

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

MILWAUKEE CHRISTIAN CENTER
SENIOR CENTER & NUTRITION
SERVICES



Please share a success from 2023.

Many older adults in our community live alone and experience feelings of loneliness and isolation. The MCC Older Adults Program provides a place where older adults in Milwaukee can feel a sense of belonging while receiving nutritious meals, health and wellness services, and opportunities for recreation and socialization.

Sout is a 87-year-old Lao male who has participated in MCC Older Adult Center programming for many years. When Sout and his six children arrived in the United States he was a widow and left everything behind in Laos. Their family was connected to MCC after settling in Milwaukee and he has been a familiar face at the Older Adults Center since.

Sout has lived alone for a number of years and has struggled with feelings of isolation. Sout has shared that he regularly receives emotional support from Older Adult Center staff and even considers some to be family after growing so close to them. By having the opportunity to connect with caring staff and other older adults, Sout feels much less lonely.

Sout's family has shared with MCC staff that they are so happy their father has a place to go during the day while they are working were they know he is safe, happy and well cared for. Sout has enjoyed his time at the Older Adults Center so much that one year, he even requested that his family have his birthday party at the Older Adults Center so he could share the celebration with all of his friends.

MCC Older Adults Center was a part of his daily routine for years and he greatly missed the ability to connect in-person with his friends during the COVID-19 pandemic when older adults were unable to gather together in large groups.

During the period of virtual and hybrid programming due to COVID-19, MCC Older Adults Center staff made sure to remain connected with him, visiting him for in-home health checks. Now that the MCC Older Adults Center has returned to robust in-person programming, Sout's smiling face can once again be seen regularly at the Older Adults Center enjoying a warm meal, playing bingo, and participating in exercise classes.

A video about Sout's story can be viewed at <https://youtu.be/J8FrKOOWhpk>.



Please share a challenge from 2023.

Addressing the significant decline in daily attendance at our senior center posed a considerable challenge, particularly in the wake of the pandemic. Prior to the global health crisis, we welcomed an average of 65 seniors daily; however, current attendance averages around 35.

To tackle this issue, we implemented a diverse approach. Firstly, we enhanced our outreach efforts, leveraging various communication channels such as phone calls, partnering with other community organizations, and bringing awareness during community events to reconnect with our seniors and inform them about the center's safety measures.

Secondly, we revitalized our on-site activities, ensuring a safe and engaging environment for those attending in person. Doing so, we were able to recognize that transportation remains a significant barrier, particularly for older adults enrolled in long-term care programs where transportation is not always included in their individualized care plans. We are actively exploring partnerships with local transportation services to provide accessible options. Despite these efforts, the challenge persists, and we are continuously exploring innovative solutions to rekindle the vibrant sense of community that defined our center before the pandemic.



Report on 2023 Performance Objectives

	Goal/Actual
Objective 1: % reduction in the number of participants that score a 5 or higher on the nutritional risk assessment	95% / 100%
Objective 2: % of responding surveyed participants will state they are healthier because they take part in the center's fitness center, exercise classes and/or health programming and screenings offered	95% / 100%
Objective 3: % of the responding surveyed participants will state the center has an atmosphere of sociability, allowing them to combat isolation and make new friends	100% / 100%
Objective 4: % of the responding surveyed participants will state they are happier and more satisfied with their life because they come to the Senior Center	100% / 100%

Funding Summary

- Total Agency Budget - \$5,635,620
- ADS funding amount - \$103,550
- Percentage of agency budget - 2%
- Contract spending July to Dec - \$48,072 - 46%



Please share one service improvement or planned change for 2024.

In our planned service improvement for 2024, the implementation of the WISE (Wisconsin Senior Employment) program has been carefully crafted to cater to the diverse needs of our senior community, including those with limited English-speaking abilities. Importantly, participants in the WISE program will have the unique opportunity to work at a location they already attend and participate in daily.

This strategic approach not only ensures familiarity and comfort but also addresses potential language barriers by fostering an environment where seniors can utilize their existing support networks within the community. By offering employment opportunities within familiar settings, we aim to create an inclusive and supportive work environment, enabling seniors with limited English-speaking abilities to actively engage, contribute, and thrive within the WISE program. This planned change embodies our commitment to tailoring services to meet the specific needs and preferences of all seniors in our community.





Embracing the cozy side of life! Seniors knitting warmth and memories one stitch at a time.



Striking fun on our monthly bowling escapade!



Feel the rhythm, live the beat – Drum Alive! Unleashing energy and joy through the power of drumming.