

Elderbridge Agency on Aging



Annual Report
7/1/2018 - 6/30/2019

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MESSAGE FROM OUR CEO

Fiscal year 2019 was a year of transitions, challenges and opportunities. Donell Doering, Director of Operations, with a 40+ year tenure at Elderbridge, chose to retire in April 2019. Elderbridge was fortunate to be able to hire Stacia Timmer as the new Chief Operating Officer starting in April. Stacia has many years of experience in the aging field to include Elder Rights and a Long-term Care Ombudsman for the state of Iowa.

A major challenge this past year was continuing to serve a growing aging population with stagnant funding. Elderbridge continues to identify opportunities to diversify our funding streams to adequately address the needs of older Iowans. As a result, we implemented a number of measures which include: encouraging consumer financial participation, expanding our grant writing, and organizing our first annual fundraising event to be held in September 2019. Customers who are receiving expert information and access to services are being asked to “contribute toward the cost of the assistance received” to stretch funding and extend services to those most in need. I was honored to be able to present at the National Area Agency on Aging conference this past July regarding our fee-for-services endeavors. Grants are being sought from funders to provide needed services such as emergency shelf stable meals, home repairs/modifications, housing assistance, and other needed goods or services. Elderbridge staff have focused on assisting as many as possible to access Medicare Saving Programs and benefits enrollment. A Return to Community pilot project was awarded grant funding by the Iowa Department on Aging to launch in the Spencer area July 1, 2019. The objective is to help older individuals to successfully transition from a hospital or nursing facility stay back to their home with consumer directed supports and services.

The Elderbridge vision to be the leader in transformational change in the delivery of service and supports continues to develop. The Elderbridge team is committed to identifying potential collaborative efforts with partners to better serve our customers. Through ongoing outreach activities, Elderbridge staff will continue to build our presence throughout our entire service area. We are fortunate to have a stable and highly talented workforce. Employees of Elderbridge are dedicated to enhancing the lives of those we serve, assisting individuals to remain in their homes, and advocating on their behalf.

Our Board of Directors, Advisory Council members, and dedicated volunteers ensure we are providing supports and services based upon the needs of individuals throughout our 29 counties, while also being fiscally responsible. Elderbridge appreciates all of the support received from the counties in our planning and service area. This has enabled us to limit the impact of stagnant funding streams.

SHELLY SINDT



It is our mission to advocate for and empower older adults, caregivers, and individuals with disabilities to pursue independent, healthy lives.

LIONEL FOSTER



BOARD MEMBERS

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Lionel J. Foster - President
Lori Hain
Ethan Huizenga
Ron Newsum
Tim Nichols
Jan Olson - Secretary
Larry Pedley - Treasurer
Tracy Quinones
Beth Will - Vice President
Advisory Rep - Elaine Kelsey

MESSAGE FROM OUR BOARD PRESIDENT

On behalf of the Elderbridge Agency on Aging, I am pleased to present our fiscal year 2019 Annual Report. It is our mission to advocate for and empower older adults, caregivers, and individuals with disabilities to pursue independent healthy lives. Following the inspiring leadership of Paula Harms as president of the Elderbridge Board of Directors, I was honored to be elected by my fellow directors to lead the board for the next fiscal year. Through Paula's guidance, Elderbridge remains stalwart in its values and guided by its mission to help older and vulnerable adults live independent, dignified, and purposeful lives in their communities.

I wish to commend the many people throughout the aging network who contribute in so many meaningful ways to our efforts, including agency staff, volunteers, Board of Directors, and Advisory Council members. I'd like to recognize the tireless efforts of our management team. Shelly Sindt became CEO just over two years ago, and since then, with the full support of the board, she has been driving transformational change at Elderbridge.

