



2014 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, 2013 and lasting till June 30, 2014, 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 FY14 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 2015, 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

My fellow CCOA friends, I'd like to thank you for your support during my two-year term as the Executive Board President. It's been an honor to serve the council for the past 10 years. The CCOA staff, board members, advisory council members, and volunteers are exceptionally skilled and dedicated to inform, inspire, enlist, enable, assist, and protect our aging community.

In the past two years, volunteers and Staff have delivered 598,419 of nutritious daily meals while offering social interaction to seniors in Caddo Parish. I'm confident that Mary Alice Rountree, Executive Director, will continue to be an outstanding, outspoken, leader for our aging population. The staff and volunteers work hard to meet our mission and provide valuable programs. The board works diligently to be strategic in our use of funding.

The CCOA offers classes on technology for seniors, health and wellness, respite care, and homemaker services. The growing requests and diverse needs of seniors encompass challenges that our leadership envisions with limitless possibilities for the future.

Amy Krohn
Board President



Meals on Wheels

Each week five (5) meals can be delivered to homebound seniors unable to cook or shop for themselves. Suggested donation \$5 weekly.



Information & Assistance

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



Aging & Disability Resource Center

Speak in person with a trained counselor who's on your side. Let us help you navigate the complex system of government programs and long-term care. All at no charge.



In-Home Services

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



Homemaker

We can help maintain a clean and safe environment by assisting with chores that may include vacuuming, doing dishes, taking out trash, cleaning bathrooms, and making beds.



Personal Care

Personal routines that relate to hygiene can become difficult with age. Call us if you need assistance with combing hair, brushing teeth, changing clothes, tying shoes, and more.



Caregiver Respite / Sitter

Short-term, temporary relief is provided for caregivers so that they may have a break from providing care for a homebound senior.



Senior Centers

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.



Legal Services

Provision of legal advice, counseling and representation by an attorney or other person acting under the supervision of an attorney.



Ombudsman

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

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!



COMBINED STATEMENT OF REVENUES & EXPENDITURES

For the year ended June 30, 2013

REVENUES

Intergovernmental Grants	\$2,955,605
Public Support/Participant Contribution/Program Income	247,716
Fund Raising Income	233,037
Interest Income	3,072
Other Revenues	8,666

TOTAL REVENUES **\$3,448,096**

EXPENSES

Salaries & Fringe Benefits	\$1,155,736
Travel, Operating Service and Supplies	287,927
Stipends	193,855
Food Cost	948,209
Client Services	555,014
Other Cost	160,923
Capital Outlay	2,549
In-kind	—

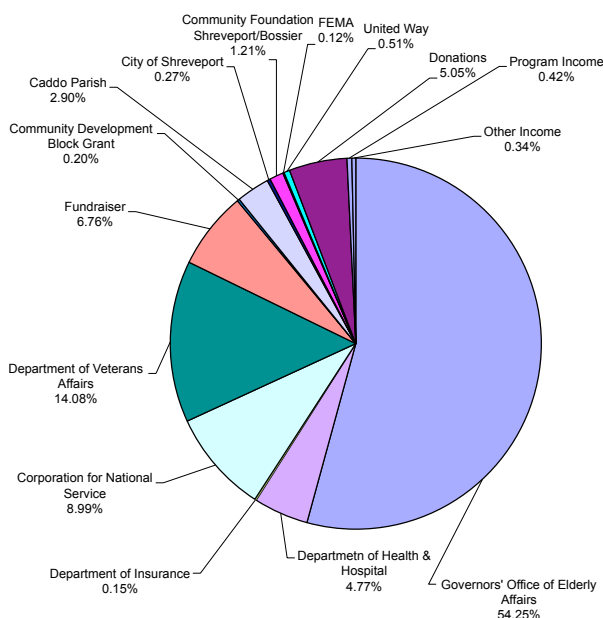
TOTAL EXPENSES **\$3,304,213**

NET INCREASE (DECREASE) IN FUND BALANCE **\$143,883**



INCOME SOURCES

For the year ended 30, 2013



Governors' Office of Elderly Affairs	\$1,870,424
Department of Health & Hospital	164,426
Department of Insurance	5,000
Corporation for National Service	309,881
Department of Veterans Affairs	485,542
Fundraiser	233,037
Community Development Block Grant	6,996
Caddo Parish	100,000
City of Shreveport	9,336
Community Foundation Shreveport/Bossier	41,559
FEMA	4,000
United Way	17,495
Donations	174,226
Program Income	14,436
Other Income	11,738
Total	\$3,448,096



BALANCE SHEET

June 30, 2012

ASSETS

Cash	\$2,077,382
Grants Receivable	190,219
Due from other funds	1,365,524
Prepaid expenses	55,329
TOTAL ASSETS	3,688,454

LIABILITIES

Accounts payable	229,222
Due to other funds	1,365,524
TOTAL LIABILITIES	\$ 1,594,746

FUND BALANCES:

