

# 2021 MCDA Vendor mid-year Progress Report



MILWAUKEE COUNTY  
**Department on Aging**



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

# Goodwill Case Management and Home Delivered meals

- Deliver 1400 meals and perform 1400 wellness checks each weekday to homebound older adults, age 60 and older
- Utilize 7 dispatch sites, over 57 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 direct contact, and maximize sanitation, for safe daily operation



# Snapshot of HDMP Staff Diversity

Active Staff membership	2020 (End of Year)	2021 (Year to date)
Total staff members	55	65
Total staff members who are people of color	28	29
Total staff over 60 or older	24	27
Gender identity of your staff	27 male 28 female	31 male 34 female



# Home Delivered Meal Staffing Overview

- We have 9 full-time employee positions.
- We have 57 part-time employee positions.
- We have 0 limited-term employee positions.
- We have 0 volunteers.



# Funding Summary: Case Management and Home Delivered Meals

- Total Agency Budget. 1,484,699 (projected)
- MCDA funding amount, and percentage of agency budget. 708,841
- Contract spending for first half of the year. 708,841



# Service Types – Unduplicated Clients

MCDA Funded Service	2020	2021 Year to date
Total clients served	2476	2009
Total clients of color served	862	682



# Snapshot of Agency Board Membership

Board membership	2020	2021 (YTD)
Total Board members	20	19
Total Board members who are people of color	5	4
Total members over 60 or older	12	13
Gender identity of your board members	12 Male 8 Female	12 male 7 female



# Progress on 2021 Performance Objectives

	Satisfactory Progress?
Provide efficient and participant responsive meal delivery for eligible residents of Milwaukee County.	Yes, no service disruption year to date
Home Delivered Meal Program Nutrition Effectiveness	Yes, small increase on all assessment metrics.





Please share a success and a challenge from the beginning of 2021.

Tell us about your agency's plan for the rest of the year?

- As with most companies and agencies we have had some employee recruitment challenges. Goodwill is watching the market closely and developing strategies to recruit and retain talent. As of now we are nearly fully staffed.
- HDMP will work to build out our app capabilities to better track meal delivery, wellness checks, payroll and mileage. By doing this we hope to further streamline our already efficient processes.