As Iowa's aging population continues to rapidly increase, we are constantly seeking innovative ways to serve their individual needs throughout our 29 counties in northwest and north-central Iowa. This report highlights the programs and services offered by our agency and the impact of those served. Moving forward through FY2020, we hope to continue to engage those aging Iowans, increase our partnerships and offer valuable services that meet their needs. You can learn more about our programs and how volunteers and communities can get involved in upcoming initiatives by subscribing to our quarterly newsletter at <https://elderbridge.org/#homePage>.

In closing, please note that at Elderbridge we believe in taking stands on appropriate policy matters, and promoting those positions, are important ways in which to serve our constituents and our legislative mandate. We must not only serve our elderly and disabled communities; we must advocate for them. We will use our voice strategically and thoughtfully.

SERVICES

The LifeLong Links Program helps older adults and adults with disabilities maintain their independence at home or in the community of their choice through information and assistance, options counseling, family caregiving, case management, and elder rights services.

LifeLong Links

LifeLong Links provides information and referral resources to older Iowans, individuals with disabilities, veterans and their caregivers as they begin to think about and plan for long-term independent living. Services include:

- Information, Referral and Assistance (IR&A) offers current information on available resources and services that are available for older adults and caregivers.
- Options Counseling provides a person-centered, interactive planning process to help the consumer identify long-term support preferences and develop an individual action plan.
- Family Caregiver Support provides the family caregiver information and assistance, options counseling, emotional support, and information services.
- Elder Rights Program provides consultation and intervention to at-risk older adults.
- Case Management services help people over 60 remain independent in their own homes through coordination of services.

Family Caregiver Support

Elder Rights —The need for elder rights consultation and intervention services has steadily increased this past year. Approximately 1 in 10 older adults living at home experience some form of elder abuse, including physical and emotional abuse, exploitation, neglect, and abandonment. The Elder Rights program provided 59 hours of consultation to 21 consumers and 886 hours of assessment/intervention to 33 consumers.

Case Management

Services were provided to 26 individuals totaling over 277 contact hours. The target population served by our case management service are individuals not eligible for Medicaid waiver services, but in need of care coordination.

Nutrition Program

The Nutrition Program focuses on improving the health and well-being of older adults by providing hot, nutritious meals, nutrition education and counseling, and evidence-based health activities. Services include:

- Home Delivered Meals are provided to homebound seniors by a volunteer delivery person.
- Congregate Meals are provided in a congregate setting where diners can meet with friends and eat a healthy, well-balanced meal.
- Evidenced-based health activities include fall prevention programs such as Matter of Balance, Stepping On, and Tai Chi for Arthritis and an in-home medications review called HomeMeds.

GRANT BASED SERVICES

BEC: Benefits Enrollment Centers:

Our staff assist Medicare eligible low-income seniors and persons with disabilities identify and apply for benefit programs. Some of the programs include: Medicare Part D Extra Help/Low-Income Subsidy(LIS), Medicare Savings Programs, Medicaid, SNAP, and Low-Income Home Energy Assistance Program.

MIPPA: Medicare Improvements for Patients and Providers Act.

This grant focuses on assisting Medicare beneficiaries apply for the Medicare Part D Extra Help/ Low Income Subsidy(LIS), and Medicare Savings Programs. Funding is also used to provide Part D counseling to Medicare beneficiaries who live in rural area, and to promote the Medicare prevention and wellness benefits.

VOCA: Victims of Crime Act 3-year grant.

The Elder Rights Program continues to work with community partners to raise the awareness of elder abuse through outreach activities and safety team meetings.

IRTC: Iowa Return to Community:

This grant focuses on successful care transitions for individuals who are discharged from a hospital or nursing home back to their home or community. This grant provides social supports and coordination of services in the home to ensure that readmission to the hospital or nursing facility is deterred.

