Mission, Vision, Core Values

Mission
The mission of Eras Senior Network is to engage and support seniors, adults with disabilities, and family caregivers in leading meaningful lives.

Vision
Eras Senior Network is THE nonprofit leader in creating communities where seniors and adults with disabilities are fully embraced through collaborative partnerships, coordination of services, and intergenerational volunteer activities.

Core Values
Respect and Dignity
Demonstrate respect for all faith beliefs. Demonstrate respect for the dignity of all clients who are served through our programs.

Confidentiality
Maintain confidentiality of information related to clients, volunteers, employees, and donors.

Transparency
Provide accurate, honest, and timely reporting to all funders and to the community.

Ethics and Accountability
Provide ethical and accountable leadership from both the Board of Directors and Staff.

Teamwork and Compassion
Work hard through teamwork to provide compassionate care and a welcoming environment to all those we serve.

Intergenerational Connections
Convening multiple generations in service, advocacy, and engagement.

Advocacy
Providing a voice for seniors to impact system-wide change. Serving seniors through a unified movement for change.
A Letter From Our Leadership

2021 – A Year of Flexibility and Generosity

2021 brought more months of uncertainty and the need to flexibly adapt to what our community required, especially to help older adults have access to transportation for healthcare and food, assistance with home safety projects, and increased socialization through volunteer opportunities and telephone friendships. Our professional team of employees adjusted throughout the year, aiming to serve every older adult who contacted us.

We were excited to bring on five new Board Directors in 2021, increasing our Milwaukee County representation to reflect the agency’s services across the two counties with Wisconsin’s first and third highest population of older adults.

Volunteering continued throughout 2021, with 1,149 unduplicated individuals providing services for older adults, helping in public schools, and supporting the capacity of other nonprofit organizations to deliver their mission. Volunteers provided 37,937 hours, representing a value of $1,022,781.52 to our community, using the value of $26.96 per hour assigned by the Independent Sector.

We are grateful to the generous supporters of our work during 2021, and especially thankful for the services of each volunteer. Finally, thank you for taking time to learn about our work. Please consider getting involved as we continue to support and engage our state’s growing population of older adults!

Thank you,

Angela King
President
Board of Directors

Kathy Gale, PhD
Executive Director
Eras Senior Network

Call to Action

Engage with us
Relate to our mission
Advocate for seniors
Support our mission

Volunteer every day, once a week, once a month, or for a season. We have opportunities for individuals, families, youth, and groups.

Invite us to speak to your congregation, small group, or business.

Be aware of frauds and scams that may victimize seniors in your life.

Join our growing monthly giving club! Donors of $10/month or more get FREE admission and a t-shirt to our annual Santa Run/Walk.

Did you know that loneliness is estimated to be as dangerous as smoking 15 cigarettes a day? (Holt-Lundstad, PLoS 2010). This is due to an increased stress response and decreases in sleep, motor function, self-care, and engagement with the medical community.

Besides helping local older adults meet their basic needs, volunteer services from Eras help reduce the feelings of loneliness. In March of 2020, right as food and toiletries were disappearing from store shelves due to the beginning of the pandemic, we began the Friendly Phone Call Program. This program initially provided Eras an opportunity to connect with each client to ensure they had enough medication, food, and basic needs products – and provide support to those who needed help. As our clients began to better manage these basic needs, we continued offering the Friendly Phone Call Program to help our clients feel less lonely.

One client, Susan, shared that she lives alone, doesn’t have any family in town, and oftentimes goes days without speaking to anybody. She was matched with a volunteer caller and said her caller is “not only interesting but shows an interest in what she has to say.” Susan shared that the program brightens her day and gives her something to look forward to. Because of her participation in the Friendly Phone Call Program, Susan feels less lonely because the volunteer callers feel like part of her family.

In addition to the Friendly Phone Call Program, Eras clients receive socialization with our dedicated volunteers during rides to medical appointments and the grocery store. And for some like Susan, who live alone and may go days without speaking to anyone, these friendly encounters can help reduce the feelings of loneliness.

To become a volunteer caller or driver, please reach out to Eras at (262) 549-3348 for Waukesha County and (414) 488-6500 for Milwaukee County.

Mary, Volunteer
Planning for the Future

What is Planned Giving?
A planned gift is a financial donation that will be distributed in the future to an organization you wish to help sustain. Making this gift is a way for you to ensure Eras Senior Network’s services will continue in the future.

Planned gifts are for people of all income levels. Even a modest amount or percentage of your estate, life insurance, or IRA account, can make an impact on the lives of seniors and adults with disabilities living in Milwaukee County and Waukesha County.

There are several impactful ways to establish a lasting gift to Eras Senior Network right now

• Creating a fund through a foundation to support the programs of Eras.
• Designating Eras as a beneficiary in your life insurance policy, IRA, or will – even 1% makes a difference!

SECURING ONGOING FINANCIAL SUPPORT THROUGH ENDOWMENT FUNDS
Setting up an agency endowment fund provides a vehicle for savings that is designed to live in perpetuity and provide a reliable source of income that can ensure the sustainability of our programming for Milwaukee County and Waukesha County older adults.

