

CUSTOMER *from page 10*

town, no car and no knowledge of the area. I used the Tazewell town bus to get around and learn my way as well as find resources while getting back on my feet. The bus driver was very helpful in guiding me through the bus stops and connections with the two other buses that took me to Bluefield. I would have not been successful in finding a new place to live and get around town to area appointments. Her assistance taught me so much about the bus routes, stop times and how to navigate my way around, all the while getting all other citizens around to needed appointments and resources. She was such a blessing to me, personally, and everyone, providing important knowledge and amazing service during my time of desperate need.”

Sabrina, Tazewell, VA

Public Guardianship/Conservator

Public Guardianship/Conservator Program staff enjoy working daily with clients to give them the “best life possible,” which ensures that essential requirements for physical and emotional health are met and financial resources are managed for all clients in the care of the Public Guardianship/Conservator program. Case Manager Tim Boyd was added to the Public Guardianship/ Conservator Program and he has been a great asset while working with individuals.

Public Guardianship/ Conservator services are provided to individuals 24/7, 365 days a year within the four counties of Buchanan, Tazewell, Russell and Dickenson. The Public Guardianship/Conservator services are designed for individuals who are incapacitated and have no suitable person to serve as their guardian. Referrals typically come through the Virginia Department of Social Services or other Community-based organizations, such as Cumberland Mountain Community Service Board.

Public Guardianship/Conservator currently has 40 individuals who are provided services. There is a waiting list for referrals within the program. Public Guardianship/ Conservator is funded by the Virginia Department of Aging.



Appalachian Agency for Senior Citizens

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Through caring support, quality services and community partnerships, AASC strives to make the region a place where every generation can thrive with dignity and purpose.



AASC
Annual Report
2025



FROM THE CEO

Brian Beck

Fiscal Year 2025 was a historic year for AASC. We found new ways to celebrate 50 years of organizational success. Our 50th anniversary events included a reception and a special senior prom celebration.

We highlighted 50 years of service all year at our county fairs and staff events. AASC continues to grow programs to support the community and looks forward to success in the next 50 years.

Much of the focus has been on readying the Bristol PACE facility for operations. At year-end, the center is mostly complete and awaiting licensure approval to begin operations. There is much optimism for this facility to grow rapidly and relieve some of the pressure on the Marion PACE operations.

Long-overdue attention was given to upgrading the door security and phone system at the central office location. Investments in PACE trans-

portation vehicles that should benefit clients for years to come were also completed.

While we have experienced reduced federal funding to support older adults, overall revenue has continued to surge ahead -- exceeding \$30 million for the first time -- and eclipsing FY24 by 14.7 percent. Our PACE division has led the way, with supporting programs growing in unison to meet the demand.

The success and longevity of this organization are due to the staff who have given so much of themselves to help improve the lives of others. While our mission statement has evolved to include all of our lines of business, AASC remains a service organization at its core, and we are all doing our best work when we are serving others.

We know aging and we know that the future looks bright for Appalachian Agency for Senior Citizens.

Board of Directors

Lovis Ball
Ginger Branton
Larry Burton
Paul Crawford
Pat Gray
Janet Gunn
Marshall Hughes

Alice Meade
Irma Mitchell
Ralph Mullins
Karen Vanderlinden
Michael Ratliff
Doug Sheets
Sharon VanDyke
Delano Sykes

Advisory Council

Paul Crawford
Eleanor Armes
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Nancy Barbour
Shirley Compton
Wilma Keen
Rick Mallory
Karen Sullivan
Pete Vance
Michael VanDyke
Veda Ferguson
Thelmla Cline
Quay Honaker
Rita Osborne
Shamberlie Rose-Ratliff
Lisa Stanley
James Sutherland
Bettie Wallace

50th ANNIVERSARY EVENTS

Smiles abound as a variety of activities were enjoyed by staff and participants alike, celebrating 50 years of AASC.



