

2024 Report to the
Service Delivery Committee of the
Commission on Aging
VENDOR
PROGRAM





Please share a success from the second half of 2024.

Anxiety



Discharge





Please share a challenge from the second half of 2024.

- Volunteer turnover- recruiting at Senior Centers
 - Already involved older adults supporting isolated older adults

Report on 2024 Performance Objectives

Objective		Actual	Goal
1a	Unduplicated individuals will be served through the Telephone Reassurance Program.	47	50
1B	Meet with new agencies to develop partnership opportunities, in order to reach underserved communities of color.	4	4
2a	All individuals will be accounted for daily	100%	100%
2b	Number of instances a call needed to be escalated for the safety of a participant	34	None listed new project
2c	Number of instances of referrals given/ case management support given	227	None list new project



**MILWAUKEE
COUNTY**

Report on 2024 Performance Objectives Continued

Objective		Actual	Goal
3a	Do biannual volunteer training	1	2
3B	bimonthly volunteer check in calls regarding how consumers are doing	24	24
3a	Quarterly volunteer check in about their experience	4	4
4a	Individuals will report the services offered have reduced social isolation and/or feelings of loneliness	92%	100%
4b	Individuals will report that they “agree” or “strongly agree” that Volunteer caller treated them with dignity and respect	100%	100%
4c	Individuals will report that they “agree” or “strongly agree” that having the TR program has been helpful	92%	100%





Funding Summary

- Total Agency Budget: \$226,500
- ADS funding amount, and percentage of agency budget: \$30,000 13%
- Contract spending: \$30,339



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

- Saturday Check in calls
- Senior Center volunteer tabling events

