

# OUR ANNUAL REPORT 2017



[www.familyeldercare.org](http://www.familyeldercare.org)  
[info@familyeldercare.org](mailto:info@familyeldercare.org)  
512.450.0844  
1700 Rutherford Drive Austin, Texas  
78754

family  
ELDERCARE

At home with changing lives.

# TABLE OF CONTENTS

---

Our Story.....	page 1
Our Vision and Mission.....	page 2
A Letter for our CEO Kent Herring.....	page 3
Board of Directors.....	page 4
Executive Leadership .....	page 5
2017 Milestones.....	page 6
2017 Budget .....	page 7
2017 Donors.....	page 8 & 9



# OUR STORY

Family Eldercare was founded in 1982 by a group of professionals concerned with supporting the family's role as caregiver for frail elders through training and information. The agency soon expanded to include services to prevent abuse, neglect, and financial exploitation of elders and adults with disabilities.

Family Eldercare provides the following services:

- Service Coordination reaches out to and engages residents in affordable housing to connect them with community-based resources.
- Money Management Services includes Representative Payee and VA Fiduciary case management. Both protect vulnerable adults and people experiencing homelessness from abuse, neglect, and financial exploitation.

Guardianship is appointed by Travis County Court to exercise the legal rights of people who lack the capacity to manage their property, health, and safety.

- In-Home Care assists with cleaning, errands, transportation, socialization, and non-medical personal care so that people can remain independent in their homes.
- Therapeutic Counseling is provided by Licensed Clinical Social Workers to address mental health and well-being.
- Lifetime Connections Without Walls is a socialization program using education, art, and brain fitness activities to keep older adults connected.



# Our Vision and Mission



To serve more people in a cost-effective way while assuring sustainable funding sources.

To provide a continuum of quality individualized services to seniors, adults with disabilities and their caregivers from in-home care to guardianship of the person and/or their estate.

To be a leader in the eldercare community.

## Our Vision

All seniors and adults with disabilities thrive with dignity in a supportive community.

## Our Mission

Supporting seniors and adults with disabilities in Central Texas to live with dignity in their communities by providing them and their caregivers with essential individualized services.



# A LETTER FROM OUR CEO

Dear Friends,

Thank you for making 2017 yet another remarkable year for Family Eldercare. For more than 35 years, Family Eldercare has been leading the way in aging and support services in Central Texas, giving voice to vulnerable seniors and different need individuals who otherwise might not be heard, providing innovative services of excellence.

Family Eldercare is the only resource in Central Texas providing the wide spectrum of services seniors need to stay in their homes. Thanks to generous sponsors most services are offered on a sliding fee scale or free of charge.

Our broad array of programs and services are based on a collaborative approach. We provide opportunities for our clients to form connections that enrich their lives and offer vital resources that support independence.

A few program highlights include:

Service Coordination: 85% of older adults receiving Service Coordination report successfully accessing services and resources. 95% of older adults receiving Service Coordination report they did not move to a more restrictive environment.

Counseling: 95% of Counseling clients provided a geriatric assessment report developed and implemented as a plan of care for the older adult. 95% of older clients and families provided mental health counseling improve or maintain mental health.

In-Home Care: 85% of IHC clients maintained in a safe environment where basic needs are met (food, medical, housing, clothing)

85% of older adult receiving services will not move to a more restrictive environment.

Guardianship: 95% of clients maintained in a safe environment where basic needs are met. 100% of clients did not experience an incident of exploitation/self-neglect.

Lifetime Connections Without Walls:

80% of LCWW clients feel engaged in socially rewarding activities. 80% of respondents report the program provides opportunities to learn new things and obtain important information.

Money & Case Management: 90% of clients exit homelessness with stable finances.

It's easy for seniors to feel invisible, vulnerable and isolated, we fight these challenges with compassion and integrity through our programs and services. Aging can be a challenge. Feeling cared for and inspired should never be.

Our Board of Directors have assisted us in our commitment to expanding our programs.

Even though we know we'll encounter challenges during 2018, we look forward to continuing our stewardship to provide advocacy, information, resources, and assistance so that our clients can maintain the lifestyle of their choice.

Family Eldercare ~ at home with changing lives.



