



“We know... aging matters”

**CAPITAL AREA AGENCY ON AGING DISTRICT II, INC.
ANNUAL REPORT
2016-2017**



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Capital Area Agency on Aging, District II, Inc.

Capital Area Agency on Aging, District II, Inc. (CAAA), a non-profit 501(c)3 organization, was established in May, 1974. The agency, located at 6554 Florida Boulevard, Suite 221 is governed by a voluntary Board of Directors. Our mission is to advocate and provide services to enhance the quality of life for aging adults. Donor contributions are tax deductible.

Services and Activities

A. Title III of the Older Americans Act

Older Americans Act Programs, federally funded with a state match (serves 10 parishes): **Access Services** - Transportation, Information and Assistance, Outreach; **In-Home Services** - Homemaker, Telephoning, Personal Care; **Legal**: representation in legal matters; **Congregate Meals** (includes Nutrition Education); **Home-Delivered Meals** (including Nutrition Education); **Preventive Health** – Evidence-Based Wellness programs that help the elderly and the disabled to develop the skills needed to manage their own health conditions; **Caregiver Support** - In-Home Respite, Sitter, Information and Assistance. These services are



provided through contracts with the following service providers: 10 Councils on Aging (COA) - Ascension, Assumption, East Feliciana, Iberville, Pointe Coupee, St. Helena, Tangipahoa, Washington, West Baton Rouge, West Feliciana; 1 Legal Services Provider (Southeast Legal Services); 1 Commissary (Bateman's Senior Meals); 3 Caregiver Support Providers (Alzheimer's Services of the Capital Area, Comfort Keepers and Home Instead Senior Care)

B. Aging and Disability Resource Center (ADRC), includes SenioRx and Louisiana Answers, serves 13 parishes (Title III parishes, plus East Baton Rouge, Livingston, and St. Tammany). The ADRC is state funded. SenioRx provides access to free and reduced-price medications from pharmaceutical companies, as well as enrollment in Medicare Part D and assistance in paying for Medicare costs. Louisiana Answers provides information and assistance to available federal, state and local community resources as well as options and benefits counseling. The ADRC currently has contracts to provide Evidence-Based Wellness workshops with EBR COA and Livingston COA.



C. Senior Community Services Employment Program (SCSEP).

SCSEP serves 8 parishes (East Baton Rouge, East Feliciana, Iberville, Livingston, Pointe Coupee, Tangipahoa, Washington, and West Baton Rouge). The focus of the SCSEP is to foster and promote useful part-time training opportunities in the community services activities for persons with low incomes, unemployed, who are 55 years old or older, have poor employment prospects, and have the greatest economic need. The goals of persons participating in the SCSEP are to find and keep a job, upgrade job skills and work experience through hands-on paid training experiences at host agencies and learn new job skills needed in today's workplace. The SCSEP program is operated thru ADRC.

D. Ombudsman Program, serving 17 parishes (Title III parishes, plus East Baton Rouge, Livingston, St. James, St. John, and Terrebonne). The goal of the program is to provide information and advocacy to elderly residents of nursing homes and assisted living facilities.

November 8, 2017



Dear Friends,

This past year, the Capital Area Agency on Aging has continued to serve the elderly and disabled in our core 10 parishes, as well as, some services provided in another 7 parishes. The Great Flood of 2016 affected all of us, and disproportionality the seniors and poor. As our client base continues to grow, so does the need for more and better resources to provide both life sustaining and quality of life services to our population. Did you know that the average life expectancy in 1950 was 68 years? By 1991, life expectancy for women was at 79 years while men were at 72 years. Today, experts say that when American reach the age of 65, they can, on average, be expected to live for 17 years more; that's 82 years old on average. Everyone knows someone who is experiencing the gifts and the challenges of a longer life. With that said, it has been both a challenge and an honor to work with CAAA to try to find solutions to funding and innovative methods to provide expanded services to our clients.

