



*Servicing seniors since 1974*



*New Orleans Council on Aging* **ANNUAL REPORT 2017**

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Senior Center Director

*Message from the Executive Director*

Given that by 2030, nearly 20% of the U.S. population will be older adults, 65 and older, we are fortunate to have an important stake in the first ever, newly formed AARP Task Force for Age-Friendly Cities here in New Orleans. As members of the task force steering committee, we hope to ensure that as our population ages, we are better prepared to create an aging infrastructure that works for all ages and meets the demand for community-based care, which includes social services, caregiver support, personal care services, and nutritional support.

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 Administration for Community Living is *Age out Loud*, intended to give aging a new voice—one that reflects what today's older adults have to say about aging. More than ever before, older Americans are working longer, trying new things, and engaging in their communities. They're taking charge, striving for wellness, focusing on independence, and advocating for themselves and others. They expect to continue to live their lives to the fullest, and they're insisting on changes that make that possible

For us, it means we must continue to innovate, advocate, and support the well-being and economic security of older adults and the disabled.

Thank you for all we do together for the most vulnerable of our communities.

Sincerely,



Howard L. Rodgers, III  
Executive Director

**MISSION**

The New Orleans Council on Aging exists to protect the rights, promote the well being, and enhance the self-esteem of New Orleans elderly by generating opportunities for self reliance and independence.

**VISION**

To provide quality, supportive services accessible to older adults in New Orleans so they are able to age in place with dignity - at home, in their communities.

## Annual Highlights--Year in Review

- Paul Luongo and his music students from the Abbotsford School of Integrated Arts in British Columbia, CA held free concerts at Arthur Monday and Carrollton-Hollygrove Senior Center.
- We were able to keep the lights on for more than 900 clients through our Power To Care program.
- Seniors at Arthur Monday participated in cooking demonstrations conducted by Dr. Kirchain of Xavier University. They learned the basics and fundamentals of healthy eating and the importance of diet adjustments as we age.
- We partnered with NORDC/New Orleans Ballet Association to host a senior health and wellness workshop at Joe W. Brown Center to educate seniors about falls prevention.
- Our seniors from Orleans Parish Senior Centers compiled recipes for the cookbook, *Favorite Recipes. Lifetime of Delicious Memories* was the official cookbook release party and culminating event for this endeavor.

## Matters of Balance

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:



Older adult participants of Pontchartrain Park Community Center perform a dance rendition at Senior Fest 2017

*"As soon as you feel to old to do a thing, do it." ~ Margaret Deland*

## 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 2016-2017, New Orleans Council on Aging provided approximately 191,160.41 direct units of service to more than 2,400 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. 161 older adults unable to perform one or more instrumental activities of daily living received 12,124 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 direct services and answers to questions about long-term care planning, living with a disability, Medicare, Medicaid, and paying for medications. FY 2016-17, 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:** 1,849 new and unduplicated calls resulted in assistance, either with information or referral, through advocacy, or other types of direct service provided by ADRC staff.
- **SenioRx:** More than 30 new clients were assisted with obtaining prescription medication and saved a total of \$133,000.
- **SHIIP:** There were a total of 60 SHIIP community outreach efforts to educate and enroll in various Medicare-related programs. Approximately 3,485 individuals received personal consultation regarding Medicare, Medicaid, and private health insurance.
- **MIPPA:** 30 community outreach efforts for Medicare/Medicaid-related benefits education. Approximately 149 individuals received consultation for the Medicare Savings Program (MSP) and/or the low-income subsidy program (LIS).

*“Aging is not lost youth, but a new stage of opportunity and strength.”*

*~Betty Friedan*

### 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.

- 69,666 Congregate meals were provided to 801 older adults in FY 2016-17
- 101,128 home delivered meals were provided to 606 older adults in FY 2016-17

### 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. 1165 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.

*“Years may wrinkle the skin, but to give up enthusiasm wrinkles the soul.”*

*~Samuel Ullman*



## 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 20 agencies and provided nearly 86,432 hours of volunteer service. Volunteer recruitment met 86% of target as more, older adults participated in community service.
- RSVP volunteers co-coordinated and participated in the Holiday for Heroes project, sending more than 1700 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. Roughly 1500 items were donated to St. Peter Claver Catholic Church.

## 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 2016-17,

- 150 clients received information and assistance--knowledge about additional resources and services. 71 clients received material aid.
- 65 clients took advantage of 4,512.25 In-Home respite services. Caregivers using respite showed little signs of “caregiver burnout” and fatigue.
- 198 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 loved ones.

## 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 59 volunteers that served 60,561 hours.

### Special Thanks to Our Community Partners and Volunteers!



# ORLEANS PARISH SENIOR CENTERS



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 708 seniors in Orleans Parish were provided with a social environment to prevent isolation and/or premature admission to nursing homes.



