



2021

Annual Report

 **ELDER CARE**
SERVICES, INC.

Message from the President

2022 was a year of rebuilding as we emerged from a pandemic that greatly affected seniors and their physical and mental health. I am proud of the work we accomplished and grateful for the staff, volunteers, and community members that made it happen.

As our area's premier senior services agency, Elder Care Services is the foundational support for so many families. The diligent nature of those that care for our senior friends, family, and neighbors is unmatched. While 2022 was a year of regrowth, the same prudent service delivery system ensured that the Elder Care legacy of improving the quality of life for seniors and their caregivers remained. I am hopeful for our years ahead and grateful for those that helped Elder Care keep seniors top of mind in 2022.



Jocelyne M. Fliger, MSW
President and CEO





Senior Impact Spotlight

Ms. Lottie is a local senior whose husband of 60 years passed away in 2021. She was devastated. Her children saw how the loss of their father was affecting their mother's emotional state and they were very concerned about her living alone. They asked her to consider moving to an assisted living facility, but Ms. Lottie was adamant that she stay in the home she had shared with her husband. The family and Ms. Lottie worked with an Elder Care case manager to create plans that allowed everyone to feel safe without her moving from her home.

Ms. Lottie is visited by Meals on Wheels volunteers every Monday- Friday when they bring her a hot meal. With health and mobility issues, she is no longer able to stand for long periods to cook. These hot meals provide the healthy food that she previously enjoyed cooking, but now is unable to prepare. During the meal delivery, the volunteers are able to talk with her about how she is feeling and provide her with social engagement. She loves having someone to talk with each day!

In addition to the socialization, Meals on Wheels is a daily check to ensure she is safe in her home. Elder Care also assisted in securing an Emergency Alert Response system for her to use in a crisis. With this safety check and alert button, her children are comforted. They expressed how grateful they are for the support and the reassurance that their mother would not be alone and unsafe.

Ms. Lottie has also been receiving counseling through the program to help her deal with the loss of her husband.

With these vital supports, she is thriving at home. Her children called her case manager to compliment the services. They love that when they call and talk with her now, she sounds happy and is learning to enjoy her new life in a safe environment.

**name changed*

Your 2021 Impact



67,041

prepared meals were delivered to

483

seniors in their home, providing nutrition, socialization, and a daily safety check.

19

seniors were welcomed into Elder Day Stay.



36,310

meals were served to seniors at our 8 congregate meal sites, including

5

sites in the Promise Zone area of Tallahassee.

3,067

items of material aid were distributed to seniors in need.



188

seniors received individualized care.

84%

of these seniors remained safely at home with these services.

125

seniors received emergency energy assistance.



40,124

hours of in-home care were provided to homebound seniors.



119

seniors served as Senior Companions and Foster Grandparents through AmeriCorps Seniors, providing individualized support in schools and homes.

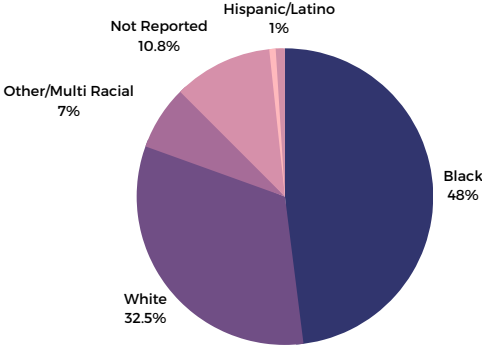
235

transportation trips were provided by senior volunteers.

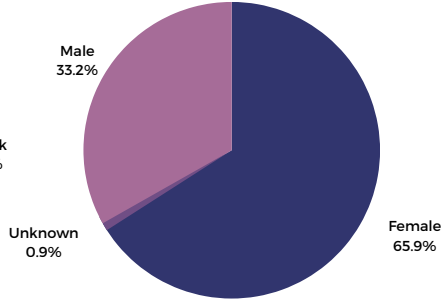


Who We Serve

By Race



By Gender



Our mission is to improve the quality of life for seniors and their caregivers in the Big Bend. As a recognized leader in senior services and advocacy, we provide community-based, compassionate care through five areas of service. We maintain strong fiscal policies to ensure the integrity and longevity of these programs.

The Need

Florida has the **highest concentration of older residents** in the U.S.



11.3%

of seniors in Leon County live below the poverty line.

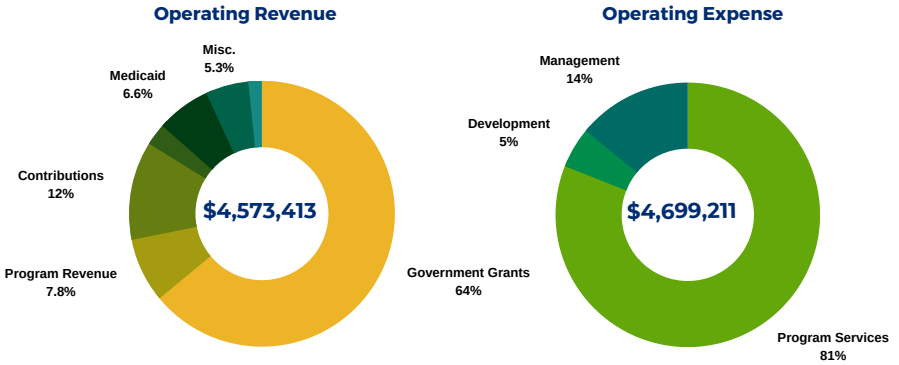
24%

of seniors in Leon County live alone and are at risk of social isolation.

25%

of seniors in Leon County live with one or more disabilities.

Financial Stewardship



Elder Care Services is able to keep our professional standards high and provide quality care to seniors due to our vigorous grant pursuits, generous donors, and wonderful volunteers. In 2021, we operated with reduced revenue due to COVID closures and restrictions at our center-based care site. With the financial diligence of past years, we were able to cover expenses without a reduction in our essential services, including Meals on Wheels and in-home care. In 2021, we also received \$70,209 of in-kind revenue to support our mission.



2021 Board of Directors

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Elder Care Services Programs



Nutrition Services

Meals on Wheels (hot & frozen) are delivered on weekdays to home-bound seniors and to our eight congregate meal sites.



Elder Day Stay

Day center that provides services to adults requiring continuous care as well as respite for caregivers, Monday through Friday, 7:30 a.m. to 5:30 p.m.



AmeriCorps Seniors

Seniors 55 years of age or older are placed in vital volunteer roles that enrich the quality of life for the senior and make lasting impacts to their community.



In-Home Services

In-home care for frail, functionally impaired, and homebound seniors as an alternative to nursing home placement.



Senior Outreach Services (S.O.S.)

Senior Outreach Services is the first contact for seniors seeking help and may provide material aid in addition to answering questions and connecting seniors to appropriate resources.



Thank you to Our Program Partners



United Way of the Big Bend



United Way
of Northwest Florida