

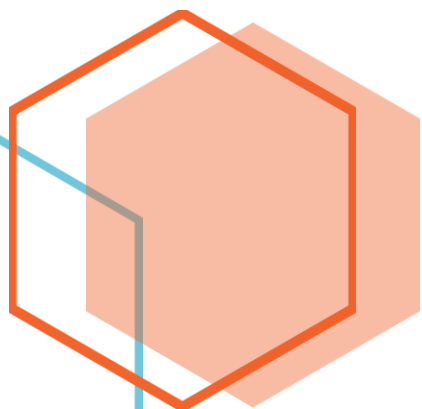


Council on Aging of St. Lucie Inc.

Annual Report

An overview of operations

FY 2022 - 2023





Message from the President

Hello. I am pleased to provide the annual Report of the Council on Aging of St. Lucie, Inc. (COASL) for the 2022-23 program year. This year has been unique in the history of our organization, in that this is the fiftieth (50) anniversary of our existence in St. Lucie County. As we have enjoyed the status of being the lead agency for seniors in this County, we have worked throughout these years to be responsible for advocating for seniors, as they seek to enjoy their golden years in their homes versus in long term care facilities.

Our Mission remains the same:

Seek, develop, coordinate and administer community-based programs and in-home services for senior persons of St. Lucie County and adjoining areas.

We have worked to be true to this mission and have enjoyed the support and collaboration of many organizations within this County to address these critical needs. Our local governments have supported our efforts through the years and provided financial support to assist in our meeting seniors' needs.

This year, as outlined in this report, COASL will be administering the programs for our community with a budget of \$6,100,000 to address our client needs. The number of seniors currently in St. Lucie County, and those who are annually moving into this area, suggest that the funding requirements will only increase over time.

This year represents the first time, in over thirty (30) years St. Lucie County has not funded the local match requirement for our State and Federal grants. This match has always worked to assist our County in receiving the federal and state funds for our senior programs.

Our Board is committed to doing everything necessary to continue to provide the assistance to our senior residents. We hope that this report clearly outlines all of the areas that we have been able to address our seniors' critical needs.

At the end of the day, our mission is to educate and inform our seniors so they can continue to take an active part in our community.

Please enjoy this report.

Darrell J. Drummond
President/CEO

Council on Aging Board of Directors

Chairman:
Andre Hawkins

Vice Chairman/Secretary:
Padrick Pinkney

Directors:
St. Lucie County Commissioner Larry Leet
City of Fort Pierce Commissioner Arnold Gaines
City of Port St. Lucie Councilman David Pickett
Paula Lewis
Daniel Sharkey

CEO/President:
Darrell J. Drummond



A Great Place to Work

Council on Aging of St. Lucie, Inc. (COASL) was founded in 1973 by 25 volunteers dedicated to providing a daily hot meal to seniors; the predecessor to the Meals on Wheels Program. Over the years, COASL has grown in scope and size to now provide a number of services including homemaking, respite care, adult day care, senior social services and other programs to reflect the agency's mission of providing assistance in delaying premature placement of seniors into long term care facilities.

Today, COASL provides services to more than 25,000 seniors annually. The agency employs over 44 full and part-time employees and utilizes the services of over 25 volunteers to successfully administer its programs

22% of employees have been working here for 20 years or more

49% of employees have been working here for 10 years or more

Our voluntary turnover rate is at 17% as compared to 19% nationally for non-profit organizations.



