



2013 ANNUAL REPORT



A MESSAGE FROM THE EXECUTIVE DIRECTOR

Caddo Council on Aging [CCOA] and Area Agency on Aging [AAA] received Federal monies from the Governor's Office of Elderly Affairs starting July 1, 2012 and lasting till June 30, 2013, hereafter referred to as FY13. The following report summarizes key agency financial details for this period.

It is my pleasure and privilege to report that the fiscal footing of CCOA and AAA are on solid ground. This is noteworthy given the strong economic, political and social headwinds faced by our, and indeed all, service providers in our community, state and nation.

During FY13 our agency has witnessed an explosion of service requests across all branches of our network. Including: Legal Advocacy, In-Home Services, Caregiver Respite, Information & Assistance, Meal Delivery, Needs Assessment, Ombudsman and Aging & Disability Resource Center [ADRC] just to name a few.

Meeting this growing and urgent demand for services requires a full spectrum of skills and resources from a dedicated team of talented, highly trained and enthusiastic professionals and volunteers of which I am honored to be a part. Without their tireless dedication and the generous support of donors and leaders in our community, it would be simply impossible to have accomplished the growth and success of the past year.

The future of advanced age is a changing and challenging landscape. New and powerful forces are demanding innovation and adaptability from not only providers like CCOA/AAA, but from the clients we serve as well. Going into 2014, our fiscal and human resources are well positioned to serve as a valuable 'one-stop' source for information, resources, services and more.

In the year ahead, our team will continue to be laser-focused on producing measurable outcomes that significantly impact the well-being of our seniors. Our leadership team will strive for tight operating margins while growing skills and job-satisfaction for each associate on their team. We will aggressively seek and secure steady streams of national, state and community grants as well as working to develop donors

of all demographics using the powerful tools available via internet and Social Media.

Together we are shaping a better future for every Caddo Parish citizen over 60.

Mary Alice Rountree
Executive Director



FROM THE BOARD PRESIDENT

We hope to make 2014 just as promising as the past year. Despite fiscal cuts and the economic drought, we are encouraged by the number of seniors who we are able to help. The CCOA continues to seek out innovative concepts which create revenue, reduce expense and meet the needs of our aging community. In 2013 we delivered over 30,900 nutritious daily meals to seniors in Caddo parish serving homebound seniors with dietary intake and social interaction. Our new programs, like Tech Talk, use volunteers to bridge the technology gap of seniors and the computer revolution. The VA partnership has strengthened our in home services for approximately 13 veterans. CCOA provides a number of services that prove useful in the livelihood, health and wellness of our aging. Volunteers have truly become vital part of our organization enabling us to prosper and succeed in every aspect of our service. On a personal note, I have seen the independence the CCOA is able to provide through their work as my own mother is a meals on wheels recipient. It has supported her goal to remain at home. I'm so very grateful to lead as Board President again this year and serve with a council of exceptionally skilled staff, board members, advisory council members and volunteers who are all dedicated to inform, inspire, enlist, enable, assist, and protect our aging community.

Amy Stewart
President



Organizations and Business involved in Volunteer Stations

A.R.C. of Caddo Bossier
Anderson Oil and Gas
Booker T. Washington Nursing Home
Boomtown Casino
Broadmoor Presbyterian Church
Broadmoor United Methodist Church
Caddo Council On Aging
Cedar Hill Apartments
Chase
Christ United Methodist Church
Church of Christ
Church of Christ Southern Hills
Cook Yancy King and Galloway
Cornerstone Financial Services
Division of Probation and Parole
Downtown Lions Club
Eldorado Casino and Resort
Elite Health Solutions
Ellerbe Methodist Church
Enterprise Rent a Car
First Baptist Church
Galilee Baptist Church
Grace Community Church
Harrah's LAD/Horseshoe Casino
Heritage Manor South
Heritage Manor Stratmore
Highland Center (V.O.A.)
Holy Trinity Lutheran
Hospice of Shreveport/Bossier
Jordan Crossing Hospice
Mangum Memorial United Methodist Church
McSwain Architects
Metro Aviation
Red River Bank
Social Security Administration
Society of St. Vincent De Paul
St. Elizabeth Ann Seton Catholic Church
St. James Episcopal Church
St. James Episcopal Church
St. Joseph's Catholic Church
St. Luke Methodist Church
St. Mark's Episcopal Church
St. Mary of the Pines Catholic Church
St. Paul Episcopal Church
St. Pius Catholic Church
Summer Grove United Methodist Church
Trinity Heights Baptist Church
University Church of Christ

Countless number of individual volunteers!



