

Provider	Program	Summary	Objectives	Selected Measurements	
Milwaukee LGBT Community Center, Inc.	Outreach and Services to Lesbian, Gay, Bisexual and Transgender Elderly	Develop, coordinate, and facilitate programs, services, and events tailored to the needs and interests of LGBTQ+ older adult participants and expand the audience for Older Adult LGBT advocacy through effective outreach to diverse populations. Improve LGBTQ+ cultural capacity among aging service providers, including providers that serve specifically low income and/or people of color through training, education, and advocacy. Advocate for LGBTQ+ elders, bringing their concerns, needs, aspirations, and goals to the attention of community leaders, senior serving organizations, and government.	i. Older Adults in Milwaukee County who are LGBTQ are provided safe, accessible programming. ii. Improved LGBTQ cultural capacity among community agencies serving older adults. iii. Older Adults in Milwaukee County who are LGBTQ have an opportunity to share a meal together and receive nutrition education. iv. Improve engagement and participant diversity, including specifically racial diversity, through effective outreach and service delivery. v. Clients will voluntarily contribute to the services provided under this grant. vi. Program Participants have increased knowledge of public policy issues affecting their lives. vii. Program Participants have increased social engagement and decreased isolation in the community.	# meals served # individuals served # individuals at nutritional risk # individuals receiving case management # participants in support group # agencies consulted with on communications to better accommodate LGBTQ elders # providers of services receive cultural competency training regarding LGBTQ+ elders	
GWAAR	Employment Training and Placement Services	Operate the Older Americans Act Title V Senior Community Service Employment Program known as the Wisconsin Senior Employment (WISE) Program in Milwaukee County. WISE provides subsidized employment and training to low-income, unemployed older adults, aged 55 years and older. Program participants obtain new skills through training positions at non-profit or governmental host agencies. Through training and skills development, WISE aims to increase employment opportunities that promote independence, socialization, and self-sufficiency for older adults. MCDA subsidizes this federal grant program.	Outcome performance measures include job retention after 6-months of placement; employment placement after 6-months of receiving job skills training; and client satisfaction with program services.	# individuals complete job readiness training # placed in jobs through the proposed program; # placed in apprenticeships, subsidized work, or unpaid job experiences; # engaged in job training or retraining classes or activities; % sustained paid employment for at least six months after case closure. # unsubsidized job placements % clients who receive monthly communications with caseworker % satisfied with services provided	
Legal Action of Wisconsin, Inc.	Benefit Specialist/Legal Services	SeniorLAW, a project of Legal Action of Wisconsin, provides legal services to clients aged sixty and older, with special emphasis on low-income, at-risk and vulnerable seniors. SeniorLAW's goal is to solve older adults' legal problems by providing accurate legal information and quality legal advocacy to secure and retain older adults' benefits and legal rights in a manner that promotes older adults dignity, autonomy, and financial security. We focus our legal services on problem-solving, complaint	Objective 1: Gaining or maintaining income supports for older adults that equals or exceeds Objective 2: At least 75% of all clients served will agree that the legal issue they presented was resolved to their satisfaction. Objective 3: At least 90% of recipients of legal education and community presentations will demonstrate increased understanding of the topic. Objective 4: Client will prevail with the assistance of legal counsel in at least 70% of all appeals of public benefit decisions.	# unduplicated clients # medicare counseling provided # presentations to staff of agencies serving older adults Client satisfaction survey \$ value of public benefits obtained through EBS services	

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Hmong/American Friendship Association, Inc.	Community Outreach and Access Services to Southeast Asian American Elderly: Translation and Interpretation	The mission of the Hmong American Friendship Association is to improve the self-sufficiency of the Southeast Asian community and to preserve and share its culture throughout the Greater Milwaukee Area. The Older Adult program assists SE Asian elders with Limited English Proficiency to gain access to services, benefits, healthcare, food, and social programming, by providing culturally appropriate advocacy, interpretation, transportation, accompaniment, and benefits counseling.	Objective 1: 85% or more of the Southeast Asian American elders surveyed regarding client satisfaction will report a positive benefit from the services provided. Objective 2: A percentage of program participants will report that they are less isolated because of regular interaction with the Senior Support Specialist or their engagement in congregate socialization activities due to the service provided under the contract.	# individuals who receive translation services for social engagement # individuals who receive translation services for applying or maintaining public benefits # individuals who receive translation services for increasing economic security or engagement # individuals who receive translation services for health, legal or other professional services	
IMPACT Alcohol and Other Drug Abuse Services	After Hours Telephone Coverage to Aging Resource Center	Impact 211 provides a back-up live person phone answering service for residents trying to reach the Aging Resource Center after regular business hours and on weekends.			
