2026 Midyear Report

Service Delivery Committee/Commission on Aging, September 2026

Hanan Relief Group

Serving Older Asylees and Refugees (SOAR)

MILWAUKEE COUNTY

Measurable Successes 2026: Share One or More

[Hanan Relief Group/Serving Older Asylees and Refugees (SOAR)]

Of our current 14 clients, 6 have completed the six-month assessment showing progress throughout our time and services provided to them showing improvement in their overall quality of living.

- **Assisted clients with registration for online English language classes to improve communication and digital learning skills.**
- **Provided guidance on online baking and the use of credit/debit cards, helping clients manage basic financial tasks more independently.**
- **Provided interpretation, transportation, medical assistance, food, hygiene supplies, and essential household items based on individual needs.**
- **Assisted clients with citizenship applications and other immigration-related legal services, and conducted follow-up support as needed.**
- **Connected clients with community resources and support services, such as the Sakina Center Exercise Program, Hunger Task Force, and Hanan Immigration Legal Services.**

Challenges in 2026: Share One or More

[Hanan Relief Group/Serving Older Asylees and Refugees (SOAR)]

We are continuing to outreach and inform community members of the resources and services provided to age 60+ clients through HANAN and DHHS, Aging Services through Milwaukee County. Additionally, the major challenges for clients are transportation and language barriers. Clients have reported success through improved ongoing and close contact with them and increased services,which reflects client satisfaction and their trust in HANAN Organization.

Language Barriers: Prevent some clients from accessing services independently.

Cultural Barriers: Differences in cultural backgrounds and unfamiliarity with U.S. systems and services can create challenges.

Limited Digital Literacy: Makes online banking and virtual English classes challenging for some older clients.

Difficulty Navigating Complex Systems: Challenges include accessing and understanding healthcare, banking, and legal services.

Performance Objectives (Measurable Outcomes) 2026 Report

[Hanan Relief Group/Serving Older Asylees and Refugees (SOAR)]

Objectives	Actual # or %	Goal # or %
1 [Unduplicated Participants Served]	14	50
2 [Units of Service Provided: Case Management]	31.5	
3 [Units of Service Provided: Interpreting/Translating]	27	
4 [Outcome: Clients have been referred to a meal site or connected with a resource offered by another partner in the Aging network of Milwaukee County]	43%	20%
5 [Outcome/Client Satisfaction: After one year, (case management) clients will mark "Agree" or "Strongly Agree" to the statement: "Hanan has helped me work toward achieving my short- and long term goals written in my intake assessment."]	100%	85%
6 [Outcome 3/Client Satisfaction: After six months, clients will mark “Agree” or “Strongly Agree” to the statement: “I feel less isolated because of regular interaction with the staff at Hanan and/or engagement in services referred to me by Hanan in the client feedback survey.”]	100%	85%

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Funding Summary for 2026

[Hanan Relief Group/Serving Older Asylees and Refugees (SOAR)]

	This Funding Year 2026	Funding Last Year 2025
Total Agency Budget:	**$2,500,000**	**$2,000,000**
Total Program Budget:	**$50,000**	**$50,000**
Aging Services Program Funding Amount:	**$50,000**	**$50,000**
% of Program Budget:	**100%**	**100%**
Contract Spending for Reporting Period	**$31,259.79**	**$50,000**
Agency Location, Zipcode & Supervisory District if known	Milwaukee, 53207,	

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Service Improvements or Changes Made in 2026

[Hanan Relief Group/Serving Older Asylees and Refugees (SOAR)]

Referred clients to community partners for additional resources and services, and conducted follow-up to ensure their needs were met.

Enhanced interpretation services and strengthened

culturally responsive support for clients.

Anything Else You'd Like to Share That Was Not Asked, and/or

Is There Anything the Commission on Aging Can Do for You?

Older refugees and asylees often need ongoing support ,not just a one-time referral. Continued collaboration, culturally responsive services, and consistent follow-up can help clients build confidence, access resources and become more independent.