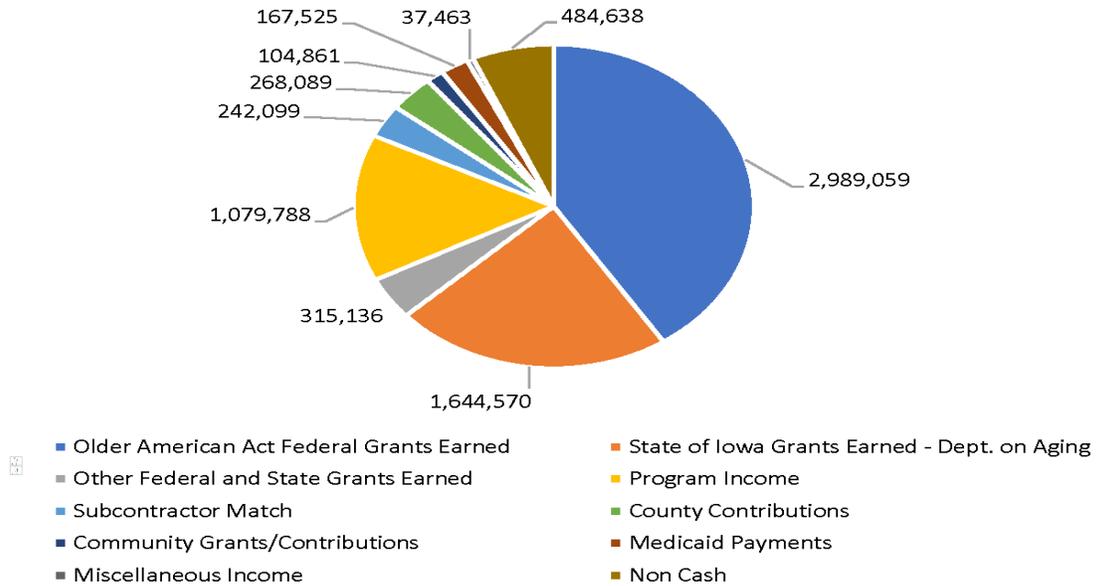
Community Based Foundation Grants:

Elderbridge has several community foundation grants spread throughout our 29 counties. Elderbridge utilizes this money for client directed assistance, material aid (personal assistance devices, housing assistance, nutrition assistance, etc).