The Board of Directors held a Board Strategic Planning Retreat in March 2017, where we reviewed the Mission Statement and current Strategic Plan and updated our vision and expectations of CAAA. The outcome was a revision to the Mission Statement and a revitalization of our Strategic Plan. One of our major goals is rebranding, with the intention of developing a new, differentiated identity of our Agency in the minds of the public and other stakeholders. CAAA has been in existence for over 40 years, and yet, much of the community does not know who we are and the 15+ services we provide. Unfortunately, we are often confused with the East Baton Rouge Council on Aging, which is a separate organization. During FY2017 we provided, through service provider contracts, 424,343 home-delivered meals, 37,224 hours of homemaker services, 1,811 hours of personal care, and provided 1,546 hours of evidence-based wellness classes, etc. to clients in our area. We were also advocates for residents of 99 nursing homes and/or assisted living facilities in 17 parishes. Also, through the Aging and Disability Resource Center's SenioRx program we helped seniors and those with adult onset disabilities receive free or reduced cost mediations valued at \$4,654,332. Effective July 1, 2016 we were selected by the Governor's Office of Elderly Affairs to operate the Senior Community Services Employment Program (SCSEP) in East Baton Rouge, East Feliciana, Iberville, Livingston, Pointe Coupee, Tangipahoa, Washington and West Baton Rouge parishes. The goals of this program are to foster and promote useful part-time training opportunities for unemployed persons with low incomes who are 55 years old or older. During FY2017 we afforded opportunities to 116 participants.

Capital Area United Way continues to be a resource for the provision of additional units of service beyond those funded through the Older Americans Act. The additional funding received from CAUW has allowed us to provide meals to clients requiring special diets and expand Homemaker Services from one CAUW parish to all eight within our planning and service area.

Lest we forget, we serve a unique clientele, persons that in many instances have outlived their ability to care for themselves. They have done for us, and, now we must do for them. In this light, I believe ours is a noble cause. I salute and commend the Agency staff and the many service providers that deliver the "hands-on" proactive functioning of these programs out in the parishes. Thank you and keep up the good work!

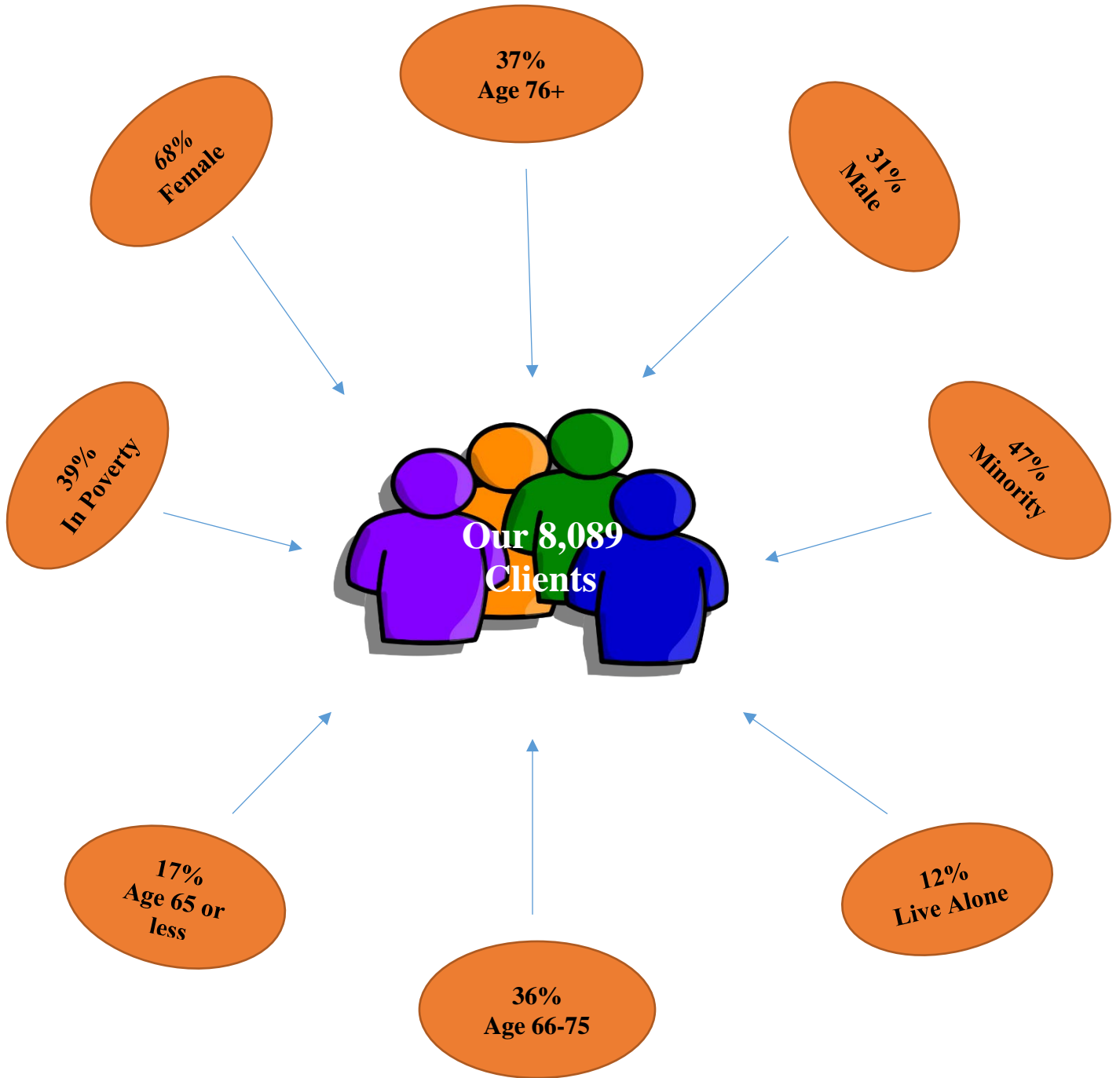
Serving the elderly is a privilege that the staff and Board feel strongly about. We look forward to the continuation of this mission.

