

FY22 End of Year Aging Services Summary

Agency/Program	\$\$ Funding	Total # Served	Description/Units
Blue Ridge Pride Generation Plus			
Gen Plus Virtual Event Series	\$5,000	2500	attendees and viewers
Comments (Quantity)	Rainbow Inspirations, a monthly virtual series in partnership with AARP, proved especially popular. Each event attracted 200 to 700 attendees and viewers.		
Quality	Rainbow Inspirations enjoyed high attendance and subsequent views/shares.		
Impact	The high click-through and share rates suggest that people are deriving benefit from this program. Not mentioned in our original plan, A Generation Plus Newsletter was launched in 2022. It enjoyed an open rate of 64% (compared to industry average of 37%).		
Oral History Senior Outreach		100	interviews
Comments (Quantity)	100 interviews have been completed with over half of them with seniors - Oral History - Blue Ridge Pride .		
Quality	One hundred percent of the people interviewed approved of their interview transcripts.		
Impact	There are no direct measures of well-being, but the high click-through and share rates suggest the benefits from the program.		
Council on Aging of Buncombe County, Inc.			
Congregate Nutrition	\$185,845	458 400 35,185	clients (HCCBG) clients (HDC5) hot meals
Comments (Quantity)	On average, 2,932 hot meals were served per month and 11,300 units of produce were given to participants.		
Quality	The program expanded services, served new clients, and met nutritional, social and wellness needs as well as connected participants to wraparound services. Consumer contributions reached over \$23,000.		
Impact	From a June 2022 survey, 100% of the 79 respondents said they would refer a friend to the program. Other findings: 97% said the program helped their nutritional needs, 99% said simply attending the program had increased their rate of exercise, and 84% of the participants said the program has given them more people to talk to (increased socialization).		
In Home Aide Services	\$410,217	68 10 1900	unduplicated clients unduplicated clients (HCCBG) hours
Comments (Quantity)	Appropriate IHA services were provided through the community with 3-4 different subcontracted providers - over 1900 hours via HCCBG to clients. 100% of the waitlisted clients as of June were screened and given Information & Assistance.		
Quality	Clients report trust and appreciation to COA for helping them navigate their home care options. All clients are screened and evaluated for additional services, resulting in home repairs, food delivery, transportation, benefits enrollment, and insurance counseling. 100% of respondents would refer a friend.		
Impact	Assessed needs, coupled with personal goals and care plans result in achievements related to physical safety, economic security, comfort, and dignity.		
Information and Assistance	\$109,115	15,598	contacts/callers

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Comments (Quantity)	COA provided information, assistance, and referrals for callers and contacts through the web, social media, NCCARE360, and other sources. Approximately, 8,000 of these tracked calls were fielded primarily by frontline resource staff as individual requests and network information, whereas others resulted in care management, insurance counseling, and other/internal services.		
Quality	Callers and contacts continue to express gratitude, call again and again as well as report success in accessing services. COA's network of referral partners confirm satisfaction with their clients and patients getting the support they need.		
Impact	Callers/contacts are connected to services whenever possible, but COA also hears how just a simple conversation about one's needs can relieve anxiety, promote self-efficacy, and ease the strains of finding help.		
Housing and Home Improvement Repair Program	\$23,599	21 55	home repairs for safety and well-being substandard housing identified
Comments (Quantity)	67% of the clients were at or below the poverty level. The average job cost was up several hundred dollars to over \$910 average and the most common and around 50% of the jobs cost \$1000.		
Quality	100% of jobs within the allocation were completed to client satisfaction. The work to identify substandard housing (55) and provide a human service assessment, coupled with the quality of craftsmanship by the repair team made for a tremendous quality improvement service addressing social health and environment.		
Impact	100% were satisfied with the outcomes, had their structural needs met, saved money, and were screened for and/or received services through COA.		
Consumer Directed Services/Home Care Independence	\$32,262	1	unduplicated client for 6 months of service
Comments (Quantity)	In the final month, COA had referrals and interest for CDS, but only one individual (APS referral) was served with the funding. COA relinquished the majority of the funding. COA was able to provide 67 hours of service with this funding.		
