2026 Midyear Report

Service Delivery Committee/Commission on Aging, September 2026

Milwaukee Community Crossroads

Multicultural Senior Center

MILWAUKEE COUNTY

Measurable Successes 2026: Share One or More

Milwaukee Community Crossroads / Multicultural Senior Center

One exciting change in the first half of 2026 was expanding our ESL and Citizenship classes to all older adults. In the past, these classes were limited to individuals who met refugee eligibility requirements.

Now, when an older adult comes to us wanting to improve their English or prepare for citizenship, eligibility is no longer a barrier to participating.

This has allowed us to reach more of the diverse older adults we serve while bringing people from different cultures and backgrounds together to learn, build relationships, and support one another.

Challenges in 2026: Share One or More

Milwaukee Community Crossroads / Multicultural Senior Center

One challenge we continue to see is the number of older adults experiencing homelessness or housing instability who come to our Center.

Many are coming not only for a meal, but also for a safe and welcoming place to spend part of their day, connect with others, and get help navigating additional resources. Their needs can extend beyond what our Older Adults Center is equipped to provide, particularly around housing, transportation, benefits, and other basic needs.

We continue to welcome and support these older adults while connecting them to resources whenever possible.

As we continue learning how to best support this growing need, we welcome any resources or connections that may be helpful to the older adults we serve.

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Performance Objectives Jan - June 2026 Report

Milwaukee Community Crossroads / Multicultural Senior Center

Objectives	Actual # or %	Goal # or %
Unduplicated Participants Served	213	N/A
Meals Served	5,311	NA
Objective 1: % of responding surveyed participants will state they are healthier because they utilize the Center's fitness machines, exercise class and/or health programming and screenings offered	87%	85%
Objective 2: % of the responding surveyed participants will state the Center has an atmosphere of sociability, allowing them to combat isolation and make new friends	88%	85%
Objective 3: % of the responding surveyed participants will state they are happier and more satisfied with their life because they come to the Senior Center	92%	85%

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Funding Summary for 2026

Milwaukee Community Crossroads / Multicultural Senior Center

	This Funding Year 2026	Funding Last Year 2025
Total Agency Budget:	**$6,919,777**	**$6,880,348**
Total Program Budget:	**$422,662**	**$389,839**
Aging Services Program Funding Amount:	**$ 143,000**	**$ 103,550**
% of Program Budget:	**33%**	**27%**
Contract Spending for Reporting Period	**$88,442**	**$ 103,550**
Agency Location, Zipcode & Supervisory District if known	53204	

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Service Improvements or Changes Made in 2026

Milwaukee Community Crossroads / Multicultural Senior Center

One of the biggest lessons learned from the second half of 2025 was the importance of being mindful of our budget as the Older Adults Program continues to grow. After having to temporarily reduce our days of operation to help balance the budget, we entered 2026 looking at ways to better manage our resources without taking away from the overall program experience.

We began asking participants to sign up in advance for certain classes and activities so we can better plan for attendance, purchase the right amount of supplies, and reduce waste. We also capped our daily meal service at 60 meals to help manage food costs while maintaining consistent programming.

These changes have allowed us to be more intentional with our resources while continuing to offer the activities, meals, and social connections that bring older adults to the Center.

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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?

Qualitative Impact Highlight:

One of the most meaningful things we've seen firsthand is how many older adults continue to come to MCC because they feel safe here. Some of the older adults we serve are experiencing significant fear and uncertainty related to their immigration status, including concerns about attending appointments or going through the process of renewing their documentation.

These challenges are also affecting their financial stability, including disruptions to benefits they rely on for food and basic needs. Even during this uncertainty, they continue to walk through our doors because MCC is a place where they feel comfortable asking for help, spending time with others, and being part of a community they trust. That sense of safety and trust is an important part of the impact our program has beyond the services we provide.

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