FOUR COUNTY TRANSIT

Fiscal year 2024/2025 was a year of continued support for Four County Transit as a resource for important transportation to the citizens of the communities in Tazewell, Buchanan, Dickenson and Russell counties. Providing over 130,000 boardings for the fiscal year, saw many riders back getting out more for needed shopping, supplies, appointments and socializing with friends and neighbors.

The year included transition of staff members to ensure the safe, reliable transportation citizens deserve. Maintaining the fleet of buses and all agency vehicles in-house is a huge job and an important responsibility. To accomplish this, Jamie Dickens was appointed as Transit Maintenance Manager. He took on the assignment with great success. Managing the required scheduled maintenance of Four County Transit's fleet, required emergency repairs and monthly maintenance of agency vehicles provide a vital services for all departments.



Jamie Dickens

Four County Transit's Longest Serving Employee

Sylvia Charles has been serving AASC and Four County Transit almost from the beginning. She began her career in June 1977, driving the community serving vans. She drives many routes in Dickenson and Buchanan counties, including town routes and to the senior nutrition sites.

Sylvia has also been key in training new drivers, being a mentor to any driver in need, as well as providing excellent customer service to the communities for 49



Sylvia Charles

Thank you, Sylvia, for your years of service and invaluable assistance to the agency and the communities.

2024 DRIVER OF THE YEAR

Each year, Four County Transit awards one driver for their outstanding contributions, service and customer service to the community, organization and fellow drivers.

This year's award winner is Jim Shortridge. He was nominated by many of his fellow drivers and agency staff, citing his dedication to the job, willingness to go above and beyond in service to public riders in all four counties and providing outstanding training and support to all drivers. Additionally, although stationed in Buchanan County, Jim contributes to service in all four counties driving all town routes, connectors and senior nutrition routes. He is very dedicated to assisting his community, citizens and Four County Transit, helping any time there is a need for coverage for all routes or events when needed, without hesitation.



Jim Shortridge

"Thank you all so much for thinking I was good enough to be driver of the year," Jim said. "I enjoy my job very much and I try to do it right. I work for a wonderful company who has been great to me and they are 100 percent about helping people in need."

Thank you, Jim, for your heart in serving our communities and being a tremendous asset to the agency.

Customer Contribution

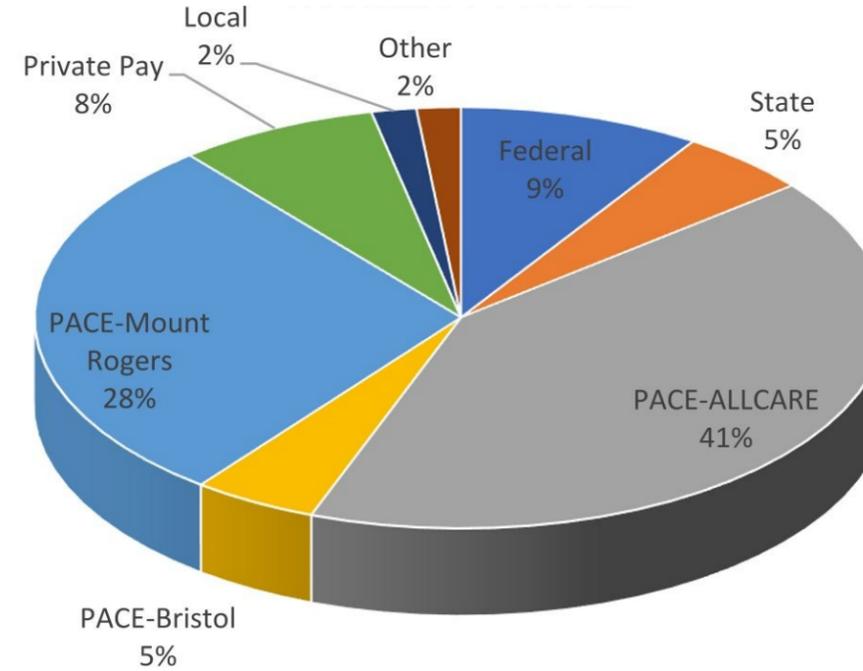
When hearing praise from riders, it's a heartwarming confirmation that Transit is doing good things in its commitment to transportation. A rider recently provided details of how she was aided in ways other than driving from one place to another.

