Servicing seniors since 1974

New Orleans Council on Aging ANNUAL REPORT 2015
Message from the Executive Director

The first baby boomers will turn 65 every day for the next 20 years. By 2030, nearly 20% of the U.S. population will be older adults, 65 and older. As these boomers age, the demand for community-based care, which includes social services, caregiver support, personal care services, and nutritional support, will increase.

As we strive to mitigate and eliminate the problems elderly residents face in our city, such as elder abuse, hunger, lack of access to general health and mental health services, and crime, we will continue to work with our community leaders and elected officials in efforts to enhance the quality of life for our elderly residents.

This year’s theme from the Older Americans Administration is “Blaze A Trail.” What exactly does it mean to blaze a trail for our senior citizens and the disabled? For us, it means we must continue to innovate, advocate, and support the well-being and economic security of older adults and the disabled.

It is in working together as one collective that our senior citizens are made strong, hopefully leading healthier, more vibrant lives.

Sincerely,

Howard L. Rodgers, III
Executive Director
Year in Review—Quick Facts

- The New Orleans Council on Aging Elder Action Coalition (EAC) enhanced the quarterly meeting format and members created recommendations for Aging in Place housing initiatives for older adults. More than 200 service providers, seniors, caregivers, and community members have participated in these meetings.
- More than ten senior centers have enhanced programming by adding healthy aging and active living activities encompassing exercise programs, diabetes and chronic disease counseling and prevention seminars, exercise sessions, and evidenced-based, falls prevention programs.
- New Orleans Council on Aging received additional funding to serve new clients on the Meals on Wheels waiting list.
- The opening of the new, Carrollton Hollygrove senior center has been an added asset to senior citizens and New Orleans.

Senior Profile

Senior Profile is an informational and educational television show for older adults and caregivers in the Greater New Orleans area. Various guest speakers representing the private and nonprofit sectors discuss issues, ideas, and topics related to the older adult population. Its purpose is to inform and educate older adults and caregivers regarding vital community information, community resources and agencies that are capable of providing supportive services, helping them to maintain their independence. The show also promotes healthy living - physically and mentally. During the holidays we mix in some wonderful entertainment, most of which is provided by seasoned senior talent. Senior Profile, hosted by the agency’s executive director, Howard L. Rodgers, III, is a 30-minute show that airs on COX cable New Orleans, channel 76. The show runs monthly, two times a week: twice on Thursdays; 10:30 a.m. and 10:30 p.m.

“Know that you are the perfect age. Each year is special and precious, for you shall only live it once. Be comfortable with growing older.” ~ Louise Hay

Acting Commissioner of the Social Security Administration, Ms. Carolyn Colvin (middle), flanked by NOCOA Social Services Director, Ms. Sontra Carmouche (L) and NOCOA Executive Director, Mr. Howard L. Rodgers, III (R).
Program Overview

New Orleans Council on Aging

New Orleans Council on Aging provides direct and subcontracted services through programs to improve the overall quality of life for senior citizens. During Fiscal Year 2014-2015, New Orleans Council on Aging provided approximately 184,794 direct units of service to more than 2,185 older adults in Orleans Parish.

Homemakers

Homemakers provide light home maintenance tasks such as housekeeping, laundry, and other chores essential to daily living for the elderly. 155 older adults unable to perform one or more instrumental activities of daily living received 11,203 hours of service.

Aging and Disability Resource Center (ADRC)/Senior Prescription Drug Assistance (SenioRx)

ADRC/SenioRx, an extension of the Louisiana Answers Network, exists to assist disabled adults 21+ and older adults 60+ with unmet needs. This program also partners with other agencies/organizations to receive funding for specific types of unmet needs. FY 2014-15, funding was received from the following: Senior Health Insurance Program (SHIIP), a major partner; Medicare Improvements for Patients and Providers (MIPPA), and the federal Emergency Food & Shelter Program (EFSP).