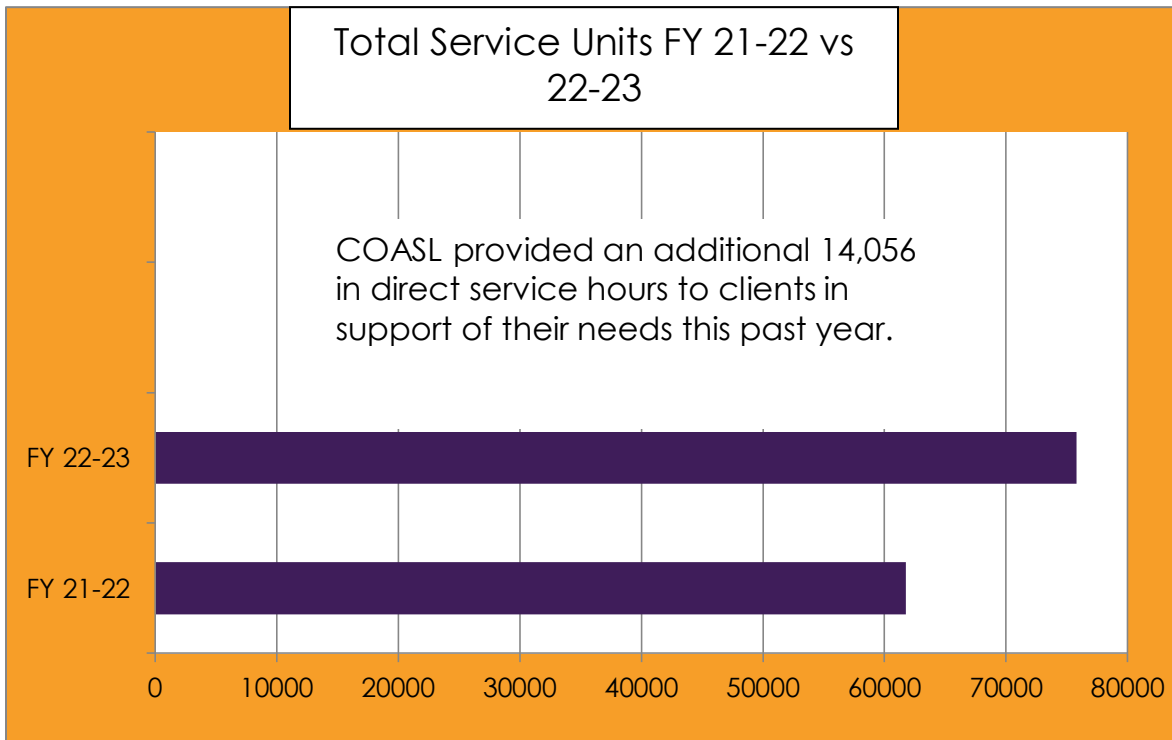
- 11 Paid Holidays
- Accrued Vacation time
- Accrued Sick Time
- Medical insurance
- Dental Insurance
- Vision Insurance
- 403 B Retirement Plan
- Long Term Disability
- Personal Day
- Life Insurance



Case Management

The function of the Case Management Department is to gather information regarding clients' situation and health to address gaps in care needs through assessment and observation. The outcome of service plans for each client is to allow for aging in place, where individuals are most comfortable; in the least restrictive environment. The goal is to prevent institutional placement. Services are coordinated through various programs, including community resources, not only to support the client, but for the support of their caregivers as well.

Case Managers re-evaluate clients annually as well as semi-annually, or as changes occur, to ensure program eligibility and clients' needs are being met. Services are fluid so as to address the changing needs and situations of clients and their caregivers, who tend to be seniors as well.



COASL coordinates the provision of the following direct services: **Case Management, Case Aide, Respite (in home/facility), Adult Daycare, Emergency Alert Response, Delivered Meals, Homemaker, Chore, Personal Care, Companion, Telephone Reassurance, and Screening and Assessment.**