Sincerely,

A handwritten signature in black ink that reads "Randal A. McDonald". The signature is written in a cursive, slightly slanted style.

Randal McDonald, President, Board of Directors, Capital Area Agency on Aging

CLIENT PROFILE

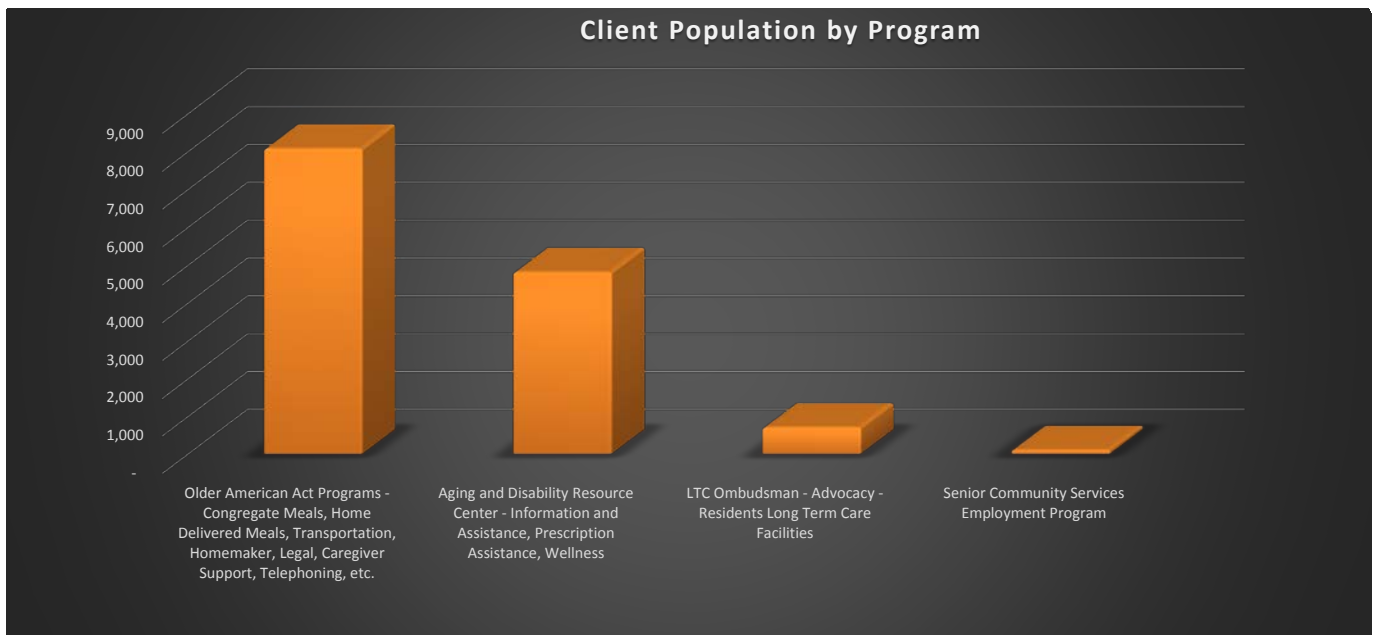


SERVICES PROVIDED

July 1, 2016 - June 30, 2017

PERSONS SERVED *	8,089	HEALTH PROMOTION/DISEASE PREVENTION	
		Evidence Based Wellness Units of Service	1,546
SUPPORTIVE SERVICES		Total Participants	80
Information and Assistance - Clients Assessed for Services	7,009		
Outreach - Face to Face Contacts	785	Senior Community Services Employment Program (SCSEP)	
Transportation Rides	141,716	Total Participants	116
Homemaker Hours	37,224		
Personal Care Hours	1,811	NATIONAL CAREGIVER SUPPORT	
Telephoning Contacts	35,249	Information and Assistance	174
Legal Hours	406	In-Home Respite Hours	9,442
Utility Assistance Contacts	14	Sitter Hours	4,344
Medical Alert (Emergency devices)	1,370	Material Aid Items	327
