

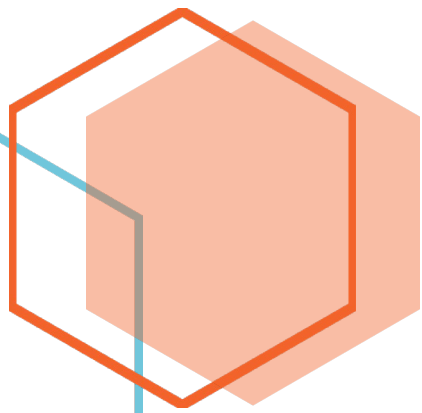


Council on Aging of St. Lucie Inc.

Annual Report

An overview of operations

FY 2020 - 2021





Message from the President

I am pleased to present the Annual Report of the Council on Aging of St. Lucie, Inc. (COASL) for the 2020-21 program year. To say that this has been a challenging year would be a gross understatement. However, it is accurate to share that this has been a year in which we, along with our many partners throughout the Treasure Coast, have stepped up and weathered the many storms that have come our way.

As President/CEO of this organization, I am charged with implementing the policies set forth by our Board of Directors. We are the Lead Agency, designated by the Florida Department of Elder Affairs, to administer the federal and state programs which foster the well-being of seniors in St. Lucie County. Our many programs are designed to allow our seniors to enjoy their golden years in the most suitable environment which fosters healthy living, independence, community engagement, and financial security. We utilize our mission statement as a compass for directing our

short and long term planning and implementation.

MISSION STATEMENT:

The mission of the Council on Aging of St. Lucie, Inc. is to seek, develop, coordinate and administer community-based programs and in-home services for senior persons of St. Lucie County and adjoining areas.

This report outlines the many successes over the past year. This year COASL has served more seniors than at any time in our history. We assisted in supporting our clients' needs through the COVID-19 pandemic and coordinated the vaccinations of all homebound seniors here in St. Lucie County. Every senior in need of meals were provided service throughout the year at no cost to the senior. To combat the effects of isolation and depression, we continually reached out to our clients for daily telephone reassurance and wellness checks.

During the course of this year, our transportation division went through a major change in operation and yet, we continue to provide transportation services throughout St. Lucie County to seniors and have expanded our services to include both Indian River and Martin counties.

As we begin this new program year, we hope to strengthen our partnerships and collaborations with like organizations to develop and implement new programs to address the ever changing needs of our senior population.

Please enjoy this report.

Darrell J. Drummond
President/CEO

Council on Aging Board of Directors

Chairman:

Andre Hawkins

Vice Chairman:

Padrick Pinkney

Treasurer/Secretary:

Padrick Pinkney

Directors:

St. Lucie County Commissioner Linda Bartz
City of Fort Pierce Commissioner Rufus Alexander
City of Port St. Lucie Councilman David Pickett
Paula Lewis
Daniel Sharkey

CEO/President:

Darrell J. Drummond

Today, COASL provides services to more than 25,000 seniors annually. The agency employs over 55 full and part-time employees and utilizes the services of over 50 volunteers to successfully administer its programs

25% of employees have been working here for 20 years or more

45% of employees have been working here for 10 years or more

Our turnover rate is at 9% as compared to 44% nationally



10 Paid Holidays

Accrued Vacation time

Accrued Sick Time

Medical insurance

Dental Insurance

Vision Insurance

403 B Retirement Plan

Long Term Disability

Personal Day

Life Insurance



Visit us at:

WWW.COASL.COM

COASL is the designated Lead Agency for St. Lucie County for Community Care for the Elderly (CCE) state funded programs. COASL contracts with the Florida Department of Elder Affairs (DOEA) through the Treasure Coast Area Agency on Aging (AAA), to provide senior services within the county

Services Currently Provided by The Council on Aging of St. Lucie, Inc. (CoASL)

- **Respite (In-home/In-facility)**

Respite service is relief provided for a primary caregiver from the constant/continued ongoing supervision, companionship, therapeutic and/or personal care, of an individual for a specified period of time so the caregiver may tend to their own needs. Respite service may be carried out in the home or in our adult day facility.