- **ADRC**: 1,653 unduplicated calls resulted in assistance, either with information or referral, through advocacy, or other types of direct service provided by ADRC staff.
- **SenioRx**: 503 clients were assisted with obtaining prescription medication and saved a total of $349,852.74
- **SHIIP**: There were a total of 58 SHIIP community outreach efforts to educate and enroll in various Medicare-related programs. Approximately 750 individuals received personal consultation regarding Medicare, Medicaid, and private health insurance.
- **MIPPA**: 19 community outreach efforts for Medicare/Medicaid-related benefits education. Approximately 200 individuals received consultation. 78 were enrolled in the Medicare Savings Program (MSP) and/or the low-income subsidy program (LIS).
- **EFSP**: 35 disabled and older adults received

Nutrition

NOCOA helps to maintain an older adult’s health and independence and prevent premature placement into a nursing home or other long-term care facility.

Congregate Meals Program

Hot, nutritious meals are provided to older adults in senior centers and meal sites in Orleans Parish. Seniors are provided with healthy lunches in a group setting.

Home Delivered Meals

Meals on Wheels provides nutritious meals to homebound elderly who live alone, are bedridden or disabled, and do not have a support system of family and/or friends to assist with meal preparation. Hot meals or weekly frozen meals are available for older adults who have difficulty obtaining a steady supply of food and experience some degree of hunger.

- 61,915 Congregate meals were provided to 646 older adults in FY 2014-15
- 106,673 home delivered meals were provided to 561

Power To Care Utility Assistance

The Power to Care utility assistance program provides aid to eligible low-income, elderly, or disabled clients to assist with energy bills in times of financial distress. Funding for this program is possible through donations from utility customers, Entergy New Orleans and the United Way Emergency Food and Shelter Program. 671 clients were provided assistance by Power to Care totaling 1 million dollars. None of the donations are used for fundraising or administrative purposes, so 100% of contributions go to the clients in need. The Power to Care program doubles the impact of new pledges and one-time donations through matching Entergy contributions annually. Entergy New Orleans also sponsored the annual Fan Drive to provide
Retired & Senior Volunteer Program - RSVP

The Retired Senior Volunteer Program (RSVP) mission is to provide a variety of service opportunities for retired persons age 55 and older by engaging them in diverse volunteer activities with various organizations in New Orleans. RSVP volunteer sites include churches, hospitals, museums, nursing homes, senior centers, government offices, and an American Legion Post.

Outcomes:

- Volunteers provided service to 23 agencies and provided nearly 83,600 hours of volunteer service. Volunteer recruitment met 80% of target as more, older adults participated in community service.

- RSVP volunteers co-ordinated and participated in the Holiday for Heroes project, sending more than 2200 Christmas cards to active U.S. military servicemen and their families.

- RSVP volunteers celebrated the MLK day of service by organizing a food drive and a day of service. More than 500 food items were donated.

National Family Caregiver Support Program

National Family Caregiver Support Program (NFCSP) provides assistance to family caregivers who are responsible for meeting the needs of older adults and/or developmentally disabled relatives and to grandparents raising grandchildren. During FY 2014-15,

- 290 clients received information and assistance. They were provided knowledge about additional resources and services.

- 35 clients received counseling services and were able to make informed decisions related to their caregiving roles.

- 48 clients took advantage of 2,280 In-Home respite services. Caregivers using respite showed little signs of "caregiver burnout" and fatigue.

- 177 hours of outreach service was provided to Caregiver and GRG support groups allowed caregivers to become well informed caregivers, equipping them with the skills needed to care for their

Senior Companion Program - SCP

The Senior Companion Program (SCP) trains volunteer companions age 55 and over to provide in-home assistance to the elderly and disabled. They provide personal care, home management, respite, and other services. SCP has partnerships with local health care and social service organizations.

- SCP volunteers provided support to clients in need of home and community based care. Clients received in-home assistance with ADLs, personal care services (grooming, light housekeeping, and meal preparation), and were able to live more independently as a result of these volunteers. SCP had 65 volunteers that served 60,552 hours.