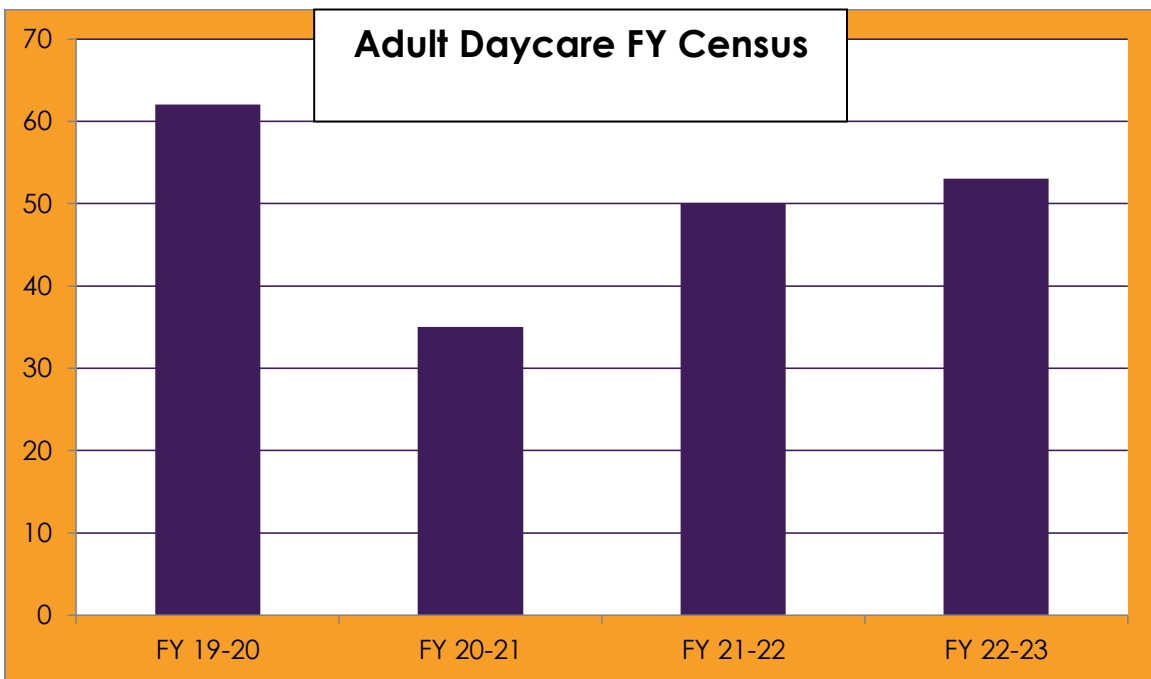
COASL provided over 5500 telephone reassurance calls this year



Adult Day Care

COASL provides a safe, supervised setting for frail individuals or those experiencing physical and cognitive challenges as well as social isolation. We provide opportunities to participate in current events, peer interaction, light exercise, arts and crafts, games, and activities in a home-like setting, all coordinated by a certified Activities Director. A continental breakfast, nutritional hot lunch and afternoon snack are provided daily. Supervision and health support are provided by a licensed certified nursing staff, all under the supervision of a Licensed Practical Nurse and a Registered Nurse.

The center has the maximum capacity of 55 with a client to staff ratio of 6:1; current census is 42 and average daily attendance is approximately 22-25 clients. As we struggled in the last few years to regain our footing with regards to attendance after the Covid Pandemic, we are beginning to see pre-pandemic census numbers in recent months.



**515 clients have attended our
Adult Day Center in recent years**



The Future of Council on Aging of St. Lucie Adult Day Center

Attendance at Council on Aging of St. Lucie Adult Day Center continues to grow by leaps and bounds as a result of advertisement and client expansions through General Revenue and Federal programs administered by COASL, as well as increasing numbers of Long Term Managed Care and Veteran's benefits enrollments.

Moving forward, COASL would like to construct a stand-alone center with the space and accessibility for a much larger area to accommodate our ever-growing census.

In light of the recent years' health crisis, we would like to erect a building with the capacity to accommodate multiple individuals with safety and social distancing in mind and ADA accessibility.

Council on Aging of St. Lucie's campus sits on a large plot of land with plenty of room for expansion. This expansion would afford the center with the ability to have "break-out" areas or areas of concentration devoted to individuals with varying degrees of physical and cognitive ability; to include activities geared towards those who are simply looking for socialization to the opposite end of the spectrum - those in need of hands on care and supervision.



