



Aging is Living

**Annual
Report
2024**





Brian Beck

FROM THE CEO

AASC continues to grow and serve new clients in new ways. AASC experienced another year of high-level revenue growth to over \$26,245,000 — an 18.5 percent increase over fiscal year 2023.

The management team and board of directors spent time focusing on strategic planning. The team arrived at points of emphasis that included marketing, expanding PACE operations and expanding medical transportation services. This exercise allowed the agency to emphasize these

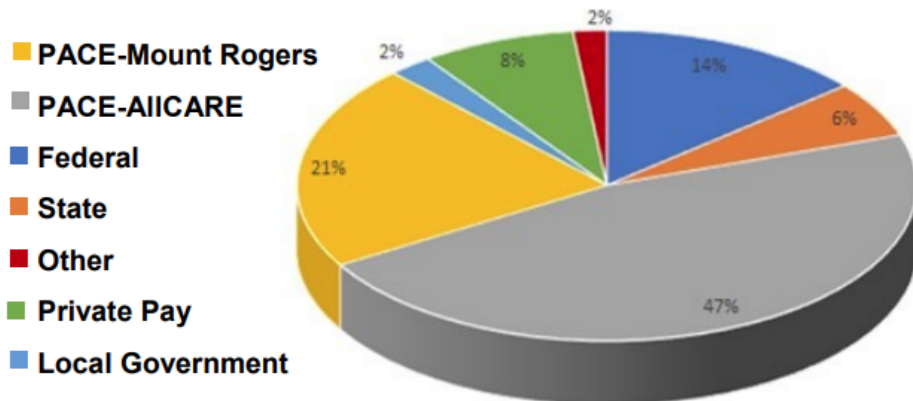
specific areas and position staff to be successful. We remain focused on staff development and training. Employees have taken advantage of many chances to learn and collaborate at state, regional and national conferences. Employment increased to 251 at the end of the fiscal year. Continued efforts to positively impact the communities in our service area resulting in group events, food distributions and holiday gifts, has now become a valued extension of the agency culture.

Each of the three divisions — aging services, public transportation and PACE — continue to collaborate and benefit each other to ultimately benefit the individuals we serve. Each division has looked for expansion opportunities to further the agency’s mission and reach the identified strategic goals.

The new Mount Rogers PACE - Bristol facility renovation is underway. Once completed, it will be AASC’s third PACE center and will serve participants who reside in the city of Bristol and Washington County. We are on an exciting journey and I am blessed to be a part of it.

Revenue FY 23-24

\$26,245,000



GENERATIONS CHILD DAYCARE



During FY 2023-24

- 50 children were served
- Units of service (hours) were 27,312
- Each child averaged 45.5 hours of care per month

Hours of care is significantly lower per child because the majority of children are school age and only attend during the summer or after-school. Therefore, they aren't served with as many hours and pull down the averages for all children combined.

Generations is a licensed child day center operating since 2001. The facility serves children from six weeks to 12 years old. The past year has seen many changes, but with new challenges come new opportunities.

Child daycare became part of EOCO's Shared Services Alliance — formerly United Way's branch for childcare— and has opened opportunities to learn from other day centers and gain best practices. They also offer training opportunities, so this alliance is a benefit.

Generations started using a new curriculum called STREAMin3, and provides staff to be better equipped for quality interactions with children.

What's Next? Coping with COVID

“My vision was to be able to lead the way into an in-house mental health services program,” said Perkins. “We started with a pre-services survey that gauged and measured data specific to COVID, while also incorporating emotional well-being by focusing on depression and anxiety after COVID.”



Andrea Perkins was hired in 2023 as the COVID-19 Licensed Professional Counselor.

AASC staff recognized this mental health program was a resource for clients and something they could utilize as well. The struggle with mental health issues was addressed and incorporated into the agency's Wellness Wednesdays, which was geared toward overall wellbeing. Various departments collaborated to develop a holistic approach to wellness that included physical activity, nutrition and mental health activities such as mindfulness walks, sleep hygiene and yoga with guided imagery exercises.