HOME DELIVERED MEALS		LTC OMBUDSMAN	
Total Persons Served	2,483	Cases/Complaints	553/936
Total Meals Served	424,343	Facilities/Parishes	99/17
Nutrition Education Client Sessions	2,053	Visitation/Hours	1,288/2,539
CONGREGATE MEALS		AGING AND DISABILITY RESOURCE CENTER (ADRC)	
Total Persons Served	2,612	Total Clients Assisted	2,664
Total Meals Served	194,368	LOUISIANA SENIORx	
Nutrition Education Group Session	1,070	Total Clients	2,081
		Total New Clients	807
		30-day Prescriptions Filled/Refilled	5,820
		Medicare Part D counseling	139

*Unduplicated client count does not include LTC Ombudsman, SeniorRx clients or ADRC Clients

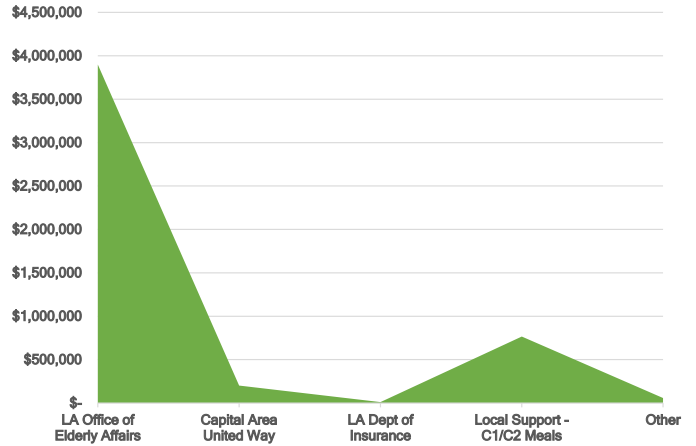


STATEMENT OF ACTIVITIES
July 1, 2016 - June 30, 2017

SUPPORT AND REVENUES

Governor's Office of Elderly Affairs	\$ 3,899,499
Department of Insurance	11,999
Capital Area United Way	201,232
Local Support - Title IIIC-1/IIIC-2 Meals	766,084
Other support and revenues	57,760
Interest Income	<u>637</u>
Total Support and Revenue	4,937,211

