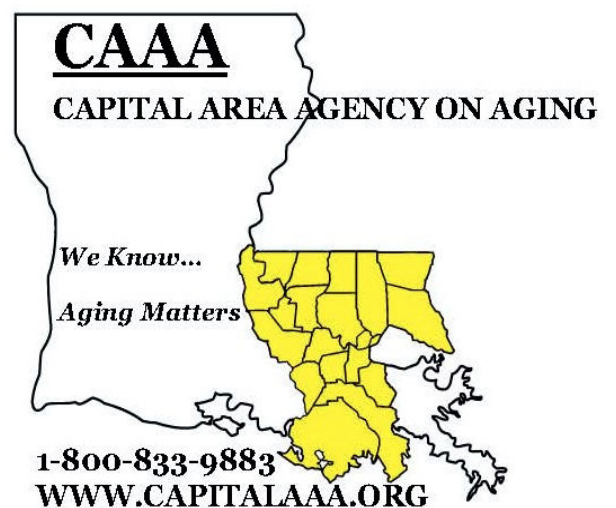


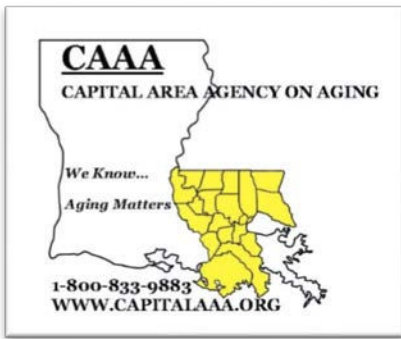


Advocate and provide services to enhance the quality of life for older adults

**CAPITAL AREA AGENCY ON AGING,
DISTRICT II, INC.**

**ANNUAL REPORT
2018-2019**





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 older adults. Donor contributions are tax deductible. All donations are tax deductible. Donate online at www.capitalaaa.org.

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. Programs offered include A Matter of Balance, Dr. Lams' Tai Chi for Arthritis, Stanford Chronic Disease and Diabetes Self-Management ; **Caregiver Support** - In-Home Respite, Sitter, Information



and Assistance. Title III programs/services with the exception of Preventive Health 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 (Trio Meals); 4 Caregiver Support Providers (Alzheimer's Services of the Capital Area, Tangi Cares, LA Home Cares, and Southeast LA Caregiving)

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.

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.

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.



Dear CAAA Friends,

It has been an honor to serve this past year as president of the Capital Area Agency Board of Directors! Over this year I have visited a few of the centers, met so many of the vibrant seniors CAAA serve and talked to the most dedicated group of Directors in the state of Louisiana! I have also gotten to know the staff at CAAA and am awed by their dedication, expertise and unfailing engagement of the seniors. These women made the mission of CAAA come alive for me. The network supporting CAAA is inspiring and energizing. The 45th Anniversary events were not only well attended but fun and extremely celebratory.

And the work continues.....

CAAA is continuing the work of addressing the challenges our seniors face on a regular basis. The staff and Board are seeking to forge those partnerships that will impact the communities where many of the seniors reside, improving their quality of life. As with so many non-profits, funding remains to be on the top of our "To Do" list. While CAAA has revenue that is expected, we do have to compete for foundation and corporate funding to augment the budget and provide for items not allowable for purchase with many federal and state grant funds. Serving the elderly and those with early onset disabilities is not glamorous; it is not trendy. What I can say is that we will all be in this phase of life at some point. My message to all I speak to is "Pay it forward!"

Serving the elderly will always be with us. It is up to those of us who see the need, to articulate that need as best we can to those in our communities who will listen. This population is growing and our support whether it be in service, donating of products and goods or in funding, also must continue to increase. This report demonstrate the reach of CAAA in the parishes it serves. We are proud of the work of Shirley Merrick, Executive Director, and all the staff did this year.