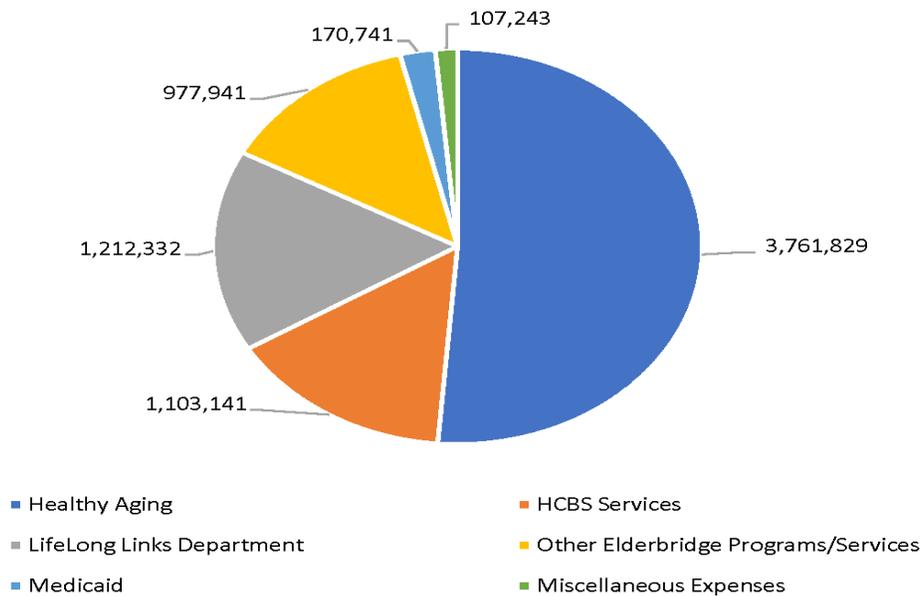


FINANCIAL REPORTS

FY19 FUNDING SOURCES



FY19 FUNDING USES BY DEPARTMENT



FY19 UNITS OF SERVICE PROVIDED
Area Plan Programs

Program	# Unduplicated Clients	# of Units	Unit Type
Caregiver Access Assistance	542	670	1 Consumer Contact
Caregiver Counseling	19	20	1 Session per Consumer
Caregiver Information Services	1,839	105	1 Activity
Caregiver Options Counseling	247	528	1 Hour
Caregiver Respite	84	6,441	1 Hour
Caregiver Supplemental Services	9	37	1 Consumer
Case Management	54	350	1 Hour
Chore	43	550	1 Hour
Congregate Nutrition	3,889	227,228	1 Meal
EAPA Assessment & Intervention	96	1,151	1 Hour
EAPA Consultation	1	1	1 Hour
EAPA Non-Consumer Consultation	38	110	1 Hour
EAPA Training & Education	463	148	1 Hour
Evidence Based Health Activities	161	178	1 Consumer per Program
Health Promotion & Disease Prevention	356	668	1 Consumer
Home Delivered Nutrition	1,822	183,781	1 Meal
Homemaker	303	6,902	1 Hour
Information & Assistance	2,532	3,464	1 Consumer Contract
Legal Assistance	470	866	1 Hour
Material Aid	727	25,732	1 Consumer
Nutrition Counseling	5	5	1 Session per Consumer
Nutrition Education	1,871	8,496	1 Session per Consumer
Options Counseling	636	1,722	1 Hour
Outreach	24	679	1 Consumer Contact
Personal Care	173	4,524	1 Hour
Training & Education	2,757	383	1 Hour
Transportation	408	28,537	1 One-Way Trip

ALLIANCE

Many government-funded programs have experienced cuts as state and federal administrations seek to trim their budgets. The majority of funding for Elderbridge Agency on Aging comes from those federal and state sources. To offset unstable federal and state funding, Elderbridge Agency on Aging decided to establish a supportive 501(c)(3) non-profit organization called Elderbridge Alliance that would be able to charge for services not offered through traditional Older Americans Act funding.

Elderbridge Alliance provides a line of services that we think are more responsive to the requests made to us from family members and caregivers. We launched the following services on July 1, 2017:

- Home Safety Assessment helps identify potential fall and safety hazards that can jeopardize the well-being and independence of the client.
- Healthcare Visit Companion accompanies individuals to medical appointments and assists with communication to the medical provider.
- Errand Buddy accompanies individuals on errands and non-medical appointments.
- HomeMeds is an in-home medication assessment program that uses specialized software to screen medications of individuals for potential harmful problems.
- Care Coordination will help individuals live safely at home by linking them to services needed through a person-centered action plan.
- Home Again provides support to individuals who return home from a hospital or nursing home facility.

Elderbridge Alliance will consider all reasonable requests for services that are specific to an individual's situation. Elderbridge Agency on Aging will continue providing the same traditional services funded through the Older Americans Act, on a contribution basis. Elderbridge Alliance allows us to provide services on a fee-for-service basis, expanding our ability to serve the needs of our consumers.



Elderbridge Agency on Aging is a private nonprofit organization that serves the needs of lowans sixty (60) years and older and their families.

Founded in 1974 after the passage of the Older Americans Act, Elderbridge is one of six Iowa Area Agencies on Aging and is part of a national aging network designed to address the needs and concerns of adults with disabilities and older lowans.



Elderbridge serves a 29-county area in Northwest, North Central and Central Iowa with offices in Mason City, Fort Dodge, Carroll, Spencer and Sibley.

Audubon
Buena Vista
Calhoun
Carroll
Cerro Gordo
Clay
Crawford
Dickinson
Emmet
Floyd

Franklin
Greene
Guthrie
Hamilton
Hancock
Humboldt
Kossuth
Lyon
Mitchell
O'Brien

Osceola
Palo Alto
Pocahontas
Sac
Sioux
Webster
Winnebago
Worth
Wright

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Spencer, IA 51301

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