



ANNUAL REPORT 2019

family
ELDERCARE



Photo Credit: Annie Ray Creative

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A LETTER FROM OUR CEO

Dear Friends of Family Eldercare,

We had much to be grateful for in 2019:

I'm grateful for the strides we made in housing stability. One such achievement is that Family Eldercare's Benefits Enrollment Center helped secure more than \$2.2 million in benefits to help pay for healthcare, food, and more. That means more stable lives for seniors, families, and adults with disabilities on a fixed income.

I'm grateful for the growth we experienced. Family Eldercare's Guardianship services expanded into Brazos County, allowing us to meet a gap in services in that area. We also invested more resources to combat social isolation among seniors through an expansion of our Healthy Connections and in-home Counseling programs.

Most of all, I'm grateful for you. You joined Family Eldercare on a journey to promote independence and stability whether through your financial contribution, governance, partnership, advocacy, or service. Because of supporters like you, in 2019 Family Eldercare served nearly 8,000 individuals, and our employees had nearly 64,000 meaningful interactions with the people we serve. We were able to distribute free fans to 11,200 Central Texans this summer. And, a record-breaking 513 seniors and adults with disabilities had their holiday wishes fulfilled during our annual Holiday Giving Drive. Thank you.

Now, I'm excited to share Family Eldercare's special initiatives in 2020:

Our most urgent focus is to address the housing shortage crisis among people age 55+. To that end, Family Eldercare is moving forward with two big initiatives in the coming year. One, we are in the midst of planning our Innovative Housing Initiative which aims to develop and build housing that is affordable for people age 55+ surviving on \$800/month or less. Two, we are extremely excited to expand our partnership with Mobile Loaves & Fishes on a pilot project funded by St. David's Foundation to bring our full continuum of services to Community First! Village.

We are on target with our 2019-2021 Strategic Plan initiatives. This year, you can expect more efforts aimed at increasing Family Eldercare's presence in the community. Central Texas is growing, and we need to as well.

All of us at Family Eldercare are looking forward to a productive, innovative year of growth in 2020. We know we can achieve our vision with your support.

With Gratitude,
Kent Herring, CEO

OUR STORY

Since 1982, Family Eldercare has served older adults and adults with disabilities. Our beginnings were small, but our task was enormous. Jackie Lelong and Tina Dublin were experts in the field of gerontology and had a concern for supporting families as they cared for their aging loved ones. With their research and professional backgrounds, the women founded Family Eldercare to serve as a resource in the community. Initially, Family Eldercare hosted public forums throughout Texas discussing aging and disability issues. They disseminated their educational program “As Parents Grow Older” to empower families and caregivers helping older adults to stay at home as long as possible. At that time, Family Eldercare was described as a group of fierce advocates with only a file cabinet, but it eventually became the primary agency in Central Texas directly serving older adults, adults with disabilities, and those who care for them. This emergence began in 1986 when, at the request of the Texas Department of Human Services and the Travis County Probate Court, Family Eldercare developed the Travis County Guardianship and Money Management program for incompetent adults at risk of abuse, neglect, and exploitation.

Family Eldercare has developed other services which improve the lives of the most vulnerable people in our community, especially older adults. Our services are designed to maintain safe, affordable, and stable housing in the least restrictive environment possible; prevent abuse, neglect, and exploitation; promote health, well-being, and dignity; and support people living on a fixed income.



Thanks to the St. David's Foundation for being our biggest supporter!

Our Vision and Mission

Family Eldercare is an Austin, TX organization, born of a grassroots response to a community need, and committed to supporting an aging population with true and innovative avenues toward Aging in Place.

We are excited to share our updated vision and mission statements which more closely aligns with who we are and want to be.

Our Vision

All Texans thrive with dignity and purpose in supportive communities and are financially secure.

Our Mission

We are experts on the journey of aging providing services tailored to the individual to promote independence and stability.