Meals On Wheels

We deliver hope.

We help thousands of elderly, who face a shortage of food, continue to age at home by delivering hot, nutritious meals to their door.



A.D.R.C.

Ask an expert. We've got 'em!

Speak in person with a trained counselor who's on your side! Get expert advice and valuable referrals. All at no cost!



Information & Assistance

Knowledge is power.

We are the 'GO TO' source for up to the minute information and resources related to aging. Also available 24/7 at: CADDOCO.AORG



Home Services & Personal Care

Confidence and peace of mind.

Learn what services are available to help maintain independent living. Including: Caregiver Respite, Housekeeping, Personal Care, Medical Alert and more.



Ombudsman

Advocate for senior rights.

A powerful advocate for the rights and dignity of residents in long-term care facilities and their families. Contact a counselor to learn more.



Senior Corps

Foster Grandparents are role models.

If you're 55 or older and want to share your experience and compassion, you have what it takes to be a Foster Grandparent. Call us today!



Senior Centers

Connecting you with the future.

Fun, friendly sites in Caddo Parish where today's active seniors can explore, engage and connect with an exciting world of information, opportunities and activities.



COMBINED STATEMENT OF REVENUES & EXPENDITURES

For the year ended June 30, 2013

REVENUES

Intergovernmental Grants	2,853,132
Public Support/Participant Contribution/Program Income	218,245
Fund Raising Income	279,625
Interest Income	1,160
Other Revenues	57,227

TOTAL REVENUES 3,409,389

EXPENSES

Salaries & Fringe Benefits	1,011,886
Travel, Operating Service and Supplies	308,711
Stipends	212,197
Food Cost	899,748
Client Services	570,947
Other Cost	98,440
Capital Outlay	4,490
In-kind	-

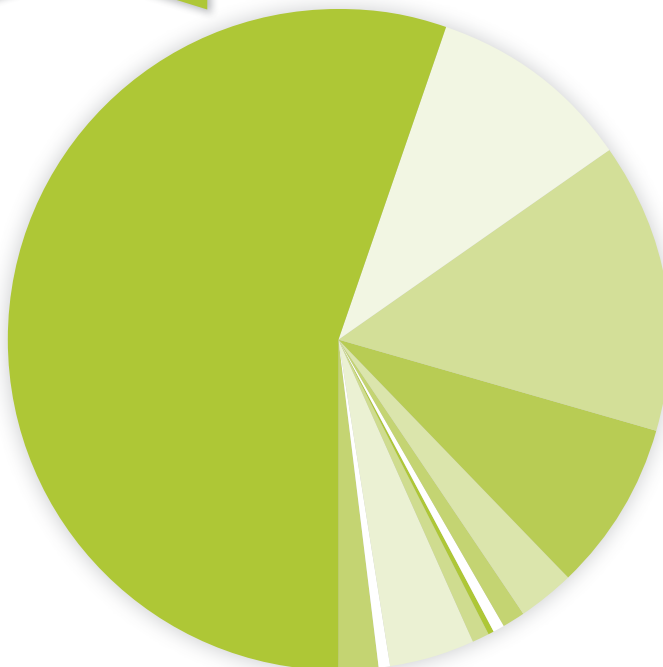
TOTAL EXPENSES 3,106,419

NET INCREASE (DECREASE) IN FUND BALANCE 302,970



INCOME SOURCES

For the year ended 30, 2013



(55.40%)	Governors' Office of Elderly Affairs	1,888,789
(10.02%)	Corporation for National Service	341,451
(14.18%)	Department of Veterans Affairs.	483,566
(8.20%)	Fundraiser	279,625
(0.22%)	Community Development Block Grant	7,400
(2.57%)	Caddo Parish.	87,500
(1.10%)	City of Shreveport	37,426
(0.81%)	Community Foundation Shreveport/Bossier.	27,448
(0.21%)	FEMA	7,000
(0.66%)	United Way	22,665
(4.31%)	Donations	147,062
(0.62%)	Program Income	21,070
(0.03%)	Interest Income	1,160
(1.68%)	Other Income	57,227

Total 3,409,389



BALANCE SHEET

June 30, 2012

ASSETS

Cash	1,983,371
Grants Receivable	162,007
Due from other funds	1,326,890
Prepaid expenses	29,096
TOTAL ASSETS	3,501,364

LIABILITIES

Accounts payable	224,650
Due to other funds	1,326,890
TOTAL LIABILITIES	1,551,540

FUND BALANCES:

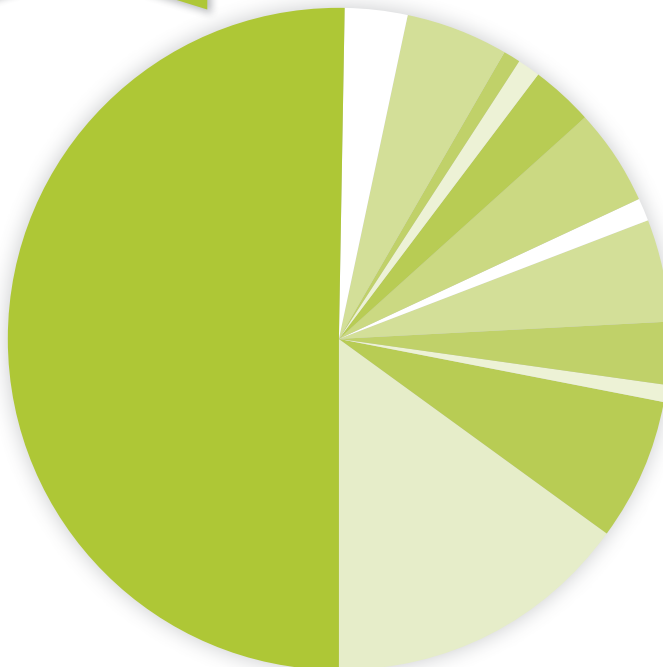
Reserved for prepaid expenses	29,096
Fund balance reserved/special revenue fund	1,308,598
Fund balance unreserved/general fund	612,130
TOTAL FUND BALANCES	1,949,824

TOTAL LIABILITIES & FUND BALANCES	3,501,364
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COST OF SERVICES

July 1, 2012 - June 30, 2013



(50.77%) Home Delivered Meals	1,198,297
(2.97%) Homemaker	70,167
(4.95%) Information & Assistance	116,788
(0.46%) Legal	10,841
(0.44%) NFCSP Information & Assistance	10,333
(3.26%) NFCSP In-Home Respite	76,884
(0.06%) Nutrition Education	1,333
(5.35%) Ombudsman	126,172
(0.06%) Outreach	1,346
(1.16%) Personal Care	27,398
(5.30%) Aging & Disability Resource Center (A.D.R.C.)	125,088
(2.78%) Congregate Transportation	65,500
(0.69%) Wellness	16,307
(7.31%) Congregate Meals	172,513
(14.46%) Foster Grandparent	341,341
Total	2,360,308



SERVICES PROVIDED

July 1, 2012 - June 30, 2013

	Units Provided	Total Cost of Program	Cost to Provide Service
Congregate Meals	30,900 Meals	\$172,513	\$5.58 per Meal
Foster Grandparent	80,074 Hours	341,341	4.26 per Hour
Home Delivered Meals	260,145 Meals	1,198,297	4.61 per Meal
Homemaker	3,622 Hours	70,167	19.37 per Hour
Information & Assistance	2,258 Contacts	116,788	51.72 per Contact
Legal	201 Hours	10,841	53.94 per Hour
NFCSP Information & Assistance	134 Contacts	10,333	77.11 per Contact
NFCSP In-Home Respite	3,945 Hours	76,884	19.49 per Hour
Nutrition Education	142 Sessions	1,333	9.39 per Session
Ombudsman	637 Hours	126,172	198.07 per Hours
Outreach	54 Contacts	1,346	24.93 per Contact
Personal Care	1,011 Hours	27,398	27.10 per Hour
Aging & Disability Resource Center	807 Contacts	125,088	155.00 per Contact
Congregate Transportation	6,472 1-Way Trips	65,500	10.12 per 1-Way Trip
Wellness	307 Contacts	16,307	53.12 per Contact

ADVISORY COUNCIL 2012

President

Misty Alexander

Vice President

Sabra Hicks

Secretary

Stacy Eppers

Jeff Brainard

Emily DiCarlo

John Hawkins

Dude Middlebrooks

Terri Rech

Jane Snyder

CADDO COUNCIL ON AGING

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Matt Allen Attorney

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Ex Officio Dora Miller

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Dallas Greene

Lena Leviston

Pam Ward

Liz Swaine

THE FUTURE OF ADVANCED AGE

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- Powerful Website
- Valuable Resources
- E-Newsletter
- Effective Referrals
- Electronic Giving
- Up-To-The-Minute Info

techtalk



Every Fri @ 10 am
Emphasis on Beginner Skills

Learn more:

caddocoa.org/techtalk

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TAXONOMY OF SERVICES THROUGH THE OLDER AMERICAN ACT

CONGREGATE MEALS

Provide the opportunity for seniors to enjoy a meal and socialize with other seniors in the community. These luncheon meals are served at eleven different senior centers in Caddo Parish.