- **Homemaking**

Homemaking service provides light housekeeping to assist individuals in maintaining a standard of cleanliness in their homes. These services consist of accomplishment of specific home management duties including housekeeping, meal planning and preparation, shopping assistance, and routine household activities by a trained homemaker.

- **Nutrition Education/Operation of Meal Sites/Meal provision (500+ per day)**

The program provides healthy meals and related nutrition services in congregate settings as well as in the home, which help promote and maintain individuals' nutritional health. In addition to serving healthy meals, the program presents opportunities for social engagement as well as formal information on healthy aging, all of which contribute to an older individual's overall well-being.

- **Case Management**

Care Management is a collaborative process of assessment, planning, facilitation and advocacy for service options and community supports. The goal of the Care Manager is to meet an individual's health care needs through available services and community resources to promote quality cost effective outcomes.

- **Personal Care**

Personal Care service assists individuals with bathing, dressing, ambulation, supervision, personal hygiene and other related activities of daily living.

- **Adult Day Care Program**

A safe, supervised setting for frail individuals or those experiencing physical or cognitive challenges is provided.

- **Community Transit**

Community Transit is a division of the Council on Aging of St. Lucie, Inc. Our mission is to Provide transportation services to meet the needs of the senior citizens in St. Lucie County, as well as those individuals with disabilities. Community Transit has proudly provided this service since 1990.



Our Goal is Simple

We strive to serve the diverse needs of seniors, and improve their quality of life in meaningful ways.

Fiduciary Responsibility

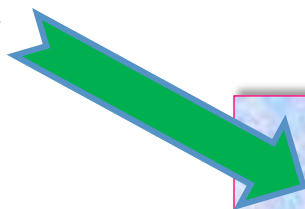
Nonprofits require a high-level financial oversight, such as creating a budget, checking the actual financial results against the budget, and asking about any variances.

Nonprofits have to live up to donor expectations. People and corporations donate money because they believe in the nonprofit's cause. It's implicit that the funds need to be spent the way the donors intend them to be spent: on effective programs that advance the mission.

Annual Board Approved
Budget for 2021
\$3,648,870.00



On March 11, the American Rescue Plan Act of 2021 (P.L. 117-2) was signed into law by President Biden. Section 2921 of the law appropriated more than \$106 million to Florida to carry out the Older Americans Act of 1965 (OAA). The Florida Department of Elder Affairs will continue to work closely with the Florida Association of Area Agencies on Aging (F4A) to develop innovative ideas to best meet the needs of older adults and caregivers throughout the state.



COASL received

\$1,227,820

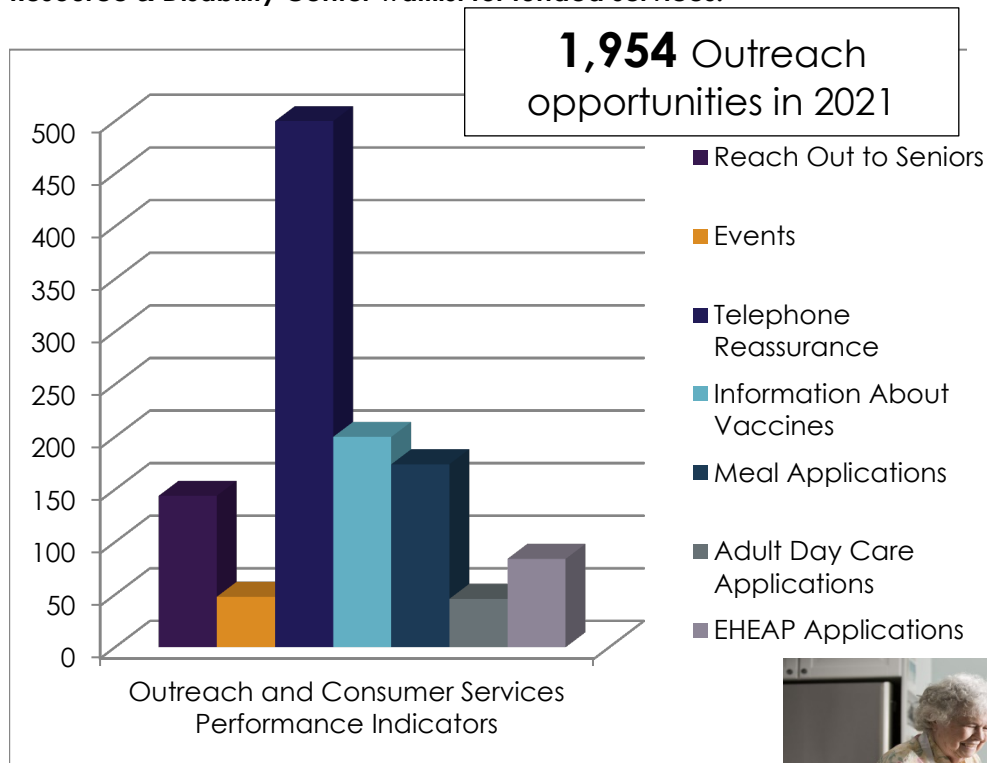
**To increase services for Seniors over
the next 4 years.**



