

# 2021 IMPACT REPORT



## IF COVID-19 HAS AN UPSIDE,

it inspired innovation at the Council on Aging. New challenges called for new solutions. None of us is looking at life the way we did before March 2020. Our appreciation for it—and each other—is deeper. My gratitude for COA's volunteers, donors, and staff is embodied in what we've accomplished the last two years.

- serving meals to more older adults in Henderson County (up 40%)
- tapping into new sources of funding to reduce the Meals on Wheels waiting list (thanks to alert staff)
- not missing a day of food delivery due to COVID-19 (COA was open and safe the whole time)
- fielding more calls for help: housing, transportation, housekeeping, etc. (w/three specialists on staff)
- adding programs to serve more diverse adults and ensure clients' homes are safe (food distribution to seniors in the Latinx community and new home repair program)

COA is using the pandemic to spring forward; not shrink back. More than a quarter of Henderson County's population is over 65. By 2040, almost 40% of the population will be at least 60. We're listening to what our clients are asking for, and we're shaping programs to make sure No One Ages Alone.

In addition to the nutrition, caregiving, and community resource support we provide, we hear about needs for in-home care, transportation, housing, and other needs to enable people to remain safely at home. We're embarking upon a program to provide minor home repairs. We've begun a process for vetting private caregivers. We'll soon provide phone support for isolated older adults. And we're exploring how we can meet the medical transportation needs of our clients.

We cannot maintain the status quo. We must grow, expand, and diversify what we do and whom we serve. Thanks for standing with us and helping us evolve to meet Henderson County's needs.

KEITH LOGAN  
EXECUTIVE DIRECTOR

# DID YOU

## OUR TWO THRIFT STORES IN...

Hendersonville and Etowah generated almost \$300k of direct support for Meals on Wheels in 2021. In food terms, that's 60,000 meals. In human terms, that's 240 seniors fed in Henderson County! When you shop at COA's Thrift Stores, you really do put your money where a mouth is!

## PUT YOUR MONEY WHERE A MOUTH IS

EVERY \$5 YOU SPEND BUYS A NUTRITIOUS MEAL FOR AN AGING ADULT IN YOUR COMMUNITY.



NO ONE AGES ALONE  
COAHC.org



## WE ARE MORE THAN MEALS!

COA's Support Services (Caregiver and Resource Coordination) take and assist with >500 calls a year. Each of those calls is responded to and handled personally by one of our social workers and/or caregiver specialists. Their combined efforts represent thousands of hours of education and experience which come together for some truly special "girl power." The "tres amigas" (l. to r. Suzanne Sherrill, Marina Kovalyova, Wendy McEntire) help callers sort through a dizzying array of questions and bring calm insight and direction to those who need it. Just one more way we make sure No One Ages Alone.

## NOT ALL OF OUR CLIENTS GET HOME-DELIVERED MEALS.

Some require liquid nutrition (Ensure or Glucerna) due to dietary restrictions. And some may be undergoing cancer treatment and unable to digest solid food. We take care of them, too. A physician's referral is required, but the rest is easy...and there is no charge. In 2021, COA provided ~120 clients with ~40,000 bottles of liquid nutrition which equates to ~20,000 meals. This program is lovingly managed by Michele Linson (COA's office manager) who goes out of her way to, as she says, "Take care of my peeps."



# KNOW?



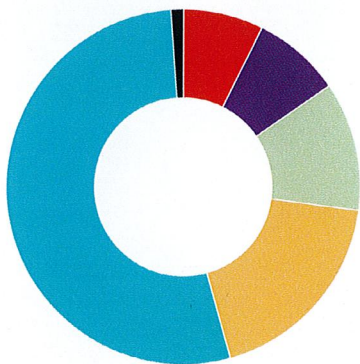
## COA NEVER CLOSED ITS DOORS

and never missed a day of delivering meals due to COVID-19. We pursued every available grant opportunity—like the Paycheck Protection Program—which allowed us to keep everyone working (and paid) throughout the pandemic. Beyond federal funding, COA also secured grants from private foundations so—instead of shrinking in the face of adversity—we actually grew and expanded—adding programs and personnel to deepen our impact and relevance to the seniors of Henderson County. We’re now assisting with calls for client transportation, home repairs, and food distribution to the Latinx community.

