

*We were as flexible as possible
in a year unlike any other*



The Year of Flexibility

We will all refer to 2020 as the year of the pandemic, but it was also the year of flexibility, adaptation and making the best out of a very difficult time. The pandemic stopped everyone in their tracks, at least for a short while. But after the reality and constraints of the situation sunk in, we came together to figure out what was needed and then did our best to make it happen. There is no question that the pandemic had a devastating impact on the lives of many of our seniors and caregivers. The Council, along with so many family members, neighbors, church groups and others, ramped up to be of as much support as possible for these individuals. The majority of the seniors and caregivers we came in contact with, however, confirmed just how patient and resilient we can be. More often than not, people shared that they were doing well, had plenty of what they needed, and asked us if there was something they could do to be of help! It was a clear message that we would get through this together, no matter how challenging things might get.

**Committed
to Greene
County
Seniors
and
Caregivers**



ANNUAL REPORT 2020

BOARD OF DIRECTORS

Mike McGrath, President
Barbara Vandecreek, Secretary
Rebecca Shelley, Vice-President
Jonathan Hebrank, Treasurer
Erin Dill, Jean Harner,
Sherry Matsel, Denny Sargent

MEMBERSHIP ADVISORY COUNCIL

Karen Wolford, Judy Baker,
Theresa Busher, Margery Jones,
Kristy Matheson, Tammy McVicar,
Ruth Paulus, Shannon Webster

GCCOA TEAM

Resource Coordinator: Pam Dorsten

Resource Associates:

Eileen Babineau, Teresa Holloway,
Cheryl Young

Benefits Specialist: Susan Allen

Senior & Family Support Manager:
Fonda Setters

Partners In Care Managers:

Roy Cottongim, Carol Kunze,
Lynn Martin, Erica Morrow,
Maureen McCarthy-Magill,
Matthew Murphy, Caroline Mullin,
Leanne Maury, Daejanna Preston,
Lisa Quesne, Jamie Rath, Paige Redd,
Kathy Schmaltz, Melissa Woehrman

Kinship Liaison & Wellness
Coordinator: Susan Finster

Education & Outreach Liaison:
Jeff Schairbaum

Data & Communication Liaison:
Jessica Lange

Senior Center Liaison: Tim Brickey

Senior Center Associates:
Diane Hollenbeck (Jamestown)
Lynn Wicker (Bellbrook)

Fiscal Manager: Steve Benson

Financial Advocate: Ken Richardson

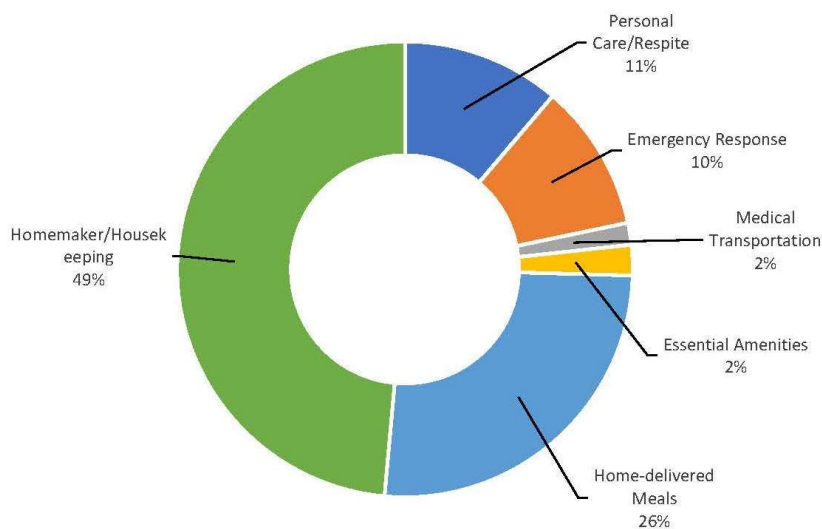
Executive Director: Karen Puterbaugh

Our many volunteers help with activities, tasks and programs. We couldn't do it without them.

GCCOA Statement of Activities

Years Ended December 31, 2020 and 2019

	2020	2019
<i>Changes in unrestricted net assets:</i>		
Revenue and support:		
Greene County Senior Services Levy	\$5,600,336	\$5,545,397
Interest income	105,145	155,874
Change in fair value of interest		
Greene County Community Foundation	28,229	57,218
Service fees	300,504	363,844
Grant revenue	203,305	202,248
Contributions	44,743	119,990
Other income	13,435	8,131
Net assets released from restrictions	-	250,000
Total revenue and support	6,295,697	6,702,702
Expenses:		
Program services	5,409,581	5,423,392
General and administrative	158,161	156,070
Fundraising	22,960	32,345
Total expenses	5,590,702	5,611,807
Change in unrestricted net assets	704,995	1,090,895
<i>Changes in net assets with donor restrictions:</i>		
Net assets released from restrictions	-	(250,000)
Change in net assets with donor restrictions	-	(250,000)
Change in net assets	704,995	840,895
Net assets, beginning of year	8,929,780	8,088,885
Net assets, end of year	\$9,634,775	\$8,929,780



2020 Statistics

Partners In Care (PIC) Referrals: 1,116

Total # of Seniors receiving purchased services in 2020: 1,759

Monthly averages: # of Seniors with purchased services and cost of services: 1,091/\$301

Grab Bar Installations (households): 315

Contract Providers: 37

Medicare Assistance: 1,430 phone calls, 447 emails

Medicare, Prescription Plans & Advantage Plans:

Documented Savings of \$151,363

Medicare 101 Attendees: 28 in-person, 80 via video conference

Senior Center Grants: \$1,046,613

We must bend in the wind sometimes.... So much is beyond our control.