Outreach and Consumer Services

The responsibilities of the Outreach Department include reaching our senior community and their families and maintaining relationships with our community partners. Outreach maintains visibility in the community through health fairs, informational and networking events, as well as distribution of agency brochure to libraries, local agencies, doctors and pharmacies. Information regarding our services and programs are conveyed as vital for our senior community, in maintaining their daily independence. Through continued efforts while reaching out to the senior community, we place great emphasis in highlighting and promoting our privately paid programs.

Consumer Services department establishes the needs of their callers and makes recommendations of the services that they might benefit from, such as Meals on Wheels, Adult Day Care, Energy assistance, Transportation or social activities in our congregate meal sites. Our staff responsibilities include the on-going growth of our private pay programs such as Meals on Wheels and Adult Day Care; this allows a senior or their families to be able to purchase the service, versus going on the Aging Resource & Disability Center waitlist for funded services.



Over the past year, approximately
1,000

St. Lucie County seniors (clients and non-clients) were assisted with Covid-19 vaccines.

Shopping Assistance was provided, as requested, to St. Lucie County seniors (clients and non-clients) in need.



Better Life Homecare

Provides essential home care services to seniors and disabled citizens along the Treasure Coast. The services provided makes it possible for clients to remain independent and in the comfort of their own home. The services provided include assistance with personal care, homemaking, transportation, respite care, medication reminders and companionship.

129 active clients in 2021



Average hours of
service per week

524



Nutrition and Socialization

Congregate dining is offered at several locations in St. Lucie County for those who are registered. Meals On Wheels is a volunteer-staffed program that helps distribute the same nutritious meals to the home-bound clients.

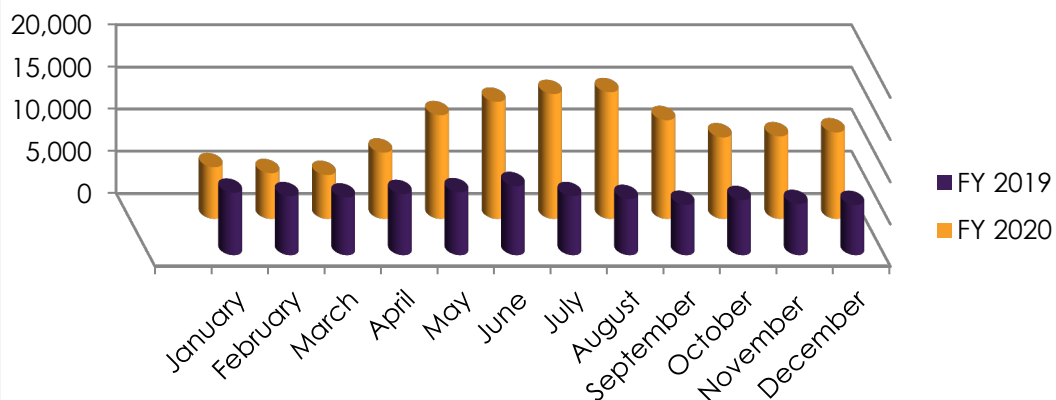
Congregate Dining

Provides hot and nutritious midday meals at six locations in St. Lucie County. Instead of dining alone, seniors can enjoy well-balanced meals in the company of their peers. The home-bound clients receive the same nutritious food conveniently delivered to their homes.

