



# Council on Aging

for Henderson County

## 2016-17 Annual Report

Providing and coordinating services to help older adults in Henderson County remain independent since 1969

### “Why I Volunteer”



Donald Grant

“I love working at the store! Sometimes, I check electronics, sometimes I work the cash register. I met people from all over the world when I drove coach buses. My favorite thing about volunteering at the thrift store is meeting people and making them laugh.”

“I’ve been a Meals on Wheels volunteer since 2003. I had a vested interest because I was the clinical dietitian at Pardee when they got the contract for the meals, and I did the first menus. When I retired, I volunteered to drive. The people I have delivered to over the years are like family to me!”



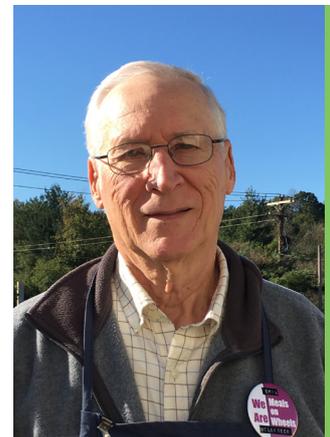
Trully Safrit



Janet Gardener

“My husband passed two years ago. I spent a year grieving, and then decided I needed to get out and get involved with life and people and do happy things. So, I started working with the thrift store doing the craft section and serving meals at the Sammy Center. It makes me happy!”

“I’ve been working with the store since it opened—for almost 12 years now. My parents were recipients of Meals on Wheels, and I was very interested in helping because of the impact it had on them. When I started working here I saw the good they did. It’s nice to be able to see that reward.”



Emil Hurtak

For more than forty-five years, The Council on Aging for Henderson County has held steadfast to our mission to help people remain independent in their own homes. This year we are humbled by the opportunity to provide and coordinate services for more than 1,500 seniors in our community.

Among our many programs are providing nutritional support through Meals on Wheels and our nutrition site at the Sammy Williams Center for Active Living, partnering with clients and families to implement long-term care plans and helping seniors coordinate medical care and social engagement with their peers. In addition, the agency partners to provide relief to caregivers in their time of need.

In this report you will read stories of community collaboration, selfless giving, and share in the joy we feel as clients regain and preserve their independence. We celebrate these stories and recognize that with your continued support, we can make dignified independence a reality for more seniors in our community. The success of Council on Aging is a testament to our supporters and their unwavering commitment to seniors in our area. Together, we are shaping a better Henderson County for people who choose to live out their adult years in our community. Please consider joining us on this exciting journey.



Trina Stokes, Executive Director



Milton Butterworth, Board President

## Our Board

**Milton Butterworth** Chairman  
**Penny Summey** Vice Chairman  
**Leanne Christensen** Secretary  
**Tracy Dyer** Treasurer  
**Kathleen Rodberg**  
**Patti Digh**  
**Judy Warren**  
**Erica Erickson**  
**Louis Santiago**  
**Lisa Kauffman**  
**David Maupin**  
**Jill Hart**



## Blind Man Regains Independence

Against many odds, Lee served as the primary caregiver for his ailing wife. Though blind, he tended to her needs even after she had to transition to a nursing home. After her death, Lee realized he had ignored his own health while in the caregiver role and needed assistance to remain independent.

After an assessment, Lee became a Partnership for Independent Living client. He was placed with a caseworker, Marina, who worked alongside Lee, helping set up crucial services to allow him to continue living on his own.

First, Lee was set up with affordable housing and Meals on Wheels. Through the support of Section 8 housing at Western Carolina Community Action (WCCA), Marina was able to secure a more affordable rental arrangement for Lee. Additional services were provided through the Henderson County Department of Social Services, including food stamps, services for the blind, and CSSA, which provided housekeeping support.



After his wife's death, Lee needed assistance to maintain his independence. Council on Aging was able to help him do that. Our services are available for those in need.

Many of us take for granted our ability to get in the car and just go do what needs to be done. That's not true for a lot of people in our community, and it's especially not true for someone who is blind. So transportation was key in helping maintain Lee's independence. He had a slew of regular doctor visits and medical monitoring trips each week, in addition to everyday errands and grocery shopping.

With Lee's determination, the assistance of his social workers, and the collaboration of many services throughout Henderson County, within three years he has become largely self-sufficient. Through service providers, church community, family, and new found love, Lee has made a better life for himself.

