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BATON ROUGE, LOUISIANA 70806



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

**CAPITAL AREA AGENCY ON AGING DISTRICT II, INC.  
ANNUAL REPORT  
2019-2020**



## 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](http://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,



Medical Alert, 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, Walk with Ease, 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 Care, and South LA Caregiving)

**B. Aging and Disability Resource Center (ADRC)**, a state funded program includes SenioRx and Louisiana Answers Programs, serves 13 parishes (10 Title III parishes, plus East Baton Rouge, Livingston, and St. Tammany). SenioRx prescription program 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 resource program provides information and assistance on available federal, state and local community resources as well as options and benefits counseling.

**C. Senior Community Services Employment Program (SCSEP)**. SCSEP serves 10 parishes (East Baton Rouge, East Feliciana, Iberville, LaFourche, Livingston, Pointe Coupee, St. James, Tangipahoa, Washington, and West Baton Rouge). The focus of the SCSEP is to foster and promote useful part-time training opportunities in 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 the current workplace.

**D. Ombudsman Program**, serving 22 parishes (10 Title III parishes, plus East Baton Rouge, Jefferson, LaFourche, Livingston, Orleans, Plaquemine, St. Bernard, St. Charles, 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 2, 2020

Dear CAAA Friends,

What a year to remember! I honestly never thought I would be impacted by a pandemic but as the old folks say “keep on living!” The agency has seen a tremendous increase in requests for services and they have adapted and met the challenge. The Board of Directors has never been so proud as to serve with this fine group of individuals in the CAAA office. Additionally, we were excited to welcome a new Executive Director, Craig Kaberline and said goodbye to a wonderful friend, Shirley Merrick. In the words of Heraclitus of Ephesus, “Change is the only constant in life.”

Change also impacts seniors and those with the early onset of disease in multiple ways. The pandemic hit them the hardest and was exacerbated by the multiple hurricane events. Our concern for those seniors living alone has also heightened. Serving the elderly in our service area is our mission and our joy and the Board will continue to sound the alert that this population deserves our assistance, your assistance. This assistance can be in the form of donations of items, gifts of cash or in-kind services. When you see the call to action, please do not ignore it. Join us and remember we all will be seniors one day, just “keep on living.” This annual report once again shows the result of the staff’s hard work. CAAA has increased the parishes being served because of the efficiencies and professionalism of this staff.

