

**Milwaukee County Department on Aging
Service Provider Assessment**

Program Name Outreach in Public Housing

Program Vendor SET Ministries Consecutive Years under Contract 21

Total Amount of MCDA Contract \$67,500 Number of Clients Served Not Tracked

Report Period _____ Number of Service Units 1,397 Hours

Agency Representative(s) _____

| | Appears Satisfactory | Needs Improvement | Unsatisfactory |
|--|-------------------------|----------------------|----------------|
| Client Satisfaction Survey | <u>N/A</u> | _____ | _____ |
| Progress on Measurable Objectives (if any) | <u>N/A</u> | _____ | _____ |
| Progress on Outcomes | <u>X</u> | _____ | _____ |
| Program Administration | _____ | <u>X</u> | _____ |
| Recommendation(s) from Previous Assessments | <u>N/A</u> | _____ | _____ |

| | Submitted and Accepted | Not Submitted | Submitted Needs Resolution |
|---|---------------------------|---------------|-------------------------------|
| Audit | _____ | <u>X</u> | _____ |
| Program Staff Signature | <u>[Signature]</u> | _____ | <u>8/7/18</u> Date |
| Fiscal Staff Signature | <u>[Signature]</u> | _____ | <u>8/19/18</u> Date |
| Service Delivery Committee Member Signature | <u>[Signature]</u> | _____ | <u>8/7/18</u> Date |

Service Provider Assessment Narrative Outline

Program Name: Outreach in Public Housing

Program Vendor: S.E.T. Ministries

Contract Period: January 1, 2018 – December 31, 2018

2018 Contract Award: \$ 67, 500

Total Non-Federal Match: \$ 7, 500

Total Other Resources: Supported by HUD grants

2017 Program Budget: \$ 67,500

Report Period: Jan- June 2018

Site Visit: Yes X No

Number of Service Hours: 1397 as of June

Description of Program/Service

The *Outreach in Public Housing* program provides services to older adults in certain public housing buildings (Arlington Court, Becher Court, Cherry Court, College Court, Convent Hill, Highland Gardens, Holton Terrace, Lapham Park, Lincoln Court, Locust Court, Merrill Court, Mitchell Court and Riverview Court). The purpose of the grant is to provide outreach and referrals for MCDA's long term care programs to older adults living in the housing buildings. SET is able to provide .99 of a position with this grant, with 10.69 FTEs total working in the public housing program. The majority of program staff are HUD grant funded.

In addition to providing referrals to MCDA's long term care programs, SET Ministry provides a variety of outreach services including wellness training, health promotion, disease prevention, and social and recreational activities to the total population of the selected public housing projects.

Client Satisfaction Survey

Client satisfaction surveys are not required for this contract.

Progress on Outcome Measures

Set Ministry's contract calls for them to serve 3960 service hours, or about 330 hours per month for all program activities, including the activities that are supported by HUD grant funding. This number of service hours is well beyond what a .99 FTE can provide.

Service hours are provided through individual and group activities such as monthly health promotions (e.g. wellness clinics) and information sessions. There are also social groups and clubs, such as, cooking clubs and a garden club. At all events and activities, Aging Resource Center outreach information and materials are made

available to all attendees. Additionally, SET staff, who are all social workers or licensed therapists, meet one- on –one with any resident seeking help or information.

At the sixth- month mark SET should have completed 1,980 service hours in order to be in compliance with the grant outcome measures. However, in the past outcomes were measured by the number of people served, not by service hours. With this change, it may be that the suggested outcome was set too high. If looking at the number of events, the partnerships with outside organizations, and the relationships SET has with the building residents, the program appears to be successful.

Program Administration

The administration of the *Outreach in Public Housing* contract in regards to client record keeping, number of events, community partnerships, and program growth is satisfactory. Staff offices and programs are located inside of the public housing buildings and residents know and trust the staff.

As successful as the daily program administration is, monthly billing and reporting to the MCDA is unsatisfactory. In the past, although the contract stated that reporting should be done monthly, MCDA accepted billing and reporting annually for this grant. This year, it was communicated that reporting was expected monthly. SET was unable to provide the reporting monthly. Reports were submitted for the months of January through June on August 2, when MCDA staff completed their site visit. It is understood that the merger with Interfaith has caused some delay as everyone learns their new roles, however, going forward MCDA would like SET/UNISON to submit accurate program and financial reports on a monthly basis.

Recommendation(s) from Previous Assessments

None

Summary and Recommendations

2018 Recommendations

The Department on Aging proposes the following recommendations:

Recommendation #1: Monthly program and financial reporting will be submitted to MCDA accurately and on time, according to the terms found in the 2018 contract, for the months of August, September, October, November, and December 2018.

Recommendation #2: SET ministries will provide MCDA with a written explanation as to how the monthly target outcomes are set each month for indicator #4 Dissemination of LTC information and #6 LTC referrals. This explanation will be provided to MCDA by September 15th, 2018.

Senior & Adult Disabled Services



HACM provides quality, affordable housing to thousands of low-income seniors and adults living with a disability. Our buildings provide services and programs tailored to these residents to assist them in maintaining independence and good quality of life.

Case Management

Since 1993, HACM has partnered with SET Inc. to provide case management and other services to seniors and disabled adults who live in HACM's buildings. Every year, SET assists more than 1,300 public housing residents by assessing their needs, determining their eligibility for programs and services, and linking them to critical resources. SET also case manages many residents eligible for the State of Wisconsin's Family Care program, which helps frail seniors and persons with disabilities to age in their homes.

Senior Meal Sites

HACM developments host five senior meal sites managed by the Milwaukee County Department on Aging. Whether they live in HACM buildings or not, persons 60+ can participate in the low or no-cost meal programs at the United Community Center's Senior Center at Olga Village, Convent Hill, Lapham Park, Arlington Court and College Court.





News List

Cherry Street Community Garden Hosts Wedding



Rick Roszkowski and Lisa Eichler, recently said “I do” at the Cherry Street Community Garden where they have been volunteering since they initially designed the garden seven years ago. They have grown many fruits, vegetables, flowers, and friendships during that time. The couple said the community’s support and love is the why they chose to get married in the garden. HACM resident and fellow avid

gardener, William Carter, officiated the wedding. Cherry Street Garden, located at HACM’s Cherry Court development, is a community project through UNISON, a merger of SET Ministry and Interfaith. Learn more about the community garden and view coverage of the nuptials [here](#).

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