



February 2, 2016

To: Buncombe County Commissioners

From: Wendy H. Marsh

Wendy H. Marsh, Executive Director - The Council on Aging of Buncombe County, Inc.

Dear Members of the County Legislature:

The Council on Aging of Buncombe County, Inc. is very grateful for the opportunity to request Buncombe County Foundation funds to address the needs of at-risk elders. We are seeking support to create a Community Risk Coordinator position to work with elders whose independence is at risk due to possible eviction, premature institutionalization or re- institutionalization, and/or the lack of community / family supports. We are requesting this support due to the overall increase in requests for assistance experienced by Council on Aging programs, and the numbers of higher – risk individuals referred to our services. Within our Resource Coordination program, requests continue to grow, with more than 3,200 persons assisted in FY 14-15. Currently, Services Specialists receive an average of at least 121 new referrals each month, not including ongoing clients who receive services (FY 16 YTD). The enclosed chart notes the growth not only in those served, but those living at or below 150% of poverty, and those aged 75 and older. Poverty and advanced age are two indicators of being at-risk for community living.

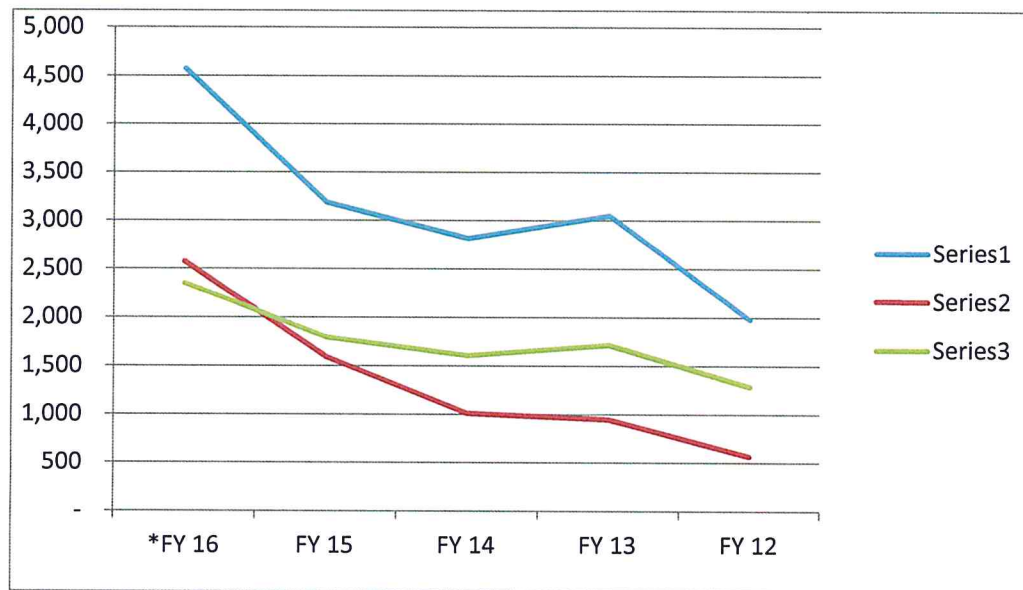
The Council assumed administration of In Home Aide services from Buncombe County DSS in 2006; all recipients at that time received Level I Home Management service and cases were divided among 6 RC staff. As our management of this service has progressed, we have moved to providing more Level 2 Personal Care services (due to needs observed by staff) and transferred higher–need cases to a Care Manager. In FY 13-14, Services Specialists caseloads grew to an extent that it was no longer feasible to add IHA clients needing frequent contacts.

The Community Risk Coordinator position will permit The Council to provide the optimal level of assistance needed by the most high-risk elders, support manageable caseloads for RC staff serving all county seniors, and assure a quality service continues to be available for Buncombe County's most vulnerable older adults.

Buncombe County's 75+ population will grow almost 9 percent in the next 5 years, and that growth is already being reflected in COA's service counts. Continuing to provide person-centered, professional services to the most vulnerable while not compromising services to the growing community of elders is essential. In 2002, the Council served fewer than 500 persons, and was directed by Buncombe County and the United Way to improve its structure and service delivery – in FY 15 we served over 8,000. We believe we accomplished the 2002 goal set by the County; we respectfully request the support to meet the growing needs of the expanding elder population. Thankyou.

## RESOURCE COORDINATION SERVICES 2012 - 2016

NUMBERS OF PERSONS SERVED



### RESOURCE COORDINATION

AVG  
CLIENTS PER

YEAR	FTE	STAFF
2012	6	329
2013	6	508
2014	6	469
2015	6	530
2016	6.5	703

SERIES		*FY 16	FY 15	FY 14	FY 13	FY 12
1	# Served	4,572	3,184	2,815	3,049	1,978
2	# Poverty	2,569	1,592	1,010	945	563
3	# Age	2,350	1,795	1,607	1,714	1,286

\*FY 16 - annualized based upon average actual 382/month July - December 2015



THE COUNCIL ON AGING OF BUNCOMBE COUNTY, Inc.  
46 Sheffield Circle, Asheville, NC 28803  
(828) 277-8288 FAX (828) 277-8299

### FACT SHEET

#### *Serving Adults Age 60+ and Their Families throughout Buncombe County*

**8:30 am – 5:00 pm Monday - Friday**

Established 1964 as Buncombe County Committee on Aging, Inc.

Established 1973 as Buncombe County Council on Aging, Inc.

Established 2003 as Council on Aging of Buncombe County, Inc.