Special Thanks to Our Community Partners and Volunteers!
New Orleans Council on Aging utilizes fourteen Orleans Parish senior centers that are designed to improve the health and longevity of seniors by alleviating the physical, emotional, and food security challenges attributable to old age and disabilities. For many older adults, these centers are the only source of social life, daily meals, and mental and physical activities. They also serve as host sites for the development of innovative approaches to aging and evidenced-based health programs. Senior centers offer a wide variety of health programs, educational seminars, and cultural events. Such topics include: Falls prevention, Alzheimer's disease awareness, positive aging, healthy living, and financial/retirement planning.

New Orleans Council on Aging Senior Centers

Arthur Monday, Pontchartrain Park, and Carrollton-Hollygrove Senior centers are directly operated by the New Orleans Council on Aging. Arthur Monday is a multi-service center located in Algiers. Pontchartrain Park is a community center in Gentilly. Carrollton-Hollygrove is a senior center complex in the Hollygrove area. The directors and staff acknowledge the diverse needs of the older adults and work to provide a stimulating and comfortable environment for them.

- More than 935 seniors in Orleans Parish were provided with a social environment to prevent isolation and/or premature admission to nursing homes.
The Information and Assistance Specialist is available to link elders and caregivers to the most current resources pertinent to the aging population. This includes the process of assessing the problems and capabilities of individuals, providing information, and linking these individuals to the opportunities and services available. Outreach workers in the social services department provide in-home visits to older adults who request Meals on Wheels and Homemaker services. They also provide them with assessments, information, and/or outreach. In fiscal year 2014-15, 1256 clients were assisted with I&A and 167 were provided outreach.

The Advocacy Center provides legal advice, counseling, and representation by an attorney. Legal assistance services aid older adults in securing their rights, benefits, and entitlements. They often need advance directives, wills, or protection from those who would exploit them. Services include community legal education, law reform activities, and coordination with other legal service providers. In fiscal year
NEW ORLEANS COUNCIL ON AGING, INC.

STATEMENT OF ACTIVITIES

For the year ended June 30, 2015

<table>
<thead>
<tr>
<th>NET EXPENSE</th>
<th>NET PROFIT</th>
<th>SUMMARYED CORPORATE INFORMATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>FOR THE YEAR ENDED JUNE 30, 2015</td>
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<table>
<thead>
<tr>
<th>PRIMARY GOVERNMENT</th>
<th>EXPENSES</th>
<th>OPERATING</th>
<th>PROGRAM REVENUES</th>
<th>CHARGES FOR SERVICE</th>
<th>GRANTS AND CONTRIBUTIONS</th>
<th>PRIMARY GOVERNMENT</th>
<th>GOVERNMENTAL ACTIVITIES</th>
<th>FOR THE YEAR ENDED JUNE 30, 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gov't Actvities</td>
<td>$479,044</td>
<td>$598,027</td>
<td>$108,983</td>
<td>$126,218</td>
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<tr>
<td>Supportive Service</td>
<td>411,248</td>
<td>405,018</td>
<td>(6,160)</td>
<td>4,546</td>
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<tr>
<td>Nutrition Service</td>
<td>1,217,954</td>
<td>1,193,328</td>
<td>(3,628)</td>
<td>(9,206)</td>
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<tr>
<td>Utility Assistance</td>
<td>108,956</td>
<td>217,619</td>
<td>24,065</td>
<td>23,601</td>
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<tr>
<td>Multiservice Seniors</td>
<td>1,466,111</td>
<td>4,330,340</td>
<td>(6,229)</td>
<td>(55,418)</td>
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<tr>
<td>Preventative Health</td>
<td>9,764</td>
<td>9,746</td>
<td>-</td>
<td>(100)</td>
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<tr>
<td>Retired Senior Volunteers</td>
<td>90,266</td>
<td>103,573</td>
<td>12,307</td>
<td>(9,010)</td>
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<tr>
<td>Senior Companion</td>
<td>247,161</td>
<td>253,361</td>
<td>7,948</td>
<td>785</td>
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<td>Caregiver</td>
<td>112,695</td>
<td>104,528</td>
<td>(8,152)</td>
<td>(5,880)</td>
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<tr>
<td>Senior Rx</td>
<td>91,932</td>
<td>91,934</td>
<td>2</td>
<td>(26)</td>
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<tr>
<td>Administration</td>
<td>155,434</td>
<td>93,247</td>
<td>(62,187)</td>
<td>(9,468)</td>
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Total Government Activities: $4,474,942 $15,547 $4,590,491 $117,646 (214,712)