CRIME PREVENTION

Provide education to seniors in the ways to protect their property and persons. Programs are presented at the 11 Senior Center/Congregate Dining Sites.

HOME DELIVERED MEALS KNOWN AS "MEALS ON WHEELS"

Provide nutritious luncheon meals to homebound seniors. This service is designed to help seniors maintain their independence as they face financial, physical, or emotional hardships. A hot meal, designed to meet one-third of the daily requirements for senior nutrition, is delivered to the homes of seniors who, due to frail health, are unable to shop and/or cook for themselves. In addition to the nutritional benefit, this program provides a yearly wellness check for seniors. Luncheon Meals are delivered Monday through Friday.

HOMEMAKER SERVICES

Provide an array of in-home housekeeping services for the elderly who are frail, homebound by reason of illness or incapacitating disability.

INFORMATION AND ASSISTANCE

Provide information and links on services available in the community for seniors. Outreach workers also assess a senior's problems and capabilities and enroll them in programs offered through the Caddo Council on Aging/Area Agency on Aging. The Caddo Council on Aging operates a Caddo Parish Senior Coalition of over 80 agencies working with seniors with the purpose of closing various gaps of service to the seniors.

LEGAL SERVICES

Provides legal advice, counseling and representation by an attorney or other person acting under the supervision of an attorney. Education at Senior Center/Congregate Dining Sites is ongoing.

MEDICAL ALERT

Provides an in-home 24-hour electronic alarm system that enables an older

homebound person to summon help in the event of an emergency. This program is offered through Acadian On Call and the Caddo Council on Aging.

MEDICINE MANAGEMENT

Provides medicine consultations to all "Meals on Wheels Clients" once a year. Also educational forums on medicines are at all 11 Senior Center/Congregate Dining Sites and other public meetings throughout the year.

CARE GIVER IN-HOME RESPIRE/SITTER

Provides relief or rest for the caregiver for a specified period of time, from the constant/continued supervision, companionship, therapeutic and or personal care of a person with a functional impairment.

CARE GIVER PERSONAL CARE

Provides personal assistance for a senior that has difficulties with one or more of the following activities of daily living, eating, bathing, dressing, toileting and transferring in and out of bed.

CARE GIVER EDUCATION

Provides Informational material to caregivers.

CARE GIVER SUPPORT GROUPS

Provides support groups for caregivers

NUTRITION COUNSELING

Provides individualized advice and guidance to individuals who are at nutritional risk.

NUTRITIONAL EDUCATION

Provides nutritional education to seniors who receive Meals on Wheels or attend a Senior Center/Congregate Dining Site.

OMBUDSMAN PROGRAM

Provides advocacy services to residents of Nursing Homes and other long-term care facilities. Ombudsmen do the following: visit facilities regularly addressing residents concerns about quality of care, food, finances, activities, visitation, and their ability to exercise their rights as a resident or citizen, investigate complaints of neglect or abuse; work with resident families, facilities, community organizations and others to address concerns that affect the lives of residents; assist families identify

suitable long-term care facilities for loved ones; educate the public, caregivers and residents themselves about their rights and efforts to improve care.

OUTREACH

Provides interventions for the purpose of identifying potential clients and encouraging their use of existing services and benefits.

PERSONAL CARE

Provides personal assistance for a senior that has difficulties with one or more of the following activities of daily living, eating, bathing, dressing, toileting and transferring in and out of bed.

RECREATION

Provides individual and group activities that promote social interaction and well being for seniors. Recreation is provided at 11 Senior Center/Congregate Dining Sites.

TELEPHONING

Provides regular telephone contact and safety check by trained volunteers to reassure and support senior citizens and disabled persons who are homebound.

TRANSPORTATION

Provides transportation services for seniors who are disabled and do not have transportation and who are unable to utilize public transportation to meet their needs. Trips are made to the congregates' meal site.

WELLNESS

Provides activities that are designed to support and or improve the senior's mental and /or physical wellbeing, e.g. exercise/physical fitness and health screening. Wellness is provided at the 11 Senior Center/Congregate Dining Sites in Caddo Parish.

FOSTER GRANDPARENTS PROGRAM

Provides service as mentors, tutors, and caregivers for at-risk children and youth with special needs through a variety of community organizations, including schools, hospitals, drug treatment facilities, correctional institutions, and Head Start and day-care centers. It is part of Senior Corps of the National Corporation of National Service.