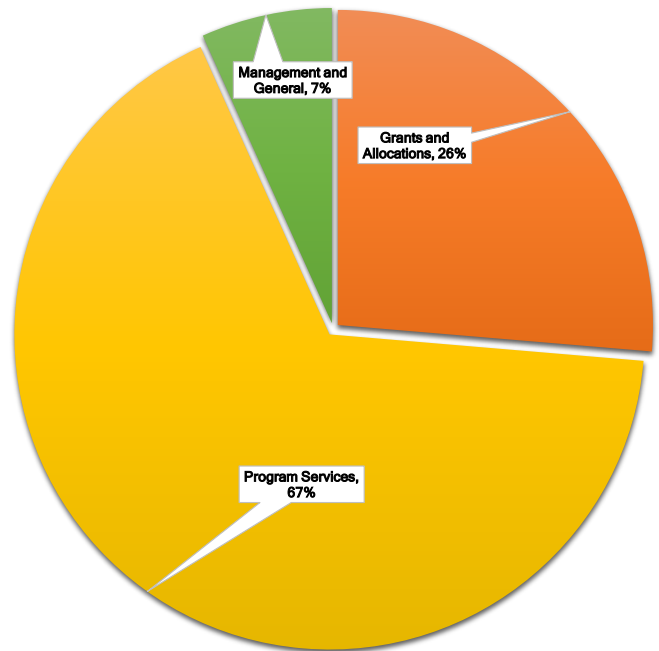
REVENUES



EXPENSES

Grants and Allocations	\$ 1,286,213
Functional expenses:	
Program Services	
Title III-C-1 Congregate Meals	560,427
Title III-C-2 Home Delivered Meals	1,579,191
Title III-D Preventive Health	33,495
Title III-E Caregiver Support	290
Community Living Program	250
Aging and Disability Resource Center/SenioRx	184,276
Evidence-Based Wellness	30,166
Long Term Care Ombudsman	227,264
DHH Single Point of Entry	800
Senior Community Services Employment Program	643,917
Medicare Enrollment Assistance Program (MIPPA)	<u>9,250</u>
Total Program Services	3,269,326
Fund Raising	3,933
Management and general	<u>323,912</u>
Total Expenses	\$ 4,883,384
 BALANCE JULY 1, 2016	 <u>14,881</u>
 BALANCE JUNE 30, 2017	 <u><u>\$ 68,708</u></u>

EXPENSES



Executive Director's Report

Area Agencies on Aging (AAA) were formally established in the 1973 reauthorization of the Older American Act as the “on the ground” organizations charged with helping vulnerable older adults live with independence and dignity in their homes and community. CAAA was established May 1974. May 2017 marked Capital Area Agency on Aging, District II, Inc.’ (CAAA), 43rd year of being advocates and providing services for aging adults.

Common issues experienced by older adults that we have services to address include:

- National Association of Area Agency on Aging, *National Survey of AAAs*, statistics indicate that “80% of older adults have at least one chronic disease and 68% have at least two chronic diseases.” During the past year we offered Chronic Disease and Diabetes Self-Management Classes to aging adults in our service area.
- Falls, many of which are preventable, are the leading cause of fatal and non-fatal injuries for older adults. We offered Matter-of-Balance and Tai Chi – Moving for Better Balance classes to older adults in our service area.
- Meals on Wheels America, *Facts and Resources* states that “one in six older adults struggle with access to healthy and nutritious meals.” During the year we served 424,343 home-delivered meals and 194,368 congregate meals. Most of our service area is rural and of the 8,089 unduplicated older adults served during the past year, 63% required access to the healthy and nutritious meals that we provided. The meals we served met the USDA 1/3 daily requirement and are carefully monitored by our Meals Program Manager and a contracted nutritionist/dietitian. Food insecurity and hunger continues to remain a growing concern for us because our service area is predominately rural and access to grocery stores are limited. We were able to expand our home delivered meals program to include seniors requiring special diets, i.e., diabetic, renal, heart healthy, low sodium, through funding from Capital Area United Way for the parishes of Ascension, East Feliciana, Iberville, Pointe Coupee, St. Helena, West Baton Rouge and West Feliciana. These meals are delivered directly to the client’s home within 48 hours of ordering.
- Other home services, i.e., personal care, homemaker, transportation, respite and sitter services may in some cases be required to keep older adults in the community. These services were provided by us during the past year – see Services Provided Chart.



There were challenges and transitions (start of Senior Community Employment Services Program and resignation of the Executive Director at end of year). The “Great Flood” of 2016 also affected some seniors in our planning and service area as well as our staff and the staff of our service providers. Some of the areas that flooded had never flooded before, so flood insurance was not an option for most of them. We are still in recovery. I want to thank our service providers for assisting the seniors with resources through information and assistance to make them whole again. Our Aging and Disability Resource Center also provided vital information, i.e., emergency housing resources, resources for household appliances, referrals for crisis/emergency service and resources for utility and rental assistance. We are excited about the new program – Senior Community Employment Services Program (SCSEP). The focus of the SCSEP promote useful part-time training opportunities for unemployed persons with low incomes who are 55 years old or older, have poor employment prospects, and have the greatest economic need. The goals of SCSEP are to find and keep a job, upgrade job skills and work experience through hands-on paid training experiences at host agencies and learn new job skills needed in today’s workplace. We provided 116 participants with subsidized employment training during the year.

I want to thank our dedicated staff, Board of Directors, Advisory Council and Service Providers for a successful year of staying on the mission of advocating and providing services to enhance the quality of life for aging adults.