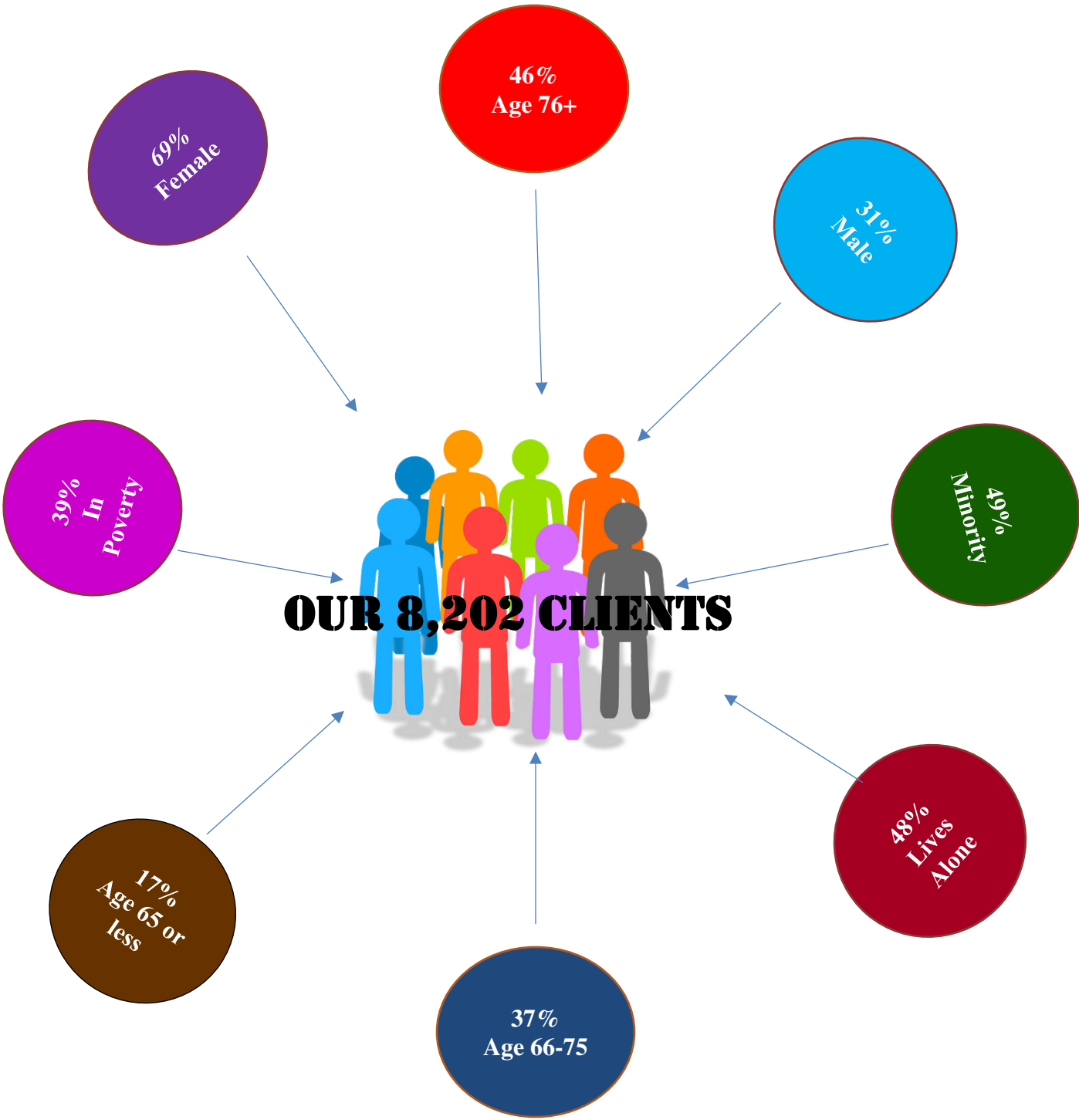
We, the Board of Directors, will continue to work along side of them to advocate and provide services to enhance the quality of life for aging adults. This is our privilege; it is our duty!

Sincerest regards,

A handwritten signature in blue ink that reads "Ann D. Zanders". The signature is written in a cursive, flowing style. It is set against a light yellow rectangular background.

