

Annual Report FY 2015

(10/01/14 - 09/30/15)

Agency Celebrates 40th Anniversary!



With Age Comes Change . . .
The Evolution of Senior Connections:
40 Years of Progress (1973-2013)

*"Reflecting on the Past, Celebrating the Present
and Looking to the Future"*

Agency Receives ACECF Grant



Dr. Watson receives Altria Companies Employee Community Fund (ACECF) check from an Altria Representative during the 2014 Reception at Altria's Park 500 Facility. The generous contribution was used to support critical services including transportation, home care, and care coordination.

10th Annual Empty Plate Luncheon Held



Mrs. Eleanor W. Boyd (center), received the Community Service Award. Offering congratulations are, left to right, Mrs. Gloria Johnson, Senior Connections Board member; Mrs. Boyd's daughter, Mrs. Jacquetta Johnson and Mr. Robert (Bob) Miller, Senior Connections' Advisory Council Vice-Chair.

Greater Richmond Region Wins Distinction as One of Best Intergenerational Communities for 2015



The Greater Richmond Region won this award for helping to build positive bonds between people of all ages. The award recognizes the collaborative work of the Age Wave Coalition with VCU Department of Gerontology and Senior Connections. The Age Wave Coalition also was recognized as a 2015 History Maker by the Valentine Museum

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Message From the Executive Director and Board Chairman



Thelma Bland Watson, Ph.D
Executive Director



John T. Robertson
Chairman of the Board

Thank you for the opportunity to provide programs and services since 1973. As we review the past two years, it is a good time to reflect back and look ahead.

The future is full of amazing challenges and opportunities. In the Richmond Region, like the rest of the Commonwealth, we will experience significant growth in our older population between now and 2030. By the year 2030, the current population of older adults will double to 340,000. In response to this, we are now implementing the Region’s first Age Wave Plan and the Agency’s Four-Year Plan by:

- ❖ Emphasizing the importance of today’s issues and those of the future.
- ❖ Regarding older adults as resources to our communities.
- ❖ Focusing efforts to benefit all ages.
- ❖ Building on our regional strengths.
- ❖ Learning from the efforts of other communities.
- ❖ Understanding the Baby Boomer and later generations.
- ❖ Developing strategies for serving diverse communities.

Recent successes include:

- ❖ Touching the lives of more than 23,000 individuals each year with services, information and volunteer opportunities.
- ❖ Providing direct services such as meals, rides, home care, care coordination and other supports to more than 3,500 older adults, persons with disabilities and caregivers.

We are proud of the past and prepared for the future.

Thelma Bland Watson *John T. Robertson*

Who We Are

Senior Connections, The Capital Area Agency on Aging is a member of a nationwide network of approximately 655 Area Agencies on Aging (AAAs) with 25 in Virginia. Senior Connections is the *designated Area Agency on Aging* for Planning District 15 of the Commonwealth of Virginia. Localities are the Counties of Charles City, Chesterfield, Goochland, Hanover, Henrico, New Kent and Powhatan, and the City of Richmond.

Senior Connections is a private nonprofit 501(c)(3) organization established in 1973 and governed by a Board of Directors and receiving additional guidance from a diverse Advisory Council. The Agency provides direct services, information and referral, education and advocacy for older adults, persons with disabilities and caregivers. Special emphasis is placed on helping seniors who may be socially isolated and physically or economically at risk. The Agency assists anyone who needs information about available resources.

National Aging Network

U.S. Administration on Community Living

57 State Units on Aging (SUA)

In Virginia, the SUA is the Virginia Department for Aging and Rehabilitative Services (DARS)

655 National Area Agencies on Aging

25 in the Commonwealth of Virginia

25 Local Area Agencies on Aging (AAAs)

Senior Connections, The Capital Area Agency on Aging

Board of Directors

Advisory Council

Staff

Volunteers

Community Partners

Community Seniors

BOARD OF DIRECTORS

Officers

Chairman

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Principal, Homekeepers

Vice Chair

Michelle Johnson

*Deputy County Administrator,
Charles City County*

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*Retired Educator and School
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*Communications Director,
Owens & Minor*

Willis A. Funn

*Former Administrator, Henrico
County Health Department*

Debra D. Gardner

*City of Richmond Deputy Chief
Administrative Officer for
Human Services*

Katie Gilstrap

*Co-Founder and Partner,
Lift Caregiving*

Lee Householder

CEO, project:HOMES

Kimberly Jefferson

*Director, Goochland
Department of Social Services*

Gloria B. Johnson

*Retired Adjunct Faculty
Member, J. Sargeant Reynolds
Community College, Retired
Middle School Principal*

R. Larry Lyons

*Retired President and CEO,
Central Virginia Bank*

Sean McCleary

*Chief of Staff,
Bon Secours Virginia Health System*

Paul A. McPherson, Sr.

