

2022 DHHS Aging Unit Vendor Report



Goodwill Home Delivered Meal Program and Case Management

- Deliver 1450 meals and perform 1450 wellness checks each weekday to homebound, isolated older adults, age 60 and older
- Utilize 7 dispatch sites, over 54 paid drivers and 8 office staff to manage logistics and ensure quality
- An essential service that has not missed deliveries due to the pandemic. We have developed policies and secured PPE for drivers to minimize direct contact, maximize sanitation, for continued safe daily operation.
- Provide case management and nutrition screening.



Please share a success from the first six months of 2022.

- We have been successful in maintaining prompt delivery of needed nutrition to homebound, isolated seniors. We have continued to provide much needed contact to those in social isolation. We have recently partnered with TimeSlips Creative Storytelling to increase new opportunities for connection and engagement, in order to reduce isolation and loneliness. They have helped our staff enhance our communication with our seniors with fun and engaging questions to inspire creative conversations. They have provided postcards that our seniors can use to answer a “Beautiful Question” and they are also calling willing participants and having creative conversations that will be used to create stories, songs, and poems as part of a completed art project.



Please share a challenge from the first six months of 2022.

- We continue to be challenged by pandemic disruptions, including labor shortages, and adjusting to mandates. However this challenge is our success as we have continued contactless delivery, where possible, while maintaining daily wellness checks. We have revamped our recruiting methods in order to find, qualified caring drivers. We plan to use these methods and possible others to continue providing high quality delivery, and insure our participants are checked on daily.



Please tell us about your plans for the rest of the year.

- We plan to continue to provide efficient, prompt meal delivery to homebound seniors in Milwaukee County. To work with Milwaukee County's dietician to identify malnutrition and food insecurity among our seniors using the revised Enhanced Determine tool. Finally, to continue to work with TimeSlips throughout their grant cycle to promote fun and engaging conversations with seniors to increase feelings of connectedness.



Progress on 2021 Performance Objectives

| | Satisfactory Progress? |
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| Objective 1: Provide efficient and participant responsive meal delivery for eligible residents of Milwaukee County. | Yes, no service disruptions |
| Objective 2: Home Delivered Meal Program Nutrition Effectiveness | Ongoing, survey will be conducted in August for 2022 |
| Objective 3 | |



Funding Summary: Home Delivered Meal Program

- Total Agency Budget: \$ 1,615,874
- ADS funding amount: \$ 1,242,903
- % of agency budget: 76.9%
- Contract spending HDMP through June 2022: \$ 700,675