Fiduciary Responsibility

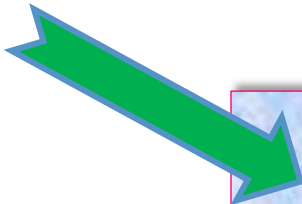
Nonprofits require a high-level financial oversight, such as creating a budget, checking the actual financial results against the budget, and asking about any variances.

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 2024
\$6,106,748.00**



On March 11, the American Rescue Plan Act of 2021 (P.L. 117-2) 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.**

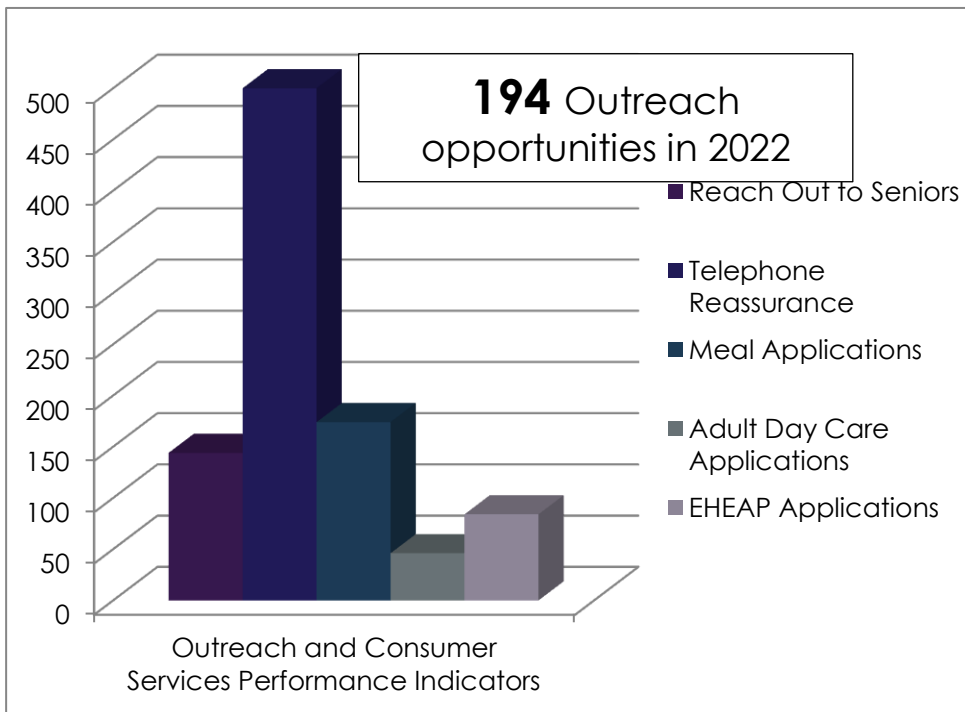




Outreach and Consumer Services

The responsibilities of the Outreach and Consumer Services Department include:

- **Assess and facilitate connections to services and programs for elders. Consumers have access to communicate directly with a representative who helps them navigate through programs, services and funding sources. Callers are provided with information about Meals on Wheels, Adult Day Care, Home Energy Assistance, Social Activities and In-Home Services.**
- **Maintain visibility in the community through health fairs, speaking engagements, networking events and on site events.**
- **Respond to crisis and coordinate with local agencies. When a safety issue is reported, we reach out to local first responders and government agencies to communicate, coordinate and collaborate response.**



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Consumer Telephone Calls (Inbound and Outbound) total over 8,000 in 2022.