Drum Circle

In September, the mental health program expanded to the drum circle. Drumming improves mood, reduces stress and anxiety and is calming.

In addition, in a group setting, it helps reduce isolation and loneliness by creating a sense of belonging. Drumming provides an opportunity for self-expression and improves self-awareness.

It's a versatile experience because anyone can participate with no age limit and no skill required.

AGING SERVICES

The **Community Health Program** contracts with Bay Aging, and is designed to secure services clients need at time of hospital discharge.

Services may include finding a primary care provider, home delivered meals, transportation, a dentist, payment for electric bills, etc.

Five staff members are currently on the team. Three are call “dialers” Once a patient is discharged from the hospital, dialers complete an assessment to find out what types of services the client needs. After this step is completed the client moves on the a “resource specialist.” This person follows up with the client to assist with finding the resources the client needs.

Clients in the program can be followed for 30, 60 or 90 days.

From Jan. 1, 2024 through Sept. 30, 2024, dialers have served 2,038 clients. The resource specialists have been able to complete 1,151 billable events.



The **In-Home Care Department** utilized offsite trainings to offset loss of wages for inclement weather days. The department has implemented a new client preference document to foster better communication, continuity of care, as well as client satisfaction. Aides also participated in pet food donations during the fall training.

Clients Served - September 2023—October 2024

Clients with Homemakers 69	Personal Care 11	III-E Personal Care 10
Veterans 13	PACE Personal Care 59	
Masonic 1	Mount Rogers Personal Care 36	

Total Clients Served 199

AASC's Nutrition Department

- Served 114,739 home-delivered meals to 534 clients
- Served 9,120 congregate meals to 184 clients
- New provider for home-delivered frozen and shelf-stable meals
- Moved Tazewell Nutrition Site kitchen and congregate site
- Purchased 2024 Ford Explorer with Meals on Wheels and Food Lion \$25,000 grant
- Received 2023 Chevy Express Van



Public Guardianship staff work with individuals to give them the “best life possible.” This ensures essential requirements for physical and emotional health are met and financial resources are managed for all clients in the care of the Public Guardianship program.

Services are provided to individuals 24/7, 365 days a year within the four counties of Buchanan, Tazewell, Russell and Dickenson. Services are designed for individuals who are incapacitated and have no suitable person to serve as their guardian.

Referrals come through the Virginia Department of Social Services or other community-based organizations, such as Cumberland Mountain Community Service Board.

Public Guardianship manages 40 individuals and has a waiting list for referrals. Public Guardianship is funded by the Virginia Department of Aging.

EVENTS

From senior proms to cooking at the adult day centers, AASC provides many events and activities that engage clients. Senior days at the county fairs and Spring Fling at the agency draw large crowds for an opportunity to socialize, enjoy a meal and have a ton of fun.



EVENTS



AASC PACE

Transportation is one of many services PACE provides to participants



- 9,654 trips to the PACE Centers
- 1,434 trips to medical appointments
- 1,061,537 miles traveled (42.6 trips around the world)

61 new members join AASC PACE in FY 24

AllCARE for Seniors welcomed 25 new participants and Mount Rogers PACE enrolled 36 new participants. PACE growth continues in Virginia and across the nation.

Seasonal events and outings continue to be enjoyed by participants monthly, as well as their Senior Proms and Christmas Balls.



AllCARE for Seniors participants had:

- 6,524 trips to the center
- 1,024 appointments
- 832,118 miles traveled



Mount Rogers PACE participants had:

- 3,130 trips to the center
- 410 appointments
- 229,419 miles traveled

FOUR COUNTY TRANSIT

NOT IN SERVICE



Non-Emergency Medical Transportation

Four County Transit provides non-emergency medical transportation for eligible individuals to doctor's appointments, hospitals, dentists and other medical facilities located within the four-county service area of Buchanan, Dickenson, Russell and Tazewell. Call AASC's intake specialist at 276-964-4915 to be screened for eligibility.

