



Albemarle Commission Area Agency on Aging

2019-2020 ANNUAL REPORT

A Message From The Director

This year was certainly a challenge for everyone, particularly for older adults, caregivers and the aging network throughout the nation. While the novel COVID-19 virus threatened the lives and independence of many older adults, professionals and volunteers in the aging network worked tirelessly to develop new, innovative and safe solutions for service delivery. The AAA's goal was to ensure that seniors continued to receive the essential community based services and supports needed to remain independent and healthy during this time of uncertainty.

The Albemarle Commission Area Agency on Aging (AAA) staff worked extremely hard to establish new protocols and programs to better support the older adults in our community. Thanks to the dedication of our partners, providers and volunteers, our client base of over 2,300 older adults and caregivers did not experience significant disruption of services throughout our 10 county region during the pandemic. I cannot thank all of our partners enough for their support, dedication and commitment to the older adults and caregivers throughout our region.

In this report, you will find an overview of the programs, services and supports that we provided throughout fiscal year 2019-20. As we look forward to another successful year, I'd like to thank our dedicated staff, advisory boards, community partners and countless volunteers that helped make these services possible.

Best Regards,
Laura Alvarico, MBA
AAA Director

COVID-19 Response

Thanks to various grants and donations, the AAA was able to offer additional services and supports to help older adults remain safely in their homes during the peak of the COVID pandemic. Between April– June 2020, we distributed the following items to older adults to keep them in their homes during the pandemic:

- Over **350** personal care items, such as hand soap, shampoo, body wash, etc.
- Over **375** packages of toilet paper to home bound clients.
- Over **250** packages of paper towels
- Over **300** hand sanitizers to older adults and volunteers
- Over **1,150** shelf stable meals to clients in need of additional nutrition

The need for Home Delivered Meals increased by over **60%**. We also increased our Mom's Meals program by over **20%** to help older adults outside our delivery area.

Additionally, the AAA was awarded **\$176,500** in COVID-19 related grant funds to help expand our home delivered meals program to additional clients in need. We also received and are administering funds from the Families First Coronavirus Relief Act and Coronavirus Aid, Relief, and Economic Security (CARES) Act. This is an ongoing effort into FY 20-21.

Community Based Services

The primary role of the AAA is to plan, develop and administer a comprehensive service delivery system for older adults and their caregivers residing in our 10 county service area.

The AAA provides a range of options that allow older individuals, 60+, to choose home and community-based services and living arrangements that suit them best. The foundation for what we do is to promote independent, dignified lifestyles and access to services for those we serve. Thanks to our local contracted service providers, we were able to provide a variety of community based options for over **2,300** older adults in FY 19-20.

Services	Units	Older Adults Served
Adult Day Health Care	1,654 Days	20
Congregate Meals	52,175 Meals	667
Evidence Based Health Promotion Programs	18 Programs	202
General Transportation	12,122 Trips	219
Home Delivered Meals	77,758 Meals	650
Mom's Meals	9,077 Meals	72
In-Home Aide Services	41,948 Hours	259
Legal	282 Hours	155
Medical Transportation	948 Trips	174
Nutrition Supplements	88 Cases	52

Nutrition Services

The Senior Nutrition Program offers congregate and home delivered meals (Meals on Wheels) to nearly **1,400** older adults throughout the 10 county region. The primary purpose of these programs is to:

- reduce hunger and food insecurity
- promote socialization
- promote health and well-being
- delay adverse health conditions.

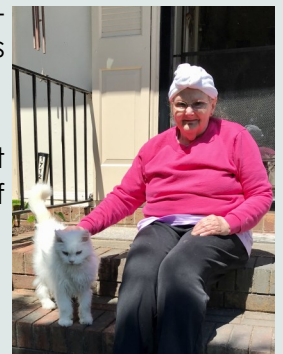
In addition to the **139,010** meals served, the Senior Nutrition Program also offers a variety of other services to our clients including information and assistance, case management, nutritional supplements, pet food assistance, Senior's Health Insurance Information Program (SHIIP) counseling, and Evidenced Based Health Promotion Programs, just to name a few!

During the COVID-19 pandemic, we saw an increase in need of over **60%** for the Home Delivered Meals (Meals on Wheels) program. We also experienced a decrease in volunteers of **78%** due to high risk volunteers and pre-existing conditions. However, with the help of our volunteers, and committed partners, we expanded services to meet the needs of the older adults by adding over 150 additional clients to the program during the height of the pandemic.



Volunteers are the backbone of our Home Delivered Meals Program. Without their ongoing dedication and support, our program would not be possible! During FY 19-20, we had **993** volunteers dedicate **11,797** hours of service and delivered **77,758** meals to our clients!

Senior Paws Pantry- Thanks to a partnership with Eastern Pet Supply in Elizabeth City, we were able to provide over **1,000 lbs** of pet food to clients with pets.



