

**Goal Statement 3:** To expand crisis training beyond emergency personnel, MCDA will reach out to four new community organizations and provide training in how to address crisis situations by December 31, 2021.

## Local Priorities

### Transportation

#### Framework

In hearing from older adults throughout Milwaukee County, one issue that is brought up repeatedly is a lack of accessible and affordable transportation options. MCDA must take a look at the options that are available to the community and undergo an inclusive planning process to identify gaps in current service and to propose and implement alternative programming to better serve the transportation needs of older adults. MCDA proposes to do this throughout the three years of the plan.

**Goal Statement 1:** MCDA will identify the gaps in current transportation services by conducting focus groups and reviewing secondary research. By December 31, 2019, MCDA will evaluate the responses gathered and create a report detailing current gaps in service.

**Goal Statement 2:** Using the report from Goal #1, MCDA will work to address the gaps in transportation services by exploring innovative transportation models and ways to maximize the funding that is currently available in Milwaukee County. MCDA will draft and post a Request for Information (RFI) about transportation services for older adults. MCDA will review all RFI responses for viable solutions to the identified gaps in Goal #1. By December 31, 2020, MCDA will create a report summarizing possible solutions for current transportation gaps.

**Goal Statement 3:** With identified gaps and information about sustainable solutions, MCDA will implement as many transportation solutions as possible, but not less than one solution, by December 31, 2021.

### Senior Centers

The 2016 reauthorization of the Older Americans Act asks all states to research model programs to identify best practices for the modernization of multipurpose senior centers for positive aging. In order to ensure that seniors today and in the future have the best possible facilities and resources needed to age in place and live healthy, independent lives, MCDA will undergo a long-term planning process. Older adults mentioned time and again during input sessions and in survey responses that senior centers play a key

role in avoiding isolation, providing opportunity for socialization, continued learning, engagement, purpose, physical activity, and a place to share their wisdom.

**Goal Statement 1:** The Department on Aging, in partnership with a third-party provider, will complete “Phase 2” of its senior center assessment project by August 1, 2019. This project will involve additional research and will ultimately result in a final report being published by April 1, 2019. The report will be shared with the Commission on Aging and other various providers, and feedback will be collected through Senior Center advisory council meetings, Commission on Aging meetings, and other public forums by August 1, 2019.

**Goal Statement 2:** The Department will use the third-party report, as well as feedback from the report, to shape a senior center programming RFP that meets the needs of existing seniors as well as the seniors of the future. The RFP will be released to the public by September 20, 2019, and the Department would implement at least one new programming solution by January 1, 2020.

**Goal Statement 3:** The Department will assess the effectiveness and impact of a new programming solution by June 1, 2020, and based on the evaluation, will restructure the 2021 senior center programming RFP to ensure that 2021 programming options are cost-effective and sustainable.