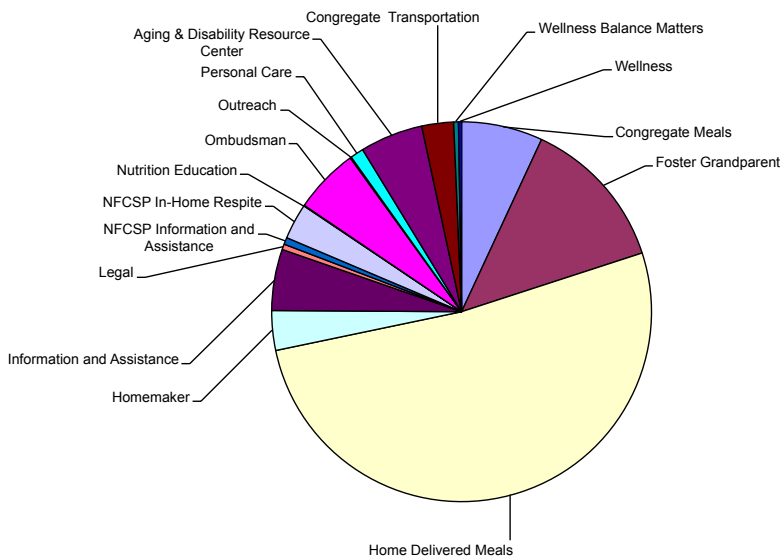
Reserved for prepaid expenses	\$55,329
Fund balance reserved/special revenue fund	1,397,794
Fund balance unreserved/general fund	640,585
TOTAL FUND BALANCES	\$2,093,708

TOTAL LIABILITIES & FUND BALANCES	3,688,454
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COST OF SERVICES

July 1, 2012 - June 30, 2013



Congregate Meals	\$167,190
Foster Grandparent	315,825
Home Delivered Meals	1,249,392
Homemaker	81,568
Information and Assistance	125,993
Legal	11,408
NFCSP Information and Assistance	14,147
NFCSP In-Home Respite	73,212
Nutrition Education	1,433
Ombudsman	134,290
Outreach	2,705
Personal Care	27,483
Aging & Disability Resource Center	129,345
Congregate Transportation	65,365
Wellness Balance Matters	9,778
Wellness	6,265
Total	\$2,415,399



SERVICES PROVIDED

July 1, 2013 - June 30, 2014

	Units Provided	Total Cost of Program	Cost to Provide Service
Congregate Meals	30508 Meals	\$167,190	\$5.48 per Meal
Foster Grandparent	73,153 Hours	315,825	\$4.32 per Hour
Home Delivered Meals	276,866 Meals	1,249,392	4.51 per Meal
Homemaker	4,248 Hours	81,568	19.20 per Hour
Information & Assistance	2,397 Contacts	125,993	52.56 per Contact
Legal	211 Hours	11,408	54.00 per Hour
NFCSP Information & Assistance	118 Contacts	14,147	119.89 per Contact
NFCSP In-Home Respite	3,618 Hours	73,212	20.24 per Hour
Nutrition Education	140 Sessions	1,433	10.27 per Session
Ombudsman	682 Hours	134,290	196.91 per Hour
Outreach	92 Contacts	2,705	29.40 per Contact
Personal Care	977 Hours	27,483	28.13 per Hour
Aging & Disability Resource Center	2,565 Contacts	129,345	50.43 per Contact
Congregate Transportation	4,887 1-Way Trips	65,365	13.38 per 1-Way Trip
Wellness Balance Matters	8 Sessions	9,778	1222.25 session
Wellness	307 Contacts	16,307	53.12 per Contact

Organizations and Business Involved in Volunteer Stations

- | | | |
|---------------------------------|--|---|
| AFLAC | Ellerbe United Methodist Church | Our Lady of the Blessed Sacrament |
| Anderson Oil and Gas | Enterprise Rent a Car | Red River Bank |
| ARC | First Baptist Church | Society of St. Vincent De Paul |
| B.T.W. Nursing Home | Forest Park Cemetary | St. Elizabeth Ann Seton Catholic Church |
| Broadmoor Methodist Church | Galilee Baptist Church | St. James's Episcopal Church |
| Broadmoor Presbyterian Church | Grace Community Church | St. Joseph's Catholic Church |
| Brookwood Baptist Church | Harrah's LAD/Horseshoe Casino | St. Luke Methodist Church |
| Canaan Towers Apartments | Highland Center/Volunteers of America | St. Mark's Episcopal Church |
| Cedar Hill Apartments | Holy Trinity Lutheran Church | St. Mary of the Pines Catholic Church |
| CH Robinson | Hospice of Shreveport Bossier | St. Paul's Episcopal Church |
| Chase Bank | Iberia Bank | St. Pius Catholic Church |
| Christ United Methodist Church | Lions Club Downtown | Summer Grove United Methodist Church |
| Church of Christ North | Mangum Methodist Church | Trinity Heights Baptist Church |
| Church of Christ Southern Hills | McSwain Architects | University Church of Christ |
| Cook Yancy King and Galloway | North Louisiana Council of Governments | Williams Memorial CME Temple Church |

*And Countless Individual Volunteers
Join the Cause and Volunteer for Meals on Wheels*

ADVISORY COUNCIL

PRESIDENT

Mary Dunn

VICE PRESIDENT

Linda MacKinnon

SECRETARY

Sabra Hicks

Misty Alexander

Tara Ball

Elizabeth Comegys

Stacy Eppers

Patrina Johnson

Dude Middlebrooks

Dora Miller

Gregg Trusty

Dock Voorhies

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1ST VICE PRESIDENT

Audrey Robinson

2ND VICE PRESIDENT

Rob Rubel

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Sarah Price

Don Razinsky

Terri Rech

Beth Woods

Dr. Christine Wright

EX OFFICIO

Matt Allen Attorney

EX OFFICIO

Councilman Jeff Everson

Ex Officio Dora Miller

EMERITUS BOARD

Paul Glanville

Dallas Greene

Lena Leviston

Pam Ward

Liz Swaine

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.

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.

CAREGIVER IN-HOME RESPITE/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.

CAREGIVER 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.

CAREGIVER EDUCATION

Provides Informational material to 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.

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. Balance Matters classes were provided by LSU Allied Health.

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.

