

Elderbridge Agency on Aging



Annual Report
7/1/2019 - 6/30/2020

CONTENTS

CEO MESSAGE

BOARD PRESIDENT MESSAGE

SERVICES

GRANT BASED SERVICES

FINANCIAL REPORTS

FEE FOR SERVICE

WISCONSIN
CEOs AND PRESIDENTS
FOR

MESSAGE FROM OUR CEO

As I look back on this past year, my resounding thought is that this has been a time like no other that we are persevering through. The effects of the Coronavirus have been felt across Iowa and the world. In March 2020, the way that we delivered services changed dramatically and continue to this day. Our offices and congregate meal sites closed to the public in order to mitigate the spread of COVID-19 among our most vulnerable population. I am so proud of how our meal sites continued preparation and delivery of hot, nutritious meals for home delivery or curbside pick-up. They helped to assure food insecurity did not become an adverse effect of this virus to our seniors. Over 171,000 meals were provided by our meal sites between April 1 and August 31, 2020. Thanks to the additional federal funding, Elderbridge has also funded over 17,000 frozen and shelf stable meals to those older Iowans who needed to stay safe at home and were not able to access one of our meal sites.

Our amazing staff began working remotely from home with limited delays in providing information and assistance over the phone. We have implemented many virtual options for providing direct services such as option counseling, case management, elder abuse prevention, caregiver support, older worker employment support, and care transitions assistance. Community partners have continued to provide in-home services to assure daily living needs continue to be met. Transportation providers assisted with grocery delivery to homebound seniors when transportation of vulnerable individuals was not a good option.

Our Return to Community grant funded service has continued with phone and virtual contacts to assure all needs for assistance when going home from a hospital or nursing home stay are met. The pilot project has expanded to two counties and will expand to a third county yet this fall.

Elderbridge held its first virtual fundraising auction via zoom in July and raised over \$10,000 to be utilized toward over 1250 home-delivered and emergency meals during the pandemic. We are planning our next "Aging in Place" virtual fundraiser for April 2021 to provide consumer assistance such as housing, assistive devices, meals, and GrandPads. GrandPad is a computer tablet that allows for easy access to family, friends, medical providers and the AAA staff to reduce social isolation and improve access to telehealth.

Transformational change has been the epitome of services and supports for older Iowans, caregivers and adults with disabilities through the Iowa Aging Network. The Board of Directors, volunteers and Elderbridge staff are dedicated to enhancing the lives of those we serve to assist them in "Aging in Place" and advocating on their behalf!

SHELLY SINDT



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

BETH WILL



BOARD MEMBERS

Barry Anderson
Lionel J. Foster – Vice President
Lori Hain - Secretary
Ethan Huizenga
Steve Kruse
Ron Newsum
Tim Nichols
Larry Pedley - Treasurer
Tracy Quinones
Beth Will - President
Advisory Rep - Elaine Kelsey

MESSAGE FROM OUR BOARD PRESIDENT

As 2020 began, we faced a fair amount of uncertainty. Times defined by crisis and great need.

While you read this report, you will see there is a lot worth celebrating. 2020 has reinforced how important our work is and how much we rely on our grantees to make it a reality. By uniting for our causes, we were able to create for more impact than ever we could do separately.

Years like 2020 reminded me that we are all in this work for the long-haul, momentum may not always be on our side, but the stakes are too high and the issues are too important to not keep moving forward. By joining as a community, we have strengthened to survive and even thrived in rough seas. I am more confident now than ever, that Elderbridge and our many partners are prepared for whatever the future has in-store.

To all our advocates, staff, partners, grantees and friends, thank you again for all your hard work and perseverance. Never before have I been more grateful for and reliant on my fellow Board Members and our CEO than I have this past year. Their judgment and dedication to doing what is right is unparalleled, the willingness to put in the time and effort to properly position Elderbridge for success in these very difficult times.

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 lowans, 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.

Healthy Aging Program

The Healthy Aging 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.

Home and Community Based Service (HCBS) Program

HCBS are person-centered and often designed to enable people to stay in their homes, rather than moving to a facility for care. Elderbridge subcontracts with multiple agencies within out 29 county area. These contracts include services such as personal care, homemaker, transportation, legal aid and respite, etc.

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 assistive devices, housing assistance, nutrition assistance, and other unmet needs.

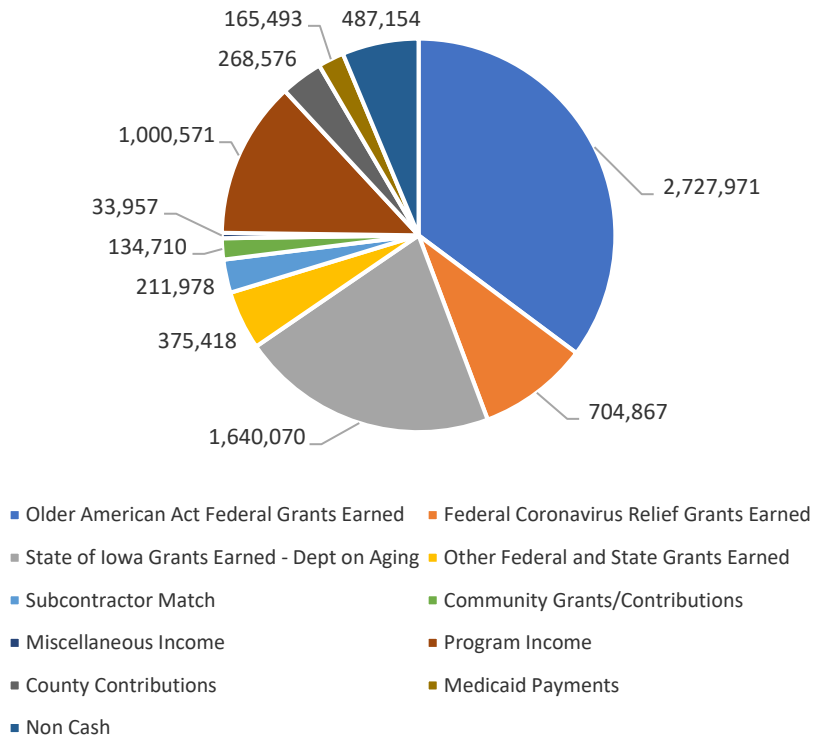
Older Worker Employment Program:

