

# MILWAUKEE COUNTY DEPARTMENT ON AGING

## 2019 in Review

The Milwaukee County Department on Aging (MCDA) is committed to helping older adults connect to programs to enhance their quality of life and remain in their community.

Department Highlights:

- Responded to the needs of a **growing** older adult population by identifying **efficiencies** in the Aging Resource Center and providing expanded **customer service**.
- Broadened **Medicare education** and assistance through a 4-part *Let's Talk Medicare* series while at the same time tripling the number of Medicare beneficiary contacts to 1,111 individuals.
- Rebuilt the network of contracted services which provides **high quality services** for older adults and reduced the county's risk through an improved and more collaborative contracting process.
- Launched new Senior Dining sites to **reach new and diverse audiences** including Greater Galilee, Muslim Community and Health Center, and Water Tower View Apartments.
- Hosted *Tools to Navigate Challenges of Aging*, a regional event with over 200 attendees providing **cutting edge models** for serving those with **dementia** or experiencing **elder abuse**.
- Worked with County staff to complete the county's first strategic plan in over two decades. Created the vision that "By achieving **racial equity**, Milwaukee County is the healthiest county in Wisconsin."
- **Invested** over \$1.4 million in the county-owned senior centers through regular maintenance and capital projects. Also completed Phase 3 of the Senior Center Assessment with nearly 500 people participating in the *Envisioning Our Senior Centers* community conversations to develop an **enhanced vision** for our senior centers.
- Provided over 50 trainings by Dementia Care Specialists to educate professionals and members of the community and help build a **dementia-friendly community**.



**5,018**

Senior Center  
Participants



**360,288**

Meals on  
Wheels Meals



**90,000**

Rides on MCDA  
Transit



**52,406**

Information &  
Assistance Calls

**Our vision is that all Milwaukee County elders will have the resources to live as independently as possible in their communities.**

## Meeting Vital Needs

Individuals Counseled on Long Term Care	5,342
Functional Screens	3,356
Individuals Enrolled in Long Term Care	2,204
Elder Abuse Investigations	1,155

## Meeting Quality of Life Needs

Meals at Dining Sites	222,320
Outreach Contacts	16,626
Wellness Workshops	59

## Looking to the Future

With the older adult population growing and tight budgets on the horizon, the Department is exploring ways to increase efficiencies within its service delivery system while keeping the focus on high quality customer service. The Department will continue assessing and modifying workflows within our Aging Resource Center to ensure that our staff are able to meet the growing demand. We will continue to collaborate with DHHS and other county departments to explore new ways to reach older adults and ensure that their needs are being met. This work will require creative new models and strengthened collaborations. Together we are reimagining aging while providing dignity and choice.

## Answers and Solutions Start Here

*“Your worker was very informed, she treated me with respect and compassion. She answered all of my questions throughout the enrollment process and was great to work with. Thank you.”*



*Ribbon Cutting at Greenfield Memory Café*



*Diners at Washington Park Senior Center*



*Meals on Wheels Delivery*



MILWAUKEE COUNTY  
**Department on Aging**

1220 West Vliet Street, Suite 300 | Milwaukee, WI 53205 | (414) 289-6874 | [county.milwaukee.gov/aging](http://county.milwaukee.gov/aging)

**Committed to the Independence and Dignity of Older Adults Through Advocacy, Leadership and Service.**