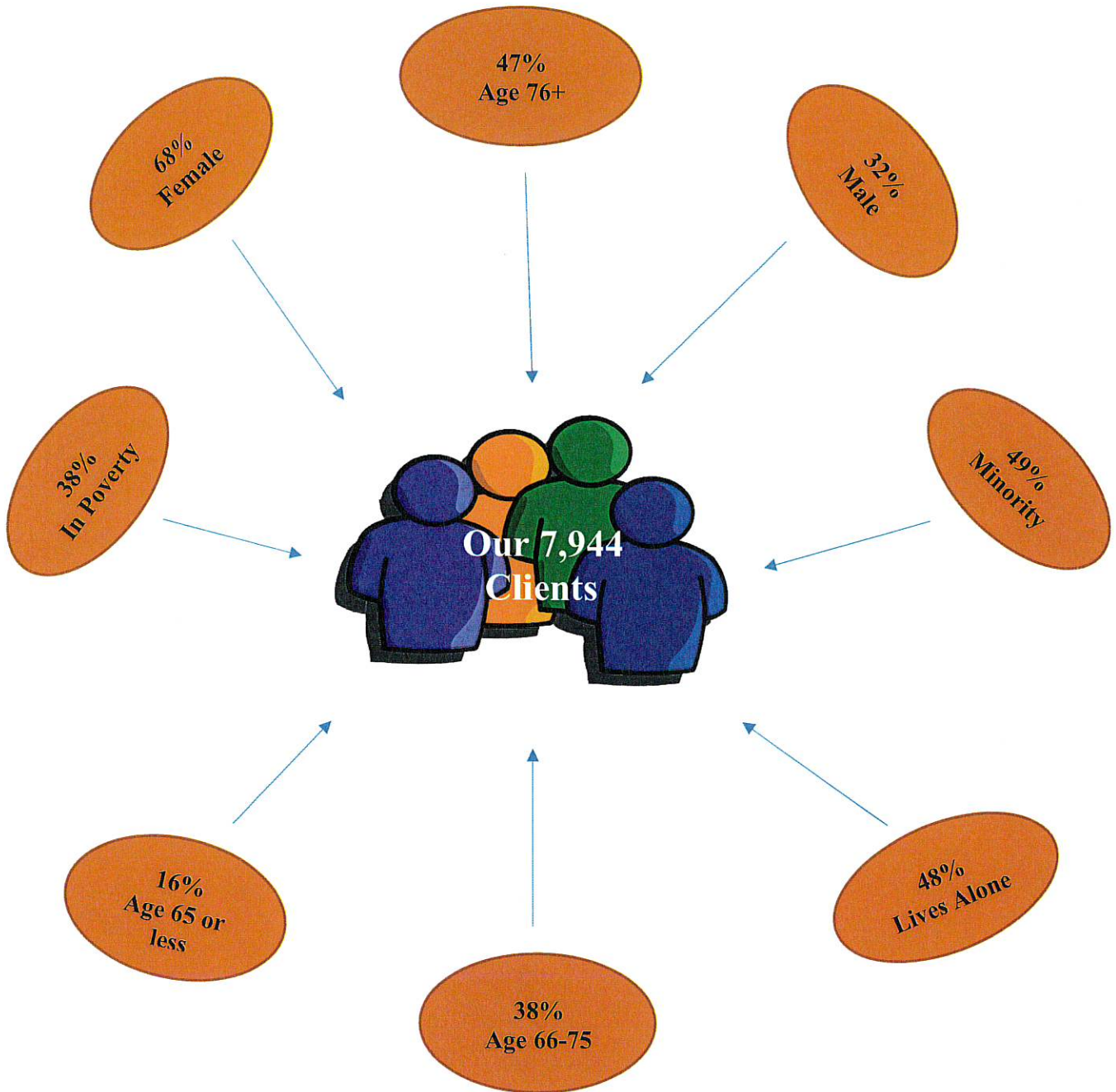
We, the Board of Directors, will continue to work alongside them and anyone who advocates and provides services to enhance the quality of life for aging adults. This is our privilege; it is our duty!

Sincerest regards,

A handwritten signature in blue ink that reads "Ann D. Zanders". The signature is written in a cursive, flowing style.