Did you know that more than 20,000 senior residents of St. Lucie County receive assistance from the Council On Aging every year?

Over
140,000
Meals
provided in
FY 20-21

Meal Clients Served



Total increase of 48.1% for 2020

Council on Aging of St. Lucie, Inc. 2501 SW Bayshore Blvd., Port St. Lucie, FL 34984

Council on Aging of St. Lucie, Inc. 1505 Orange Ave., Fort Pierce, FL 34950

Buell Brown 707 N. 7th St., Fort Pierce, FL 34950

Alzheimer's Community Care 5900 S. Jenkins Rd., Fort Pierce, FL 34950

Alzheimer's Community Care 295 NW Prima Vista Blvd., Port St. Lucie, FL 34983

Alzheimer's Community Care 555 SW Cashmere Blvd. Port St. Lucie, FL 34986

Activities Center

Our clients include adult residents of St. Lucie County over the age of 59 who may be socially isolated, physically impaired, limited in their ability to function independently in the community, or may have some degree of mental confusion and require supervision.

Our Activities Center provides opportunities for clients, as well as, community residents to receive education, recreation and community service programs at both of COASL's locations and within St. Lucie County.

Average Daily
attendance
64 Participants

Bingo
Ceramics
Art
Computer Class
Bridge
Exercise classes
Zumba

Clients also participate
in dominoes, card
games, book clubs,
board games etc.

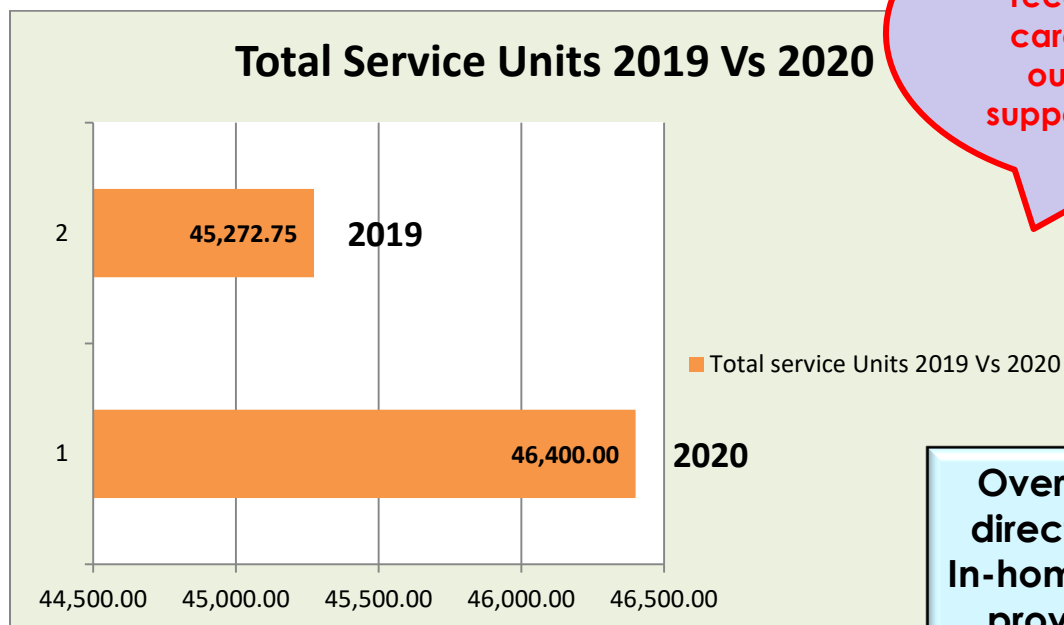




Case Management

The function of the Case Management Department is to determine eligibility for programs and services, Case Managers assess, plan, and coordinate services for clients under various programs. They also facilitate services to meet the needs of their clients as determined by assessments, and then services are coordinated through placement or referrals for our programs or community resources.