Ann D. Zanders, President
Board of Directors
Capital Area Agency on Aging

CLIENT PROFILE

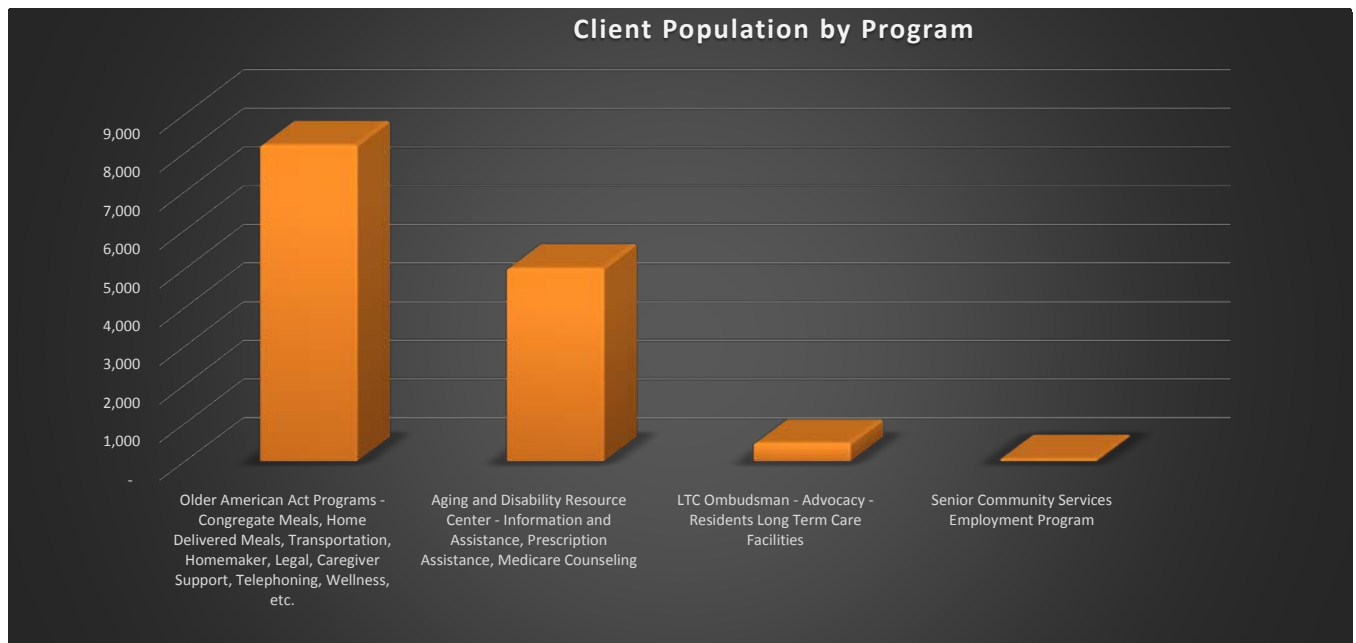


SERVICES PROVIDED

July 1, 2018 - June 30, 2019

PERSONS SERVED *	8,215	HEALTH PROMOTION/DISEASE PREVENTION	
		Evidence Based Wellness Units of Service	1,710
		Total Participants	120
SUPPORTIVE SERVICES			
Information and Assistance - Clients Assessed for Services	6,636	Senior Community Services Employment Program (SCSEP)	
Outreach - Face to Face Contacts	855	Total Participants	77
Transportation Rides	156,787		
Homemaker Hours	33,673	NATIONAL CAREGIVER SUPPORT	
Personal Care Hours	1,502	Information and Assistance	158
Telephoning Contacts	32,937	In-Home Respite Hours	9,717
Legal Hours	410	Sitter Hours	3,077
Utility Assistance Contacts	13	Material Aid Items	251
Medical Alert (Emergency devices)	1,326		
		LTC OMBUDSMAN	
HOME DELIVERED MEALS		Cases/Complaints	494/820
Total Persons Served	2,496	Facilities/Parishes	101/17
Total Meals Served	431,057	Visitation/Hours	1,357/2,500
Nutrition Education Client Sessions:	2,000		
		AGING AND DISABILITY RESOURCE CENTER (ADRC)	
CONGREGATE MEALS		Total Clients Assisted	3,503
Total Persons Served	2,884	LOUISIANA SENIORx	
Total Meals Served	199,992	Total Clients	1,405
Nutrition Education Group Session	841	Total New Clients	718
		30-day Prescriptions Filled/Refilled	4,089
		Prescription Drug Savings	\$1,444,606
		Medicare Part D counseling	119

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

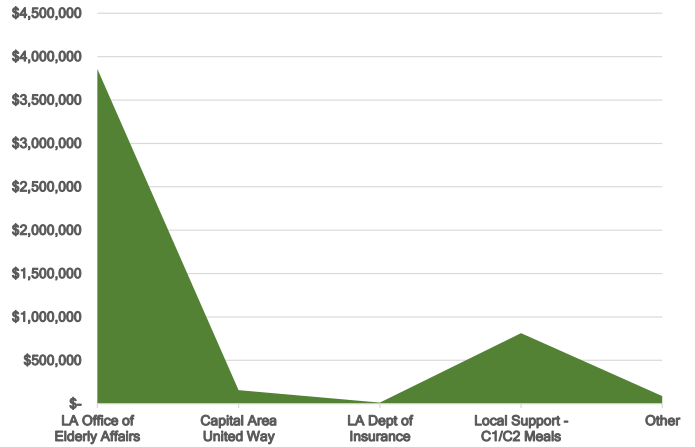


STATEMENT OF ACTIVITIES
July 1, 2018 - June 30, 2019

SUPPORT AND REVENUES

Governor's Office of Elderly Affairs	\$ 3,858,873
Department of Insurance	14,000
Capital Area United Way	156,080
Local Support - Title IIIC-1/IIIC-2 Meals	812,716
Other support and revenues	89,057
Interest Income	<u>96</u>
Total Support and Revenue	<u>4,930,822</u>