"I recently went through a very bad situation where I found myself in a new

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Revenue FY 24-25

\$30,104,755.38



PACE-ALLCARE	\$12,490,818.92
PACE-Mount Rogers	\$8,607,663.14
Federal	\$2,767,339.87
Private Pay	\$2,291,109.97
State	\$1,509,879.34
Mount Rogers-Bristol	\$1,421,092.00
Local	\$ 511,981.75
Other	\$ 504,870.39

GRANTS & AWARDS

Grants and Funding

AEP Foundation - \$25,000

To supplement Home Delivered Meals service.

Meals on Wheels "Helping Homebound Heroes" Grant - \$37,000

To provide home modifications and repairs to local veteran clients. Included is \$2,000 for Lynna Mitchell to attend the National Meals on Wheels conference in San Antonio, Texas and \$10,000 for supplemental sustainable funding.

Wellspring Foundation of Southwest Virginia Grant - \$217,092

Funds was used to purchase two handicapped-accessible vans for the new Mount Rogers PACE-Bristol facility to accommodate participants using wheelchairs. These 9-passenger, raised-roof vans will include a full exterior wrap with the agency logo, name and phone number.

Share the Love - \$5,880.71

Virginia earned a total of \$58,807.11, with 10 participants.

Community Foundation of the Virginias, Inc. - \$3,513.90

Funding will purchase items for child day care which includes educational books, shelving, art supplies, Chrome books, color printer/copier/scanner, musical instruments, and other materials designed to enhance the educational experiences of the children who attend the facility.

Total Funding \$288,486.61

Loan Forgiveness

Virginia Coalfield Economic Development Authority - \$

Awards & Presentations

"Senior Living Communities: A Strategically Planned Housing Solution

A presentation by Brian Beck and Caleb Perkins, May 19-20, at the Virginia Governor's Conference in Williamsburg, Va.

"Team Building 101: Learning to Grow Together"

A presentation by Wayne Damron, Katie Justus and Miana Bonds, May 19-20, at the Virginia Governor's Conference in Williamsburg, Va.

"Nourish Your Mind to Nourish Your Life"

USAgging Aging Achievement Award, presented at the 50th National Conference, July 20-23, in Chicago, Ill.

AGING SERVICES

Care Coordination

Appalachian Agency for Senior Citizens has a partnership with with Bay Aging for the United Health Care Program. AASC's United Health Care Team is comprised of Christie Perkins, Katie Justus, Kayla Wathen, Lisa Blankenship, Lori Teaster-



Christie Perkins



Katie Justus



Kayla Wathen "These team members are very self-motivated, have a strong work ethic and have established a wonderful rapport with the clients they serve," said AASC Director of Aging Services Wayne Dameron. "I am so proud of them."

McGhee and Lucy Kelly. These staff members act as coaches for the United Health Care program.

The purpose of the program is to help reduce hospital readmissions for UHC clients. Coaches perform a home visit with the client and a follow up phone call over a 30-day period. Katie Justus assigns all client referrals to the coaches. Four of the coaches work remotely, while Kayla Wathen works in the Cedar Bluff office — 2 days with UHC and 3 days in Options Counseling.

Coaches typically carry from 20-30 clients on their caseload. AASC is one of the top performing agencies for the Bay Aging program.

Bay Aging's head of the UHC program said, "This team from AASC is rocking it!"



Lisa Blankenship



Lori Teaster-McGhee



Lucy Kelly

Nutrition Department

AASC's Nutrition Department's eight senior nutrition sites are beginning to rebound from the closures during the COVID-19 health pandemic. Congregate clients grew from 184 served to 196 served in FY 2025. One new site manager was also added.