Quality	COA worked diligently to move through the eligibility and application process, learned a lot, had many wonderful partner discussions, and would be interested in further developing this model.		
Impact	There is not enough information to provide the impact in detail.		
Jewish Family Services WNC			
Faye's Place Group Respite Program	17,368	217 (1955) 6 (31)	client days supported by grant / (total # of client days) unduplicated clients supported by grant / (total # of clients)
Comments (Quantity)	JFS has paused expansion due to lack of transportation (Mountain Mobility), COVID, and concern over health/safety in a congregate meal setting. JFS will focus on maintaining the health and safety of current members, staff, and volunteers.		
Quality	Based on surveys collected in June 2022, 95% of Faye's Place members indicated that their quality of life and mood have been improved, 100% of Faye's Place members report that they would recommend the program to others, and 87% of caregivers surveyed using the Zarit Caregiver Burden survey reported the program lessened their burden.		
Impact	93% of members maintained or improved participation in exercise, 95% of members maintained or improved participation in socialization as well as maintained or improved nutrition and interest in eating lunch.		

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Healing Solutions Counseling at JFS	\$8,478	277 (1783) 32 (181)	counseling sessions supported by grant / (total # of counseling sessions) unduplicated clients supported by grant / (total # of clients)
Comments (Quantity)	JFS had a difficult time with therapist turnover in FY22, which has caused difficulties in being able to meet target numbers. Placing a strategic focus on retention will help JFS to achieve target numbers. JFS hired one full-time therapist in April that helped to alleviate the waitlist and are currently onboarding another full-time therapist.		
Quality	Based on surveys collected in June 2022, 95% of clients reported that Healing Solutions Counseling met or exceeded expectations and 95% of clients reported that they would recommend Healing Solutions Counseling at JFS to others.		
Impact	97% of clients reported improved quality of life, 92% of clients reported improved mood/reduced depression, and 87% of clients reported achievement of a mental health goal.		
Land of Sky Regional Council			
Community Health Worker Program	\$30,615	85 360 3867 4227 243 58	events CHW home visits “Neighbor Knocks” by volunteers total # of home visits unduplicated clients (events) unduplicated clients (home visits)
Comments (Quantity)	Community service events include 65 food distribution (1288 served), 10 health events (186 participant registrations), and 10 social events (175 participant registrations). Asheville Terrace Community Health workers continue to increase home visits to frail and homebound residents through the Neighbor Knock program providing health management support, neighborly visits, reassurance visits, and transportation assistance. The “Neighbor Knock” program has been essential for identifying and addressing challenges, including food insecurity, safety, and increased social isolation that residents have experienced during COVID -19.		
Quality	98% of participants received food through CHW-led food distributions, while 23% of the community received daily “Neighbor Knock” Services (in-person reassurance check).		
Impact	There were 1648 total registrations at the end of the year (original target - 2000). Approximately 23.8% of participants are considered high utilizers (58 out of 243 unique participants have registered for 10+ service events). This could be interpreted to mean service offerings are appropriate, desired, and acceptable quality.		
Meals on Wheels of Asheville & Buncombe County			
Home Delivered Meals	\$192,153	257 34,417	unduplicated clients meals
Comments (Quantity)	The program as a whole has served 921 unduplicated seniors (target is 800) and 124,661 meals (target is 120,000). Since the pandemic, 4 new routes have been added in an effort to keep seniors off waiting lists and receiving much needed meals. MOW has a total of 42 different meal delivery routes covering Buncombe County.		
Quality	From a September 2021 survey with 170 responses from clients, 97% said they enjoyed the meals and 95% said the volunteers were friendly and respectful. The Farm to Elder Program was expanded with fresh fruit from KT’s Orchard in Canton and fresh vegetables from Wildwood Herbal Farm. A professionally trained Chef was hired in August, and the menu and freshly prepared options will be expanded.		
