

Second half 2023 Report to the
Service Delivery Committee of the
Commission on Aging
Eras Senior Network
Household & Outdoor Maintenance
Engagement



Please share a success from 2023.

Tell us a story of a client who benefited from your service, or a programmatic development that was well received

"I want to thank you, thank you, thank you – you sent the most wonderful group of UW students to rake for me. They were wonderful, polite, special – thank you again from the bottom of my heart!"
-Josie



- Josie J. 84 years young, living alone
- No family support whatsoever
 - Children can't help
- Recent broken hip
 - Must use wheelchair
- Needed the socialization due to depression and lack of getting out
- Fall-Yard Clean-Up: 198 homes; Yard Work: 31 homes



Please share a challenge from 2023.

Tell us about a challenge and how you addressed it. It can be something that you were able to overcome, or not.

If you have a challenge that you think that the Commissioners could directly help you with, please share it here.



Snow removal:

- Only 7 hours of Snow Removal Events equaling 5 clients.
- 35 referrals sent to clients via snail mail
 - We received numerous untracked calls from the public asking for snow removal.
- Majority of our volunteers are seniors themselves – increasing risk of injury
- Snow removal is hard to monitor
 - Frequency
 - 24-hour time limit
 - We typically ask clients to give a 7-day notice



Report on 2023 Performance Objectives

	Goal/Actual
<u>Objective 1:</u> Older adults feel supported	Target: 85% Outcome: 86% Respondents indicated that participation in this program has "very much" helped me to feel supported.
<u>Objective 2:</u> Older adults are treated with respect and dignity	Target: 85% Outcome: 92% Respondents indicated that they are "very much" treated with respect and dignity by program staff and other participants
<u>Objective 3:</u> Provide older adult clients with HOME Chores services <u>Objective 3:</u> 25% of unduplicated clients serviced with HOME Chores Services are persons of color	Target: 100% of 250 unduplicated clients provided with HOME Chores Services Outcome: 96% 240 clients were served with HOME Chores services 62/151 clients are persons of color



Funding Summary



Please share one service improvement or planned change for 2024.



Snow Removal Pre-Planning

- Anyone requested needs to be captured.
- We are altering guidelines for how the service is provided
- Sending quarterly or bi-yearly reminders about planning for yard work/ Snow removal
- Looking to possibly merge with other non-profit snow removal services