Kent Herring  
Family Eldercare CEO

# BOARD OF DIRECTORS

---

## 2017 Board of Directors for Family Eldercare

### BOARD OF DIRECTORS

Charles Colley - Chair

Sandra Morris - Chair-elect

Shayne Eddleman - Treasurer

Gail Miller - Secretary

Eric Lassberg - Past Chair

Clint Alexander

Melissa Harris

Char Hu

Bill McHugh

Anna Vander Broek

Mario Rivera

Shubhada Saxena

# EXECUTIVE STAFF

Kent Herring  
Chief Executive Officer

Becca McPherson  
Director of Development

Tamara Christian  
Director of Human Resources

Joyce Hefner  
Director of Housing & Community  
Services

Larry Dunn  
Director of Finance & Administration

Ramona Brush  
Director of Guardianship Services

Shontell Gauthier  
Director of Money Management Services

Brian Cavuto  
In Home Care Manager



## 2017 MILESTONES

Caregiver  
in home  
hours  
26,000

Support  
for  
Veterans  
184

Homeless  
to  
Housed  
36

LCWW  
Hours  
Provided  
1,541

Summer  
Fans  
Distributed  
6,700

Dedicated  
Volunteer  
Hours  
7,600

Holiday  
Wishes  
Granted  
483

Hours of  
Transport  
Provided  
1,500

Client  
Support  
Received  
2,648

Resource  
Connected  
Seniors  
1,538

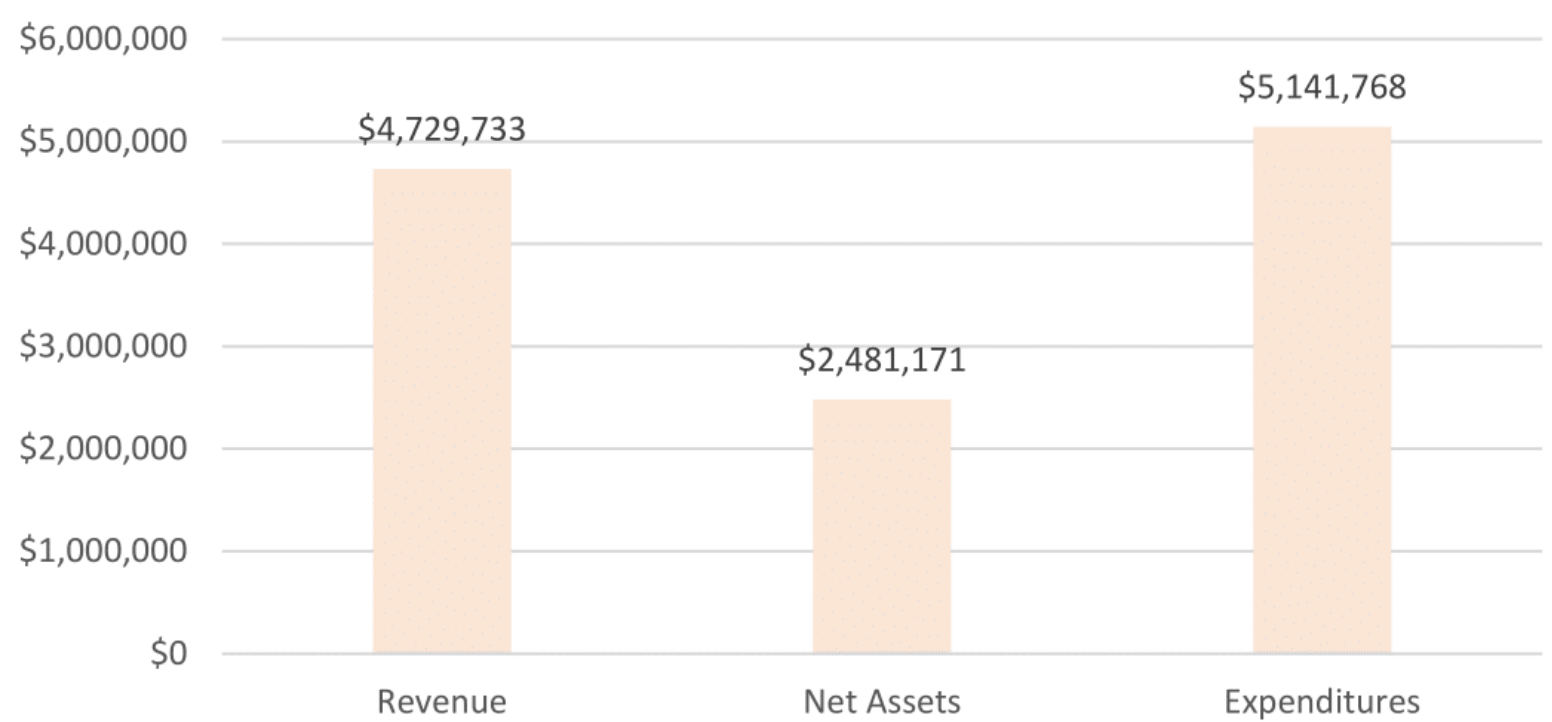
Senior  
Phone  
Chat  
201

Guardian  
Protected  
Clients  
518

# family ELDERCARE

At home with changing lives.