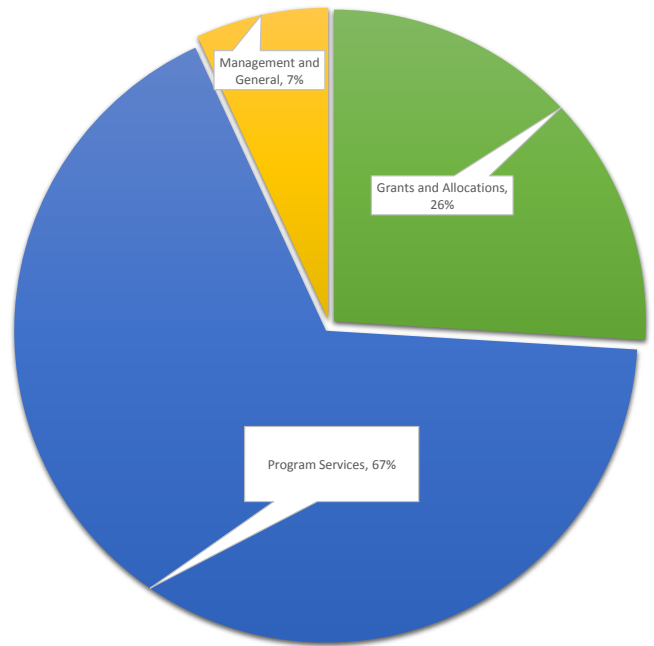
REVENUES



EXPENSES

Grants and Allocations	\$ 1,291,043
Functional expenses:	
Program Services	
Title III-C-1 Congregate Meals	593,130
Title III-C-2 Home Delivered Meals	1,643,409
Title III-D Preventive Health	47,020
Title III-E Caregiver Support	281
Community Living Program	250
Aging and Disability Resource Center/SenioRx	184,503
Evidence-Based Wellness	24,471
Long Term Care Ombudsman	229,958
DHH Single Point of Entry	800
Senior Community Services Employment Program	605,038
Medicare Enrollment Assistance Program (MIPPA)	<u>11,216</u>
Total Program Services	<u>3,340,076</u>
Fund Raising	21,293
Management and general	<u>320,973</u>
Total Expenses	<u>\$ 4,973,385</u>
 BALANCE JULY 1, 2018	 <u>134,713</u>
 BALANCE JUNE 30, 2019	 <u>\$ 92,150</u>

EXPENSES



■ Grants and Allocations ■ Program Services ■ Management and General

The staff, Board of Directors, Advisory Council and our service providers have made this another successful year of providing services to seniors in our planning and service area. Thank you. The U.S. Census Bureau reports that by 2030, 73 million, or one in five, people in America will be 65 or older. They further estimate that nearly 25 percent of Louisiana's population will be over age 60 by the year 2030, an increase of more than 25 percent from 2012. In our service area alone we served 2.9% more unduplicated clients in FY2019 than FY2018. Yet funding increased by less than 1%.



This challenges us in FY2020 and beyond to find resources, partnerships and non-traditional funding streams to keep those we serve in their own homes and communities for as long as possible. I am excited to work with a board who is committed to our mission and who has put in place a strategic plan to help us accomplish our goals.

We turned 45 years old May 2019. Activities began May 2018 and culminated with a banquet May 3, 2019. Allwell-Medicare Advantage Plan sponsored a video documenting our 45 years. This documentary can be viewed by visiting our website at www.capitalaaa.org and clicking on the YouTube link. Thank you to former directors, Sandra Adams, Susan DeMers and Essie Kennerson, and Board Member Randal McDonald for their participation in the video.

The National Council on Aging reports that, "The percentage of older individuals in the population has increased with each decade, and the proportion of persons 75 years and older has grown even faster. As a result, chronic diseases and falls have increased and are now the leading causes of death and disability among older Americans." Evidence-based programs offer proven ways to promote health and prevent disease among older adults. Our goal is to have staff trained to provide the following evidence based programs - Oregon Institute's Matter of Balance, Dr. Lam's Tai Chi for Arthritis and Stanford's Chronic Disease and Diabetes Self-Management Programs. We hosted our first train the trainer, Dr. Lam's Tai Chi for Arthritis, class June 2019. Three CAAA staff members and 5 staff members from local Councils on Aging in our service area are now certified to teach Tai Chi. The Wellness Coordinator is scheduled for master trainer training for A Matter of Balance, Chronic Disease and Diabetes Self-Management programs in FY2020. This will give us 2 master trainers for A Matter of Balance. Staying healthy as you mature can be a challenge. Our programs give older adults the knowledge and tools to prevent falls, manage chronic conditions, and improve their lives.

