

# 2020 MCDA Vendor Progress Report



MILWAUKEE COUNTY  
**Department on Aging**



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

# Telephone Reassurance Program

## Brief Program Description (2 minutes)

- We serve older adults age 60 and up who live alone.
- We provide telephone calls to older adults in Milwaukee County.
- We have our Advocacy & Volunteer Coordinator check-in with the people in the TR program to make sure they are doing well and provide any resources that are needed.
- People are referred to our program from different agencies and senior centers.



# Vendor Staffing Overview

Staffing Summary	2019	2020	Change 2019-2020
Total Staff (full-time and part-time)	8	7	1
Total Number of Volunteers	17	17	0
COVID changes	0	0	0



# Funding Summary: Telephone Reassurance Program

	2019 Jan- June	2020 Jan- June	Change 2019- 2020 (%)
Total Program Budget	11331	11331	0
Total MCDA Funding for this service	11331	11331	0
Total Agency Budget	69964.50	92829	32.7%



# 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*	N/A	54	56	57	5.6%



# 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	N/A	15	15	15	0

\*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	13	10
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
To expand coverage of telephone reassurance program that provides reassurance, sense of safety, and security to seniors.	Satisfactory	In progress
To measure and monitor the effectiveness of the program through an annual survey of participants annually.	N/A	N/A

