

Annual Report 2019-20



**Council
on Aging**
for Henderson County

A few words from our Chair...Jill Hart

No One Ages Alone

“This is where I belong!” In my real estate brokerage business—which focuses on serving seniors—I love hearing these words from clients after they have settled into their new home. After years of serving on the Board of Directors of the Council on Aging I can say with confidence, “This is where I belong!”

We make a measurable difference every day in the lives of aging adults throughout Henderson County. Our cherished volunteers and staff are committed to serving others. Whether they are delivering meals, helping customers at the thrift stores,

or providing other caregiver services, they do it with a genuine smile and a kind word.

Let’s face it, this year has been difficult for everyone. But the senior population has faced particularly acute and unique challenges. With the generous support of the community, staff, volunteers, and my fellow board members, we made adjustments to continue serving those in need. In good times or hard times, the Council on Aging is focused on accomplishing its mission, “No One Ages Alone.”

Meals on Wheels *Responding to a Crisis*



David Cameron, Director of Operations, plots new routes for Meals on Wheels.

Volunteers and staff wistfully reflect on the halcyon days of yore before COVID-19 upended things. However, with challenge also comes reward. In addition to our longstanding relationship with Pardee Hospital, Advent Hospital is now also preparing meals for us. In response to the pandemic, we successfully applied for and received grants which allowed us to purchase equipment and expand our service. We now serve fifty more clients each week than we did before COVID-19! That silver lining is a direct result of our resilience and innovation...and it will be the real legacy of this difficult time.



Our invaluable volunteers bolster our ranks each weekday.

When we speak of Meals on Wheels, we say “It’s more than a meal.” In addition to providing a tasty and nutritious meal each weekday, Meals on Wheels provides outside contact and watchful care for our homebound elders. Meals on Wheels is also an instrument of mobilization for our volunteers—many of whom are elders themselves—giving them a structured outlet for service that brings additional meaning to their lives.

In March, our comfortable routine was turned upside down when COVID-19 made it impossible to continue with daily hot meal delivery. Volunteers could no longer safely gather each day, and the treasured contact between volunteers and clients was reduced to a friendly “Hello” from a safe distance and from behind a face mask. Daily delivery of hot meals transitioned to once-a-week delivery of five frozen meals. To pinch hit, Council on Aging staff made all the deliveries for several weeks. As new protocols evolved, we brought back some volunteers as packers and drivers. Other volunteers were enlisted to make telephone calls to clients from home; continuing daily contact for those who want it.

2020 may be a year we want to forget, but here are some memorable numbers for COA in Fiscal Year 2020...

- **74,164** meals delivered to Meals on Wheels clients
- **122** exercise classes attended by Sammy Williams Center members
- **1,215** cases of Ensure and Glucerna provided to liquid nutrition clients
- **880** hours of respite care provided to caregivers
- **905** people received help via COA’s community resource coordinator

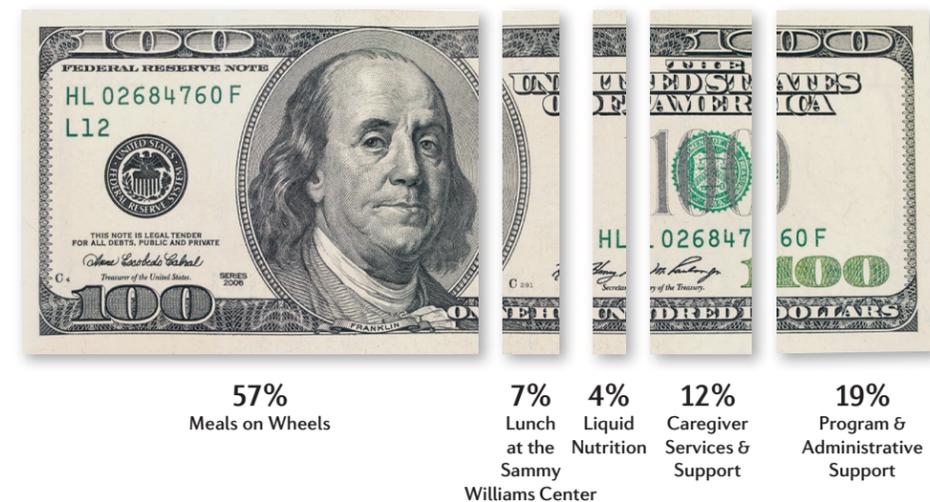
Fiscal Year 2020 Financial Summary*

* Fiscal Year is July 1, 2019 to June 30, 2020

Sources of Revenue	\$\$\$	%
Grants	187,241	17%
Donations & Bequests	247,159	22%
Thrift Stores	137,012	12%
Program Revenues (incl. federal & state assistance)	519,693	47%
Endowment and Interest	17,974	2%
Total	1,109,079	100%