Impact	From the September 2021 survey, 85% said receiving meals helped them stay in their homes longer and 84% said the daily visits from the volunteers helped them feel less isolated from others.		

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MemoryCare			
Caregiver Support	\$57,500	84 (344) 1097 (4498)	families / (unduplicated clients) served with County funds total families total unduplicated clients
Comments (Quantity)	In the 2021-2022 grant cycle, for every person with dementia enrolled in MemoryCare's dementia care management program, there averaged 3.1 caregivers who received care as well. The unit of service is a low-income person with dementia who is 60 or older living in Buncombe County <i>and</i> caregiver(s)/family who are enrolled in our dementia care management program. Each family met with their care team every 3-4 months to develop and update their Care Plan, and, over the course of the year, they had on average, an additional 4.4 communications via phone or email for further support.		
Quality	In assessing the quality of service provided, families/caregivers were asked on an anonymous survey about their satisfaction with MemoryCare's program and whether or not they would recommend MemoryCare services to a friend whose life was impacted by dementia. 99% reported being satisfied with MemoryCare's program and 100% said they would recommend MemoryCare services to others facing the challenges of dementia.		
Impact	To understand <i>if anyone is better off</i> , we looked at: Percentage of clients who received Care Plans shared with family and other healthcare providers (99% achieved, 90% projected) and percentage of clients who reported <i>implementing</i> at least one recommendation from their Care Plan (96 % achieved, 85 % projected).		
MountainCare			
Transportation	\$44,347	264 10 798	unduplicated Adult Day clients unduplicated Transportation clients (HCCBG) total units of Transportation (HCCBG)
Comments (Quantity)	MountainCare has been unable to accommodate many requests for transportation to Buncombe Adult Day through Mountain Mobility. During the grant period, 34 participants requesting rides never received transportation services due to a lack of service to their residential area after route reductions took place or lack of rides on the participant's preferred day or time of attendance. Twenty caregivers continued to drive their loved ones to the Center each day, taking away from valuable respite time received through the program.		
Quality	Caregivers were asked, "How satisfied are you with the overall program?" Using a scale of 1 to 5, with 1 being not at all satisfied and 5 being extremely satisfied, 84% of Buncombe Adult Day Caregivers rated the program 5/5 and the remaining 15% rated the program 4/5. Also, 100% of caregivers rated the staff with 5/5.		
Impact	In our annual satisfaction survey, 95% of Buncombe Adult Day Caregivers reported a reduction in stress while their loved one was enrolled in the program. Caregivers felt better able to manage their own health and their loved one's care, while also having more time for themselves.		
Day Care	\$61,055	264 13 881	unduplicated Adult Day Care clients unduplicated Adult Day Care clients (HCCBG) total units of Adult Day Care (HCCBG)
Comments (Quantity)	For this 12-month period, a total of 132 participants were served plus their corresponding caregivers for a total of 264 unduplicated clients. MountainCare continues to struggle with the impact of COVID specifically related to the hiring crisis. MountainCare is working to increase daily enrollment back to pre-COVID numbers as much as their staff-to-participant ratio will allow. During this grant period, MountainCare hired four new team members and increased their average daily attendance by 55%.		

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Quality	In an annual satisfaction survey, 100% of the participants reported that attending the program had improved quality of life and 95% of the caregivers reported a reduction in stress.		
Impact	MountainCare's goal was for less than 20% of the participants to discharge within one year of enrollment. In this grant period, 23% (31 participants) discharged prematurely mainly due to declining health, COVID concerns, or moving to long-term care, and 2 participants discharged specifically due to lack of transportation. At year-end, 61% of the participants remain enrolled for one year or longer and benefit from a stabilized condition. Additionally, more than 40% of the caregivers remain employed while their loved one attended Adult Day Care.		
Day Health	\$160,887	264 13 1582	unduplicated Adult Day Care clients unduplicated Adult Day Care clients (HCCBG) total units of Adult Day Health (HCCBG)
Comments (Quantity)	(See Comments above for Day Care)		
Quality	(See Quality above for Transportation and Day Care)		
Impact	MountainCare's 2021-22 target was that 5% or less of the participants would be readmitted to the hospital within 30 days after discharge from hospital. At year-end, this number was less than 1%. MountainCare consistently scores much higher than the national average in this area due to the support, monitoring, and guidance Adult Day clients receive while attending the program.		