- ⇒ Served 92,233 home-delivered meals to 373 clients
- ⇒ Served 8,030 congregate meals to 196 clients

Pet Care Program

Grant funds from Meals on Wheels Loves Pets and PetSmart Charities helped served a total of 366 pets from August 2024 to July 2025.

- 20 clients served with 1 bag cat litter per month (104 bags)
- 24 clients and 28 pets served with 26 boxes of flea and tick medications
- 1 pet received three days of temporary boarding
- 1 pet received grooming services
- 46 veterinary clients with pets served (51 cats, 39 dogs)
- 73 pet food clients with pets served (730 bags cat food, 450 bags dog food)

In-Home Care

The In-Home Care Department continues to grow and strives to meet the needs of those throughout the expanded service area. This year, the team welcomed a new addition -- a scheduler dedicated to the Mount Rogers PACE area.

In addition to annual trainings that meet aide competencies, the focus will be on improving customer service skills, communication and conflict resolution. Another focus area for education includes taking a closer look at dementia and the caregiver role. Throughout the fiscal year, our aides staffed 1 Masonic client, nearly 20 veterans, over 50 IIE- Personal Care and IIIB Homemaker clients, 16 Medicaid Personal Care clients, and nearly 200 total PACE participants, including ALLCARE and Mt Rogers PACE.



The Bristol PACE Center final renovations are complete. The facility has already passed several inspections and is awaiting approval from the Centers for Medicare and Medicaid before beginning to accept participants and provide services. Dedicated staff have been hired.



(Left) Property manager Jackie Ray and CEO Brian Beck discuss plans for the building facade, while the architect and contractors decide where to place the client drop-off area.



(Above) The building underwent a major facelift by adding a new canopy, stone columns, new paint and trim. A driveway that will accommodate the PACE transportation vehicles was cut into the right side of the building and also features a stone retaining wall. The parking lot was also resurfaced, sealed and striped, which enhances the new entrance.



U.S. Sen. Tim Kaine (R) helped kick off the redevelopment of the Bristol PACE facility on Oct. 4, 2024. Also on hand were (L-R) Dana Collins, PACE program director; Alice Meade, AASC chairman of the board of directors; and, Brian Beck, AASC CEO. The majority of the renovations were paid for by Congressionally Directed Spending funding, which Sens. Kaine and Mark Warner helped secure.

AASC PACE

PACE growth continues in Virginia and across the nation with 2,362 members in Virginia and 87,750 in 33 states and the District of Columbia.

AASC PACE, along with the Virginia PACE Alliance, took part in a State Capitol Day event in January to promote the importance of PACE services to the General Assembly senators and delegates. VPA continues to work closely with our State Administering Agency, the Department of Medical Assistance Services, to increase awareness of PACE and its growth in Virginia.

Medical director coverage increased greatly over the past year, with Dr. Lesley Wilcoxson increasing her time to 2 days per week, and by welcoming a full-time Medical Director Dr. Dia Owens.

Staff have been navigating many changes this past year, with having a new pharmacy benefit manager, a new third-party administrator, a new version of electronic medical records, a new purchasing system, a new CMS-required Drug Manufacturer Discount Program, as well as state and federal regulation changes.

Seasonal events and outings continue to be enjoyed by participants monthly, as well as joint activities of the annual senior prom, pumpkin patch/corn maze/picnic, fishing and fish fry, race day event, and the Christmas ball. Participants also enjoy visiting local businesses for shopping trips, eating out, parks, cook-outs, theaters, and Elk tours.



Mount Rogers PACE purchased a new BraunAbility 9-passenger/2-wheelchair side-load van. Also, grant funding allowed for the purchase of two additional wheelchair vans to use in the Bristol PACE Center areas.

A Broda Traversa Transport chair was also purchased and will allow for stretcher van transports that will reduce the cost of ambulance transports. Since receiving the chair in late August, eight transports have been made that would previously have required a more expensive ambulance transport, thus saving thousands of dollars in its first month of use.