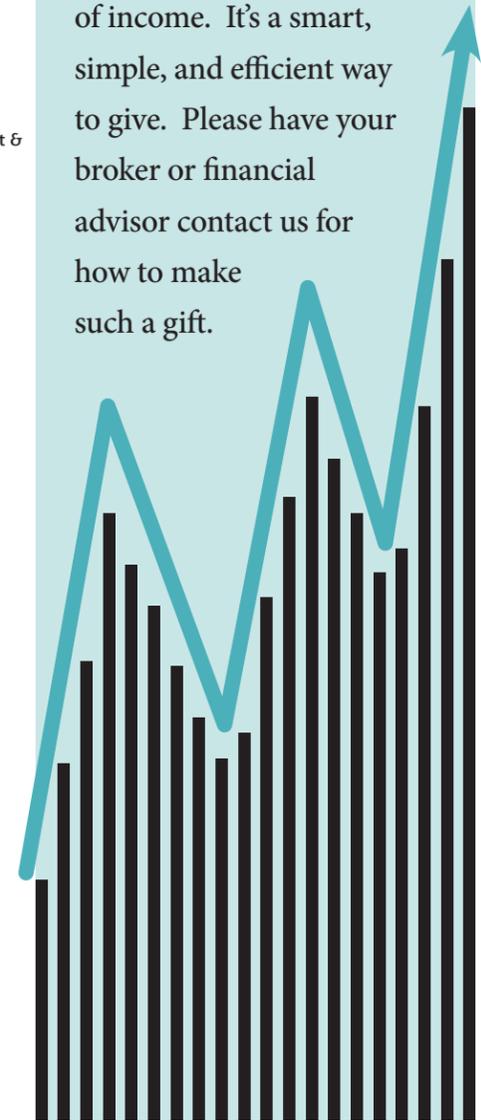


Uses and Expenses	\$\$\$	%
Nutrition Services		
Meals on Wheels	585,513	57%
Lunch at the Sammy Williams Center	75,506	7%
Liquid Nutrition	41,986	4%
Total Nutrition Services	703,005	68%
Caregiver Services & Support	126,224	12%
Program and Administrative Support	198,159	19%
Total	1,027,388	100%



Council On Aging for Henderson County

accepts non-cash gifts. You can make a gift of appreciated securities—publicly traded stocks, bonds, and mutual fund shares—to COA while avoiding capital gains tax, diversifying your portfolio, and/or securing a stream of income. It’s a smart, simple, and efficient way to give. Please have your broker or financial advisor contact us for how to make such a gift.



The Council on Aging for Henderson County undergoes an annual audit by an independent firm of Certified Public Accountants. The FY2020 audit was performed by Bradshaw, Gordon, & Clinkscales, LLC.



5 Questions with Keith Logan

1. “Your car license reads PHX2WNC... what’s that about?”

After 25 years in Phoenix, Arizona, God brought my wife and me to Hendersonville. I spent 30 years in corporate America with a career that included leading major projects and developing efficient supply chains for Intel—a huge semiconductor manufacturing company. With the move to western North Carolina, it was time to give back to the community using the skills I developed in the corporate world. When I retired from Intel, I was able to take advantage of their Encore Career Fellowship program which helped me plug into the non-profit world and be paid a small stipend for my transition. The Council on Aging got six months of free labor...and must have liked the work I did. After 3 years as director of operations, in March of this year, I was offered the executive director position. My time here has felt like a match made in heaven.

2. “What is the best part of your job?”

After a lengthy career in which I often asked myself whether there was any meaning to my work, it is rewarding to know that every day our organization is making a difference in the lives of hundreds of people in our community. I know I am using the gifts that I have been given to make Henderson County a better place.



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3. “What is the worst part of your job?”

For as many people as we are currently serving, there are more than twice that many who need our services. But either because they don't yet know about us or because of our limited capacity, there are gaps in service. Our top priority is to close those gaps and make sure No One Ages Alone. But we must hurry. In business, there is always another customer and another sale to be made, but in our world the real and pressing need to help someone's life is the bottom line. And it comes with a cost, not a profit.

One of our values is to be good stewards of our resources. We're delivering a service not selling a product, but we can still measure our impact. We delivered 80,000 meals but, more importantly, we helped maintain our community by serving and connecting adults. We can quantify the volume of what we do, but the real satisfaction is knowing that we engaged people scattered across Henderson County.

4. “What is your vision for the future of COA... where do you see the organization in five years?”

When I interviewed for the executive director position with the Board of Directors, I emphasized five focus areas: 1. board development, 2. fund development, 3. staff development, 4. measurement & metrics, and 5. growth of our services. I wanted to see our board become more active at leading the organization and I'm proud to say that this has progressed in the last six months. I wanted to see us develop a more diversified stream of revenues and not be overly dependent on a few large sources. Among other advancements, I am excited Daniel Carey has joined our team as director of development to help move us in that direction. And we have been making strides to serve more people in our community.

5. “Last word?”

The pandemic has not made any of this easy. But our dedicated staff is committed to the mission, and my commitment to them is to provide more opportunities for professional development so they can grow with COA. Finally, there is an increasing need for support services that help adults remain safely in their homes. This includes in-home care, transportation, socialization, home improvements and repairs, falls prevention, and technology. I would like to see COA play a role in the growth of those services—either directly or in partnership with other community organizations.