

# 2020 MCDA Vendor Progress Report



MILWAUKEE COUNTY  
**Department on Aging**



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

# Specialized Senior Transportation Service



## Brief Program Description (2 minutes)

- We serve Milwaukee County Department on Aging's clientele who cannot safely transport themselves.
- As a Non-Emergency Medical Transportation (NEMT) provider, it was imperative that we continue service for individuals who need medical rides during the pandemic.
- We currently provide specialized transportation services to medical, grocery stores, and meal delivery.
- We partnered with MCDA and local senior centers to provide meal delivery service until it is safe for seniors to return to the centers.



# Able Access Transportation Staffing Overview



Staffing Summary	2019	2020	Change 2019-2020
Total Staff (full-time and part-time)	60	49	11
Total Number of Volunteers	N/A	N/A	N/A
COVID changes	0	-11	



# Funding Summary: Senior Transportation Service



	2019 Jan- June	2020 Jan- June	Change 2019- 2020 (%)
Total Program Budget*	\$705,230.00	\$705,230.00	0%
Total Budget with In-Kind portion	\$775,753.00	\$775,753.00	0%
Total <b>ACTUAL</b> expenditure (w/cash copays)	\$745,619.81	\$788,068.61	+5.7%
MCDA % total of overall Agency Budget	34.4%	52.7%	+18.3%

\* Represents 6 months of Budget only



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# Service Types – Total Trips



MCDA Funded Service	2019 Jan- March	2019 Apr-June	2020 Jan- March	2020 Apr-June	Change 2019-2020 (%)
Total Trips	21,766	24,722	20,954	28,703	1%



# Service Trip Types (by Quantity)

Trip Types <b>(by qty)</b>	1st Quarter 2020				2nd Quarter 2020			
	Jan	Feb	Mar	Total	April	May	June	Total
Grp Grocery	1,449	1,298	966	3,713	-			-
Ind - Group	24	12	1,542	1,578	6,624	8,452	9,104	24,180
Ind - Medical	2,075	1,954	1,387	5,416	498	677	1,165	2,340
Ind Non-Medical	585	538	422	1,545	920	576	687	2,183
Meal Site	3,484	3,422	1,796	8,702	-			-
Grand Total	7,617	7,224	6,113	20,954	8,042	9,705	10,956	28,703

2<sup>nd</sup> Quarter increase in “IND-Group” category represents Senior Meal Delivery Service. This category replaces the Meal Site transportation service (round trip) and has tripled in volume. Medical trip volume has begun to ramp up as medical facilities re-open.



# COVID 19 Service Trip Pivot (2nd Quarter 2020)

COVID 19 activity Changes				
	April	May	June	Total
Meal Delivery	6,624	8,452	9,104	24,180
Ind Non-Medical	475	488	413	1,376
Meals on Wheels	445	88	147	680
Stock Box			127	127
	7,544	9,028	9,791	26,363



# Demographics - Seniors Served – Unduplicated Count

Client Demographics	Total YTD
White - Non Hispanic	281
White - Hispanic	105
Black or African American	92
Asian	11
American Indian/ Alaskan Native	2
Native Hawaiian/ Pacific Islander	0
Two or More Race Reported	0
Race Missing	1476
<b>Total</b>	<b>1967</b>

\*Total minorities cannot be reported because most riders have no racial demographics identified in our data.





# Agency Ownership



Agency Owners	2019	2020 (YTD)
Total number of Agency Owners	2	2
Total number of minority Agency Owners	2	2

Able Access Transportation holds the following certifications:

- DBE / Disadvantaged Business Enterprise (Milwaukee County CBDP Department)
- MBE / Minority Business Enterprise (Wisconsin Supplier Diversity Program)
- SBA / SBE Small Business Enterprise
- SBA / HUB Zone Certification
- SBA / WOSB – Woman Owned Small Business Enterprise





# Progress on 2020 Performance Objectives

	Satisfactory Progress? Jan- March 2020	Satisfactory Progress? Apr- June 2020
1. Rides are provided, rides are on time, rides are expeditious, rides are accessible	Yes	Yes
2. Riders are safe, have easy access to rides, and grievances are resolved in a timely manner.	Yes	Yes
3. Rider contributions offset some County funding (Medical Rider Co-Pay).	Yes	Yes
4. Program and Fiscal Reporting is Timely and Accurate	Yes	Yes