- WAUKESHA COUNTY COMMUNITY FOUNDATION
  - Eras Senior Network Endowment Fund Supporting Waukesha County programming

- GREATER MILWAUKEE FOUNDATION
  - Eras Senior Network Endowment Fund Supporting Milwaukee County programming
  - Eras Senior Network Endowment Fund Supporting Waukesha County programming

Contributions to support our programming can be directly made to any of our three agency endowment funds through the Waukesha County Community Foundation and the Greater Milwaukee Foundation.

For more information, please contact Heather Uzowulu, Development Director at Heather.Uzowulu@Eras.org or (262) 522-2404
The Edmond J. Vaklyes, Jr. Memorial Award
In Recognition of Those Who Support Seniors, Adults with Disabilities, and their Families

About the Award
Attorney Edmond J. “Ned” Vaklyes, Jr. was a partner with the firm of Walden, Schuster, and Vaklyes, S.C. at the time of his death in 2013. Ned dedicated his career to the needs of seniors, adults with disabilities, and their families, including service on the board of the Retired and Senior Volunteer Program of Waukesha County, Inc., as President of the Board of Interfaith Caregiving Network, Inc., and co-chair of the Advisory Council for Interfaith Senior Programs, Inc. The award was initiated in 2014 to ensure that his legacy is honored and remembered each year, and to recognize a business, individual, or organization that embodies the characteristics that Ned exhibited through his life, providing an excellent level of support to help seniors, adults with disabilities, and their families throughout Waukesha County, Wisconsin.

Edmond J Vaklyes Jr. Memorial Award 2021 Honorees
The 2021 recipients of the award are long-time volunteers John and Midge McDermott. John and Midge have volunteered serving seniors in Waukesha County for over 20 years. After 10 years of working as a Program Manager at an adult day center, Midge volunteered for Eras through our respite program and as a volunteer assessor. She also helped found our Festival of Flowers springtime fundraiser. John, a retiree from GE Healthcare, began volunteering for Eras back when our information was stored on index cards and notebooks. He has provided transportation to medical appointments, lawn mowing, snow removal, help with forms, letters, and bills, and more. John and Midge were chosen for this award for their long history of service and the variety of ways they have supported our mission and the lives of seniors in our community. In addition to volunteering with Eras, the McDermotts also serve in their church food pantry, the Waukesha Service Club, and Spring City Garden Club. We are incredibly grateful for the care and compassion John and Midge have shown our community’s seniors.

Award Recipients

Board of Directors Award

About the Award
The Eras Senior Network Board of Directors Award was established in 2021 to recognize an individual or organization that has made significant and sustained contributions of time, talent, or treasure to help advance the mission of Eras Senior Network.

Board of Directors Award 2021 Honoree
The inaugural honoree of the Board of Directors Award was Helen Ramon, Senior Program Officer at Bader Philanthropies. Supporting programming for older adult and Alzheimer’s projects in southeastern Wisconsin and in rural areas throughout Wisconsin, Helen has championed funding from other sources to support older adult issues. Helen worked for the Southeastern Wisconsin Area Agency on Aging as a Program/Plan Analyst from 1981 to 1983, then as Executive Director from 1983 – 2004. Since 2004, Helen has worked at Bader Philanthropies as a Program Officer. Helen is known as the person who “raised their hand when an opportunity to try something new arose” according to longtime colleague, John Schnabl. We also received words from Interfaith Caregivers of Washington County who said “[Helen’s] dedication to seniors has helped our organization and so many others improve and succeed as we seek to serve and better the lives of the elderly in our community.”
2021 Board of Directors and Committees

Board Officers

**President**
Angela King, CPA
Chief Financial Officer
Eppstein Uhen Architects

**Vice President**
Shay Sherfinski
Employee Benefits Consultant
R&R Insurance Services, Inc.

**Past President**
Jim Holmes, CPA
Shareholder
Vrakas CPAs + Advisors

**Secretary**
Cindy Murdock
Assistant Vice President Loan Operations, Citizens Bank

**Treasurer**
Steve Dombrock, CPA-Retired
Steve Dombrock & Co. S.C.

**Board Directors**

Rachel Bush
Online Business Manager
Move Business Solutions

Glen Choban
(Board President, 2013)
Director Strategic Partnerships
Capri Senior Communities

Megan Dabols
Director of Inpatient and Contracted Therapy Services, Care Management, Clinical Documentation Integrity, Palliative Care, and Senior Health Program
ProHealth Care

Donna Dziwinski
President
101 Mobility

Diane Ehn, MS
VP of Post-Acute Care
 Froedtert Health

Mike Kruse
Attorney-at-Law
DeWitt Ross & Stevens S.C. Law Firm

Pam Paulson
Business Manager
Coordinated Power Systems, Inc.

Carey Provan
Project Management Office and Applications Manager
Godfrey Kahn S.C.

