



YEAR IN REVIEW

ANNUAL REPORT 2020



Dear Friends and Colleagues

This year has been one of extreme challenges and unique opportunities. Little did any of us know what was in store when I joined the agency as President & CEO in December 2019. At that time, our agency had a full complement of programs serving a wide range of individuals. When the stay-at-home order was issued in March, we knew that those who rely on us would need our assistance more than ever, so any disruption to services was simply not an option.

As you will see in this report, we not only continued providing services, but stepped up and added new programs when service gaps were identified. Older adults were at an even greater risk of isolation, food insecurity was on the rise, and we could no longer meet with individuals face-to-face, creating a barrier in starting new services so that they could return to the community or remain safely at home. We not only met these challenges, but did all this while successfully moving staff to remote work and adopting a long list of new procedures needed to keep our staff and everyone who relies on us safe.

None of this would have happened without the support of our resilient staff, Board of Directors, Advisory Council and community partners. I could not be prouder of the staff's amazing work. From quickly setting up home offices to adjusting to new procedures, they kept providing services without interruption. The Board has been an invaluable resource in leadership during my first year and the Council continues to provide the frontline information crucial to our response to the needs of older adults. Finally, we could not do what we do without our community partners who creatively and determinedly have also responded to this new normal.

While this pandemic has required a tremendous amount of our attention, it has also given us the opportunity to see the needs and strengths of the community from a different perspective. We are now re-imagining the future. Using all we have learned, we can build even stronger systems to further our mission as advocates of independence in south central Connecticut. I am looking forward to all that is ahead.

Sincerely,

Melissa Lang, DrPH, MPH, MPA, MA
President & CEO

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Overview of Accomplishments

Support to Live at Home

- 2,978 older adults and individuals with disabilities were able to remain at home through care management or self-directed services.
- 46 volunteers and professionals received CHOICES health insurance training.
- 8,106 callers received information about community resources and benefit programs.
- 62,054 people received education to support their independence in the community, in-person or through written material.


Caring for Loved Ones

- 1,240 family caregivers were assisted with information about community resources and benefits, provided with respite care, or received training.
- 189 family caregivers attended a national conference sponsored by AOASCC.

Staying Active & Healthy

- Works by 69 artists were displayed at the annual Art of Aging Exhibition.
- 305 volunteers provided 143,000 hours of service to older adults and children in the greater New Haven area.

Support for Professionals

- 650 individuals were provided education regarding elder abuse and fraud through the annual conference TEARS™.
- Over 30 organizations received education and networking opportunities through the Interagency Council on Aging of South Central Connecticut, convened by AOASCC. 

The pandemic made our services more vital than ever before

Our staff have repurposed and reimagined how to support the thousands of individuals who rely on us now more than ever because of Covid-19. Help is still needed when enrolling for benefit programs like SNAP, navigating critical health and social services, and understanding insurance access and coverage. However, we quickly realized that there were service gaps that we were uniquely qualified to fill.

Nutritious Meals

We ensured vulnerable isolated older adults had nutritious meals. Working with our community partners, we quickly began delivering meals to individuals who had been receiving meals at community locations.



Groceries and Medications

We started a new program connecting volunteers with older adults who need groceries and medications.

Isolation, Loneliness, & Making Connections


We made sure older adults were not alone. Isolation has profound consequences on health and well-being, and the pandemic heightened



the risk of loneliness and isolation. Volunteers and staff connected with thousands of older adults to help relieve loneliness and check in to see how their needs may be changing during this crisis.

Connecting with Partners

Relying on technology, we continued to provide education and networking opportunities for

providers in the aging network and maintained vital connections with our community partners. 

Taking advantage of opportunities



Moving home

One of our **Money Follows the Person** consumers had lived in a nursing facility for five years. There were multiple barriers to finding an accessible home in the community and the support services needed to make staying possible. The MFP team was tireless in their determination and effort to find solutions.