## Information & Assistance/Assessment and Outreach

The Information and Assistance Specialist is available to link elders and caregivers to the most current resources pertinent to the aging population. 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 2016-17, 1,722 clients were assisted with I&A and 912 were provided outreach.

## Subcontracted Services - Legal Assistance

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 2016-17, 170.16 units of service were provided.

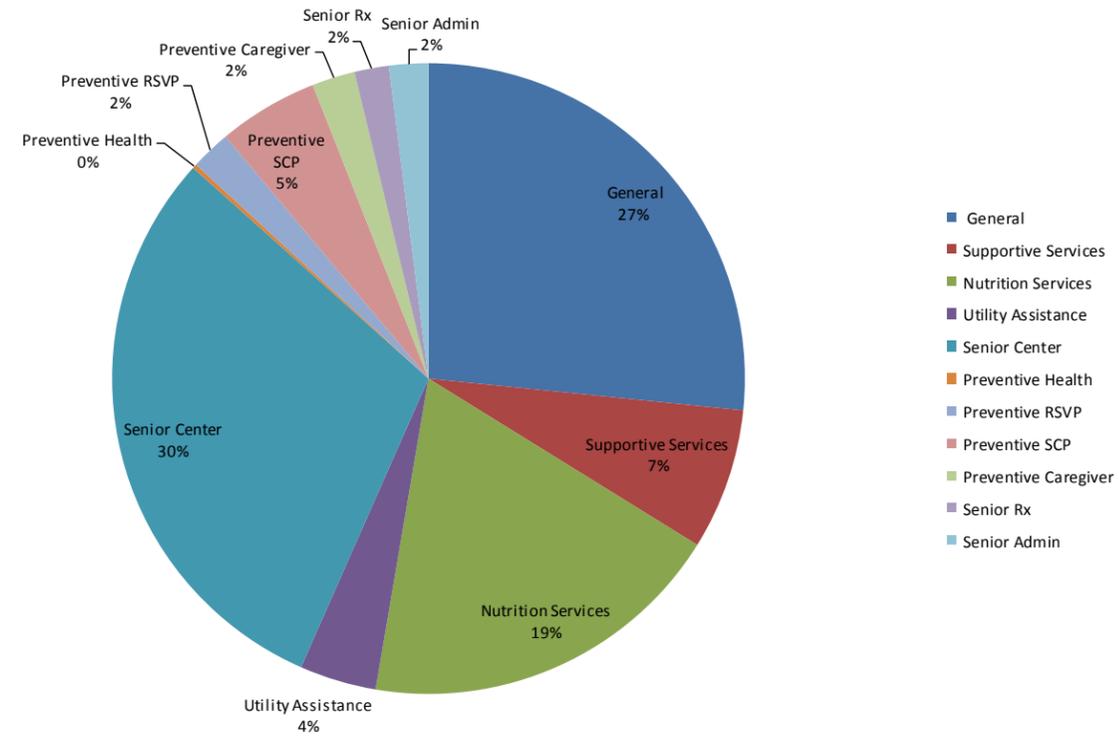
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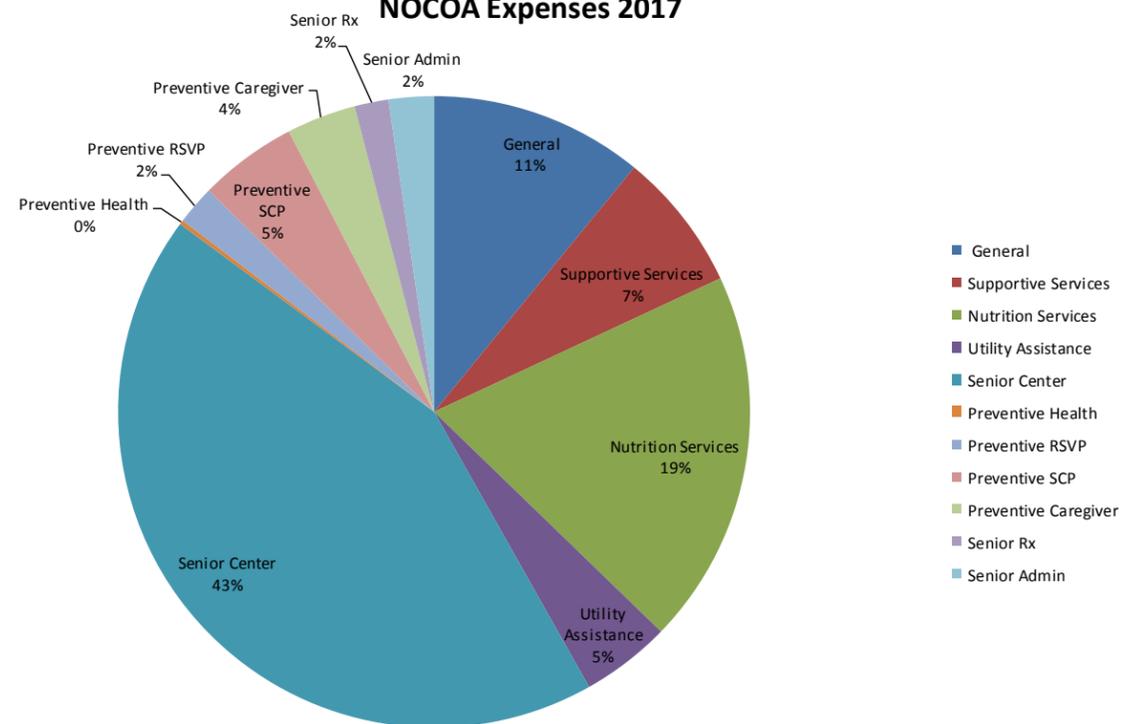