Social Development Commission	Benefits Outreach	The Social Development Commission (Milwaukee County's Community Action Program) provides this outreach, education, and enrollment assistance program for older adults related to Medicare Savings Programs, Medicare Part D Extra Help, SeniorCare, Prescription Drug Assistance Programs, and Medicare preventive benefits. These programs make healthcare and prescription drugs more affordable for Medicare eligible Milwaukee County residents of modest means. Participants are also connected to a network of programs, services and resources to	Objective 1: Conduct outreach and education to assist older adults as they enroll in Medicare, Medicaid, SeniorCare, and PDAPs Objective 2: Enroll eligible residents in Medicare Savings Programs, Low Income Support, SeniorCare, and PDAPs. Objective 3: Conduct needs assessments of older adults to determine eligibility for other community programs	# outreach events # presentations to group regarding benefits % of clients successfully enrolled in Medicare Savings Programs, LIS, or SeniorCare	
Indian Council of the Elderly, Inc.	Services to Native American Elderly	To help meet the socio-economic needs of Milwaukee's Indian Elders by providing culturally specific social, medical, nutritional and recreational activities. Meals are provided three days a week (Mondays, Thursdays, Fridays) and are served at 11:30 a.m.	Ensure nutritional effectiveness at the senior center To provide information on health, nutrition by providing Blood Pressure and Blood Sugar Screenings one time a month, providing weekly group exercise, annual influenza vaccinations and monthly related materials to members To identify isolated, homebound Native American Indian Elders or other Seniors who are members who are experiencing poor health, economic or social needs and to assist them in accessing available resources To provide weekly education, cultural and recreational activities for Native American Indian Elders and/or other Senior members	# meals served # individuals served # individuals at nutritional risk	
Milwaukee Christian Center, Inc.	Nutrition Site Supervision Services (Multiple Sites)	Providing site management for 13 meal program sites across Milwaukee County. Dining sites will be open for meal service five days a week, fifty two weeks per year, except for major holidays.	Increase diners that receive more than 12 meals per quarter by 5% Reduce percentage of seniors who score 5 or higher on nutritional risk assessment	# meals served # individuals served # individuals at nutritional risk	

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Milwaukee Christian Center, Inc.	Community Outreach and Access Services to Southeast Asian American Elderly: Socialization, Education and Recreation Nutrition	Develops, promotes, organizes and maintains educational programming designed to lessen isolation of Southeast Asian American Elders. Conducts outreach activities to identify culturally or physically isolated Southeast Asian American Elders having the greatest economic or social need. Provides socialization opportunities at the Milwaukee Christian Center.	Reduce percentage of seniors who score 5 or higher on nutritional risk assessment	# meals served # individuals served # individuals at nutritional risk	
Goodwill Industries of Southeastern Wisconsin, Inc.	Case Management and Delivery Services for Home Delivered Meals	Goodwill of Southeastern Wisconsin operates the federal "Meals on Wheels" program, delivering one hot nutritious meal per day to maintain or improve the nutritional status of eligible homebound elders. A professional social worker conducts a needs assessment, meal deliveries include a daily "check-in", and all meals meet strict federal nutrition standards and dietary considerations. The meals are prepared by separate vendors, but the assessment, connection to services, and meal delivery is	Goodwill will assess the nutritional effectiveness of the HDMP on an annual basis. This will be accomplished with the use of a client survey to new HDMP participants, and have a follow up after six months.	# meals served # individuals served # individuals at nutritional risk	
United Community Center, Inc.	Programs in United Community Center Senior Center	UCC serves as a senior center, nutrition site and group transportation provider focused on Latinx adults 60 years of age and older by providing recreation, socialization, health prevention, education and social services.	85% of the members surveyed will feel welcomed at the Center and will rate the programming and activities at the Center at four or better on a five-point Likert scale.	# meals served # individuals served # individuals at nutritional risk	