*Warehouse Manager,
Thos. Somerville Company*

Mary Beth Murphy

*Vice President, Communications
and Community Relations,
Genworth Financial*

Rita J. Randolph

*Senior Community Affairs
Representative
Energy Assistance Programs,
Dominion Resources Services, Inc.*

Rebecca M. Ringley

State Farm Agent

Alexander N. Simon, B.S., J.D.

Attorney At Law, General Practice

James H. Bowles, Sr., MD

Board Member Emeritus

ADVISORY COUNCIL

(Jurisdiction Represented)

Chair: Carol Young *(Henrico County)*

Charles Barker

(City of Richmond)

Nancy S. Goodman, M.Ed

(New Kent)

Bettina Mason

(Hanover County)

Jackie Stewart, AICP

(City of Richmond)

Nancy H. Nagle Bolio

(City of Richmond)

Sheryl Herndon, Esquire

(Hanover)

Robert M. Miller

(City of Richmond)

The Honorable Carson Tucker

(Powhatan County)

Nina Burrell, M.D.

(Charles City County)

Robert E. Hurley, Ph.D

(Chesterfield County)

Catherine Pemberton

(Powhatan County)

Joan B. Wood, Ph.D.

(City of Richmond)

LaTanya Davenport

(Chesterfield County)

Linda LaRue

(City of Richmond)

Charelle Price

(Hanover County)

Scott Gilchrist

(Chesterfield County)

Sara Link

(City of Richmond)

Michael S. Smith

(Hanover County)

Revenue and Expenditures FY 2015

Revenue

Older Americans Act	\$3,380,660
State Funds	1,730,252
Other Federal Funds	472,897
Grants and Cash Donations	569,877
Local Government	134,785
Client Fees and Contributions	79,707
Other Income	26,810
Non-Cash Donations	74,917
Total Revenue	\$6,469,914

Expenses

Programs and Services	\$6,065,820
Management and Operating	199,133
Other Expenditures	13,134
Total Expenses	\$6,278,087
Net Assets, End of Year	\$1,885,809

Demographics: Profile of Persons Age 60+ in PSA 15

Total number of Women	96,175
Total number of Non-whites	46,340
Total number of Hispanics	2,180
Total number of Native Americans	720
Total number over 60 with incomes below poverty	12,075
Total of Minorities over 60 with incomes below poverty	5,940
Total number of Persons over 60 residing in rural jurisdictions	1,960

Source: 2008-2012 American Community Survey, Special Tabulation on Aging – Population Characteristics/ prepared by the U.S. Census Bureau, 2014

The number of older adults in PSA 15 continues to increase. The number of persons age 85 and over is the fastest growing group. The population is also becoming more diverse. Workforce trends include the “brain drain” caused by retirement of Baby Boomers, older adults wanting flexible work options, issues related to employed caregivers and shortage of workers in the healthcare industry. The estimated number of older adults needing health care is projected to increase by one-third by the year 2020. The number of older patients with complex health needs will outpace the number of health care providers with the skills and knowledge to care for them.

Senior Connections, The Capital Area Agency on Aging is dedicated to offering seniors tools to maintain independence and quality of life. Programs are person-centered in identifying the unique needs of each individual to assure they receive maximum benefit from the resources provided.

Adult Day Care

Scholarships for care and supervision of older persons with disabilities who cannot manage daytime activities alone. Services vary by location and may include assistance with personal care, limited health care, therapeutic activities, meals and social activities. 37 persons; 21,633 hours

*Aging and Disability Resource Connection (Care Coordination)

Information, referrals and assistance with finding services for individuals (CRIA). Support is also provided to caregivers. CRIA: 2,443 persons; 26,816 contacts

Care Transitions

In partnership with local hospitals, certified **Medicare Health Coaches** promote patient self care management to prevent repeat hospital readmissions. Persons offered services 838; persons accepting services 408; persons completing services 329; readmissions 48

Case Management and Options Counseling

Assists seniors and their families with locating, applying for and receiving needed community services. Direct assistance may be provided by Senior Connections or referrals are made to other human service agencies. Options Counseling offers decision making options for seniors and persons with disabilities to allow for informed long term choices.