BOARD OF DIRECTORS

Sandra Morris - Board Chair

Charles Colley - Past Board Chair

Mario Rivera - Board Chair Elect

Melissa Harris - Board Treasurer

Shubhada Saxena - Board Secretary

Clint Alexander

Eric Corum

Dax Dobbs

Shayne Eddleman

Cass Grange

Johanne Ibsen-Wolford

Gail Miller

Deborah L. Kerr PhD

Eric Lassberg

Bill McHugh

EXECUTIVE LEADERSHIP

Kent Herring
Chief Executive Officer

Brittany Baize
Director of Development & Communications

Sara Clymer
Director of Guardianship Services

Tamara Christian
Director of Human Resources

Lisa Daly
Director of In Home Care

Cheryl Dunn
Director of Finance & Administration

Shontell Gauthier
Director of Money Management Services

Joyce Hefner
Director of Housing & Community Services

OUR PROGRAMS

Family Eldercare is effective because we have 36 years of experience with sustainable growth, strong leadership, innovative partnerships, and generous community support.

Counseling

Provided in the homes of older adults by Licensed Clinical Social Workers to support patients' mental health and help them cope with depression, anxiety, stress, conflict, trauma, and crisis.

Guardianship

Appointed by local courts to make decisions and exercise the legal rights of people—often the most vulnerable in the community—who lack the capacity to manage their property, health, and safety.

In Home Care

Provides trained, carefully screened, reliable, and most important, affordable services in the homes of older adults and adults with disabilities. In Home Care increases clients' capabilities around activities of daily living (ADLs) such as bathing, grooming, dressing, and eating and drinking. Additionally, In Home Care supports instrumental ADLs (IADLs) such as housekeeping, grocery shopping, meal preparation, caring for pets, and participating in leisure activities.

Lifetime Connections Without Walls

A telephone program that provides opportunities for isolated or lonely older adults to connect with others in their community and across the country. We offer social and educational sessions, support groups, and friendly conversation – all over the phone – all from the comfort of home.

Money Management Services

Uses holistic case management to support people to live within their financial means and meet their basic living needs.

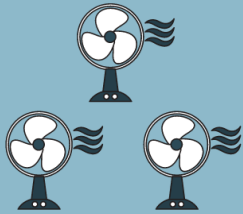
Service Coordination

Guided by the Department of Housing and Urban Development to connect people living in affordable housing with supportive services that help them remain independent in their homes. Family Eldercare Service Coordinators are found in affordable housing properties throughout Austin, TX including the Family Eldercare-owned Lyons Gardens.

2019 MILESTONES

13,410
PEOPLE

RECEIVED FAMILY
ELDERCARE SERVICES



7,077
FANS

DISTRIBUTED ACROSS
12 COUNTIES IN
CENTRAL TEXAS

5114
HOURS

SHARED BY FAMILY
ELDERCARE
VOLUNTEERS



67
LIVES TRANSFORMED
FOR OLDER ADULTS WHO
TRANSITIONED OUT OF
HOMELESSNESS

80
REASONS

TO CELEBRATE OUR NEW
ANNUAL EVENT: 80 OVER
EIGHTY. HONORING
CENTRAL TEXANS AGE 80+



10,000
INTERACTIONS

BETWEEN SERVICE
COORDINATORS & CLIENTS
IN CITY OF AUSTIN
HOUSING



\$2 MM+
IN BENEFITS

SECURED FOR MONEY
MANAGEMENT
CLIENTS

21,399
HOURS

OF PROFESSIONAL
CAREGIVING SUPPORT
PROVIDED



59,754
MEANINGFUL
CONTACTS
MADE WITH CLIENTS
ACROSS PROGRAMS

\$23K
RAISED

@ 2ND ANNUAL FANS-4-
PAWS & MORE THAN
DOUBLING 2018 TOTALS



CLIENT SUCCESS STORIES

Guardianship

58 year-old Brian lived in a home which was not fit for anyone to live in. Brian had uncontrolled diabetes and did not eat healthy. Because of his intellectual disabilities Brian was not able to advocate for himself. After being granted Guardianship, Family Eldercare determined his medical needs warranted 24-hr care and Brian began living at a local nursing home where he now receives 24 hour care and 3 healthy meals a day. His diabetes is under control as are other medical conditions as he is consistently taking his medications. Family Eldercare was able to become his Rep Payee and manage his benefits which include VA benefits as a survivor from his deceased father. Brian has the mental health supports to work through trauma-induced depression given his previous living arrangements and he is a happy engaging with others now.