# WE LOVE OUR VOLUNTEERS

## Hours in Dollars = \$863,488!

According to IndependentSector.org, the value of a volunteer hour is \$24.14. When you apply that to the sum of volunteer hours our community has given to help older adults in Henderson County, what we get is an amount equal to 75% of our budget this year. This is community at work. This is the heart of Henderson County. Want to add your heart to our mission? Apply to volunteer at [coahc.org/volunteer](http://coahc.org/volunteer) today!

Gifts of Time	Mission	# of Vols	# of Hours
	Thrift Stores	52	16,206
	Meals on Wheels	186	15,490
	Lunch at the Sammy	19	3,174
	Partnership for Independent Living	2	757
	Board	6	143
	<b>Totals</b>	<b>265</b>	<b>35,770</b>

“Volunteering is at the very core of being a human. No one has made it through life without someone else’s help.”  
~ Heather French Henry

## Financial Highlights

In fiscal year 2017, we received three generous bequests, increasing our revenues \$280,000 over prior years. This unexpected funding has provided the opportunity to invest in needed program infrastructure and fortify our reserves. As we embark upon strategic planning, where we will address the challenge of long-term sustainability against the rapidly growing demand for our services, the timing of these gifts couldn’t be better. We are thankful for our community’s unique ability to give, and understand it is the future gifts of our volunteers and donors that will keep us well positioned to facilitate solutions our aging neighbors face.

Dollars Received	Funding Source	Amount	Percentage
	State & Federal Grants	\$ 319,220	36%
	Thrift Stores Net Proceeds	\$ 192,140	27%
	Public Support	\$ 433,664	16%
	Program Revenues	\$ 137,095	11%
	County Grant	\$ 36,075	4%
	Federal Assistance	\$ 51,608	3%
	Other Income	\$ 31,578	3%
	<b>Total Funding</b>	<b>\$ 1,201,380</b>	<b>100%</b>

Dollars Spent	Expenses	Amount	Percentage
	Programs	\$ 781,176	84%
	General Administrative	\$ 97,606	11%
	Fundraising	\$ 46,950	5%
	<b>Total</b>	<b>\$ 925,215</b>	<b>100%</b>

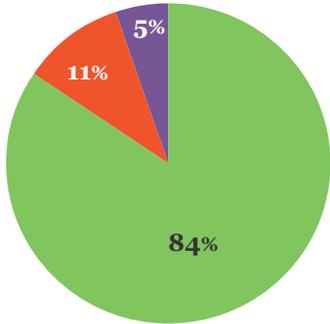
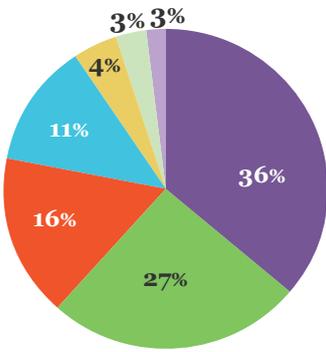
\*Net Assets, EOY 1,181,884



Gail and Chuck-Chuck volunteer for Meals on Wheels and our Hendersonville Thrift Store.

## A Winning Team!

Chuck, who is 69 with a developmental disability, is a client of Reach for Independence, an organization with the mission to provide meaningful socialization for its special needs clients. Gail Cooke, a paraprofessional with Reach for Independence, began working with Chuck-Chuck two years ago. “The socialization and routine volunteering provides much needed structure for Chuck-Chuck. Engaging with other volunteers and doing meaningful work to support seniors in the community is icing on the cake!”

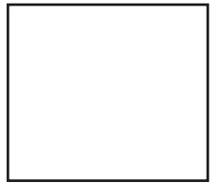


For the annual report and our 990 go to [coahc.org/annualreport](http://coahc.org/annualreport)



# Council on Aging

for Henderson County  
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Hendersonville, NC 28792  
(828) 692-4203 | coahc.org



## Volunteer Today!

With our growing older adult population, we are always in need of volunteers. Visit [coahc.org/volunteer](http://coahc.org/volunteer) and fill out your application today!

# Council on Aging for Henderson County Community Impact 2016-17



## Meals on Wheels

Daily Average Delivered 222  
Clients Served in 2016-17 527  
Total Meals Delivered 55,165

## Lunch at the Sammy

Daily Average Served 30  
Clients Served in 2016-17 117  
Total Meals Served 7,515



## Partnership for Independent Living

Clients Supported 238  
(long-term case management)  
Walk-ins/Call-ins 608  
Caregivers Supported 19  
Contacts/Visits 11,665



## Volunteer Hours

Etowah Thrift Store 8,175  
Hendersonville Thrift Store 8,031  
Meals on Wheels 15,490  
Lunch at the Sammy 3,174  
Social Work Program 757  
Board 143

Total Hours 35,770