Mountain Area Health Education Center (MAHEC)			
Home-Based Primary Care (HBPC) Outreach Program	\$30,000	22 0	patients enrolled in HBPC patients enrolled in Medication Management
Comments (Quantity)	All patients who were referred and chose to enroll opted into full HBPC rather than medication management. Comprehensive Medication Management is also a service included in the full HBPC services.		
Quality	The HBPC Outreach Program exceeded its goals of enrolling fifteen new full HBPC participants referred by either Buncombe County Aging Services, Adults Protective Services, or a community-based organization.		
Impact	By enrolling in full HBPC services, we connected twenty-two adults to a primary care provider and provided full-spectrum, team-based care addressing medical and non-medical/social determinant needs. Of the twenty-two full HBPC referrals, eighteen have remained active in the program. The four adults referred to the program for "clinical administrative tasks" were successfully placed in a Long-Term Care Facility with assistance from the HBPC team. Seventeen of the twenty-two patients enrolled in full HBPC participated in conversations to identify their top health priorities so that care could be better aligned with their individual health outcome goals.		
Mountain Housing Opportunities			
Emergency Home Repair	\$57,961	124 50	unduplicated clients unduplicated clients (HCCBG)
Comments (Quantity)	The Emergency Home Repair Program is not based on a unit of service. The cost of service is based on the actual cost of the repair which can include administrative, material, and contractor costs.		
Quality	Each client is given a satisfaction survey for repairs performed. Through the response to the surveys from the clients, these repairs eliminated threats to health, safety, and mobility/accessibility for 50 households served in the grant period.		
Impact	The repairs performed improved the health and wellbeing of older adults by repairing floors, installing safety grab bars, installing low rise stairs, and ramps to reduce the risk of falls. Other repairs such as replacement water heaters and replacement of appliances improved the quality of life for elderly clients.		

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Buncombe County/Mountain Mobility			
Mountain Mobility Medical Transportation	\$314,636	19,340 14,166	units of service units of service (HCCBG or BC)
Comments (Quantity)	Mountain Mobility Medical Transportation units of service provide (one-way trip for one eligible customer) were set at a 2021-22 target of 28,364 units. COVID-19 continued to impact and reduce transportation demand in 2021-22 from that expected at the time of the HCCBG application. End-of year actual units of service were 68% of the total units anticipated. With HCCBG funding, Mountain Mobility provided 14,166 units of service which represent 100% of total units anticipated.		
Quality	Mountain Mobility identifies on-time performance (within +/- 15 minutes of scheduled time) as a measure of service reliability. The 2021-22 end-of-year actual rate for on-time performance was 94% (target: 95%). Mountain Mobility identifies mean distance between NTD preventable accidents as a measure of safety. The 2021-22 end-of-year actual miles for mean distance between NTD preventable accidents was 454,085 miles (227% of the target: 200,000 miles).		
Impact	Mountain Mobility Medical Transportation saves customers funds by not relying on other transportation options that require fare. Assuming that the only alternative is taxi service, and assuming that the cost per mile is \$2.50, Mountain Mobility Medical Transportation would have saved customers \$496,286 (\$25.66 per one way trip and \$51.32 per round trip). Also, Mountain Mobility Medical Transportation provides customers with transportation where other alternative transportation may not be available. Assuming the trips provided would not have otherwise occurred means 19,340 Medical Transportation trips (372 trips per week) would have been unavailable to customers.		
Mountain Mobility General Transportation	\$195,789	12,088 9,709	units of service units of service (HCCBG or BC)
Comments (Quantity)	Mountain Mobility General Transportation units of service provided (one-way trip for one eligible customer) were set at a 2021-22 target of 20,831 units. COVID-19 continued to impact and reduce transportation demand in 2021-22 from that expected at the time of HCCBG application. End-of-year actual units of service were 58% of the total units anticipated. With HCCBG funding, Mountain Mobility provided 9,709 units of service which represent 100% of total units anticipated.		