Michael Wahoviak
Director of Healthcare Operations
Orthopaedic Associates of Wisconsin

Reverend Raymond Monk
Pastor
Ephesians Missionary Baptist Church

Bridget F. Murphy
Advanced Planning Attorney
Northwestern Mutual

Susi Selberg
Account Manager
CarePlus

Ex Officio
Kathy Gale, PhD

Committee Chairs

Advisory Council
Barry Kerwin
Rev. Bob Ullman

Board Governance
Jim Holmes

Community Development
Pam Paulson

Finance
Steve Dombrock

Planned Giving
Joe Vaklyes

JEDI
Carey Provan

2021 Board of Directors Breakdown

**HOME LOCATION**

- Milwaukee County: 23%
- Waukesha County: 18%
- Walworth County: 6%
- Regional: 59%

**ETHNICITY**

- White: 82%
- Black: 12%
- LatinX: 6%

**GENERATION**

- Gen Z: 6%
- Gen X: 18%
- Boomer: 47%
- Millennial: 29%

**GENDER**

- Female: 65%
- Male: 40%

**SKILLS/BACKGROUND**

- Accounting
- Business
- Healthcare
- Insurance
- Legal
- Banking
- Faith Community
- Senior Housing
- Seniors
During the summer of 2020, with COVID-19 still ever present, a wave of protest swept through the country after the killings of Ahmaud Arbery, Breonna Taylor, and George Floyd. These tragedies brought conversations on racial injustice in America to the forefront. Team JEDI was created out of a need for staff at Eras Senior Network to discuss the current events happening across the country and seek out knowledge to better understand how impactful change and equity can be achieved in the workplace and our communities. Team JEDI held meetings bi-weekly and discussed a range of topics on racism, sexism, ageism, and homophobia to make strides towards bringing more inclusion, diversity, and equity to Eras’ organizational structure so that we can better serve Milwaukee County and Waukesha County.

**2021 MILESTONES**

**Eras Board of Directors**
- Voted to dedicate time outside of board meetings to engage in DEI training

**JEDI Staff Team**
- Training with Sam Coleman, Director of Equity at Shorewood School District

**Website Specialist**
- Ron Vikmyhr

**External Education**
- Two JEDI staff members attended Unlearning Racism, Tools for Action Training and shared learnings with JEDI Team

**JEDI Committee**
- Consisting of members from the Eras Board of Directors and Eras staff form and create a project charter outlining their vision for Eras. (Eras Senior Network’s vision is to embed diversity, equity, and inclusion as a core value that drives decision-making and the development of all policies and practices.)
- Discussed creating a more inclusive and equity-driving workplace with Froedtert’s Vice President and Chief Diversity Officer, Andres E. Gonzalez
- Began process of meeting with DEI consultants for future work with Eras Senior Network staff

**2022 Goals**
- Focus on ageism and ableism on a staff level
- Presenting ageism and ableism content to BOD and staff
- Secure funding for DEI Consulting with Uplifting Impact
- Once training with Uplifting Impact begins, create a strategic plan for incorporating DEI work into Eras’ mission
- Work with Uplifting Impact to find the best structure for staff led Team JEDI

**All Staff**
- Legal Action and Elder Rights Project Presentation

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**Staff (as of June 2022)**

**Director**
Kathy Gale, PhD
Executive Director

**Finance**
Sandi Ammerman, CPA
Director of Finance and Operations
Doug Wolak, CPA
Accounting Assistant

**Fundraising and Community Outreach**
Heather Uzowulu
Development Director
Vanessa Harris
Outreach Manager
Milwaukee County
Becca Snow
Development Manager

**Program Directors**
Judith Amorsen
Faith in Action, Waukesha County
Caregiver Connection
Sophia Franklin, MSW
Faith in Action, Milwaukee County
Gabby Huff
Volunteer Director

**Milwaukee County Program Staff**
Program Managers
Christina Felski
Faith in Action
Freda Wright
Harambee Neighborhood

**Program Coordinators**
Suzanne Endres
Faith in Action
Vicki Henning
Faith in Action
Sarah Kiefer
Volunteer Coordinator
Mary Robbins
Faith in Action
Betty Smith
Faith in Action
Manilee Wade
Faith in Action

**Program Assistant**
Merle Dubin
Faith in Action

**Waukesha County Program Staff**
Program Managers
Shannon Fogle, CSW
Faith in Action
Dawn Hinton
RSVP, School District of Menomonee Falls

**Program Coordinators**
Corinn Marich
RSVP, School District of Waukesha
Michelle Monteleone
Mobility Management
Spring Kreitlow
Mobility Management

**Program Coordinators**
Theresa Bryar
Faith in Action
Sandra Pollari
Faith in Action
Milwaukee County Retired and Senior Volunteer Program

RSVP is part of a national movement of senior volunteer service programs called AmeriCorps Seniors. Senior volunteers ages 55 and older are placed in community and government agencies to address pressing community needs.

The Milwaukee County RSVP program was new to Eras Senior Program as of April 2020. The program had a slow start due to the pandemic but has so far engaged 62 Retired and Senior Volunteers to help older adults in Milwaukee County.

Healthy Futures for Older Adults – Volunteer Roles
- Driving to and from healthcare appointments
- Delivery of stock boxes of food
- Friendly visits with older adults
- Caring callers for friendly phone calls program
- In-office data entry and program support
- Calling older adults on their birthday
- Making greeting cards for older adults
- Seasonal yard services for older adults

Medicare Counseling – Volunteer Roles
- A Partnership with the Milwaukee County DHHS Division on Aging
- Volunteers assist with outreach and community presentations
- Specially trained volunteers provide one-to-one counseling regarding Medicare benefits

