2026 Midyear Report

Service Delivery Committee/Commission on Aging, September 2026

Milwaukee Community Crossroads

Multisite Senior Dining Program Supervision

MILWAUKEE COUNTY

Measurable Successes 2026: Share One or More

Milwaukee Community Crossroads / Multisite Senior Dining Supervision

One of our greatest successes during the first half of 2026 was the continued dedication of volunteers across our four congregate dining sites.

Together, volunteers contributed an incredible **5,660 hours** of service, helping with meal service, welcoming diners, supporting daily operations, and creating a warm and welcoming environment for older adults.

Using an estimated national value of **$29.95 per volunteer hour**, their service represents approximately **$169,517 in contributed value** during just the first six months of the year.

Beyond the numbers, our volunteers are an important part of what makes each dining site feel like a community. Their time, consistency, and relationships with our diners are truly invaluable.

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Challenges in 2026: Share One or More

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While our four congregate dining sites have reliable staffing, coordinating coverage can become challenging when several staff members are out at the same time.

One area we are looking to improve is cross-training our floater staff so they are comfortable stepping in at any of our locations when needed. This would give us more flexibility, ease the pressure of coordinating coverage, and allow us to continue providing consistent meal service across all four sites.

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Performance Objectives (Measurable Outcomes) 2026 Report

Milwaukee Community Crossroads / Multisite Senior Dining Supervision

Objectives	Actual # or %	Goal # or %
1. Unduplicated Participants Served	819	N/A
2. Participants Served through Nutrition Education	819	N/A
3. Congregate Meal Sites Supervised	4	N/A

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Funding Summary for 2026

Milwaukee Community Crossroads / Multisite Senior Dining Supervision

	This Funding Year 2026	Funding Last Year 2025
Total Agency Budget:	**$6,919,777**	**$6,880,348**
Total Program Budget:	**$125,000**	**$ 224,000**
Aging Services Program Funding Amount:	**$125,000**	**$ 224,000**
% of Program Budget:	**100%**	**100%**
Contract Spending for Reporting Period	**$64,304**	**$ 224,000**
Agency Location, Zipcode & Supervisory District if known	**53204**	

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Service Improvements or Changes Made in 2026

Milwaukee Community Crossroads / Multisite Senior Dining Supervision

Moving Toward Digital Recordkeeping

In our last report, we shared our plans to begin transitioning some meal site processes from paper forms to digital recordkeeping. During the first half of 2026, we began putting that plan into practice.

Our meal sites are now using more electronic processes for attendance tracking, participant check-in, and required program documentation. This has helped reduce paperwork, improve access to program information, and make day-to-day coordination across multiple sites more efficient.

This transition is still a work in progress, but it has been a positive step toward simplifying our processes and allowing staff to spend less time managing paperwork and more time supporting our diners.

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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?

One positive trend we have noticed in 2026 is that diners are beginning to explore more of our congregate dining sites. In the past, many participants tended to stay with the same meal site they were most familiar with.

We are now seeing more diners visit different locations, meet new people, and experience what other sites have to offer. Each of our dining sites has its own atmosphere and community, so it has been great to see participants becoming more comfortable moving between them.

We hope to continue encouraging this connection across all county meal sites and helping older adults see the entire dining program as a resource available to them.

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