

2020 MCDA Vendor Progress Report



MILWAUKEE COUNTY
Department on Aging



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

Goodwill Meals on Wheels

- Deliver 1450 meals and perform 1450 wellness checks each weekday to homebound older adults age 60 and older
- 113 people in need receive an additional weekend meal
- Utilize 7 dispatch sites, over 50 paid drivers and 9 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 contact, and maximize sanitation, for safe daily operation



Vendor Staffing Overview

Staffing Summary	2019	2020	Change 2019-2020
Total Staff (full-time and part-time)	53 part time, 9 full time	50 part time, 9 full time	3
Total Number of Volunteers	0	0	0
COVID changes	0	0	0



Funding Summary: Goodwill HDMP

	2019	2020	Change 2019-2020 (%)
Total Program Budget	630,699	705,184	11.8%
Total MCDA Funding for this service	630,699	705,184	11.8%
Total Agency Budget	1,372,263	1,452,974 (projected)	5.88%



Service Types – Unduplicated Clients

MCDA Funded Service	2019 Jan- March	2019 Apr-June	2020 Jan- March	2020 Apr-June	Change 2019-2020 (%)
Total clients served for this service*	1657	1716	1750	1809	5.15%



Minority* Seniors Served – Unduplicated Count

Customer Service	2019 Jan- March	2019 Apr- June	2020 Jan- March	2020 Apr- June	Change 2019- 2020 (%)
Number of minority seniors served	584	609	649	651	6.46%

*Total minorities excludes White (alone) Non-Hispanic, and race/ethnicity missing.



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Snapshot of Agency Board Membership

Board membership	2019	2020 (YTD)
Total number of Board members	20	20
Total number of minority Board members	5	5

*Total minorities excludes White (alone) Non-Hispanic, and race/ethnicity missing.



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Progress on 2020 Performance Objectives

	Satisfactory Progress? Jan- March 2020	Satisfactory Progress? Apr- June 2020
To provide efficient and participant responsive meal delivery for eligible residents of Milwaukee County.	Yes, no service disruption due to Pandemic	TBD
Home Delivered Meal Program Nutrition Effectiveness	Yes, small increase on all assessment metrics.	TBD