Milwaukee County RSVP Overview

<table>
<thead>
<tr>
<th>Medicare Program</th>
<th>Friendly Phone Callers</th>
<th>Other Volunteer Roles</th>
</tr>
</thead>
<tbody>
<tr>
<td>62 RSVP Volunteers</td>
<td>46 Clients Served by RSVP Volunteers</td>
<td>1 Birthday Calls to Clients</td>
</tr>
<tr>
<td>2,033 Volunteer Hours</td>
<td>12 RSVP Calls</td>
<td>4 Making Birthday Cards for Clients</td>
</tr>
<tr>
<td>30 Average services per volunteer</td>
<td>775 Calls Made by RSVP Volunteers</td>
<td>3 Clerical Assistance</td>
</tr>
<tr>
<td>66 Average Vol. Age</td>
<td></td>
<td>1 Assist Clients with Forms/Bills</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Volunteer Drivers</th>
</tr>
</thead>
<tbody>
<tr>
<td>302 Clients Served by RSVP Volunteers</td>
</tr>
<tr>
<td>39 RSVP Volunteers</td>
</tr>
<tr>
<td>1,595 Volunteer Hours</td>
</tr>
</tbody>
</table>
Waukesha County Retired and Senior Volunteer Program

RSVP of Waukesha County has coordinated volunteers aged 55+ since 1983. RSVP volunteers serve in a variety of settings such as schools, nutrition sites, health facilities, shelters, the Eras Senior Network office, and other nonprofit agencies.

School Programming
- Classroom Tutors
- Library Help
- Pen Pal Program
- Reading Programs (Virtual and In-Person)
- History Program
- Virtual Heritage Fair

"My students debate with me on a regular basis on who gets to be with Mr. Berg first. [...] he is having a huge impact in our classroom." - Waukesha Teacher

Partnering Schools

Menomonee Falls School District:
- North (MS)
- Riverside (ES)
- Shady Lane (ES)

Waukesha School District:
- Banting (ES)
- Bethesda (ES)
- Hadfield (ES)
- Hawthorne (ES)
- Hillcrest (ES)
- Lowell (ES)
- Meadowbrook (ES)
- Prairie (ES)
- South (HS)
- West (HS)
- Whittier (ES)

"It brings me so much joy that we are back in person, that I can go into the schools and support the students in whatever way the teachers need me to. [...] This has been a very rewarding experience and I feel blessed that I am able to give back." - Kathryn, Menomonee Falls Volunteer

Tutors and Readers

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<tr>
<th></th>
<th>2021</th>
<th>2021 - 2022</th>
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</thead>
<tbody>
<tr>
<td>Total Volunteers</td>
<td>342</td>
<td>342</td>
</tr>
<tr>
<td>Volunteer Hours</td>
<td>9,313</td>
<td>9,313</td>
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<tr>
<td>Agencies Served</td>
<td>8</td>
<td>8</td>
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<tr>
<td>Average Vol. Age</td>
<td>72</td>
<td>72</td>
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</table>

Community Volunteers

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<tr>
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<th>2021 - 2022</th>
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</thead>
<tbody>
<tr>
<td>Total Volunteers</td>
<td>11</td>
<td>11</td>
</tr>
<tr>
<td>Supported Our Clients</td>
<td>120</td>
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Virtual Heritage Fairs

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<tr>
<th></th>
<th>2021</th>
<th>2021 - 2022</th>
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</thead>
<tbody>
<tr>
<td>Schools Served</td>
<td>9</td>
<td>9</td>
</tr>
<tr>
<td>Student Kits Prepped</td>
<td>922</td>
<td>922</td>
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<tr>
<td>Volunteers</td>
<td>6</td>
<td>6</td>
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</table>

Pen Pals

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<tr>
<th></th>
<th>2021</th>
<th>2021 - 2022</th>
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</thead>
<tbody>
<tr>
<td>Total Volunteers</td>
<td>124</td>
<td>124</td>
</tr>
<tr>
<td>Volunteer Hours</td>
<td>1,447</td>
<td>1,447</td>
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<tr>
<td>Students Served</td>
<td>118</td>
<td>118</td>
</tr>
<tr>
<td></td>
<td>94</td>
<td>94</td>
</tr>
<tr>
<td></td>
<td>691</td>
<td>691</td>
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<tr>
<td></td>
<td>158</td>
<td>158</td>
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</tbody>
</table>
Community Outreach

Community Outreach still looked a little different in 2021 as we navigated how to safely outreach to the community during the COVID-19 pandemic. Thankfully, as it became safer to gather together in 2021, we began to once again connect with the community in person.

In 2021, Eras Connected to the Community Through:

- Virtual and In-person Presentations
- Electronic newsletters to:
  - Senior living communities
  - Congregations
  - Corporations
  - Civic Groups
- Contributing content to 50Plus News Magazine through monthly articles about seniors
- Participation in local television news interviews
- Printed bi-yearly Agency Newsletter to volunteers and community partners

• In-person events including:
  - Seniorfest Day at Summerfest: Presented by Direct Supply
  - 50Plus Fest
  - Menomonee Falls Senior Enrichment Fair
  - SOA Art of Aging Resource Fair
  - National Night Out

Schedule an Eras Presentation!

Interested in scheduling a presentation for your congregation, senior living community or older adult group?

Choose between our two presentation topics:

- Agency Presentation – learn about Eras Senior Network’s services and volunteer opportunities
- S.T.O.P. Senior Frauds and Scams – learn how to recognize and respond to common senior scams

Contact Heather Uzowulu at (262) 522-2404 or Heather.Uzowulu@Eras.org for more information
Advocacy

Advocacy means to speak up, to plead the case of another, or to fight for a cause. Derived from the Latin word "advocare," which means "coming to the aid of someone," advocacy is an important function of most nonprofit organizations. It describes a wide range of expressions, actions, and activities that seek to influence outcomes directly affecting the lives of the people served by the organization.

