

# Second half 2023 Report to the Service Delivery Committee of the Commission on Aging

Life Navigators

Family Support for Aging and Persons  
with Developmental Disabilities



MILWAUKEE  
COUNTY



**Supporting Safe, Happy and Healthy Lives  
Life Navigators Family Support Program**



**Thank you for making a direct impact!**



# Please share a success from 2023.

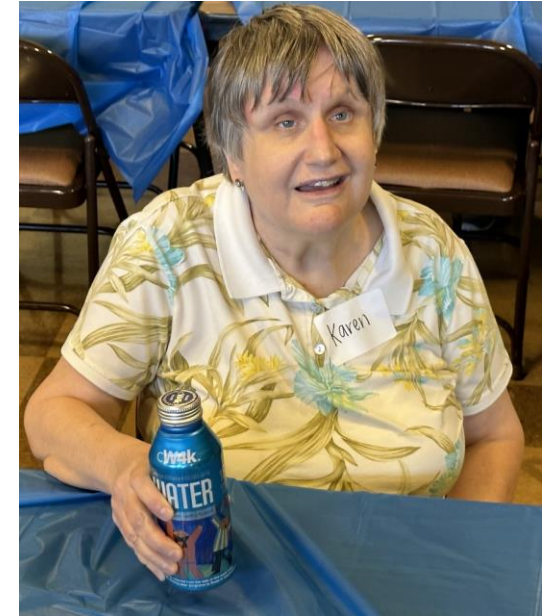
Karen is a 63 year old woman with a visual impairment as well as other disabilities. She came to us for assistance with getting connected to supports and services as well as reducing the isolation she experienced during the pandemic. Her parents have both passed away and her only sibling lives far away. Through the Family Support Program, staff have been meeting with her regularly and have gotten her involved in social activities, Self-Advocacy programs and have helped her navigate some financial complications she was having which could have put her housing situation in jeopardy. Staff have also been working to make sure she has enough in-home support to continue her success in living on her own. Karen is so thankful for our program and wanted us to share her quote:

“I think Life Navigators is wonderful!”



# Please share a challenge from 2023.

- The Family Support program has also been working with Karen to connect her with long term care to ensure she has a long term, sustainable plan for enough in home support and access to safe and reliable transportation. Unfortunately, she did not qualify for a formal long term care program when she went through the process alone. Staff will be helping her to reapply. This has also caused a significant amount of anxiety which program staff are working through with her. Karen is not alone in her situation. Many individuals “fall through the cracks” when they try to navigate the service system on their own. Until formal services can be secured, our staff will continue to assist Karen in whatever way she needs to keep her safe and successful.



# Report on 2023 Performance Objectives

Objectives	Goal/Actual
<p>Objective 1a - 20 families will be served in the Family Support Program</p> <p>1b - Family Support Services will be provided for a total of 1579 units</p> <p>1c - 20 families will be served in the monthly group, Coffee Connections, and community training sessions.</p>	<p>Goal - 20 Actual – 48</p> <p>Goal – 1579 Actual - 3912</p> <p>Goal 20 Actual – 68 Unduplicated</p>
<p>Objective 2 85% of the clients served will show improvement in Quality of Life.</p>	<p>** 2023 surveys showed 92% of clients showed improvement</p>
<p>Objective 3 Decrease the number of emergency crisis situations of consumers</p>	<p>**2023 surveys showed the need for crisis services was reduced from 27% to 18%</p>
<p>Objective 4 80% of clients will increase their awareness of community-based services.</p>	<p>**2023 surveys showed 91% increased their awareness</p>

# Funding Summary

- Total Agency Budget
  - \$2,135,500.00
- ADS funding amount, and percentage of agency budget
  - \$ 55,150 – 2.5% of agency budget
- Contract spending
  - As of 12.31.2023:

• III-B	267% (\$16,455 of \$6,150)
• III-E	110% (\$26,459 of \$24,000)
• III-E ARPA	154% (\$38,620 of \$25,000)



# Please share one service improvement or planned change for 2024

More than ever before we are hearing from families in the futures planning process that they have no one who they can name to serve as guardian for their loved one in the future. They fear when they are gone or unable to serve, no one will be looking out for their vulnerable adult child. Understandably, this causes a huge amount of fear and anxiety for parents. In addition to the individual family meetings we currently do, we will be implementing some larger presentations to address this topic.