Consumer Walk-Ins = 520

New Private Pay Meal Clients = 127

New Adult Day Care Intakes = 82

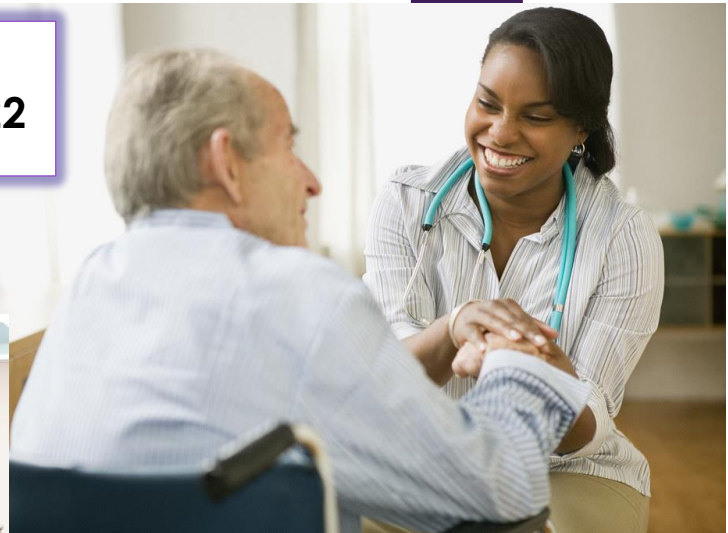
500 seniors were assisted with



Better Life Homecare Provides essential home care services to seniors and disabled citizens along the Treasure Coast. The services provide 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.

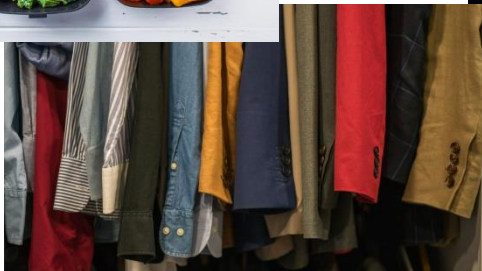
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144 active clients in 2022



Average hours of service per week, per client

18





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.

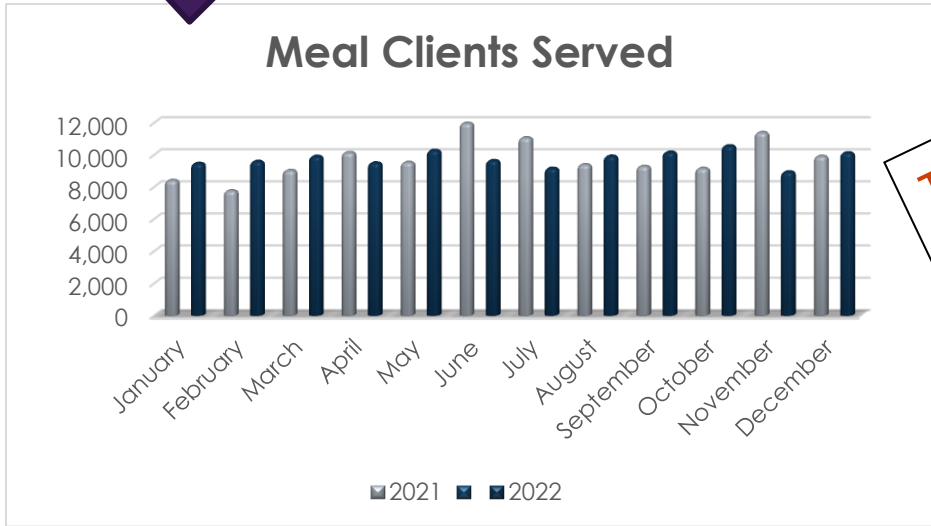
Congregate Dining

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 234,423 Meals provided in FY 22-23

Total increase of 60% for 2022



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, aged 60 and over, 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
Crafts

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





Transportation Services

Community Transit (CT) is the transportation division of the Council on Aging of St. Lucie, Inc. CT has worked hard to rebuild since the loss of our contract with St. Lucie County in 2020. Our trip volume has grown from 17,903 in FY20-21 to 30,575 in FY22-23.

We provide transportation to meet the needs of seniors and the transportation-challenged on the Treasure Coast, in line with our Agency's mission.