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

# CLIENT PROFILE

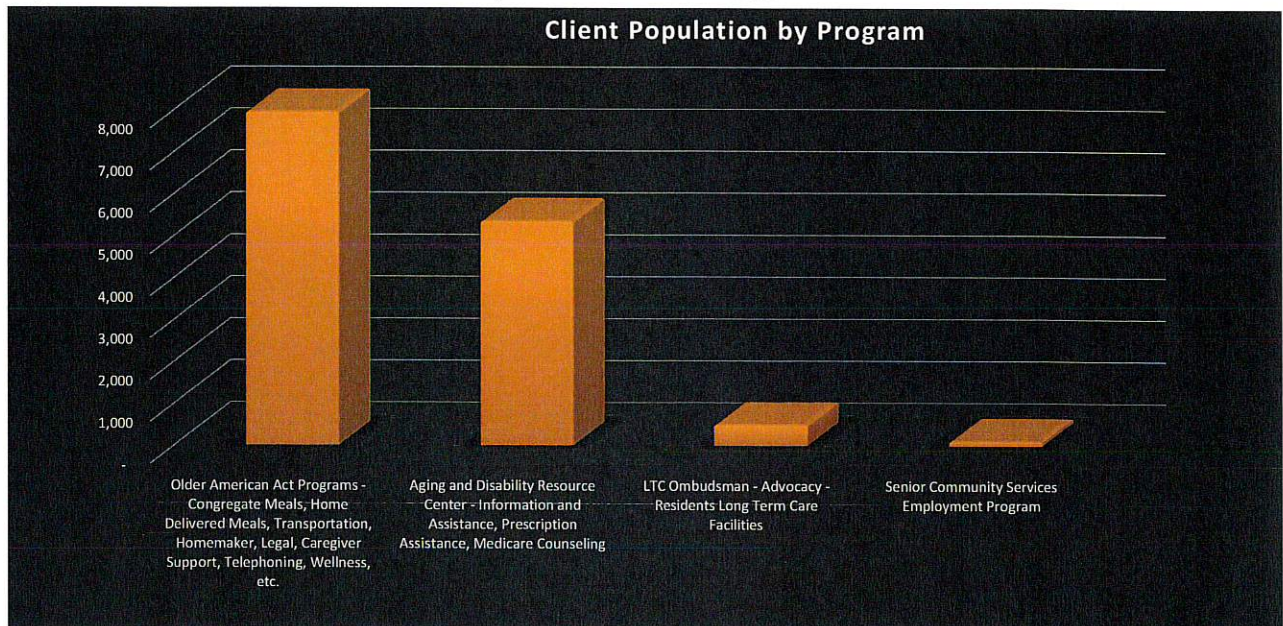


## SERVICES PROVIDED

### July 1, 2019 - June 30, 2020

<b>PERSONS SERVED *</b>	<b>7,944</b>	<b>HEALTH PROMOTION/DISEASE PREVENTION</b>	
		Evidence Based Wellness Units of Service	1,293
		Total Participants	164
<b>SUPPORTIVE SERVICES</b>			
Information and Assistance - Clients Assessed for Services	<b>6,655</b>	<b>Senior Community Services Employment Program (SCSEP)</b>	
Outreach - Face to Face Contacts	<b>611</b>	Total Participants	105
Transportation Rides	<b>118,788</b>		
Homemaker Hours	<b>25,417</b>	<b>NATIONAL CAREGIVER SUPPORT</b>	
Personal Care Hours	<b>1,160</b>	Information and Assistance	111
Telephoning Contacts	<b>74,821</b>	In-Home Respite Hours	11,345
Legal Hours	<b>505</b>	Sitter Hours	1,969
Utility Assistance Contacts	<b>2</b>	Material Aid Items	158
Medical Alert (Emergency devices)	<b>1,403</b>		
		<b>LTC OMBUDSMAN</b>	
<b>HOME DELIVERED MEALS</b>		Cases/Complaints	505/862
Total Persons Served	<b>3,931</b>	Facilities/Parishes	104/17
Total Meals Served	<b>532,196</b>	Visitation/Hours	912/1733
Nutrition Education Client Sessions	<b>1,548</b>		
		<b>AGING AND DISABILITY RESOURCE CENTER (ADRC)</b>	
<b>CONGREGATE MEALS</b>		Total Clients Assisted	3,589
Total Persons Served	<b>2,486</b>	<b>LOUISIANA SENIORx</b>	
Total Meals Served	<b>145,474</b>	Total Clients	1,590
Nutrition Education Group Session	<b>533</b>	Total New Clients	713
		30-day Prescriptions Filled/Refilled	4,770
		<b>Prescription Drug Savings</b>	<b>\$5,103,016</b>
		Medicare Part D counseling	136

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

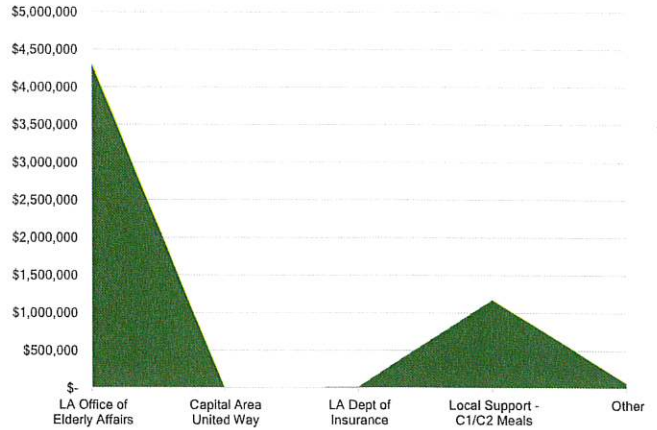


**STATEMENT OF ACTIVITIES**  
July 1, 2019 - June 30, 2020

**SUPPORT AND REVENUES**

Governor's Office of Elderly Affairs	\$ 4,311,853
Department of Insurance	12,363
Capital Area United Way	2,941
Local Support - Title IIIC-1/IIIC-2 Meals	1,170,360
Other support and revenues	66,167
Interest Income	<u>801</u>
<b>Total Support and Revenue</b>	<b>5,564,485</b>