Our Areas of Focus in Advocacy:

- Awareness of elder abuse and financial exploitation
- Local Example of Impersonation Scam
- Fair access to services for healthcare and basic needs
- Increased support for unpaid family caregivers

Amazon Impersonation Scam

The Federal Trade Commission shared that since July 2020, one of every three people reporting an impersonation scam reported that the scam artist pretended to be from Amazon – the world’s largest online retailer. The scam artist will call you, claiming to be a representative of Amazon, and will say they noticed unauthorized purchases on your Amazon account. They’ll tell you that they can help remove the unauthorized purchases if you give them remote access into your computer. Once they have access to your computer, they can steal your personal information to access your bank account or open credit cards in your name.

Think You’ve Been a Victim of a Scam?

- Report the scam by calling your local non-emergency police number
- Call the Wisconsin Elder Abuse Hotline: 1-833-586-0107

S.T.O.P. is supported by the Wisconsin Consumer AntiFraud Trust, a fund within the Greater Milwaukee Foundation. The initiative involves peer to peer education, with trained senior ambassadors and industry professionals educating seniors and caregivers about frauds and scams, and encouraging them to report new frauds and caregivers about frauds and scams, and encouraging them to report new frauds.
Faith in Action, Milwaukee County
The Faith in Action program assists seniors and adults with disabilities by organizing volunteers to provide neighborly services. Clients in Milwaukee County are residents aged 60 and over. Services are provided at no charge with donations encouraged.

Programs
Intake Services
Transportation
Healthcare Appointments
Grocery Stores
Errands
Friendly Phone Calls
Spring and Fall Yard Clean Up
Holiday Giving
Quarterly Newsletters

Individuals Served
- 68% Live on $24,999 or less annually
- 100% Are older adults 60 and over
- 51% Are older adults aged 80 and over
- 82% Are female
- 80% Live Alone

“Also thanks to the wonderful, caring and supportive volunteer drivers who make these rides possible. I have been so lonely and blessed to meet so many especially during the past year with COVID. I have been so terribly lonely and all of the volunteers always brighten my day.” - Deborah, 70

“I just wanted to call and thank you for the four students that came to me and helped me - oh they did a fantastic job doing my yard work, making it ready for winter. I just wanted to say thank you and I really, really, really appreciate it. And they were really nice young people.” - Beverly, 84

Faith in Action, Milwaukee County
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Faith in Action, Waukesha County
The Faith in Action program assists seniors and adults with disabilities by organizing volunteers to provide neighborly services. Clients in Waukesha County are residents age 60 and over or age 18 and over with a disability. Services are provided at no charge with donations encouraged.

Programs
Intake Services
Transportation
Healthcare Appointments, Grocery Stores, Errands
Friendly Phone Calls
Outdoor Services:
  - Spring and Fall Yard Clean Up,
  - Lawn Mowing, Snow Removal
Minor Home Repairs
Help with Forms, Letters and Bills
Friendly Visiting
Holiday Giving Program
Quarterly Newsletters

Individuals Served
58% Live on $24,999 or less annually
93% Are seniors 60 and over
7% Are adults under 60 with a disability
84% Are female
75% Live Alone

"I cannot thank you enough. Every one of your drivers have been amazing. You are helping me get to physical therapy, occupational therapy and speech therapy. I am a walking advertisement for you." - Mary, 73

"I just love you guys. You give me so many pleasant moments. I’m all alone here. I don’t have anyone around. It means a lot that someone thinks about me and takes the time to call. You don’t know how much the phone calls and the [holiday] gifts mean to me." - Susan, 76

Client Services
- 214 New Client Intakes
- 330 Clients Received a Holiday Gift
- 163 Received Quarterly Newsletters Only

Total Rides 6,288
- 3,816 Rides to Healthcare Appointments
- 2,194 Rides to Grocery Stores and Food Pantries
- 278 Other One-Way Rides
- 144 Volunteer Drivers
- 4,746 Total Volunteer Hours

Wellness Calls
- 362 Wellness Call Clients
- 102 Wellness Call Volunteers
- 7,857 Number of Calls Placed

Seasonal Yard Clean Up Services
- 142 Clients Received Seasonal Yard Clean Up Services
- 561 Volunteers Provided Services
- 1,658 Total Volunteer Hours
Mobility Management

Transportation is essential to almost every activity that takes place within a community. The Mobility Management Program works to improve transportation access, provide support and increase independence of seniors and adults with disabilities. Eras Mobility Manager and Mobility Specialist help to inform and connect individuals to the mobility options that best suit their needs.

Eras Mobility Specialist and Van

Eras’ Mobility Specialist provides clients rides to multiple locations throughout Waukesha County to meet their most essential needs. In some cases, the van was used to serve residents of Waukesha County who had no other means of transportation support and reached out to Eras for assistance.

Matthew, living in Waukesha, wanted to make the most of the time he had left with his wife Grace, who was in a hospice in Cudahy. Our Mobility Specialist worked with Matthew’s family and other transportation agencies to coordinate transportation so Matthew could be with Grace, including driving him to hospice six time before Grace’s passing.

Mary and husband Mike live in Nashotah. Mike was hospitalized but could not be released until specialty safety equipment was picked up in Milwaukee and brought to the couple’s home. Our Mobility Specialist picked up and delivered the equipment to Mary, allowing Mike to be discharged from the hospital.

