2026 Midyear Report

Service Delivery Committee/Commission on Aging, September 2026

Goodwill of Greater Milwaukee

Home Delivered Meal Program / Meals on Wheels

MILWAUKEE COUNTY

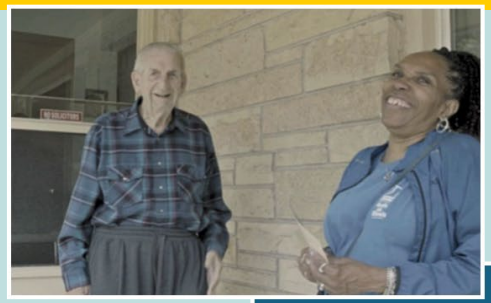
Measurable Successes 2026: Share One or More

Goodwill of Greater Milwaukee / Meals on Wheels

We have been successful in providing needed nutrition to isolated, homebound older adults. Every meal every day,
as well as conducting vital wellness checks.

Services Provided

- Hot, nutritious meal delivered Monday through Friday
- Provide general, theraputic, and texture modified diets
- Daily wellness check
- Access to call center
- Provide referrals to resources and other Older Adult programs in Milwaukee County
- Staff trained to recognize changes in condition and discern emergency situations



The Impact

- Improved quality of life for seniors
- Wellness check puts participants and families at ease
- Seniors in our community able to maintain independent living with safety and dignity
- Improved social and emotional well-being of older adults
- Human connection

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Challenges in 2026: Share One or More

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- **Aligning program capacity with available funding remains our most significant challenge.** Demand for services continues to increase, with referrals to the program being received daily. To ensure resources are directed where they can have the greatest impact, we continue to use a more targeted case management approach and adopted a prioritization tool to identify and serve individuals with the highest level of need.

- **Workforce recruitment and retention continue to present ongoing challenges.** Staff turnover remains high due to increasing wage competition and rising transportation expenses. Additional funding would support efforts to improve staff retention, maintain competitive compensation, and ensure the program remains adequately staffed to meet the growing demand for services.

- Next: Looking at the possibility of waitlisting potential participants.

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Performance Objectives Jan - June 2026 Mid-Year Report

Goodwill of Greater Milwaukee / Meals on Wheels

Objectives	Actual # or %	Goal # or %
1 Unduplicated Participants Served	1658	2200
2 Meals Delivered	140,394	290,000
4 Increase awareness of nutritional problems that effect older adults- % reduction of # of participants that score 6 or higher on the nutrition screen portion of assessment.		75%
5 Case management-CM will complete program review assessment within 30 days of review date.		90%
6 [Outcome 3/Client Satisfaction]	N/A	80%

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Funding Summary for 2026

Goodwill of Greater Milwaukee / Meals on Wheels

	This Funding Year 2026	Funding Last Year 2025
Total Agency Budget:	**$1,392,903**	**$1,392,903**
Total Program Budget:	**$1,408,849**	**$1,411,000**
Aging Services Program Funding Amount:	**$ 1,392,903**	**$ 1,392,903**
% of Program Budget:	**101%**	**101%**
Contract Spending for Reporting Period	**$669,022**	**$687,685**
Agency Location, Zipcode & Supervisory District if known	6055 N. 91st St., 53225	

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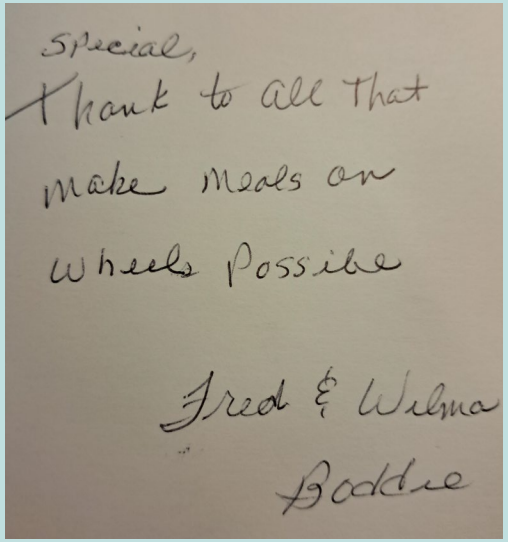
Service Improvements or Changes Made in 2026

Goodwill of Greater Milwaukee / Meals on Wheels

- Continue to maximize efficiency of routes.
- So far in 2026 have eliminated a total of 3 routes to further reduce staff.
- Continue working with Milwaukee County on an online contribution option.
- To continue to provide excellent service to our participants and work with our wonderful partners within Milwaukee County's Aging
- network to serve our most important generation.



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Anything Else You'd Like to Share That Was Not Asked, and/or Is There Anything the Commission on Aging Can Do for You?

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