Two new nurses, an LPN and two new family nurse practitioners have been hired.

Mount Rogers PACE and Adult Day Center participants have enjoyed the senior prom and many outings and parties throughout the year.



**85 new members joined
AASC PACE in FY 25**

**- AICARE for Seniors - 39 new participants
- Mount Rogers PACE - 46 new participants**

AICARE reached its highest monthly census of 109 and Mount Rogers reached a high of 76.

The two centers combined reached a monthly high of 184 participants during this fiscal year.

Home Repair Programs

EHARP - 17 Homes

- 6 ramps
- 2 porches/porch repairs
- 4 heat pumps
- 1 roof replacement (partnered with Rural Development)
- 3 flooring repairs
- 1 bathroom modification

HUD - 6 Homes

- 1 walk-in shower
- 2 electrical
- 3 flooring
- 1 underpinning
- 1 basement sealant/waterproofing
- 3 ramps (threshold)
- 1 storm door and entry door
- 1 kitchen sink and countertop
- 1 toilet
- 2 fire extinguishers
- Multiple handrails, lever-style faucets, grab bars, lighting

HARP - 25 Homes

- Multiple items including:
- Life chairs
- Electric bottle, jar and can openers
- Bath stickers
- Grab bars
- Toilet rails
- Threshold ramps
- Handrails
- Indoor and outdoor lighting
- Bed canes
- Ramp extenders
- Chair risers
- Cordless phones in multiple rooms

Helping Homebound Heroes - 19 Veterans



- 4 ramps
- 3 walk-in showers
- 2 flooring replacements
- 1 roof repair
- 1 stair lift
- 1 heat pump install
- 1 deck
- 1 plumbing repair
- 1 grab bars
- 1 storm door and French door replacement
- 1 window replacement
- 1 water heater
- 1 bathroom modification
- 1 steps repaired
- 1 new range

HUD—Older Adult Home Modification Program

This is a grant awarded to DARS for a three-year project period and AASC is one of 3 area agencies on aging chosen as a sub-recipient. It is designed to assist older adults in reducing home falls and hospitalizations, while improving independence, with the goal of enabling low-income elderly clients to remain safely in their homes. To qualify: Low income- homeowner- aged 62 or older

HARP - Home Hazard Removal Program

It is an evidenced based program designed to assist older adults at a high fall risk to identify hazards and install safety modifications. AASC's occupational therapy team performs extensive assessments, including the Westmead Home Safety Assessment, the Short-Blessed Test, 30-second sit to stand test and STEADI algorithm. They provide recommendations, teach awareness and self-management strategies to clients. They provide a detailed list of what is needed and AASC's Safety Coordinator Jackie Ray and his crew perform the labor. These jobs include simple durable medical equipment, threshold ramps, lift chairs, and a set of landline cordless phones and baby monitors have been installed.

Helping Homebound Heroes - Veterans

This grant is provided by Meals on Wheels of America and Home Depot Foundation to assist military veterans with a number of projects to support veterans in safely aging in place. Projects include roof repairs, windows, doors, heat pump repairs, chair/ stair lifts, lots of bathroom modifications, and paid to have a gravel driveway extended to allow a veteran who had open heart surgery to have a shorter walk from the driveway to his home. AASC has received this grant the past two years and have helped 32 veterans.

EHARP - Essential Home and Accessibility Repair Program

This grant is provided by the Virginia Department of Housing and Community Development and is our longest running grant program for repairs. Projects include structural hazards, repair/replacement of heating and air systems, plumbing repairs, wheelchair ramps, grab bars, kitchen and bathroom modifications. To qualify, a client must meet income guidelines and have an urgent need for repairs.

STAFF

(Clockwise, L-R) Staff, participants and children at the Cedar Bluff main office.



Staff at Falls Mills Adult Day Center

Staff at Generations at Haysi

Staff at Mount Rogers PACE

In-Home Care Staff and Aides
at Western Wear
County Fair Meeting

