

Elderbridge Agency on Aging



Annual Report
7/1/2020 - 6/30/2021

CONTENTS

CEO MESSAGE

BOARD PRESIDENT MESSAGE

SERVICES

GRANT BASED SERVICES

FINANCIAL REPORTS

FEE FOR SERVICE

WISCONSIN STATE UNIVERSITY
CEOs SERVICE FROM OUR
PRO

MESSAGE FROM OUR CEO

The Elderbridge Agency on Aging's mission is to advocate for and empower older adults, caregivers, and individuals with disabilities to pursue independent, healthy lives. The Elderbridge strategic plan is based upon our mission, vision, core values, and overall goals. In November 2020, a Joint Planning Committee of representatives from the Advisory Council, Executive Board, and management staff met to establish priorities for services for the SFY2022. A three-year strategic plan was also developed after a review of the mission, vision, and core values. The development of the strategic plan was focused on the required goal areas determined by the Iowa Department of Aging (IDA) Area Plan template. An unmet needs survey was also completed by staff, volunteers and Home and Community Based Service (HCBS) providers to assist in the identification of community needs and gaps in services.

To assure that our consumers receive the best information, assistance, counseling, and other services to meet their desired quality of life, we will continue to focus on the Older American Act (OAA) core services, as well as innovative initiatives as funding allows. Our core values include professionalism, integrity, and excellence. Our agency's culture is built on these values. We are committed to training opportunities for our staff to maintain excellence in service delivery.

Our focus will continue to be inclusive of attempting to provide consistent core services throughout our twenty-nine (29) county planning and service area, as well as identified underserved communities. We will aim to enhance messaging and to build home and community-based provider opportunities where they are lacking. Through our Aging Disability Resource Center/No Wrong Door grant, we are building stronger partnerships with disability providers through our Stakeholder Advisory Board, enhancement of the Lifelong Links website for no-wrong door access to information and services, and cross-training opportunities to better serve the aging and disability populations.

Elderbridge provides several innovative initiatives which include: the Iowa Return to Community project, the Iowa Café initiative, volunteer recruitment and training, two dieticians on staff for nutrition counseling, foundation grants for consumer unmet needs, fundraising, GrandPads, and "Joy for All," robotic pets. As we recover from the effects of COVID-19, we anticipate a need to rebuild infrastructure in the meal program, as well as an ongoing focus on social isolation causing anxiety and depression. Assessment of higher risk lowans who may have ignored their health needs while sheltering in place, and hidden elder abuse situations that will need interventions are also a top priority. Due to the limited Elder Abuse Awareness and Prevention funds, we have one staff person to cover our service area. While seeking other funding opportunities, we plan to develop a Critical Time Intervention model. "A time-limited evidence-based practice that mobilizes support for society's most vulnerable individuals." <https://www.criticaltime.org/cti-model/background>. Three phases will be provided to include transition, try-out, and transfer. Once the situation is stabilized and supports are in place, the individual will be transitioned to case management for follow-up.

While the COVID-19 pandemic has caused many challenges, it has also brought opportunities to improve efficiency and innovate in very successful ways. The Elderbridge team looks forward to continuing to advocate for and empower our target populations throughout our service area. Providing a 25% match for Older Americans Act funding continues to be a challenge, so our tremendous county funding and volunteer support is critical to meeting the match to draw down our total allocation of federal funds.

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
- Jill Hawkinson
- Ethan Huizenga
- Steve Kruse
- Larry Pedley - Treasurer
- Linda Vaudt
- Beth Will - President
- Advisory Council Rep - Sandra Olson

MESSAGE FROM OUR BOARD PRESIDENT

As Fiscal Year 2021 began, we continued to face a fair amount of uncertain times defined by the ongoing pandemic crisis and great service needs.

While you read this report, you will see there is a lot of successes to celebrate. 2021 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 more impact and successful outcomes than we could do individually.

Years like 2021 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 are unparalleled evidenced by the willingness to put in the time and effort to properly position Elderbridge for success in these very difficult times.

Elderbridge lives by our mission to advocate for and empower older adults, caregivers, and individuals with disabilities to pursue independent, healthy lives. Your support is essential to our continued service excellence.

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, and Spencer.

- | | | |
|-------------|----------|------------|
| Audubon | Franklin | Osceola |
| Buena Vista | Greene | Palo Alto |
| Calhoun | Guthrie | Pocahontas |
| Carroll | Hamilton | Sac |
| Cerro Gordo | Hancock | Sioux |
| Clay | Humboldt | Webster |
| Crawford | Kossuth | Winnebago |
| Dickinson | Lyon | Worth |
| Emmet | Mitchell | Wright |
| Floyd | O'Brien | |

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 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 supplemental 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. The Iowa Café offers diners the option to eat and socialize in a restaurant setting.
- Evidenced-based health activities include fall prevention programs such as Matter of Balance, Walk with Ease, Seated Tai Chi, 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 our 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 assists 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 to 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 areas and to promote Medicare prevention and wellness benefits.