Quality	(See Quality above for Mountain Mobility Medical Transportation)		
Impact	Mountain Mobility saves customers funds by not relying on other transportation options that require fare. Assuming that the only alternative is taxi service, and assuming that the cost per mile is \$2.50, Mountain Mobility General Transportation would have saved customers \$241,029 (\$19.94 per one way trip and \$39.88 per round trip). Mountain Mobility General Transportation provides customers with transportation where other alternative transportation may not be available. Assuming the trips provided would not have otherwise occurred means 12,088 General Transportation trips (232 trips per week) would have been unavailable to customers.		
On Track Financial Education & Counseling			
Silver Dollars Financial Capabilities for Older Adults	\$21,000	49/47 127.5/64 112/110 288.50/221	hours of education/unduplicated clients hours of counseling/unduplicated clients hours of tax preparation/unduplicated clients total hours/total unduplicated clients
Comments (Quantity)	The end-of year hours (units) of service of 288.50 hours exceeded 172% of the original target which was 168 hours. The total end-of year numbers for unduplicated clients were 221 unduplicated clients which was 156% of the original target of 142 unduplicated clients.		

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	On Track is pleased to have served more than our goal for Buncombe County clients aged 60+ during this reporting period, with services ranging from budgeting to foreclosure prevention to assessing insurance needs and more!		
Quality	Clients' satisfaction with the services they received from our counselors and educators continues to be high. For the grant year, 96% of Education clients stated on a survey that they were likely or very likely to refer a friend to On Track Services. Additionally, 100% of Counseling clients stated on a survey that they were likely or very likely to refer a friend to On Track Services.		
Impact	Financial Literacy Education - 95% of survey respondents reported an increase in knowledge with an average increase in knowledge of 80%. 87% reported an increase in confidence (changed attitude). Money Management/Housing Stabilization Counseling - 100% of counseling survey respondents reported an increase in knowledge, with an average increase of 142%. 93% of respondents stated that they'd learned skills that will help improve their money (budgeting) and/or housing situation.		
Pisgah Legal Services			
Elder Law Program	\$67,617	1774 588	units of service unduplicated clients
Comments (Quantity)	Pisgah Legal advocates provided 1,774 hours of services to low-income Buncombe County seniors. This number does not include 528 hours of legal services provided by volunteer attorneys to our Buncombe County senior clients, or 759 hours of service provided by legal assistants, screeners, and social workers. Between July 1 and June 30, 2022, Pisgah Legal helped 588 Buncombe County seniors address urgent legal issues affecting their health and safety. While this is around 9% fewer clients than last year, staff advocates spent 34% more time with these clients to help them address their legal issues.		
Quality	Pisgah Legal achieved a positive outcome in 98% of the cases closed during the period. Of the 164 cases for which Pisgah Legal provided legal representation during the period, Pisgah Legal lost four. Pisgah Legal also provided advice in 337 closed cases for Buncombe County seniors during the period. Pisgah Legal Services tracks the legal outcomes in closed cases, and in many cases, advocates help clients achieve more than one outcome to improve their lives. Among the cases Pisgah Legal advocates closed this year, Pisgah Legal Services provided legal consultation or representation to help senior clients in preserving essential property (58); obtaining protective orders (8), obtaining, preserving, or increasing Medicare or Medicaid benefits (21); preventing or delaying eviction (122); avoiding foreclosure (14); obtaining or preserving eligibility for housing assistance; and conducting end-of-life planning (79). In total, Pisgah Legal achieved 929 legal outcomes in 458 closed cases, a ratio of 2 outcomes per case.		
Impact	Many of the senior clients have disabilities or mobility challenges, have limited opportunities to increase their income or improve their circumstances, are more susceptible to harassment or abuse, and are unaware of their rights. Simply having access to a legal consultation can empower these clients to make the best choices for themselves given their limited options.		