A growing number of older Iowans are choosing to join or stay in the workforce well past the traditional retirement age. Our specialist assists job candidates with vocational assessments, job seeking skills, orientation to a new job, and job retention.

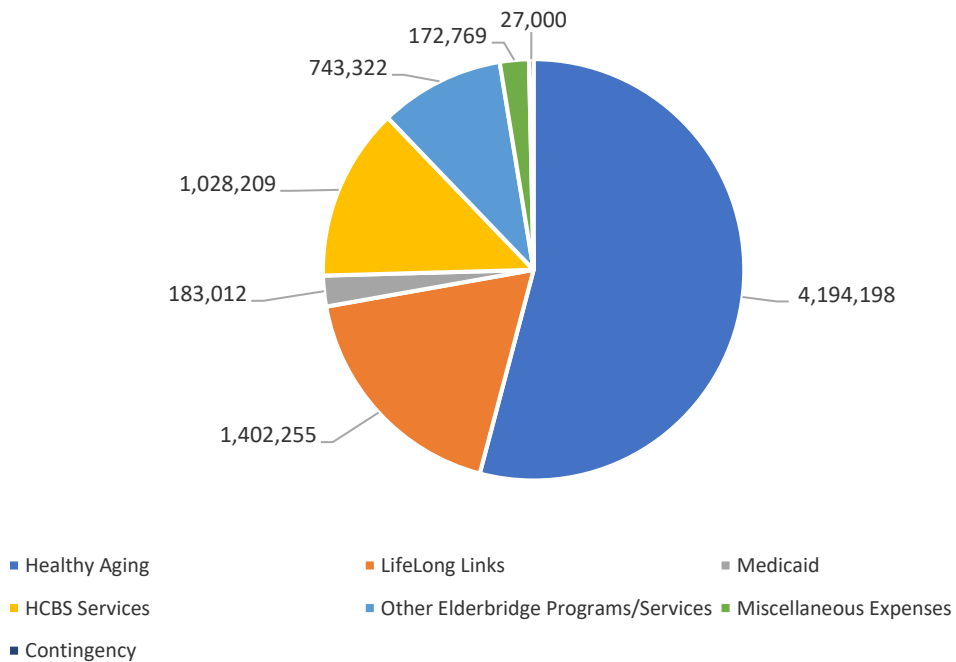


FINANCIAL REPORTS

FY20 FUNDING RESOURCES



FY20 FUNDING USES



FY20 UNITS OF SERVICE PROVIDED
Area Plan Programs

Program	# Unduplicated Clients	# of Units	Unit Type
Behavioral Health Supports	55	1,615	1 consumer contact
Case Management	142	1,405	1 hour
Caregiver Counseling	60	66	1 session per consumer
Caregiver Emergency Response System	1	3	1 month
Caregiver Home Delivered Nutrition	14	1,133	1 meal
Caregiver Information & Assistance	508	741	1 consumer contact
Caregiver Information Services	14,489	160	1 activity
Caregiver Options Counseling	102	282	1 hour
Caregiver Respite: In-Home	51	2,528	1 hour
Caregiver Respite: Out-of-Home	13	2,216	1 hour
Caregiver Supplemental Services	9	46	1 item
Caregiver Support Groups	23	72	1 session
Chore	42	403	1 hour
Congregate Nutrition	3,156	157,899	1 meal
EAPA Assessment & Intervention	28	734	1 Hour
EAPA Consultation	13	31	1 consumer contact
Emergency Response System	19	122	1 month
Health Promotion: Evidence Based	22	36	1 consumer/program
Health Promotion: Non-Evidence Based	465	1,192	1 contact
Home Delivered Nutrition	4,364	279,052	1 meal
Homemaker	334	6,872	1 hour
Information & Assistance	3,614	5,315	1 consumer contact
Legal Assistance	216	476	1 hour
Material Aid: Other	222	1,749	1 item
Nutrition Counseling	7	7	1 hour
Nutrition Education	1,946	5,947	1 session
Options Counseling	512	1,649	1 hour
Outreach	1,046	187	1 contact
Personal Care	170	4,585	1 hour
Training & Education	15,112	764	1 activity
Transportation	447	21,146	1 one-way ride

FEE FOR SERVICE

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 is able to charge for services not offered through traditional Older Americans Act funding.

Elderbridge provides a line of services that we think are more responsive to the requests made to us from family members and caregivers.

- 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 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. These services allow 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 Iowans 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 Iowans.



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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