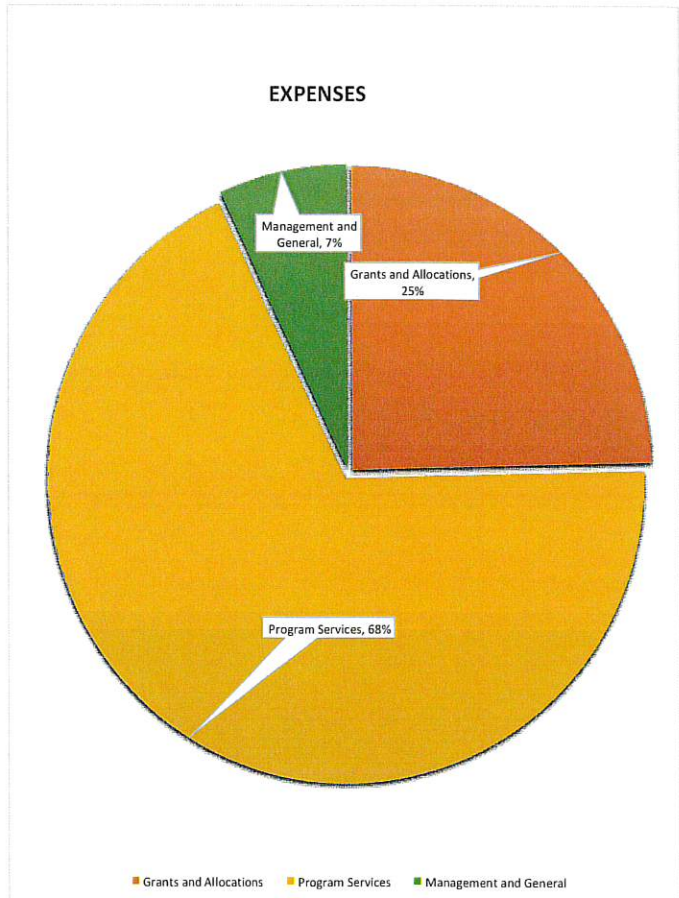
**REVENUES**



**EXPENSES**

Grants and Allocations	\$ 1,353,199
Functional expenses:	
Program Services	
Title III-C-1 Congregate Meals	432,128
Title III-C-2 Home Delivered Meals	2,273,300
Title III-D Preventive Health	42,739
Title III-E Caregiver Support	208
Community Living Program	214
Aging and Disability Resource Center/SenioRx	182,994
Evidence-Based Wellness	21,702
Long Term Care Ombudsman	229,781
DHH Single Point of Entry	688
Senior Community Services Employment Program	581,491
Medicare Enrollment Assistance Program (MIPPA)	<u>12,948</u>
<b>Total Program Services</b>	<b>3,778,193</b>
Fund Raising	4,390
Management and general	<u>376,356</u>
<b>Total Expenses</b>	<b>\$ 5,512,138</b>
BALANCE JULY 1, 2019	<u>92,150</u>
BALANCE JUNE 30, 2020	<u>\$ 144,497</u>

**EXPENSES**



This last year has been a year of challenges and change for the Capital Area Agency on Aging. Shirley Merrick who was a part of Capital Area Agency on Aging for 45 years was recruited by the Governor to head the Governor's Office of Elderly Affairs. Shirley can never be thanked enough for her great service to this agency and the people of Louisiana. Shirley continues to serve the aging population of Louisiana but now on a statewide basis.



It is with great honor and pride that I have been given the opportunity to come in and to lead the Capital Area Agency on Aging beginning May 2020. I am excited to continue my passion for serving older adults after having spent 16 years in Kansas serving older adults in several capacities. I must say that it has been an interesting and exciting time to come into Capital Area Agency on Aging. I am proud to be able to talk about the activities that Capital Area Agency on Aging has been involved in during this last year as well as the challenges.

Sadly, we can't talk about 2020 without talking about COVID 19 and the impact it has had on our aging population. When the COVID 19 virus struck it had devastating effects on the aging population with over 80% of COVID deaths being those over age 65. The pandemic suddenly shut down congregate meal sites, employment/training program for seniors and senior centers. These shutdowns challenged the service system to find alternative methods for service delivery. As a result, CAAA staff and our providers shifted all meals to home delivered and worked to meet seniors' needs the best way possible in new ways. A lot more business operations and meetings took place on the internet and through virtual meeting formats like Zoom.