## 2017 Budget



## BUDGET 2017



## Special thanks to our 2017 supporters contributing \$1000 +

10th District AME Church  
 Action Pawn  
 AECOM  
 Wendy Albrecht  
 AMD Community Affairs Department  
 Carl C. Anderson Sr. & Marie Jo Anderson  
 Charitable Foundation  
 The Arnold Foundation  
 Austin American Statesman  
 Austin Board Of Realtors Foundations  
 Austin Community Foundation  
 Austin Diagnostic Clinic  
 The Barilla Foundation  
 Agnes and Mike Beasley  
 Holly Bell  
 Sandra D. Breitengross Bitter and Adam Bitter  
 Vernie D. and Nellie Bodden, Jr.  
 Bountiful Blessings Fund  
 Kim Britt  
 Anna Vander Broek  
 Wallace G. Brownson Jr.  
 David Chapel Missionary Baptist Church  
 Charles and Sonia Colley  
 Communities Foundation of Texas  
 The Ruth and Paul Connor Foundation  
 Robert Cratchit  
 Craven Family Foundation  
 Susan L. and Bill Crews  
 Timothy and Carol Crowley  
 Estate of Mary L. Crum  
 John Crutchfield  
 Gerald Daugherty  
 Renee Daulong  
 Jared Derrick  
 James R. Dougherty Jr. Foundation  
 Drew and Laurie Duncan  
 Georgi Duwe

Shayne and Kaysie Eddleman  
 Ashley Ewing  
 Fidelity Charitable Gift Fund  
 Fox Service Company  
 Friedel Family Foundation  
 Frost Bank  
 Jane Gaytan  
 Jim and Cheryl George  
 GoMedigap  
 Gone for Good  
 Cass Grange and Tom Moe  
 Cathryn Grange  
 Peter M. Guy  
 Donald D. Hammill Foundation  
 Barbara Harlow  
 Melissa Harris  
 Healthtronics Group LP AS  
 HEB - Community and Public Affairs  
 The Herndon Family Foundation  
 Charlotte Herzele  
 The High Road on Dawson Charity  
 Housing Authority City of Austin  
 Howdy Honda  
 Char Hu  
 Elizabeth Humphrey  
 I Live Here I Give Here  
 iMarc Inc  
 Johnson Controls  
 Eric and Ashley Lassberg  
 LGR Foundation Fund  
 Jeanne and Lewis Little  
 Joy Lock  
 Lucille's Catering  
 Maxwell, Locke, and Ritter LLP  
 Michael McCants  
 McCullough Heating & Air Conditioning, Inc.  
 Bill and Hilda McHugh  
 James D. McManus and Dennis Verser





### Special thanks to our 2017 supporters contributing \$1000 +

George Meyer  
Gail and Neil Miller  
The Roy F. & Joann Cole Mitte Foundation  
Mary and Lynn Moak  
The Moody Foundation  
Sandra Morris  
Robert M. Murphy  
Network for Good  
PayPal Austin Gives  
John and Eleanor Powers  
Steve and Mary Pratt  
Prosperity Bank  
Richard L. Smith and Janice Randall  
Leslie A. and Brian Reynolds  
Mario Rivera  
Emily J. and Orion Robillard  
Shubhada Saxena  
Hadassah M. and Peter Schloss  
Schwab Charitable Fund  
Shield-Ayres Foundation  
Shomos Family Foundation, Ltd.  
Monica Shomos  
Silicon Valley Community Foundation  
May and Stanley Smith Charitable Trust  
Richard M. Smith and Janice Randel  
Campbell Snyder  
Spencer Family Trust  
St. David's Community Health Foundation Initiatives  
St. David's Foundation  
Carol Stewart  
studioSIX5, Inc  
Texas Caregiver Support Services  
Texas General Land Office  
Topfer Family Foundation  
Travis County Medical Alliance Foundation

Travis County Women Lawyers Foundation  
United Way Capital Area  
United Way of Williamson County  
Brent Weber  
WellMed Charitable Foundation  
Wolff Logics  
Mark Young



