

family
ELDERCARE

ANNUAL REPORT 2018



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Photo Credit: Annie Ray Creative

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Our 1st ever Fans-4-Paws!

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 since 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.



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,

It is with excitement that I share Family Eldercare's 2018 Annual Report with you. This past year brought us growth and change, as our staff and programs expanded to better serve the needs of our neighbors. We couldn't have done any of it without the generous support of our donors, from individuals who choose to share their hard-earned money to funders like the St. David's Foundation, which gifted us \$1.5 million – our largest gift ever – to set us up for success for years to come.

We are thrilled to announce that two of our long-time employees have taken on new leadership roles. Sara Clymer was promoted to Director of our Guardianship program with visions to expand services across the state to meet the needs of the most vulnerable Texans. Lisa Daly returned to Family Eldercare to head our growing In Home Care department, helping older adults live at home safely and reducing the burden on family caregivers.

We continue to address some of the biggest challenges facing our aging neighbors, including increased homelessness in our region. With support from the Moody Foundation and the City of Austin, we were able to formalize our Rapid Rehousing for Older Adults program to stabilize housing, finances, and health of older adults experiencing homelessness. Additionally, we were ranked 16th in the nation in a highly competitive application for homeless services from the U.S. Department of Housing and Urban Development.

Our 28th Annual Summer Fan Drive distributed 7,000 fans during the record summer heat to Central Texans without air conditioning. This year marked the Summer Fan Drive's delivery of our 100,000th fan to a heat-vulnerable member of our community.

Finally, our staff has been hard at work developing a new Strategic Plan for the next three years which will begin in 2019 and usher us into the new decade. We can't wait to show you what's in store – keep an eye out for next year's Annual Report for more!

In gratitude,


Kent Herring
Family Eldercare CEO



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.

MILESTONES

IN 2018

2,678

seniors and adults with disabilities were served by one of our year-round programs.

PEOPLE



FANS

100,000

Our iconic Summer Fan Drive distributed its 100,000th fan to protect and cool a member of our community.

420

volunteers generously donated their time to serve the Family Eldercare mission.

VOLUNTEERS



33%

increase in LCWW class sessions in 2018, reaching and engaging even more home-bound or isolated participants.

CLASSES



CLIENT SUCCESS STORIES

Debra

Debra lives with ambulation challenges, has a history of isolating herself and unfortunately does not have family or friends involved in her life. Since connecting with In Home Care and receiving our services, Debra has been able to leave her apartment to shop, get to necessary appointments, and even go out for lunch resulting in an increase in confidence and connection. Over the recent holidays, one of our care attendants donated a gift card in honor of Debra and we were able to surprise her with variety of Christmas presents. Debra was truly surprised and grateful and remarked that it was the first time in many years that she has received presents. In addition, we were able to coordinate services with a professional organizer to help Debra create a more peaceful and orderly home.

Eddie

Eddie, a local man who has been under guardianship since 2006, was in a car accident where he sustained a head injury in the late 1980's which left him with significant brain damage. Over recent years, he has had some improvements in his level of functioning. He has been living in his own apartment in the community since 2012. He has always expressed an interest in having his rights restored and over the years has been working to improve his self-reliance and independence. A recent Physician's Certificate of Medical Examination (PCME), which is used to determine if an individual meets the guidelines for incapacity in the State of Texas, determined that Eddie no longer meets the regulatory definition of incapacitated adult. Eddie's Guardianship Care Manager is actively working with the Travis County Probate Court to get a hearing set up to look at having Eddie's rights restored and guardianship terminated. A team of folks is committed to his success moving forward. Family Eldercare provided Eddie with a debit card and he is able to check his balances, manage his expenses, and report to his guardians any concerns that he has. His social life has improved immensely, and he is able to get around the great Austin Metro area and now has a lady friend that he enjoys spending time with. Through active engagement with Family Eldercare's Guardianship Program, Eddie has been able to inquire and be a part of medical decisions, learn vital money management skills, and is looking for employment as well. Family Eldercare always considers lesser restrictive alternatives to guardianship whenever possible and appropriate.



Client names changed to protect privacy

IN MEMORIAM



Alva Fink, Former Board Member
1924 - 2018



Jacqueline Lelong, Founder
1930 - 2018