Shirley L. Merrick

November 10, 2017



Dear Friends:

Another year has quickly passed and the Area Agency is busy with the Annual Report and Audit which brings them additional workload. Shirley Merrick is again our Acting Director as she has done so many times and so well in the past. Directors come and go, but it is Shirley that keeps the boat afloat.

I am somewhat irritated over recent events where professional athletes choose to dishonor our country and our veterans by not standing during the playing of our national anthem. It is not just the flag, but those who wore the uniform in defense of that flag, our freedom and their freedom that they disrespect; those who played for keeps by laying their lives on the line to preserve our freedom. Many paid the highest price, a price only paid by those members of Freedom's Team. As a combat veteran, as are many of you I choose to ignore their ignorant display, and no longer watch any of their events.

It is your call to do as your conscious dictates, but, I believe it is our calling to right this ship. As senior citizens we know the way; it is my hope that we will lead the way. Should there be just reason for demonstration, let it be done in another settings, rather than disrespecting the symbol of our freedom. This is a great country; let us keep it that way. Thank you!

Sincerely,

A handwritten signature in black ink, appearing to read "James O. Blouin, Jr." with a stylized, cursive flourish at the end.

James O. Blouin, Jr
Capital Area Agency on Aging
Advisory Council President

Board of Directors

The Capital Area Agency on Aging Board members are selected from service and public agencies, consumer groups, and other interested community persons.

Mr. Randal McDonald, President CPA, CGMA	Ms. Pat Dial Ret. Pres, Tourism Pointe Coupee	Ms. Charlene Gordon Councilwoman, West Baton Rouge
Mr. Jim Parker, Vice President Board President East Feliciana COA	Ms. Leslie Keen* Dir. Community Relations Peoples Health	Ms. Janie Keller Administrative Assistant
Mr. Tom Govan, Treasurer Government Banking Capital One	Ms. Karen McDonald Coordinator Clinical Services, CTC	Mr. Louis Prejean Dir Catholic Community Radio
Mr. Emily George Tilley, Secretary Clinical Director, O'Brien House	Ms. Stephanie Prestridge Attorney	Ms. Ana Rupnik Senior Risk Officer, Investar Bank
Rev. Olton Scott Pastor, St. Peter Baptist Church	Ms. Caroline Smith St. James Place	Mr. William Vercher Pointe Coupee Board Member
Ms. Ann Zanders Organization Strategic Planning Consultant		

Advisory Council

The Advisory Council consists of representatives of program participants and the general public, including low income elderly and older minority persons at least in proportion to the number of minority older persons in the area, who advise the Area Agency Board on all matters relating to development and administration of the Area Plan.

Mr. James O. Blouin, Jr., President Retired Army Colonel/Admin.	Mr. Philip Daigle Retired, Construction	Ms. Dana delaBretonne Beacon Behavioral Health
Ms. Elaine Simoneaux, Vice President Government	Ms. Alice Doherty West Feliciana COA Board	Ms. Vicki Dufrene Director, SHIIP
Ms. Dorothy Dyson, Secretary Retired Educator	Mr. Delmas Dunn, Sr. President, Tangi. Afr. Amer. Museum	Ms. Sheri Richard Fair Retired
Ms. Jan Fugler Director, Employment Development Services	Ms. Grace Garon Retired Director Ascension COA	Ms. Susan Simoneaux Retired, Social Security Admin.
Ms. Ann Sperry Catholic Charities Baton Rouge	Ms. Linda Thompson Retired, RN	

* denotes member elected 7/11/2017

ACKNOWLEDGMENTS

Service Providers

Alzheimer's Services of the Capital Area
Ascension Council on Aging
Assumption Council on Aging
Bateman Community Living
Comfort Keepers
East Feliciana Council on Aging
Home Instead
Iberville Council on Aging

Pointe Coupee Council on Aging
St. Helena Council on Aging
Southeast Louisiana Legal Services
Tangipahoa Voluntary Council on Aging
Washington Council on Aging
West Baton Rouge Council on Aging
West Feliciana Council on Aging

Governing & Advisory Authorities

Capital Area Agency on Aging Board of Directors
Capital Area Agency on Aging Advisory Council

THANKS TO THE FOLLOWING FOR SUPPORTING CAPITAL AREA AGENCY ON AGING