Harambee Neighborhood

The Harambee community is just north of downtown Milwaukee and is bounded by Capitol Street to the north, Holton Street to the east, North Avenue to the south, and 7th Street (I-43) to the west.

Harambee means that we all come together. Program Manager Freda Wright brings community resources to older adults in the Harambee Neighborhood to address mental illness, food insecurity, basic needs, socialization, and transportation.

Programs

- Harambee Neighborhood Clean Up
- Resource Day - Revitalize MKE
- WestCare - Crime Reduction (canvassing)
- Air Conditioner Program
- Healing Spaces
- Stock-box pick up
- Pharmacy Rides
- Weekly Bingo
- Harambee Events
  - Father’s Day Celebration
  - Mother’s Day Celebration
  - Juneteenth Celebration
  - Jazz at Rose Park
  - Harambee Health Fair

2021 Snapshot

- Older Adults Attended Bingo at Clinton Rose Senior Center: 32
- Older Adults Attended Health Fair in August 2021: 54
- Older Adults Received Self Sufficiency Items at the Holiday Fair: 31
- Unduplicated Healing Spaces Volunteers: 70

PARTNERS:
- Bader Philanthropies
- Northcott Neighborhood House
- Westcare
- Healing Hearts
- NAMI of SE Wisconsin
- Clinton Rose Senior Center
- Revitalize MKE
- Alzheimer’s Association
- I-Care
- BMO
- Milwaukee County Department of Health and Human Services
Holiday Giving Program

The Holiday Giving Program has been providing self-sufficiency care packages for up to 500 low-income seniors and adults with disabilities living in Waukesha County each year. In 2020, we expanded our program to provide self-sufficiency gifts to low-income clients in Milwaukee County and Waukesha County. Thanks to generous support from the community, we were able to successfully increase our number of recipients from 315 in 2019 to 876 in 2021. While we nearly tripled the number of packages going out, the value of each gift remained nearly the same. All recipients of the gift in 2021 received at least $55 worth of gift cards to local grocery stores and pharmacies and postage stamps. Gifts were mailed to our recipients and included a hand-decorated holiday card, decorated by community volunteers. We are extremely grateful for the generosity the community has shown through this program and look forward to serving 900 clients again in 2022.

2021 Holiday Giving Statistics

<table>
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<tr>
<th></th>
<th>Milwaukee County</th>
<th>Waukesha County</th>
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<tbody>
<tr>
<td>Holiday Giving Recipients</td>
<td>550</td>
<td>330</td>
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<tr>
<td>75% of whom earn less than $25,000 annually</td>
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<tr>
<td>Total Donors</td>
<td>154</td>
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<tr>
<td>Value of Each Package</td>
<td>$56</td>
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<tr>
<td>Community volunteers helped inventory, sort, and pack the gifts</td>
<td>26</td>
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“Thank you for remembering me. I appreciate all the help you have given me.” – Lillian, 95, Waukesha County

“I don’t have much family left, so it is always so nice to receive a gift from Eras.” – Anonymous

Family Caregivers During the Pandemic

Early studies conducted during the first months of the COVID-19 pandemic point to family caregivers experiencing increased stress from loss of employment, changes to their own social relationships, and the complex conditions created from the social isolation orders (Beach, et al., 2021). In Southeastern Wisconsin, hospital systems reported increased readmissions of older adult patients due in part to family caregivers being unable to support the patient’s home needs. The Caregiver Connection team decided to look further into this trend to determine ways to identify the caregiver-care receiver team and provide help.

During 2021, interviews were conducted with 44 older adult patients, 16 family caregivers, and 10 hospital administrators to understand their experiences with the discharge process. A report will be generated in 2022 with findings.


Advisory Council

ADRC of Washington County, ADRC Waukesha County, Alzheimer’s Association, Ascension Aurora, Capri Senior Communities, Carroll University, Eras Senior Network, family caregivers, Froedtert Health, Medical College of Wisconsin, NAMI Southeastern Wisconsin, ProHealth Care, Stowell Associates, UWM School of Social Work

Project Partners

This project is funded in whole by the Advancing a Healthier Wisconsin Endowment at the Medical College of Wisconsin.
Partnerships

Community Partnerships
Eras Senior Network relies on partnerships formed with the communities of Milwaukee County and Waukesha County. Community partnerships include financial support and volunteer service received each year from area corporations and civic groups. Understanding that partnerships work both ways, Eras strives to provide value to partners.

Value Provided by Eras:

- **Caregiving Support:** According to the National Alliance for Caregiving and AARP, approximately 34.2 million Americans (10% US population) have provided unpaid care to an adult age 50 or older in the last 12 months. Eras helps lighten the load of caregivers by providing transportation, friendly visiting, and seasonal yard services at no charge to our clients in need.

- **Marketing:** Sponsors of fundraising events will be listed on the event’s printed materials and web page.

- **Volunteer Opportunities:** Fun and impactful volunteer opportunities for groups and individuals include seasonal yard clean up and packing gifts for the Holiday Giving Program.

- **Education:** Eras provides informative presentations to partners about services, volunteer opportunities, and the S.T.O.P. Senior Frauds and Scams program.