Case Managers re-evaluate clients on an annual basis to ensure program eligibility, semi-annually, and as needs arise, review services and care plans as the clients' needs change. Case Managers coordinate services to promote the client's independence to receive care while staying at home. Our goal is to prevent nursing home/institutional placement of clients.



Many clients receive no other care and rely on our services to support their needs.

Over 15,253 hours of direct services (ADC, In-home services) were provided to clients.

Our telephone reassurance program made approximately 4,000

Telephone Reassurance calls to those St. Lucie County seniors in need.

- Case Management
- Case Aide
- Respite (facility/home)
- Adult Daycare
- Emergency Alert Response
- Delivered Meals
- Homemaker
- Personal Care
- Shopping Assistance
- Telephone Reassurance



Transportation Services

Community Transit (CT), the Council on Aging of St. Lucie, Inc.'s transportation division, has seen a major operational change in FY 2020-21. After serving as St. Lucie County's contracted transportation provider for nearly three decades, the County awarded the transportation to another vendor.

Despite the change, as well as a global pandemic, Community Transit has persevered striving in continuing to meet the Council on Aging of St. Lucie, Inc.'s mission of meeting the transportation needs of the seniors and transportation-challenged population of the Treasure Coast area.

Our Fleet

18 Buses, 3 Minivans

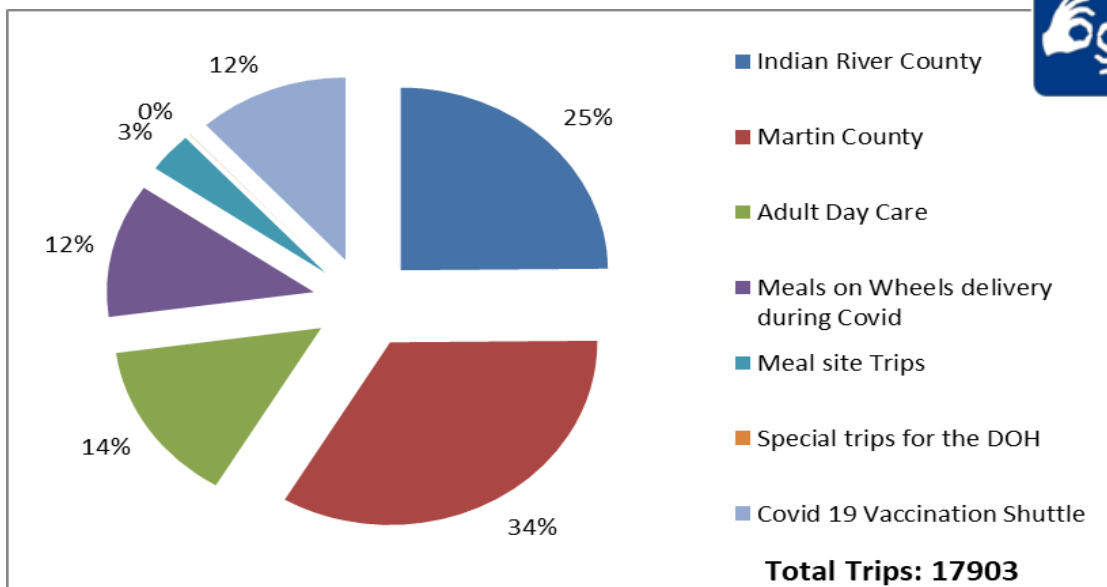
2 Support vehicles



2,200 transportation trips were provided to the vaccination sites; a total of 17,903 trips were provided throughout the year.

**100% ADA
Accessible vehicles**

Trips for FY 2020-2021





Adult Day Care

A safe, supervised setting for frail individuals or those experiencing physical or cognitive challenges is provided. We provide opportunities to participate in current events, light exercise, arts and crafts, games and activities in a home-like setting all coordinated by a certified Activities Director. A continental breakfast, hot lunch and afternoon snack are provided. Supervision and support are provided by licensed certified nursing staff, all supervised by a Registered Nurse.



The mission of the Council on Aging of St. Lucie, Inc. is to seek, develop, coordinate and administer community-based programs and in-home services for senior persons of St. Lucie County and adjoining areas.

462

Total clients have used our Adult Day Care services since 2009

Daily Attendance