— Maggie Shipstead

Partners in Care (PIC)

PIC is the Council's largest program. During most of 2020, much of our interaction and paperwork was completed over the phone and through the postal service. This worked as well as it possibly could and some of the changes have become a regular part of the process.

One of the key components of the PIC program is having a care manager who visits seniors in their home. The home visits were suspended in April and then reinstated on a limited basis in July.

Continued on next page



A bad plan is better than no plan,
and the most important quality of
any plan is the flexibility to
change. — Judson L Moore

The exception to this was the drop-off of masks and durable medical equipment, such as raised toilet seats and shower benches. Over the following months, home visits were made but prioritized and kept short. The care managers relied on more frequent phone calls as well as sending cards/notes and e-mails. The Council instituted a number of safety protocols, which for the most part were positively received by seniors and families. The return of home visits was one of the true highlights of the year for both the seniors and the care managers.

A significant number of our PIC seniors have an **emergency response system (ERS)** due to having a history of falls or a medical condition that may cause them to need emergency medical services. This was an especially important service in 2020 and we are pleased to report that we did not see an increase in the use of ERS over previous years.

Many seniors benefit from **home-making services** to help with maintaining a tidy and safe home. For these seniors, mobility and/or breathing challenges make it difficult to take care of some of the normal household chores. In late March, we experienced a drastic decline in home-making services with services placed on hold because family or others helped, or because of the limited availability of providers and staff. Three providers suspended their business for several months and all were short staffed.

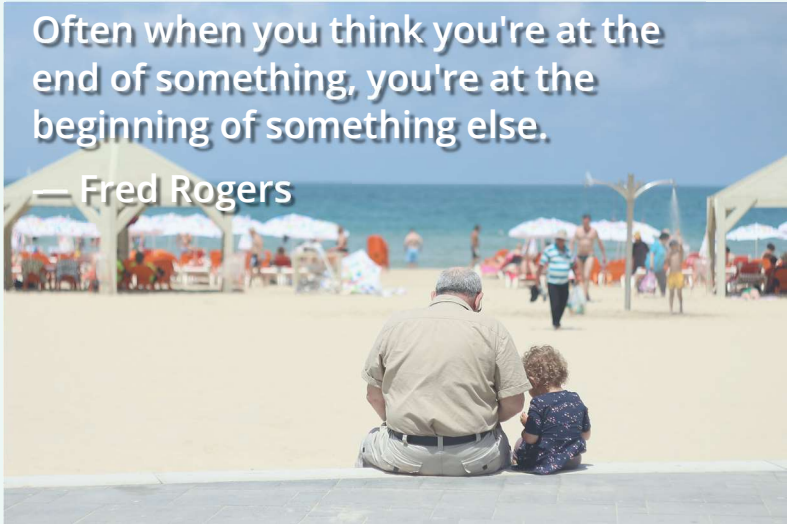
Personal care services continued to be provided on a limited basis. This service includes bathing assistance and help with dressing and mobility.

Adult day services were shutdown during the pandemic, which was a huge loss to many families, especially those caring for someone with dementia.

Medical transportation was provided, but significantly less than previous years due to appointment cancellations by seniors and medical professionals.

We did experience an increase in one service: **home-delivered meals**. There were changes to what was offered and how often, but providing meals was a priority. For those already receiving meals through PIC, two weeks of shelf stable meals were provided in early April. Those who were on the Council's referral list were contacted and if appropriate, meals were ordered to start immediately. Meals were also provided to other senior community members for several months at the request of various senior centers and community organizations. And for those PIC seniors with a co-pay with the Council, the co-pay was suspended for meals provided during March through June and again in November and December when the COVID-19 cases surged.

We also had a heartwarming spike in calls from new volunteers, wanting to be of help. A number of these community members provided and are still providing grocery pick-up and delivery for some of our more isolated seniors.



Often when you think you're at the
end of something, you're at the
beginning of something else.

— Fred Rogers

Information & Activities

The Insights newsletter went from bi-monthly to monthly and taking outdoor photos for our garden-themed 2021 printed calendar worked well with the pandemic restrictions.

Our Facebook page and YouTube channel were very active.

The following programs, activities & events were presented in 2020, either in-person or virtually:

Drive-by Shredding Event

Drums Alive

Healthy U (Pain, Chronic, Diabetes)

Holiday Soiree

JamFest Fundraiser

Kinship Support

Legal Chat

Medicare 101

Memory Loss

Music and the Brain

Parkinson's Disease

SeniorPalooza

Support Groups

Tai Chi

Yard Sale



1195 W. Second Street, Xenia, OH 45385

Community Partners

Area Agency on Aging, PSA-2

Bellbrook-Sugarcreek Schools

Fairborn Art Association

First Baptist Church of Kettering

Greene County Commission

Greene County Parks and Trails

Greene County Public Health

Greene County Senior Centers

Jamestown Historical Society

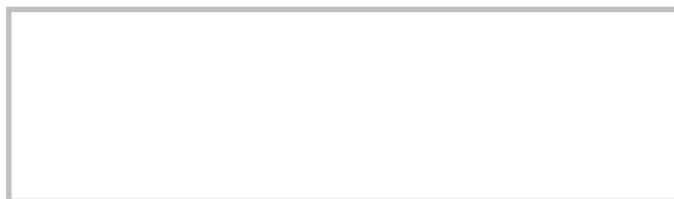
Social Security

Synergy Construction

WBZI/Real Roots Radio

Xenia Gazette

Xenia Nazarene Church



Committed to Greene County Seniors and Caregivers