

MILWAUKEE COUNTY DEPARTMENT ON AGING

2018 in Review

The Milwaukee County Department on Aging (MCDA) is committed to helping older adults connect to programs to enhance their quality of life and remain in their community.

Department Highlights:

- Responded to **increased** call **volume**, extra cases and higher enrollments through our Aging Resource Center. Dedicated staff managed the additional workload and helped consumers navigate the often complicated process for Long Term Care enrollment.
- Completed the 2019-2021 **Area Plan** following intensive, research and gathering of **public input**. Our Area Plan has been praised as a model for the rest of the state—citing the robustness of input from the community.
- **Strengthened** our **contracting** process to include more community involvement, greater opportunity for competition and increased accountability.
- Launched new Senior Dining options to **reach new audiences** including Dine at Five, LGBT Community Center, and starting in 2019 the Greater Galilee dining site.
- Created a 6-part training video series: ***Through the Eyes of a Person with Dementia*** for caregivers and professionals serving those with dementia.
- Developed ongoing partnership with Clinton Rose Senior Center and Brown Street Academy to provide **intergenerational learning** and socialization opportunities.
- Through the Senior Center Assessment Project, continued exploring how to provide expanded and **enhanced programming** in our senior centers that is both **cost-effective** and **sustainable**.



180,000
older adults
in Milwaukee County.



52
Wellness
Classes



366,205
Meals on
Wheels Meals



307
Dementia
Family Consults



45,004
Information &
Assistance Calls

Our vision is that all Milwaukee County elders will have the resources to live as independently as possible in their communities.

Meeting Vital Needs

Long Term Care Counseling	5,323
Functional Screens	3,501
Long Term Care Enrollment	2,388
Elder Abuse Investigations	971

Meeting Quality of Life Needs

Meals at Dining Sites	233,007
Rides on MCDA Transit	60,624
Senior Center Participants	4,428
Outreach Contacts	12,496

Looking to the Future

As our funding streams have changed and the needs of our target population have shifted, we've been encouraged to think outside the box in order to reach new audiences and expand our services. In the coming year we will be closely monitoring and evaluating our contracted services to meet this need. We will also be assessing operations within our Aging Resource Center to ensure we can meet the growing customer need.

Answers and Solutions Start Here

"Your staff helped me know that I am not alone in this journey as I care for mother. You helped me meet her needs and make her comfortable and happy. I could not have done it without you."



Senior Statesman Program



Traditional African Dancing at Milwaukee Christian Center



2018 Hall of Fame Winner, James McCarty



MILWAUKEE COUNTY
Department on Aging

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Committed to the Independence and Dignity of Older Adults Through Advocacy, Leadership and Service.