and validation that it is hard work. I can't say "Thank You" enough. That was amazing. I really appreciate it."

"Thank you for sending me this information. I so much appreciated you taking the time to get this right out to me....I was able to get the form for the pilot grant sent in and received a call shortly after asking for a bit more information. So, I will see what happens. I do know that it would be helpful to have any financial help that is available. I am thankful for your agency and your help."





County Executive Crowley pictured with a former colleague and care recipient participating in respite at one of the National Family Caregiver Month events hosted or supported by Milwaukee County Aging & Disabilities Services



Caregiver Outreach at National Night Out Event



Coffee & Conversation series hosted in partnership with Wisconsin Alzheimer's Institute Regional Milwaukee Office



Community Events



Walk to End Alzheimer's



Outreach at Indaba Nights





Senior Center Sign Unveiling



Milwaukee County Aging Network Summit



Coffee and a Chat Event





WAI's Breaking the Silence Event



U.S. DHHS Region V Director's Visit



World Elder Abuse Awareness Day





**MILWAUKEE
COUNTY**