General Revenues:
- Unrestricted: 16,974 13,366
- Transfers in (out): - -
Total General Revenues and Transfers: 16,974 13,366
Change in net position: 154,620 (201,418)

Net Position:
- Beginning of year: 72,474 233,390
- End of year: $177,094,000 $37,474

The financial statements are an integral part of this statement.
# NEW ORLEANS COUNCIL ON AGING, INC.

## STATEMENT OF NET POSITION

**June 30, 2015**

<table>
<thead>
<tr>
<th></th>
<th>Governmental Activities</th>
<th>Summarized Comparative Information</th>
<th>Governmental Activities</th>
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<tbody>
<tr>
<td></td>
<td>June 30, 2015</td>
<td>June 30, 2014</td>
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</tr>
<tr>
<td><strong>ASSETS</strong></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Cash and cash equivalents</td>
<td>$341,153</td>
<td>$169,886</td>
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<tr>
<td>Receivables</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Grant</td>
<td>12,000</td>
<td>21,048</td>
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<tr>
<td>Other</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Capital assets, net of accumulated depreciation</td>
<td>-</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td><strong>Total assets</strong></td>
<td>363,153</td>
<td>190,914</td>
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<tr>
<td><strong>LIABILITIES</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accounts payable and accrued liabilities</td>
<td>57,140</td>
<td>49,986</td>
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<tr>
<td>Accrued compensated absences</td>
<td>125,819</td>
<td>127,454</td>
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</tr>
<tr>
<td><strong>Total liabilities</strong></td>
<td>183,059</td>
<td>161,440</td>
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<tr>
<td><strong>NET POSITION</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Invested in capital assets</td>
<td>-</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>Restricted</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nutrition services</td>
<td>91,921</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>37,821</td>
<td>17,374</td>
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<tr>
<td>Unassigned</td>
<td>45,552</td>
<td>5,100</td>
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<tr>
<td><strong>Total net position</strong></td>
<td>$173,941</td>
<td>$22,474</td>
<td></td>
</tr>
</tbody>
</table>
Special Thanks to Our Community Partners and Volunteers:

ACE Jewish Community Center
Arthur Monday Senior Center
Belle Reve
Central City EDC Senior Center
Christian Home Health
Christian Hospice Services
Contin-U-Care Outreach Services
Corporation for National and Community Service
Court Watch NOLA
Covenant Nursing Home
Crescent City American Legions Post 125
Dryades YMCA
ElderCare Support Services
Franklin Ave. B.C. Senior Soldiers & Share the Harvest
Harmony House Senior Center
LA Hospice & Palliative Care
Mercy Endeavors Senior Center
New Orleans Council on Aging - Staff /Volunteers
New Orleans Museum Of Art
New Orleans People Program Eastbank & Westbank
Pathfinder's Health Care, Inc.
Pontchartrain Park Community Center
Retired & Senior Volunteer Program New Orleans - RSVP /Advisory Council /Volunteers
Senior Companion Program New Orleans - SCP /Advisory Council /Volunteers
Southeast Louisiana Veterans Health Care
Touro Infirmary
University Medical Center of New Orleans
University of New Orleans Upward Bound
Uptown Shepard Center
VOA Veterans Transitional Housing Program

Special thanks to our donors and supporters. Thanks to all of our volunteers who truly inspire others by their service to our senior citizens. We also appreciate the dedication that our interns and AARP employees devote to our organization.

Get Involved!
“Do not grow old not matter how long you live. Never cease to stand like curious children before the great mystery into which we were born.

~Albert Einstein

Special Thanks to all of our Community Partners, Donors, and Volunteers who help to make what we do seem effortless.

2475 Canal St. ● Suite 400 ● New Orleans, LA
(504) 821-4121 ● Fax: (504) 821-4121
Website: www.nocoa.org
Sign up for our newsletter: http://eepurl.com/kEpir

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