As an Area Agency on Aging (AAA), we are required to submit an Area Plan every four years to the state unit on aging. It reflects future activities of the AAA to best serve the needs identified by older adults, adults with disabilities, and caregivers in our planning and service area (PSA). The Area Plan beginning July 1, 2019 and ending June 30, 2023 was submitted and approved by the Governor's Office of Elderly Affairs in FY2019.

We will use the approved Area Plan and the Board's Strategic Plan with the end goal being to provide a range of options that allow older adults to choose the home and community-based services and living arrangements that best make it possible for older adults to "age in place" in their homes and communities with dignity, health and independence for as long as possible.

Shirley L. Merrick
Executive Director

October 18, 2019



Dear Friends and Fellow Seniors,

CAAA's 45th year of service has been a busy one as CAAA continues to provide critical services to the seniors of the Capital Area. Shirley Merrick and her dedicated, expert staff are a true treasure. They continue to work with the Councils on Aging and other senior service organizations in our area to provide direct services, advocacy, information, and referrals to critical services including:

- Home delivered meals and congregate meals
- Transportation
- Caregiver support
- Free or low cost prescription medications
- Insurance and Medicare enrollment consultations
- Advocacy for nursing home residents
- Affordable legal services
- Respite service
- Caregiver support
- Employment for seniors
- Long term care
- Affordable housing
- Medical services
- And just about any other topic that seniors or adults with disabilities need.

If you know any senior, any adult with a disability, or any friend or family member of a senior or adult with a disability who needs help or information, please tell them to call or email CAAA to talk to someone who is both knowledgeable and kind.

The Advisory Council is proud to be part of these and many other activities of CAAA. We are proud to help fellow seniors and their families through the many activities and services provided by CAAA's important programs and partners.

Thank you for the opportunity to serve on the Advisory Council and work with the other Council members and the staff at CAAA.

Sincerely,

Jan Fugler

Jan Fugler
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.

Ms. Ann Zanders, President
Organization Strategic Planning
Consultant

Ms. Pat Dial
Ret. Pres, Tourism Pointe Coupee

Ms. Candice Carpenter
Social Work / Director of Sales

Mr. James Blouin, Jr., Vice President
Retired Adm./Army Colonel

Ms. Leslie Keen
Dir. Community Relations Peoples Health

Ms. D'Angela Andrews
Case Management

Ms. Emily George Tilley, Secretary
Clinical Director, O'Brien House

Ms. LaTonya Scott
AARP

Mr. Randal McDonald, CPA,
CGMA

Ms. Ana Rupnik, Treasurer
Senior Risk Officer, Investar Bank

Mr. Jim Parker
Board President East Feliciana
COA

Ms. Paula Ouder
Attorney

Mr. Randal McDonald CPA,
CGMA

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.

Ms. Jan Fugler, President
Director, Employment Development Services

Mr. Philip Daigle
Retired, Construction

Ms. Dana delaBretonne
Beacon Behavioral Health

Ms. Alice Doherty, Vice President
West Feliciana COA Board

Ms. Sheri Richard Fair
Retired

Ms. Vicki Dufrene Director,
SHIIP

Ms. Linda Thompson, Secretary
Retired, RN

Mr. Delmas Dunn, Sr.
President, Tangi. Afr. Amer. Museum

Ms. Chris Karr
Registered Nurse

Ms. Grace Garon
Retired Director Ascension COA

Rev. Olton Scott
Pastor, St. Peter Baptist Church

Ms. Susan Simoneaux
Retired, Social Security Admin.

Ms. Ann Sperry
Catholic Charities Baton Rouge

45th Anniversary Celebration Banquet

May 3, 2019

L'Auberge Conference Center



Beryl Mitchell – 14 Years of Service
Shirley Merrick - 43Years of Service
Dianne Flores – 36 Years of Service



Nancy Bennett, East Feliciana COA
Sim Marcelin, West Baton Rouge COA



West Feliciana Council on Aging



First Lady Donna Edwards, Keynote Speaker



CAAA Staff



Ann Zanders, Board President presents Shirley Merrick with 45 years of service award



ACKNOWLEDGMENTS

Service Providers

Alzheimer's Services of the Capital Area
Ascension Council on Aging
Assumption Council on Aging
Bateman Community Living
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

Platinum



Gold



Your **Medicare Health** Team

Silver