Vital Voices for Mental Health	Telephone Reassurance Services	Vital Voices advocates for excellence in mental health and substance use recovery services through the voice of the people being served. This program provides daily telephone wellness calls to older adults in Milwaukee County who are isolated or live with a spouse who is incapacitated. The program is operated through volunteers and provides the client with a level of reassurance and sense of safety and security. If the daily wellness check is unsuccessful, the caller will make a referral to a designated emergency contact or appropriate local safety services.	Outcome 1: 100% of Individuals will be accounted for daily. Outcome 2: Telephone Reassurance Program will increase the number of clients in program to 60 in 2021. Outcome 3: Vital Voices staff members will increase outreach by attending 4 meetings or events with different agencies in Milwaukee County to promote the Telephone Reassurance Program. Outcome 4: Clients will provide feedback about their experience in the Telephone Reassurance Program. 80% of individuals will report that they agree or strongly agree that the Volunteer was respectful. 80% of individuals will report that they agree or strongly agree that having the TR program has been helpful in the last 6 months. 80% of individuals will report that they agree or strongly agree that they would recommend TR program to a friend.	# calls # individual clients # volunteer callers Annual survey of callers	

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Jewish Family Services, Inc.	Late Life Counseling Services	Jewish Family Services provides professional counseling to assess and treat psychological conditions which interfere with the quality of life for homebound older adults, thereby improve these conditions and enhancing the quality of life. Included among the issues addressed are: depression, anxiety, isolation, confusion, loss of loved ones, declining physical health, changing environments and financial worries.	Outcome 1: Increase in score on both the Psychological General Well-Being Survey (PGWBS) total score and/or one of the three following subscales: Positive-Well Being, Anxiety or Depressed Mood and or an improved ability to cope with their circumstances. Objective 1: Produce 450 client service hours. Objective 2: Continue to provide LLC services for 44-55 unduplicated eligible Milwaukee County residents annually.	# individual clients # referrals # client service hours Psychological General Well-Being Survey (PGWBS)	
Serving Older Adults	Programs in 5 County Owned Senior Centers	Serving Older Adults is a nonprofit agency formed to operate and provide programming in the five Milwaukee County senior centers (Clinton Rose, Kelly, McGovern, Washington Park and Wilson) five days per week. SOA strives to create a multicultural environment that will allow them to be a gathering place for adults 50 and better to seek help, engage in activities, share their gifts and talents, and give back to their community. Programming is driven by the Eight Dimensions of Wellness (physical, social, emotional, intellectual, environmental, spiritual, financial and vocational) as well as participants'	85% of responding surveyed participants will state they are healthier because they take part in the center's fitness center, exercise classes, and/or health programming and screenings offered. 85% of the responding surveyed participants will state the center has an atmosphere of sociability, allowing them to combat isolation and make new friends. 85% of the responding surveyed participants will state they are happier and more satisfied with their life because they come to the Senior Center. 85% of responding surveyed participants will indicate a high level of customer satisfaction with the senior center and would recommend the senior center to a friend or family	Annual survey of clients satisfaction	
Serving Older Adults	Meal Site Supervision in 5 County Owned Senior Centers	In addition to social programming, SOA manages the five dining sites within the Milwaukee County senior centers, five days a week, fifty-two weeks of the year, except for holidays,	Reduce percentage of seniors who score 5 or higher on nutritional risk assessment	# meals served # individuals served # individuals at nutritional risk	
ERAS Senior Network	Coordination of Neighborhood Services	Eras Senior Network is a community-centered nonprofit serving Milwaukee and Waukesha counties' older adult population with programming designed to reduce isolation and mobilize volunteers to address their needs. The Neighborhood Outreach Program provides volunteer-based services to older adults to enable them to maintain independence. Direct services include door through door rides to medical appointments, grocery shopping, friendly visiting, outdoor homecare, and information and referral. Special emphasis is	Outcome 1: 90% of older adults will state through a client satisfaction survey that their independence has increased by the support received. Outcome 2: 90% of older adults will state through a client satisfaction survey their social inclusion has increased by the support received.	Annual satisfaction survey. Monthly reports: number of clients Monthly reports: number of contacts per clients	