Public Transit

- Unlinked Passenger Trips (Boardings) 127,934 (a 5% increase)
- Traveled 618,850 miles transporting riders
- Traveled 30,490 hours with riders on the buses
- Purchased 5 new buses at a cost of \$604,750.
- Provided 9,623 passenger trips for agency nutrition sites.

Veteran Transportation

Provided 22 trips to VA Hospitals

NEMT Transportation

March 2024 – September 2024 (7 months)

- Provided 48 trips, 6 more were scheduled but cancelled by the clients
- Traveled 246 hours in service

217

GRANTS & AWARDS

Grants

- **Meals on Wheels “Helping Homebound Heroes” Grant — \$28,000**
To provide home modifications and repairs to local veteran clients. Received \$2,000 to attend the National Meals on Wheels conference in Baltimore and \$1,000 for Sherry Cook to attend a Home modification course for certification.
- **Share the Love - \$4,536.10**
Virginia earned a total of \$45,360.99, with 10 participants.
- **Walmart Spark the Good - \$1,000**
To purchase fresh fruits and vegetables for home-delivered meals clients.
- **Meals on Wheels Pet Grant – \$15,000**
Regional Cohort Grant for pet care program to provide veterinary care, grooming and temporary boarding.
- **Community Foundation of the Virginias, Inc. - \$7,500**
To purchase refrigerators, water heaters and lift chairs for clients.

Total Funding \$56,036.10

Awards

- **US Aging – Aging Achievement Award**
Award was presented at the national conference Tampa, Fla. in July for AASC’s “Rehired Retired Club.”
- **“Team Building 101: Learning to Grow Together”**
AASC’s team-building initiative presented at the USAging conference by Wayne Damron, Katie Justus and Lynna Mitchell.

Veteran Support Services

- In-Home Care
- Adult Day Center
- Transportation
- Home Repair



Transportation is available to two VA hospitals at no charge to veterans who reside in Russell and Tazewell counties. On Tuesdays, transport is to Salem and on Thursdays, transport is to Mountain Home in Johnson City, Tenn. Drop off at each VA hospital is 10 a.m. and pick up to depart is 3 p.m. Riders need to ensure

their appointments are no earlier than 10 a.m. and that they are finished by 3 p.m.



SENIOR LIVING COMMUNITY

Thirty-three mobile homes are housed in AASC's Senior Living Community, with AASC owning 17. These units are for individuals aged 55 and older and utilize universal design features, which helps meet the needs of all individuals.

Units offer multiple bedrooms that are perfect for older adults with caregivers.

Duplexes are available for individuals living alone. The duplexes are single-wide mobile homes retrofitted to accommodate two separate living spaces.



In a service area where 30 percent of residents are 60 or older, senior living communities are a crucial part of addressing the needs of an aging population.

AASC acquired four mobile homes during the fiscal year, and one was converted into a duplex. This allows the agency to better address the housing needs of older adults.

AASC's strategically planned senior living community offers an integrated solution to aging by coordinating housing, healthcare and transportation and creating a thoughtful approach to aging.



HOME REPAIR PROGRAMS

DHCD Funding

21 homes repaired

- 12 ramps
- 2 hot water heaters
- 6 heat pumps
- 1 bathroom modification

CHORES and other funding

55 jobs completed

- Deep cleans
- Firewood deliveries
- Roof sealants
- Various minor home repairs

Helping Homebound Heroes (Veterans) Grant

13 jobs completed

- Walk-in showers
- Stair lift
- Gravel
- House numbers
- Toilet repairs
- Heat pump replacement
- Storm door
- Roof/ceiling repairs

Board of Directors

Lovis Ball

Ginger Branton

Rev. Larry Burton

Paul Crawford

Pat Gray

Janet Gunn

Marshall Hughes

Alice Meade

Irma Mitchell

Ralph Mullins

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Rick Mallory

Shirley Compton

Alice Dales

Bettie Wallace

Lisa Stanley

Maggie Asbury

Karen Sullivan

Shamberlie Rose-Ratliff

Veda Ferguson

Wilma Keen

Pete Vance

James Sutherland

Michael Vandyke



Appalachian Agency for Senior Citizens

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