



Dear Friends and Colleagues,

This has been a rewarding year as we are seeing the result of our improved systems. Staff can now serve the thousands who come to us for information and assistance with greater efficiency. You will see in this report that we have supported over 5,000 individuals, helping them to continue living successfully in their homes or to continue to be there for their families. We have also impacted the community through the work of 368 volunteers giving 173,000 hours to tutoring, friendly visiting, peer to peer support and more.

In order to support the work we do, in the face of continued funding challenges, we are taking advantage of today's technology. Many of our care managers are going "remote". They will be working from their homes, allowing them easier and quicker access to the clients they serve. We are also moving to a paperless environment and utilizing advanced phone systems. I am proud of our staff who are taking on all of this with determination and a continued commitment to advocating for independence for older adult and individuals with disabilities in our communities.

Looking forward, the next year will bring one of the greatest changes we have undergone as an agency. After many years of being in New Haven, we are moving! We want to thank all those in the New Haven community who have been partners and advocates to us and expect this partnership to continue. Our new location in North Haven will be more convenient for those coming to the office and the cost savings will allow us to maintain our services into the future.

As always, I want to thank our Board, Advisory Council and many community, state and federal partners. Most importantly, thank you to our dedicated staff who work so tirelessly to serve all our client without regards to the challenges we face. Without your help, we could not accomplish all that we do.

Ted Surh, *President & CEO*

Financial Information

October 1, 2016 - September 30, 2017

REVENUE & SUPPORT

State Funding	\$7,231,378
Federal Funding	4,779,912
Other Support.....	2,181,746

Total Revenue & Support..... \$14,193,036

EXPENDITURES

Home Care:

Care Management.....	\$7,598,885
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Nutrition:

Congregate Meals.....	\$927,005
Home-Delivered Meals.....	1,208,752

Community & Respite:

Funding to Partners.....	\$585,868
Aging & Disability Resource Center	770,895
Respite Care Management	382,585

Volunteer & Training:

Experience Corps	\$88,834
Senior Companions Program.....	334,484
Foster Grandparents Program.....	333,494
RSVP	88,355
VISTA	267,211

Administration:

Agency	\$1,202,751
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Total Expenditures \$13,789,119

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An Overview of Accomplishments

in 2018

SUPPORT LIVE AT HOME

- Care management services provided to 3,133 individuals. 330 individuals received services through self-directed services.
- 92 volunteers and professionals received CHOICES health insurance training.
- Assistance was provided to 6,803 callers.
- Education, either in person or through written materials, was provided to 175,000 individuals.

ASSISTANCE & SUPPORT FOR THOSE CARING FOR LOVED ONES

- 1,950 family caregivers were assisted with information about community resources and benefits, respite care, and training.
- 319 family caregivers attended a national conference sponsored by AOASCC.

OPPORTUNITIES FOR STAYING ACTIVE & HEALTHY

- Three Moving for Better Balance (Tai Chi) training series were held with 40 participants.
- 379 works of art by 153 artists were displayed at the annual Art of Aging Exhibition.
- 19 people were trained for the Live Well program. 178 individuals participated in Live Well sessions, with 95 completing the program.
- 368 volunteers provided over 173,000 hours of service to older adults and children in the greater New Haven area.

SUPPORT FOR PROFESSIONALS

- 620 individuals were provided education regarding elder abuse and fraud through the annual conference TEARS™.
- Interagency Council on Aging of South Central Connecticut, convened by AOASCC, provided education and networking opportunities for professionals from 32 organizations.

DONORS

Aging Care LLC
Apex Pharmacy and Home Care Center, LLC
Branford Hills Homecare Services
Elder Care Options, Inc.
Guardian Angels Home Care, LLC
H & H Home Care LLC (Helping Hand Home Care)
Juniper Homecare
KeepMeHome Care & Companion LLC
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