Alzheimer's Association of Southeastern Wisconsin, Inc.	Alzheimer's Counseling and Community Support Services	The Alzheimer's Counseling and Community Support Services program seeks to increase the level of understanding and awareness of Alzheimer's disease and related dementias to enable individuals and families to effectively address, cope and manage the disease effects and long-term consequences through the provision of a broad range of support and	90% of people who attend and education program will answer in highest categories (Agree or strongly agree) in response to the following survey questions, "I learned something I can use." and "I know where I can find more information or support" Care Consultations: 85% of the people who receive care consultations will answer the highest categories Agree or Strongly Agree in response to the following question; "I know	# health fairs # care consultations # participants in Memory in the Making painting sessions # Family Caregiver skill building classes Survey of training participants	

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Alzheimer's Association of Southeastern Wisconsin, Inc.	Family Caregiver Support and Alzheimer's Direct Services	Alzheimer's Family Caregiver Support Programs are federal and state funded programs that provides older adults and family caregivers who assist them will have an increased opportunity for educational information and support as it relates to Alzheimer's disease and other dementias to allow them to remain independent within the community. Funds assist lower income households to purchase unfunded services and goods related to the care of someone with Alzheimer's disease, or to develop new services, such as nutritional supplements, respite care, adult day care, or support groups. The agency will also maintain a caregiver network or coordinating committee, which includes caregiver agencies, community and volunteer organizations providing services to	FCSN will survey a minimum of 30% (but, no fewer than 75) of its caregiver/clients annually. 80% of surveyed participants will meet or exceed indicator. Provide 2 each of the following classes: Effective Communication, 10 Warning Signs, Healthy Living for Your Brain and Body and Understanding Dementia related Behaviors.	# caregivers served # outreach events # Evidence based caregiver education events Caregiver and client survey (goal of minimum 30% surveyed).	
Life Navigators, Inc.	Family Support for Aging and Persons with Developmental Disabilities	Life Navigators supports individuals with disabilities and their caregivers and families to live active lives in the community. They provide in-home intensive intervention and other casework services to older adults with intellectual and developmental disabilities and/or their aging caregivers who have been identified in need of support due to cognitive difficulties, abuse, neglect, exploitation or crisis.	Goal 1: Objective 1: Family Support Services will be provided for a total of 1642 units/410 hours throughout the 2021 contract year. Objective 2: Life Navigators will serve up to 20 families in 2021 through the Family Support Program. Objective 3: Life Navigators will serve up to 20 families in the monthly group, Coffee Connections and community training sessions conducted by Family Support Program. Goal 2: Improve the quality of life for consumers. Objective 1: 85% of the clients served will show improvement over the baseline established in their initial individual Care Plan. Goal 3: Decrease the number of emergency crisis situations of consumers served. Objective 1: Life Navigators will report a reduction in emergency and crisis intervention services needed by consumers by comparing the number of crisis services needed in 2020 to those needed in 2021. Goal 4: Increase community involvement of consumers and assist in the development of an informal support network. Objective 1: 80% of consumers will increase their awareness of community-based services. Life Navigators will measure	# families served through Family Support Programs # attendees of monthly group and training sessions # units of Family Support Services	

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Greater Galilee	Senior Center programing and dining site	<p>Greater Galilee's senior program promotes individual empowerment in a community setting through multigenerational learning, social engagement and purposeful, positive interaction focused on residents in the 53206 ZIP code. Programs and activities will foster active aging and independence, while taking into consideration individual differences in health and functional ability and differences in lifestyle, ethnicity, religious beliefs, values, needs, and social interests and skills. Meals are provided 5 days a week.</p>	<p>85% of responding surveyed participants will state they are healthier because they take part in the center's fitness center, exercise classes, and/or health programming and screenings offered.</p> <p>85% of the responding surveyed participants will state the center has an atmosphere of sociability, allowing them to combat isolation and make new friends.</p> <p>85% of the responding surveyed participants will state they are happier and more satisfied with their life because they come to the Senior Center.</p> <p>85% of responding surveyed participants will indicate a high level of customer satisfaction with the senior center and would recommend the senior center to a friend or family member.</p>	<p># meals served</p> <p># individuals served</p> <p># individulas at nutritional risk</p>	