2020 has also seen the Capital Area Agency on Aging service footprint grow with taking over administration of several new parishes.

- July 1st – CAAA assumed responsibility for running the Senior Community Service Employment Program (SCSEP) in St. James and Lafourche parishes.
- July 1st – CAAA assumed responsibility for running the Long Term Care Ombudsman in 5 additional parishes around New Orleans (St. Tammany, Jefferson, Orleans, St. Bernard, and Plaquemines).

Capital Area Agency on Aging now provides core services to older adults in our 10 foundational parishes and some services provided in another 12 parishes of Louisiana.

Serving the older adults of our area is a mission that I and the staff of Capital Area Agency on Aging feel deeply about. We look forward to carrying out this mission for many years to come.

Sincerely,

*Craig Kaberline*

**Executive Director**

November 2, 2020



Dear Friends and Fellow Seniors,

CAAA's 46<sup>th</sup> year of service has been most challenging. The COVID-19 Pandemic has changed everything in all our lives. We are learning new technologies, watching out for symptoms and working from home. In short, doing most everything differently.

Our Executive Director, Shirley Merrick, who has been a friend as well as a wonderful leader, has moved on to new professional challenges. She will be greatly missed. Her dedication, knowledge and warmth helped make the CAAA such an integral part of the service and aid afforded to Louisiana seniors and their families. Although we will miss her, we are secure in knowing the foundation of service she created. We do wish her well in her new position as Executive Director of the Governor's Office of Elderly Affairs.

We welcome Craig Kaberline, as our new Executive Director, and look forward to working with him. He brings with him a fresh outlook and a new perspective on serving the Seniors of the Capital Area. We hope he feels at home.

Although COVID-19 has changed many things, the one thing that hasn't changed is CAAA's dedication to help the citizens of Louisiana who face the challenges of aging. CAAA staff continue to do exemplary work with their Board of Directors, Advisory Council, area Councils on Aging, and other senior service organizations in providing advocacy, direct services, and referrals to critical services.

Just a few of the things provided are: transportation, respite care, home delivered meals, free or low cost prescription medications, Advocacy for nursing home residents, long term care, and employment of seniors. The full list is extensive.

On behalf of the Advisory Council, I hope everyone will be an advocate for seniors by directing them to this vital agency where they will be welcomed and helped.

Thank you for the opportunity to serve on the Advisory council and work with the other Council members and the staff at Capital Area Agency on Aging.

Sincerely,

*Sheri Fair*

Sheri Fair, Advisory Council President  
Capital Area Agency on Aging



## 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. Emily George Tilley  
Clinical Dir. O'Brien House

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

Mr. Jim Parker  
Board President East Feliciana COA

Ms. LaTonya Scott  
AARP

Ms. Paula Ouder, Secretary  
Attorney

Ms. Leslie Keen  
Dir. Community Relations Peoples Health

Mr. Randal McDonald  
CPA, CGMA

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

Ms. Candice Carpenter  
Social Work / Director of Sales

Ms. D'Angela Andrews  
Case Management

Ms. Essie Kennerson  
Sr. Community Mgmt. Executive, Humana

Ms. Tanga Gremillion  
Health Services Counselor  
St. James Place Senior Living

Mr. Courtney Lyons  
Nurse

## 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. Sheri Richard Fair, President  
Retired

Ms. Ann Sperry  
Catholic Charities Baton Rouge

Ms. Dana delaBrettonne  
Beacon Behavioral Health

Ms. Alice Doherty, Vice President  
West Feliciana COA Board

Ms. Vicki Dufrene  
Director, SHIIP

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

Ms. Linda Thompson, Secretary  
Retired RN

Rev. Olton Scott  
Pastor, St. Peter Baptist Church

Ms. Chris Karr  
Registered Nurse

# ACKNOWLEDGMENTS

## Service Providers

Alzheimer's Services of the Capital Area  
Ascension Council on Aging  
Assumption Council on Aging  
East Feliciana Council on Aging  
Iberville Council on Aging  
LA Homecare – Home Instead  
Pointe Coupee Council on Aging  
St. Helena Council on Aging

South Louisiana Caregiving – Home Instead  
Southeast Louisiana Legal Services  
Tangi Cares – Home Instead  
Tangipahoa Voluntary Council on Aging  
Trio Community Living  
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



Your **Medicare Health** Team

