

# 2020 MCDA Vendor Progress Report



MILWAUKEE COUNTY  
**Department on Aging**



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

# Jewish Family Services: Late Life Counseling (LLC)

## Brief Program Description (2 minutes)

- Who do you serve? What types of services are provided? Where do your customers come from?
- Tell us about how you're ensuring continuity for your clients during COVID.



# LLC Staffing Overview

Staffing Summary	2019	2020	Change 2019-20
Total Staff (full-time and part-time)	Psychotherapist (.30) CSC, Director, PsyD (pt) 4 total	Psychotherapist (.30) CSC, Director, PsyD (pt) 4 total	0%
Total Number of Volunteers	2	2	0%
COVID changes*	NA	NA	NA



# Funding Summary: Late Life Counseling

	2019 Jan- June	2020 Jan- June	Change 2019- 2020 (%)
Total Program Budget	\$16,500	\$16,500	0% change
Total MCDA Funding for this service	\$12,720	\$12,402	2.5% decrease
Total Agency Budget	Revenue: \$2,443,500 Expenses: \$2,443,500	Revenue: \$2,775,200 Expenses: \$2,775,200	13.5 % increase



# LLC 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*	15	24	13	18	- 33%



# 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	2	5	3	4	-25%

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



# Snapshot of Agency Board Membership

Board membership	2019	2020 (YTD)
Total number of Board members	18	18
Total number of minority Board members	1	1

\*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**

Continue to provide LLC services for 44-55 unduplicated eligible Milwaukee County residents annually.

13 clients

18 clients

Obtain referrals for LLC program

9 referrals

18 referrals

Produce 450 client service hours.

100.84 hours

211.42 hours

PGWB – Improvement of Wellbeing

100% tested,  
improved

92% tested demonstrated  
improvement



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# FRIENDLY CALLER PROGRAM

*New Program since COVID-19*

## PURPOSE:

- To reach out to seniors age 60 and older in Milwaukee County in order mitigate impact of extreme isolation and anxiety due to COVID-19
- To provide ongoing support via phone contact during the COVID-19 crisis
- To refer seniors receiving calls for services, if mental health need exceeds purpose of call

***Are you in contact with older adults struggling with fear and isolation related to the COVID-19 Crisis?***



## **FRIENDLY CALLER PROGRAM**

Understandably, many older adults are dealing with loneliness and fear related to the COVID-19 crisis. Additionally, many older adults are self-isolating in order to reduce risk of exposure and illness, causing intense feelings of anxiety and depression and further exacerbating prior experiences of loneliness and isolation. "Friendly calls" are being offered to older adults in Milwaukee County who are at increased risk for depression and anxiety due to increased social isolation and stress related to the COVID crisis. Master's prepared staff, clinical interns and volunteers are available to provide 15-30 minute calls to older adults in Milwaukee County identified by MCDA and community partners as in need of this service.

### **How we can help:**

- Provide supportive listening
- Decrease impact of isolation
- Problem-solve how to mitigate impact of social isolation and loneliness
- Provide referrals and resources, if needed
- Offer ongoing follow-up contact

### **Serving:**

Adults age 50 and older living in Milwaukee County who are experiencing distress and loneliness due to the COVID-19 crisis.

### **To refer an Older Adult for**

#### ***Friendly Calls:***

Call: 414-225-1374

Email: [clinic@jfsmilw.org](mailto:clinic@jfsmilw.org)

Text: 414-376-0711

### **Hours available for calls:**

Mon. - Thurs. 8:30am to 5:00pm

Fridays: 8:30am to 2:00pm



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