Case Management: 28 persons; 441 hours

Options Counseling: 9 persons; 51 hours

Caregiver Support

Assists family members with caregiving roles by providing training information about available resources, assistance in gaining access to supportive services; individual counseling and respite support. 69 persons; 171 sessions

Chronic Disease Self Management Program

Workshops to help individuals cope with and manage chronic diseases such as arthritis, heart disease, high blood pressure and diabetes. 233 persons; 930 events

Computer Resource Center

Provides Basic Computer Training for older adults and caregivers. Beginning and other levels of training and orientation are available. 50 persons; 36 classes

Coordinated Transportation

Transportation is provided for medical appointments and is available for individuals who meet eligibility requirements. Transportation is also provided for Friendship Café participants. Friendship Cafés: 266 persons; 33,351 trips. Medical: 580 persons; 17,181 trips

*Emergency Services and Financial Assistance

Guidance provided to seniors in identifying resources and options that increase their ability to meet living expenses and emergency needs. 55 persons; 714 hours

*Employment Assistance

Provides short-term work experience for income eligible job seekers age 55 and older. Offers job listings and referrals to Job File-registered job seekers. Job File: 102 persons; 400 hours. Work Experience: 44 persons; 33,884 hours.

Faith to Fate Advance Planning Initiative and Senior Law Days

Provides assistance with advance care planning to obtain Wills, Powers of Attorney and Health Care Directives. Faith to Fate: 7 events; 112 people, 2,300 persons received information. Senior Law Days: 4 events; 82 people

*Friendship Cafés

Provides balanced meals, health education and screenings for older adults. Participants receive nutritious meals and oppor-

* Individual screening is required

tunities for socialization, recreation and health/wellness activities. Transportation is provided at most locations. *776 persons; 39,301 meals*

***Guardian Programs**

Participants have been legally found unable to manage the basic requirements to maintain physical health and safety and do not have family or friends willing or able to assist them. Eligible individuals are served by The Public Guardian and The Community Guardian Programs.

*Public Guardian: 20 persons;
Community Guardian: 7 persons*

Home Care

Provides personal care, homemaker/companion care and caregiver respite on the basis of need. This assistance can be used during a period of recovery or while arrangements are being made for continued care. *102 persons; 8,176 hours.*

***Home Delivered Meals**

Provides meals for homebound seniors who have significant health conditions or physical or cognitive disabilities that prevent them from preparing their own meals. Helps seniors meet the recommended dietary allowances (RDA) for proper nutrition and provides daily interaction with volunteers who deliver the meals. (This is a partnership with FeedMore - Meals on Wheels.)

747 persons; 98,334 meals; Options Counseling: 9 persons; 51 hours

Long Term Care Ombudsman

Investigates and resolves complaints involving nursing homes, assisted living facilities and home care providers. Provides facilities with information and technical support. *944 persons; 263 facilities*

Public Information and Education

Provides informative group presentations and educational materials on topics of interest to seniors and those who care about their well-being. Staff and volunteers educate and promote public awareness of Agency programs and services by attending health fairs and other community events. Produces *Mature Life*, the Agency's newsletter.

125 presentations/events; 70,643 contacts

VOLUNTEER OPPORTUNITIES

Volunteers are a vital resource and provide support services to seniors in need. Senior Connections promotes volunteer opportunities for all ages. Persons age 55 and older are encouraged to volunteer.

Clerical Assistant

Assists with office processes, data entry, filing, mailings and responding to telephone calls. *9 volunteers; 844 hours*

** Individual screening is required*

Community Relations and Promotion

Helps to promote community awareness of Senior Connections, client services, and volunteer opportunities. Provides basic information about Senior Connections' programs and services. *51 Board and Advisory Council members; 536 hours*

Foster Grandparent Mentoring Program

Volunteers share time and experience to mentor children with special needs, or who are at risk, in youth facilities such as schools, Head Start programs, child care centers and children's hospitals. Federal funds from the Corporation for National and Community Service (CNCS) support this program.