Congregations
In 1991, Waukesha County faith communities came together to put their faith into action by serving their community and forming our Faith in Action Program under the agency name of Interfaith Caregiving Network. The Faith in Action Program contains five building blocks to develop a network of caring volunteers who provide neighborly assistance to older adults and adults with disabilities.

Today, Eras still heavily relies on partnerships with congregations throughout Milwaukee County and Waukesha County to support and sustain programs in our community. Congregations support Eras through annual financial contributions, volunteer recruitment, participation in our special projects, and inviting Eras to present to their members during or after service, or to one of their special interest groups.

**Congregation Snapshot**

- 27 Waukesha County congregations supported Eras in 2021 with an average gift of $805
- 28 Milwaukee County congregations supported Eras in 2021 with an average gift of $1,259
- 24 Congregations held a donation drive for the Holiday Giving Program

**Milwaukee County Advisory Councils**

Eras holds bi-monthly meetings with seven Milwaukee County Advisory Councils. Many of our 148 Advisory Council members represent Milwaukee County congregations. Meetings offer an opportunity to share updates about Eras in addition to hearing the current needs of older adults in their neighborhoods. These meetings were held both virtually and in-person in 2021.

“Eras Senior Network has proved to be a vital partner with our congregation. Our office staff is able to confidently refer members in need to Eras and know that they will be helped. Eras provides a high quality and organized volunteer experience for members who are interested in giving back to the community.

And finally, Eras delivers great information for seniors, specifically the S.T.O.P. Senior Scams presentation which our seniors group found to be informative and eye-opening.”

- Julia Murphy, St. Matthew’s Evangelical Lutheran
Eras Partnerships

Agency Partnerships:
- Housing Action Coalition of Waukesha County
- Menomonee Falls Collective Impact
- Waukesha County Nutrition Coalition
- Wisconsin Faith in Action Network (WIFIAN)

Agency Memberships:
- American Society on Aging
- Association of Fundraising Professionals
- Association of Volunteer Managers
- BoardSource
- Community Transportation Association of America
- Delafield Chamber of Commerce
- Gerontological Society of America
- Menomonee Falls Chamber of Commerce
- Milwaukee County Division on Aging Wellness Committee
- Milwaukee County Falls Prevention Coalition
- Milwaukee County State Health Insurance Assistance Program Committee
- National Association of RSVP Directors
- National Volunteer Caregiving Network
- New Berlin Chamber of Commerce
- Waukesha County Business Alliance
- Waukesha Downtown Business Alliance
- Wauwatosa Commission on Aging
- West Allis Commission on Aging
- Wisconsin Senior Corps Association
- Wisconsin Volunteer Coordinators Association

Executive Director’s Community Involvements:
- Carroll University Public Health Advisory Committee
- Chiara Communities
- Retire United Committee, United Way of Greater Milwaukee and Waukesha County
- University of Wisconsin Milwaukee, Helen Bader School of Social Welfare Dean’s Advisory Council
- Waukesha Area Transit Development Plan Advisory Committee
- Wisconsin State Elder Abuse Task Force

Staff Community Involvements:
- Association of Fundraising Professionals Scholarship Committee - Heather Uzowulu
- Milwaukee County Division on Aging Wellness Committee - Sophia Franklin
- Milwaukee County Falls Prevention Coalition - Sophia Franklin
- United Way Speakers Bureau - Heather Uzowulu, Becca Snow and Sarah Harvey
- United Way Campaign Cabinet - Judith Amorsen
- Volunteer Income Tax Assistance Volunteer - Sandi Ammerman
- Waukesha Public Library Board of Directors - Sandi Ammerman
- Wauwatosa Commission on Aging - Vanessa Harris
- WCTC Internship Advisory Council - Corinn Marich
- West Allis Commission on Aging - Heather Uzowulu
- Wisconsin Association of Mobility Managers - Spring Kreitlow, Michelle Monteleone and Judith Amorsen

Financial Reports

Revenue

$2,185,833 from nine sources

Expenses

$1,880,148 in three areas

Statement of Financial Position

December 31, 2021

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Greater Milwaukee Foundation
Anthony and Andrea Bryant Family Fund
Bay Shore Lutheran Church Foundation Fund
Catherine and Walter Lindsay Foundation
Oconomowoc Area Foundation

Waukesha County Community Foundation
Women and Girls Fund of Waukesha County
William M and Michele A Holcomb Family Fund
Judy Jester Eras Transportation Fund
Ed Olson and Linda Caldart-Olson Family Fund

Congregations - Milwaukee County
Christ Church Episcopal
Church of the Immaculate Conception
Divine Mercy Catholic Church

Faith Presbyterian Church
First Baptist Church of West Allis
First Congregational Church UCC
First Lutheran Church
Fox Point Lutheran Church
Grace Presbyterian Church
Greendale Community Church
Hales Corners Lutheran Church
Holy Cross Lutheran Church
House of Prayer Lutheran Church
Immaculate Conception Catholic Church
Layton Avenue Baptist Church
North Shore Presbyterian Our Lady of Good Hope Congregation
Prince of Peace Lutheran Church
St. Alphonsus Congregation
St. Catherine Congregation
St. James Catholic Church
St. Jude Congregation
St. Luke’s Evangelical Lutheran Church
St. Matthews Evangelical Lutheran Church
St. Matthias Parish
St. Pius X Congregation
St. Therese Congregation
St. Thomas of Canterbury Episcopal Church
St. Vincent Pallotti Parish
Trinity Episcopal Church
Trinity Lutheran Church
Wauwatosa Avenue United Methodist Church
Wauwatosa Presbyterian Church