## FY 2021 FINANCIAL SUMMARY\*

\*Fiscal year is July 1, 2020 to June 30, 2021

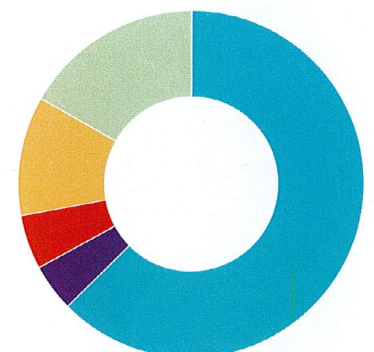
### SOURCES OF REVENUES



|                                                        |     |
|--------------------------------------------------------|-----|
| Grants                                                 | 7%  |
| PPP Loan Forgiveness                                   | 8%  |
| Donations & Bequests                                   | 12% |
| Thrift Stores                                          | 19% |
| Program Revenues (INCLUDES FEDERAL & STATE ASSISTANCE) | 53% |
| Endowment & Interest                                   | 1%  |

### USES AND EXPENSES

|     |                                  |
|-----|----------------------------------|
| 63% | Meals on Wheels                  |
| 4%  | Lunch at the Sammy               |
| 5%  | Liquid Nutrition                 |
| 11% | Resource & Caregiver Services    |
| 17% | Administrative & Program Support |



# SOMETHING GREATER



Karin is 69 and has Lupus—a debilitating inflammatory disease that makes the body’s immune system attack its own tissues. Alone and too weak to cook, she weighed 88 lbs. when her doctor called COA a couple years ago to see about getting her daily hot meals. Within two days, our volunteers were delivering meals and all-important wellness checks. Twenty months later, Karin called COA to take her *off* Meals on Wheels because she gained weight, felt much better, and wanted someone else to benefit from our nutrition and care. That alone makes for a good story. But it gets better.

Years before her illness, Karin worked at Pardee Hospital and made donations to Meals on Wheels through United Way’s payroll deduction program. She had neighbors who used the service, and she knew firsthand of its value. Little did Karin know that her donations were, in effect, deposits into an account she would later need to withdraw from.

If you’re lucky enough to meet Karin, as I was, you’ll be lifted. You won’t hear any complaints, only gratitude. And all the tough times she’s endured are “simply a part of living,” she’ll say. Meals on Wheels is more than a meal. And Karin is more than just a happy client. She’s living proof that what we do works.

DANIEL CAREY  
DIRECTOR OF DEVELOPMENT

## EVERY NOW AND THEN

you meet someone who makes you believe in something greater. It's not important what that greater something is; only that it matters to you. That happened when I met Karin Levi. What started as a vignette for Meals on Wheels (and a brief article in our November newsletter) turned into something more meaningful... something greater.



## PLANNED GIVING

Cash is king, but stocks, insurance, and real estate are equally valuable. If you are making or revising estate plans or a will, we ask you to consider putting the Council on Aging into those plans. COA can be a beneficiary of your life insurance policies or IRA without affecting your day-to-day cash needs. COA can also receive appreciated stocks and real estate. This would not only help lift this organization, but it may ease your tax burden. Potentially, you may be able to avoid paying capital gains tax, enjoy a charitable deduction off your income taxes, and avoid brokerage fees on stock transfers (as opposed to paying sales commissions).

Consult with your attorney, tax advisor, or the Community Foundation of Henderson County (where COA has a small endowment). The Community Foundation can outline options for you to establish a legacy that helps make sure No One Ages Alone.