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.

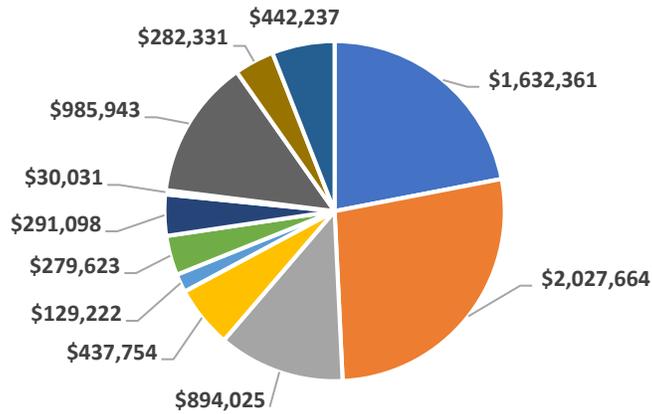
Older Worker Employment Program:

A growing number of older lowans 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.



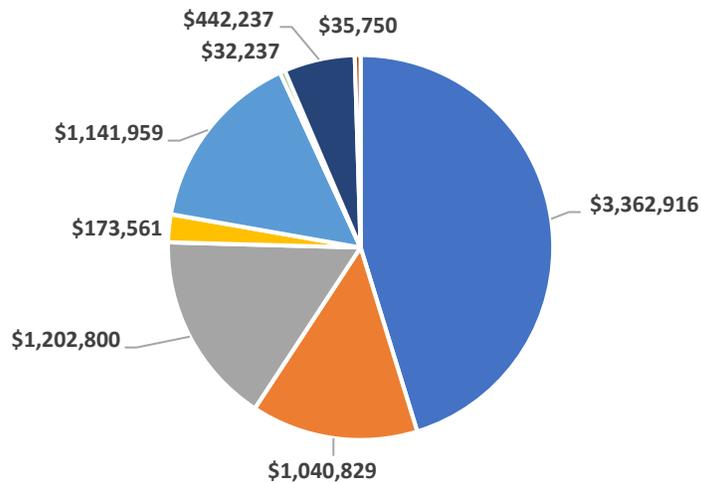
FINANCIAL REPORTS

FY21 FUNDING RESOURCES



- State of Iowa Grants Earned - Dept on Aging
- Older Americans Act Federal Grants Earned
- Federal Coronavirus Relief Grants Earned
- Other Federal/State Grants Earned
- Community Grants/Contributions Earned
- County Contributions
- Subcontractor Match - Cash and Non Cash
- Miscellaneous Income
- Program Income
- Medicaid Payments
- In Kind Revenue

FY21 FUNDING USES



- Healthy Aging
- HCBS Subcontracted Services
- LifeLong Links
- Medicaid
- Other Elderbridge Programs/Services
- Miscellaneous Expense
- In Kind Expense
- Contingency

FY21 UNITS OF SERVICE PROVIDED
Area Plan Programs

Program	# Unduplicated Clients	# of Units	Unit Type
Case Management	169	2,656	1 hour
Caregiver Case Management	11	168	1 hour
Caregiver Counseling	14	16	1 session per consumer
Caregiver Home-Delivered Nutrition	10	977	1 meal
Caregiver Information & Assistance	543	805	1 consumer contact
Caregiver Information Services	10,531	164	1 activity
Caregiver Options Counseling	101	335	1 hour
Caregiver Respite: In-Home	45	2,589	1 hour
Caregiver Respite: Out-of-Home	3	1,669	1 hour
Caregiver Supplemental Services	18	177	1 item
Caregiver Support Groups	19	72	1 session
Chore	41	563	1 hour
Congregate Nutrition	1,179	13,650	1 meal
EAPA Assessment & Intervention	68	747	1 Hour
EAPA Consultation	61	127	1 consumer contact
Emergency Response System	41	305	1 month
Health Promotion: Evidence Based	114	130	1 consumer/program
Health Promotion: Non-Evidence Based	446	800	1 contact
Home Delivered Nutrition	4,262	408,385	1 meal
Homemaker	365	7,364	1 hour
Information & Assistance	3,350	4,878	1 consumer contact
Legal Assistance	269	602	1 hour
Material Aid: Other	138	2,587	1 item
Nutrition Counseling	2	2	1 hour
Nutrition Education	1,280	4,365	1 session
Options Counseling	294	1113	1 hour
Outreach	1,662	618	1 contact
Personal Care	207	5,703	1 hour
Training & Education	32,465	488	1 activity
Transportation	320	19,474	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.

CONTACTS

MASON CITY AREA

1190 Briarstone Dr. Suite 3
Mason City, IA 50401

FORT DODGE AREA

308 Central Avenue
Fort Dodge, IA 50501

CARROLL AREA

603 N. West Street
Carroll, IA 51401

SPENCER AREA

714 10th Avenue East
Spencer, IA 51301

800-243-0678

www.elderbridge.org