# FINANCIALS

## NOCOA Revenue 2017



## NOCOA Expenses 2017



NEW ORLEANS COUNCIL ON AGING, INC.

STATEMENT OF ACTIVITIES

For the year ended June 30, 2017

FUNCTIONS/PROGRAMS	EXPENSES	PROGRAM REVENUES		NET (EXPENSE)	SUMMARIZED COMPARATIVE INFORMATION
		CHARGES FOR SERVICE	OPERATING GRANTS AND CONTRIBUTIONS	REVENUE AND CHANGES IN NET POSITIONS	
				PRIMARY GOVERNMENT GOVERNMENTAL ACTIVITIES	For the Year ended June 30, 2016
Governmental Activities					
General	\$ 578,555	\$ -	\$ 1,390,228	\$ 811,673	\$ (72,937)
Supportive services	378,247	-	377,960	(287)	(6,777)
Nutrition services	1,017,838	15,757	984,080	(18,001)	703
Utility assistance	243,286	-	204,905	(38,381.00)	8,829
Multipurpose senior centers	2,295,403	-	1,569,624	(725,779)	124,061
Preventive Health	11,579	-	11,579	-	-
Retired senior volunteers	106,133	-	107,334	1,301	8,770
Senior companion	266,999	-	267,558	559	(24,233)
Caregiver	188,492	-	114,883	(73,609)	(12,998)
Senior Rx	91,934	-	91,934	-	-
Administration	122,642	-	104,641	(18,001)	(18,000)
Total Governmental Activities	<u>\$ 5,301,108</u>	<u>\$ 15,757</u>	<u>\$ 5,224,726</u>	(60,625)	7,418
General Revenues:					
Special Revenue Taxes				37,194	
Unrestricted interest				14,931	16,859
Transfers in (outs)				-	-
Total general revenues and transfers				<u>52,125</u>	<u>16,859</u>
Change in net position				(8,500)	24,277
Net Position					
Beginning of year				<u>201,371</u>	<u>177,094</u>
End of year				<u>\$192,871</u>	<u>\$201,371</u>

NEW ORLEANS COUNCIL ON AGING, INC.

STATEMENT OF NET POSITION

June 30, 2017

	GOVERNMENTAL ACTIVITIES	SUMMARIZED COMPARATIVE INFORMATION June 30, 2016 Governmental Activities
<b>ASSETS</b>		
Cash and cash equivalents	\$391,935	\$297,266
Receivables		
Grant	127,045	64,624
Other	-	-
Capital assets, net of accumulated depreciation	-	-
Total assets	<u>518,980</u>	<u>361,890</u>
<b>LIABILITIES</b>		
Accounts payable and accrued liabilities	<u>326,109</u>	<u>160,519</u>
Total liabilities	326,109	160,519
<b>NET POSITION</b>		
Invested in capital assets		
Restricted		
Nutrition services	72,722	87,625
Other	78,856	30,996
Unrestricted	<u>41,293</u>	<u>82,750</u>
Total net position	<u>\$192,871</u>	<u>\$201,371</u>

**Special Thanks to Our Community Partners and Volunteers:**

ACE-Jewish Community Center  
Arthur Monday Senior Center  
Belle Reve  
Central City EOC Senior Center  
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  
Pontchartrain Park Community Center  
Retired & Senior Volunteer Program New Orleans - RSVP /Advisory Council /Volunteers  
Senior Companion Program New Orleans - SCP /Advisory Council /Volunteers  
Senior Resource Guide Publishing  
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.

**Volunteer with Us Today!**

*"The longer I live, the more beautiful life becomes."*

*~Frank Lloyd Wright*

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

City of New Orleans

Corporation for National Community Services

Entergy New Orleans

Humana Louisiana

United Way Southeast Louisiana

Elder Action Coalition Network

Meals on Wheels New Orleans Fund, Inc.

Junior League of New Orleans

PhRMA

The Domain Companies, LLC

Edward Wisner Fund

Governor's Office of Elderly Affairs

AARP New Orleans

Goldring Family Foundation

Greater New Orleans Foundation

The National WWII Museum

AT&T Employee Giving Program

Edgar J. & Leah Chase Foundation

Peoples Health

RosaMary Foundation

New Orleans Hash House Harriers



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