LCWW

Ms. W joined LCWW in the fall of 2019 after being referred by Family Eldercare's In-Home Counseling program. Ms. W, age 81, had been in the nursing home for a couple years and was having difficulty coping after returning to her home. After just a few LCWW sessions, things quickly improved for her. "I don't need counseling anymore," Ms. W stated during a Share and Learn session. Ms. W has been a regular participant of nearly all our sessions since joining. She's become a real ambassador of our program, referring others to LCWW and speaking so highly of the program. Our session facilitators often mention Ms. W in their session notes, documenting her complimentary words of the program and how much she's enjoying the sessions. "I enjoy LCWW and find it engaging," Ms. W said in our year-end satisfaction survey. "I just wish I found you sooner."

Service Coordination

John is resident who was transferred to our site from another Public Housing site. He is a client of FEC Money Management who provide rep payee and money management services. John suffers from a severe Mental Health condition for which he had not been treated. John was facing eviction because his mental health deteriorated and he was acting out and self-medicating by drinking alcohol. Our Service Coordinator began calling resources, coordinating and advocating for John through Austin Tenant's Council, Legal Aid and Mental Health Services housing. After several months of Mental Health treatments, John dedicated himself to his recovery and reunited with his estranged family and is stably housed today.

Money Management

Marvin, age 64, was enrolled with Family Eldercare's Financial & Housing Stability Program in February 2019 after many years on the streets as a chronically homeless individual. Shortly after his enrollment, Marvin was hospitalized, and it was determined that he would need to have a below-the-knee amputation due to being homeless for so many years. Marvin thought he would have to return to the streets following his operation but with the help of Family Eldercare, appropriate and accessible housing was secured for Marvin immediately after his discharge. Marvin now lives in a setting where he is supported and safe—a place to call home.

CLIENT SUCCESS STORIES

In Home Counseling

Sandy, in her late 80s, was referred for in-home counseling by the social worker at her doctor's office. Sandy was experiencing depression related to her failing health and the aging process. As someone who was not interested in anti-depressants, she welcomed a counselor into her home to help address her symptoms and concerns. Sandy was a well-educated woman who herself had spent much of her career helping older adults and had been extremely active in her community. Sandy received counseling for nearly a year before she passed away from a degenerative disease. In that time, Sandy was able to engage in extensive life review and process the feelings she had about her life's joys and triumphs, but also her regrets and pain. On her deathbed, the counselor visited her for one final session. "I'll miss you when I am gone," she said. "Thank you and I love you." Sandy and the counselor formed a true therapeutic relationship in the final year of her life, beautifully ending her time on earth with the opportunity to have an outlet to share parts of her that she could not speak to with anyone else in her life.

In Home Care

Kathy has been mobility issues. She has been a long time client in In Home Care and Money Management at Family Eldercare. Our In Home Care department has been working with her caregiver to help her organize her apartment so that she can get around more easily while at home. She had some items stacked up that she had not physically been able to reach. We worked in a supportive manner to communicate our interest in helping her and communicated the benefits to her regarding accessibility in her apartment. She worked with our care manager to downsize some items and was given homework to do regarding small boxes of items to sort through. She was very motivated, and during several follow-up visits she set aside some surplus items for donation such as extra craft supplies, and surplus clothing or shoes. Kathy felt proud of the steps she took and felt supported and empowered by the services provided through In Home Care. Kathy also agreed this year to participate in our Holiday Giving Drive, after previously declining to participate. A local Girl Scout troop donated items on her wish list, and she received a generous donation of gifts. Kathy was thrilled and expressed how happy she was to encounter so many supportive people through Family Eldercare.

2019-2021 STRATEGIC PLAN OVERVIEW

Major Strategic Initiatives:

1. Measure and track organizational excellence
2. Align programs and services to best serve our mission
3. Elevate Family Eldercare's brand
4. Invest in community awareness