Family Caregiver Support Program

The Family Caregiver Support Program (FCSP) provides services and supports to help family and other informal caregivers, provide care for their loved ones at home, for as long as possible. These supports can reduce caregiver depression, anxiety, and stress which may enable the caregiver to provide care longer. Services this year provided to more than **80** caregivers included:

216	Hours of institutional respite in a long-term care facility
3,656	Hours of in-home respite
3	Days of community respite
549	Units (Meals) of Ensure provided to caregivers
679	Packages of incontinent supplies
730	Hours of Care Management
35	Emergency Planning Sessions with New Clients

In addition to other respite services, in FY 2020, the FCSP also administered the state funded program, **Project CARE** (Caregivers Alternatives to Running on Empty) throughout our 10 county region. This program is designed to provide respite to caregivers caring for a loved one living with dementia. In FY 2020 we provided case management and respite to **37** clients and awarded more than **\$19,440.00** in respite vouchers.

Regional Long Term Care Ombudsman



The Regional Long-Term Care Ombudsman (RLTCO) program provides advocacy to residents in long-term care residents and their families throughout the region. This year our Ombudsman was extremely busy responding to the complaints and concerns of residents until all facilities were closed to the public due to COVID on March 12. Even during the pandemic, our RLTCO was busy handling complaints via telephone and video conferencing, if available, In addition to handling complaints and concerns, our office was extremely

busy advocating to ensure that residents continued to receive the care and social support necessary by providing video chat equipment for residents to keep in contact with their family and friends; activities and games, word search books, etc. to keep residents active and engaged despite not being able to have visitors.

Complaint Cases	80
Complaints	241
Consultations	26
Facility Monitoring Assessments	38

Special Projects

Special Projects- Thanks to the support of our Board of Directors, the Area Agency on Aging has limited discretionary funding that we use to meet the unfunded needs of older adults throughout the region. In FY 2019-20, we were able to provide assistance to over **18** seniors throughout the region. Thanks to our partners, we were able to:

- Build and/or repair **3 handicapped ramps**
- Purchase **3 window Air Condition units** and **3 durafume heaters**
- Purchase **incontinent supplies for 2 clients**
- Assist with the **installation of a new hot water heater**
- Replace a broken **refrigerator**
- **Rock an unlevel and unsafe driveway for a Meals on Wheels client**
- Replace a **broken front door**
- Repair unsafe **electrical**
- Provide **private transportation** to and from Dr visits
- Provided **durable medical equipment** for client in need.



Hurricane Dorian Outreach

Many communities in our region were significantly impacted by record flooding and storm surge caused by Hurricane Dorian on September 5-6, 2019. As a result, many individuals living on the coast, including older adults, were displaced and many lost all of their personal belongings. Thanks to a



grant from the Southeast Area Agency on Aging (SE4A) and AARP, the AAA was able to help over 25 older adults who were significantly impacted, to rebuild their homes and lives after this devastating storm.

Pictured is Mrs. Lydia Spencer, 86, a lifelong resident of Ocracoke Island (Hyde County) who lost all of her belongings due to flooding. Thanks to the help of various organizations, including the AAA, Mrs. Spencer was able to rebuild and return to her beloved home.

Healthy Aging

Health Promotion & Disease Prevention- Each year the AAA contracts with local senior centers to offer a variety of health promotion programs proven to be effective for older adults. This year the AAA distributed **\$8,000** in grants to two local senior centers to facilitate and support evidence based health promotion programs such as Chronic Disease Self Management, Tai Chi for Arthritis, Walk with Ease, and Arthritis Exercise workshops. In addition, the AAA hosted four programs. Throughout the region there were **18** evidenced based health promotion programs offered in FY 19-20, assisting **202** older adults.

Albemarle Senior Games- In 2020, we celebrated the 36th anniversary of the Albemarle Senior Games. A total of **430** seniors from the region registered for friendly competition in over 40 athletic events and 35 artistic categories. Unfortunately, we were not able to hold our games due to COVID-19. Staff held drive-through "T-shirt Pickup" events in each county in order to check in with participants. Because local games were not held, all registered participants were invited to attend the North Carolina Senior Games' Virtual State Finals. Our local game had **26** participants register and participate in this unique opportunity. We are proud of our senior participants and hope to see them in 2021!

We greatly appreciate the support of our 2020 sponsors: The Albemarle Commission Area Agency on Aging, Elizabeth City Health and Rehabilitation, Southern Bank, Humana, Vidant Chowan Hospital, Firehouse Subs, Local Government Federal Credit Union, Pepsi Bottling Ventures, Columbia Pharmacy, Rocky Hock Ruritan Club and the Gates County Horseshoe Club, in addition to the counties of Camden, Chowan, Currituck, Gates, Hyde, Pasquotank, Perquimans Tyrrell and Washington. Due to the cancellation of our 2020 games, all of this year's sponsors will be honored in 2021 as well.



Stay Connected:



@albemarlecommissionaaa

Albemarle Commission AAA

512 South Church St. Hertford, NC 27944

252.426.5753

www.albemarlecommission.org