60 volunteers; 29,314 hours

Friendship Café Assistant

Assists with activities, programs or meals at a Senior Connections' Friendship Café where older adults enjoy lunch, fellowship and more. *59 volunteers; 2,994 hours*

Money Management and Counseling

An in-home check writing and financial management service for seniors age 60 and over, low-income or disabled and are having difficulty meeting monthly expenses.

44 volunteers; 2,181 hours

OASIS Catch Healthy Habits

Helps improve the health and well-being of children, grades K-5, through nutritional and physical education. Engages children in healthy habits and fun physical activities while fostering relationships in a variety of after-school and summer camp settings. *18 volunteers; 353 hours*

Retired and Senior Volunteer Program

Provides volunteer opportunities for seniors age 55 and older to match their skills and experiences to address community needs. Federal funds from the Corporation for National and Community Service (CNCS) support this program.

183 volunteers; 36,978 hours

TeleBridges

Friendly, reassurance phone calls to seniors, offering a listening ear and encouraging word, two to five times daily.

15 volunteers; 187 hours

Virginia Insurance Counseling and Assistance Program (VICAP) and Senior Medicare Patrol

Counsels on Medicare, Medicaid, supplemental and long term care insurance issues. Provides information, assistance and referral services to callers on an information hotline.

Senior Medicare Patrol Volunteers provide education and outreach to consumers about Medicare and Medicaid fraud, waste and abuse and how to report them.

13 volunteers; 2,411 hours

(Partial Listing)

- ◆ A Grace Place Adult Day Care Center
- ◆ AARP Virginia
- ◆ Altria Employee Community Fund
- ◆ Alzheimer’s Association, Greater Richmond Chapter
- ◆ American Red Cross
- ◆ Bay Aging and Bay Transit
- ◆ Better Business Bureau of Central Virginia
- ◆ Better Housing Coalition
- ◆ Bon Secours Health System, Richmond
- ◆ Capital Area Partnership Uplifting People (CAPUP)
- ◆ Capital Area Workforce Partnership (RESOURCE)
- ◆ Charles City County
- ◆ Chesterfield County
- ◆ Chesterfield County Senior Advocate
- ◆ Circle Center Adult Day Services
- ◆ City of Richmond
- ◆ City of Richmond Office on Aging and Persons with Disabilities
- ◆ The Community Foundation
- ◆ Corporation for National and Community Service
- ◆ Crater District Area Agency on Aging
- ◆ Dominion Place
- ◆ Dominion Virginia Power
- ◆ Faith Community
- ◆ Family Lifeline
- ◆ Genworth Financial
- ◆ Gerontology Department and School of Social Work at Virginia Commonwealth University
- ◆ Goochland County
- ◆ Greater Richmond Senior Center
- ◆ Greater Richmond Transit Company
- ◆ Hanover Adult Day Care Center
- ◆ Hanover County
- ◆ Henrico County
- ◆ Henrico County Advocate for the Aging
- ◆ Hospital Corporation of America
- ◆ Humana
- ◆ Jenkins Foundation
- ◆ Jewish Family Services
- ◆ Lucy Corr Village
- ◆ Meals On Wheels/FeedMore, Inc.
- ◆ New Kent County
- ◆ Owens & Minor
- ◆ Powhatan County
- ◆ project:HOMES
- ◆ Rebuilding Together Richmond
- ◆ Resources for Independent Living
- ◆ Richmond Chapter, National Caucus & Center on Black Aged, Inc.
- ◆ Richmond Memorial Health Foundation
- ◆ Richmond Redevelopment and Housing Authority
- ◆ Riverside PACE
- ◆ South Richmond Adult Day Care Center
- ◆ United Spinal Association of Virginia
- ◆ United Way of Greater Richmond & Petersburg
- ◆ Virginia Commonwealth University Medical Center
- ◆ Virginia Association of Area Agencies on Aging
- ◆ Virginia Center on Aging at VCU
- ◆ Virginia Department for Aging and Rehabilitative Services
- ◆ Virginia Department of Rail and Public Transportation
- ◆ VirginiaNavigator
- ◆ Williams Mullen Law Firm