Then the pandemic made a challenging situation even more difficult as staff

faced drastic program changes so that they could continue to serve their consumers while keeping everyone safe.

Our consumer never gave up and neither did the team (pictured above). He is now comfortably in his own home and happy to be there. This is just one example. The team was able to help 52 individuals move to their new homes even in the midst of the pandemic restrictions.



An Art Gallery without walls



Left: Art is a calming therapy - first place winner, Wanda Little; Right: Travel has always been an important part of my life - first place winner, Alpha Coiro

How do you have your annual Art Exhibition when a pandemic is keeping everyone at home? Our Art of Aging is a highlight of our year, allowing older artists to share their talents and for our community to celebrate their contributions. Canceling was not an option, so we found a way to create a virtual art

gallery on our website. The response was amazing. Artists told us how much they appreciated the opportunity to share their passion, and we have had hundreds of individuals visit the exhibition and encounter the artists through the stories they shared. One of our visitors summed up the show in the best way possible, "WOW!"

It's more than groceries

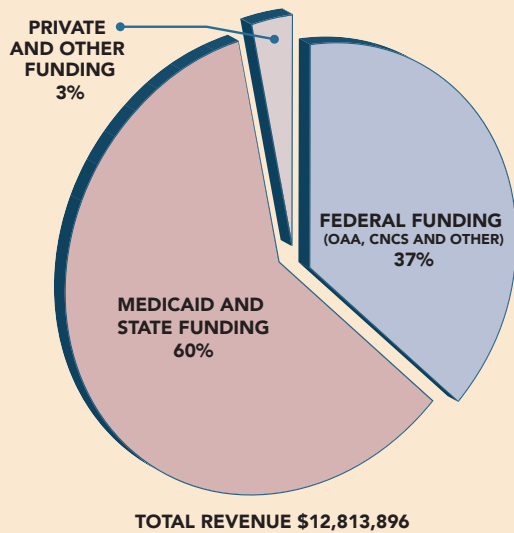
Mary is very independent, lives alone, shops and prepares all her meals and manages her health care. However, at age 87, the pandemic restricted her ability to go to the grocery store and SNAP did not allow for online shopping. We arranged for a volunteer to purchase and deliver fresh food, and for several bags from a local food pantry to be dropped off. When SNAP could be used online, we helped Mary set up an account and now Mary is once again doing

her own grocery shopping.

We could not be more thankful for the foundations, colleges, community leaders and volunteers that came together to make this new Grocery Bag program a success, bringing thousands of dollars of food to hundreds of seniors so far. We even had a special volunteer lend a hand. Pictured above, Senator Chris Murphy shopped and delivered groceries to a local senior. 

Financial Information October 1, 2018 - September 30, 2019

TOTAL REVENUE & SUPPORT



EXPENDITURES

Care Management	5,131,144
Nutrition:	
Congregate Meals	880,443
Home-Delivered Meals	1,428,141
Community & Respite:	
Funding to Partners	855,467
Respite Care Management	378,824
Aging & Disability Resource Ctr.	1,418,300
Volunteer & Training:	
Senior Companions Program	350,586
Foster Grandparents Program	307,611
RSVP	107,263
VISTA	3,939
Experience Corp	188,833
Others non-grant	53,461
Administration	1,539,549
Total Expenditures	12,643,561

Donors

A & B Homecare Solutions, LLC
Aging Care LLC
Guardian Angels Home Care, LLC
Hope Health Care LLC
Juniper Homecare
Lockheed Martin Corporation
Ronald Angoff
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Event Sponsors

Anthem Blue Cross Blue Shield • Assisted Living Services, Inc. • Companions & Homemakers, Inc.
Harvard Pilgrim Health Care • KeepMeHome Care & Companions LLC

"Long life for large numbers of people is a cultural accomplishment. As you in the field know, the phenomena of our aging society affects all our lives and the lives of all those around us – whether they know it or not. Let us view the challenges we face in our changing world as opportunities for creativity and compassion."

~ Joanne McGloin, Chair – Board of Directors