Our Fleet

18 Medium Buses (up to 20 passengers)

7 Small Buses (up to 14 passengers)

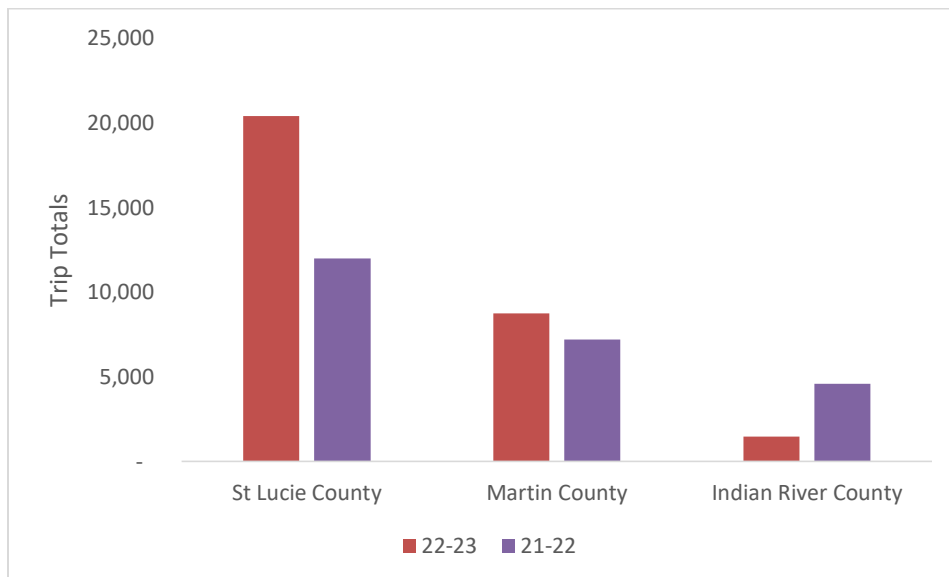
5 Minivans

3 Support Vehicles

**Our Fleet is
100% ADA**

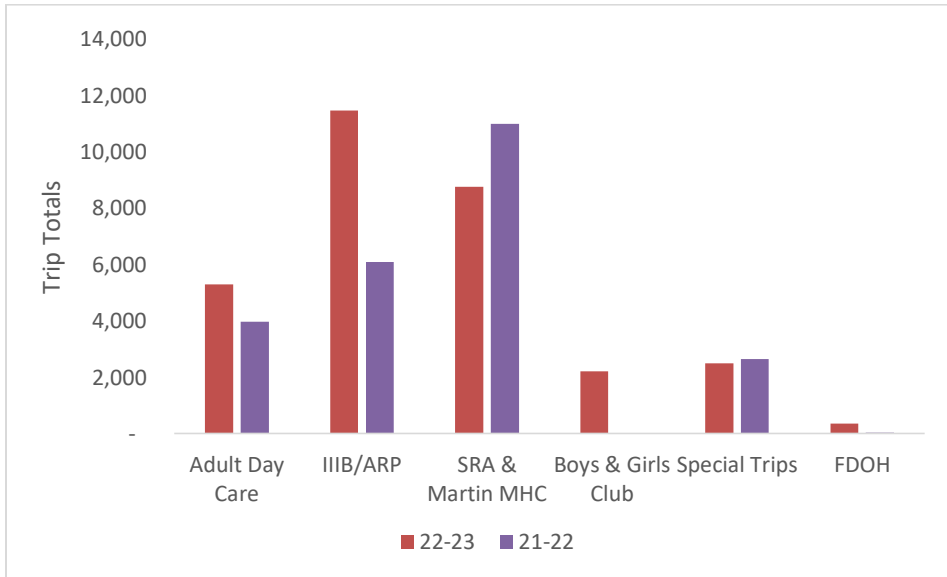
Trips by Area FY22-23 vs. FY21-22

Our trip volume grew exponentially in FY 22-23





Trips by Project FY22-23 vs. FY21-22



Community Transit takes great pride in the service we provide to our clients.

Many of the people we are transporting in St. Lucie County prefer to utilize our service over the County's transit service, for various reasons. While this saves the County funding from its Transit funds, Council on Aging of St. Lucie, Inc. is not in a position to continue to underwrite the costs of these trips without financial support from the stakeholders in St. Lucie County