Congregations - Waukesha County
Ascension Lutheran Church
Baha’i Faith-Waukesha
Christ the Servant Lutheran Church
Community United Methodist Church
Evangelical and Reformed UCC
First Congregational Church of Hartland
First Congregational UCC
First Presbyterian Church of Ottawa
First United Methodist Church - Waukesha
Fox River Christian Church
Gloria Dei Lutheran Church
Mount Olive ELCA Redeemer United Church of Christ
RiverGlen Christian Church
Salem United Methodist Church
St. Agnes Parish
St. Anthony on the Lake
St. Jerome Congregation
St. Joseph’s Congregation Big Bend
St. Leonard Congregation
St. Luke’s Lutheran Church
St. Paul’s Congregation
St. Peter’s Episcopal Church
St. William Parish
Sussex United Methodist Women’s Group

Government
AmeriCorps Seniors Community Development Block Grant Program:
• Milwaukee County
• City of Wauwatosa
• City of West Allis
• Waukesha County Federal Transportation Administration
Section 5310, Mobility Management
Greater Wisconsin Agency on Aging Resources
Milwaukee County Department of Health and Human Services Division on Aging
State of Wisconsin Department of Health Services
Village of Shorewood
Waukesha County Department of Health and Human Services: Aging and Disability Resource Center
• Section 85.21 Specialized Transportation
• Older Americans Act Title IIIIB

Community Donors
101 Mobility
AARP
Robert and Catherine Adams
Advancing a Healthier Wisconsin Endowment at the Medical College of Wisconsin
Advocate Aurora Health
Sandra Agustin
Shelby Alcott
Sandra Alioto
Mary Almasi
Elizabeth Althermer
Amazon Smile Program
American Print Pack, Inc.
Brian and Sandra Ammerman
Judith Amorsen
Larry Ampe
Lisa Andrus
Frank Anton
ASAP Appraisals LLC
Aurora Health Care
Mary Bachowski
Patricia Bade
Bader Philanthropies
Badger State Vettes, Ltd.
Mary Baer
Bank Five Nine
Barb Barthel
Jerome Bartos
+ Monthly Donor
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<td>Mike Krein</td>
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<td>Spring Kreitlow</td>
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2021 Donors (continued)

Michael Kruse
Charles Kuhtz
Melissa Kurtz
Lake Country Women’s Club
Landmark Credit Union
Barbara Lange
Laurel Oaks
Paul and Lynne LaRosa
James and Catherine Lathrop
Laureate Group Senior Communities
Jason Lawien
Dave Leatherberry
Kay Leicht
Attorney Joanne Leifheit LLC
Angela Leigl
Colleen Lese
Peter and Kay Lettenberger
Pete and Kathleen Lillegren
Willa Lloyd
Carol and Robert Lombardi
Mark and Carol Loomis
Frederick and Katy Luedke
John Lynch
Laura Magnusson +
Catherine Maletta
Grace Manning
Jean Mantz
JoAnn Maranan
Mitchell Marino
Coleen Marshall
Cynthia Maurice
J. Michael and Virginia McBride *
James and Kathleen McClure Fund
Mary Jean McCormack
Andrew McDermott
John and Midge McDermott
Daniel McDermott
Linda McFarlane
Mary McHugh
Judy McMillan
Mary McNulty
Jacqueline Michaels
Sue Michalski
Gerald and Ellinore Mielke
MightyCause Charitable Foundation
James and Suzanne Miller
Paul Miller
Mary Miller
Pamela Millington
Milwaukee Coordinating Council of Frontier International
Kirstie Minnickel *
Theresa Miresse
Laurie Misslich
Courtney Monahan
Richard Moore
Dale Morgan
Carol Motzel and Robert Schwartz
Mary Multhauf
Cindy Murdock
Julia Murphy
My Choice Wisconsin
Karen Narloch-Milford
Mary Nehrling
Neighborhood Improvement Corporation
Larry Nelson
Matthew Nettlesheim
Network for Good
Michael J. Nevins
New Berlin Junior Women’s Club
Mary Nold-Klett
Jeffrey Nordby
Northwestern Mutual Foundation
Regina Oberlin
Mary O’Donnell
Old National Bank
James and Krista Olia
Rosalie Oliva
Daniel Olszewski
Sarah Olszewski
Robert Opel
Trish Ormsby
Otto Bremer Trust
Pacific Life Foundation
Gary Palzkill
Pam Paulson +
Carol Pawlak
David and Terri Phillips
Leone Piekarski
Michael and Jo Pirlott
Anna Pitzo
Sarah Plochocky
Karen Ann Pohl
Walter and Dorothy Powers
ProHealth Care, Inc.
Carey Provan
R.A. Stevens Family Foundation
Helen Ramon
Randle Dable Brisk Funeral Home, Inc.
Douglas Ranger
Christine Rehfeldt
Robert Reinhardt
Linda Reinholtz
Jo Reitman Wolf
Tim Rennicke
Lynn Revoy
James and Bonnie Reynolds
Corliss Rice
Robert and Nancy Richardson
Adrian Richfield
Joan Richter
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Vision
Eras Senior Network is THE nonprofit leader in creating communities where seniors and adults with disabilities are fully embraced through collaborative partnerships, coordination of services, and intergenerational volunteer activities.