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**MISSION STATEMENT:** Assuring access to resources that help adults age with choice.

#### ▪ **PROGRAMS**

- **SENIOR HEALTH AND WELLNESS** – Sites across the county provide noon meal, health education and programming, and socialization opportunities in a variety of settings.
- **RESOURCE COORDINATION** – Assessment, Advocacy, Linkage, and Follow-Up for identified services; assessments and case assistance services may be completed at the Council’s office, via a home visit, or at an outreach location.
- **SENIORS SAFE AT HOME** – A variety of services help older adults maintain their independence and remain safely at home as long as possible.
- **ACA NAVIGATOR** – Staff and volunteers assist with education and enrollment in ACA.

#### ▪ **SENIORS SAFE AT HOME (SSAH)**

- **CALL A RIDE** – Volunteers transport frail elders unable to use public transit systems or drive their own cars. Requires 5 -day notice. Mileage reimbursement available to volunteers;
- **MINOR HOME REPAIR** – basic home safety repair projects;
- **WEATHERIZATION ACCESS** – in collaboration with Community Action Opportunities; links elderly residents with appropriate home repair and weatherization programs;
- **HEAT RELIEF** - distribution of fans and air conditioners during summer months (Progress Energy);
- **MEDICARE** – volunteer counselors provide one-on-one assistance with Medicare questions and concerns; NC Department of Insurance S.H.I.I.P.;
- **911 CELL PHONES** – Donated cell phones for 9-1-1 emergency calls;
- **C.A.P.E.S.-** Caring for Aging Parents Education and Support Group collaboration with Mission Hospitals;
- **IN HOME AIDE SERVICES** - home management and/or personal care services to eligible persons;
- **HOME BOUND FOOD DELIVERY** – monthly food box to at-risk elders in collaboration with MANNA and Salvation Army.

#### ▪ **OTHER SERVICES**

**INCOME TAX COUNSELING** – Volunteers trained in cooperation with the IRS and NC Department of Revenue help seniors with tax returns. Counseling offered at various sites throughout the county February- April. Call the Council for places and times.

**GENERAL INFORMATION** – Information about aging services county-wide is available by calling a Council Services Specialist (see list below).

**FUNDING 2015 - 2016**

- **County Aging Supplement** – Senior Dining, Information & Case Assistance, In-Home Aide, Minor Home Repair;
- **Community Action Opportunities** – Case Assistance for weatherization services (contract);
- **Community Benefits Program** – care coordination and care management in Project Continuum CARE (Coordinating Care to At-Risk Elderly);
- **Deerfield Episcopal Retirement Community** – Donated Office Space, support for Successful Aging;
- **Family Caregiver Program (Land of Sky Area Agency on Aging)** – Case Assistance/Respite funds;
- **Federal DHHS** – Affordable Care Act Navigator Implementation;
- **Home & Community Care Block Grant (HCCBG)** – federal/state funds support Information and Case Assistance, Senior Dining, In-Home Aide programs;
- **Kate B. Reynolds Charitable Trust** – Affordable Care Act Navigator Implementation;
- **Melvin R. Lane Foundation** – Development and marketing support
- **National Church Residences** –Services Coordination Battery Park and Vanderbilt Apts. (contract);
- **NC Department of Aging and Adult Services** – Case Assistance for long term care options;
- **NC DHHS: S.N.A.P.** – Food stamp enrollment and renewal assistance;
- **NC Department of Insurance** – Medicare Counseling and Outreach;
- **Program Donations** – participant and general donations support all programs;
- **Sisters of Mercy of NC Foundation** – Medicare Education & Outreach;
- **State In-Home Funds** – (state) In Home Aide services for persons under age 60 via Buncombe County DSS;
- **United Way** –Resource Coordination and Seniors Safe At Home;
- **Fundraising:** Annual Campaign; other activities support all Council programs.

<b>ADMINISTRATION</b>			<b>SERVICE DELIVERY</b>	
EXECUTIVE DIRECTOR	<i>Wendy H. Marsh</i>		SERVICES SPECIALIST	<i>Billie Breeden</i>
FINANCE MANAGER	<i>Erin Outlaw</i>		SERVICES SPECIALIST	<i>Anne Bamberger</i>
VOLUNTEER COORDINATOR and DEVELOPMENT COORDINATOR	<i>Zoe Trout</i>		BENEFITS & LEAD SERVICES SPECIALIST	<i>Joey Abel</i>
RESOURCE COORDINATION MANAGER	<i>Donna Case</i>		SERVICES SPECIALIST	<i>Carol Walker</i>
SENIOR DINING & WELLNESS MANAGER	<i>Phil Gale</i>		CARE MANAGER PCC	<i>Juanita Igo</i>
DIRECTOR HEALTH INSURANCE INFORMATION	<i>John Wingerter</i>		CARE MANAGER IN HOME AIDE	<i>Deb Vingle</i>
OFFICE MANAGER & INTAKE COORDINATOR;	<i>Heather Roberts- VanSickle</i>		HOME REPAIR PROJECT COORDINATOR	<i>Stephen Boyer</i>
SOCIAL MEDIA ASSISTANT	<i>Jorja Smith</i>		NAVIGATOR – ACA	<i>Susan Wilson</i>
			NAVIGATOR – ACA	<i>Lisa McAlpine</i>
			SERVICE COORDINATOR, BATTERY PARK APT	<i>Donna Nawrocki</i>
			SERVICE COORDINATOR, VANDERBILT APT	<i>Turkessa Baten</i>