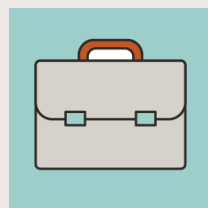
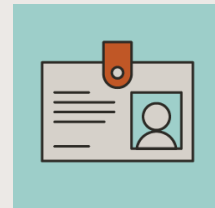


2021

family  
ELDERCARE

# ANNUAL REPORT





Carol Stepp, 2021 80 Over Eighty honoree sitting next to a Family Eldercare employee

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# OUR STORY

## OUR FOUNDING

Family Eldercare was founded in 1982 by two women with a ground breaking idea: develop resources and training for families caring for their aging loved ones. Jackie Lelong and Tina Dublin were experts in the field of aging and they took action to fill an unmet need.

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 and a phone, but it eventually became the primary agency in Central Texas directly serving older adults, adults with disabilities, and those who care for them.

The legacy of our founders lives on in the innovative programs we create to meet the evolving needs of our community.

## VISION

Create an [equitable](#) and more livable Central Texas for everyone by focusing on the [stability, dignity, and well-being](#) of older adults and people with disabilities.

## MISSION

We believe that older adults and people with disabilities are a vital part of creating a more livable, inclusive Central Texas for everyone. We thoughtfully partner with families and individuals to create stability, dignity, and success.

# 2021 BOARD OF DIRECTORS

## SERVED ON THE BOARD IN 2021

### OFFICERS

**Kim Wilson, Board Chair**

Austin, TX  
Term ends 2021

**Jen Berbas, Past Board Chair**

Austin, TX  
Term ends 2021

**Ali Foyt**

Houston, TX  
Term Ends 2022

**Cass Grange**

Austin, TX  
Term ends 2021

**Deborah Kerr, Ph.D**

Austin, TX  
Term ends 2021

**Cory Macdonald**

Austin, TX  
Term Ends 2022

**Sam Cockburn, Treasurer**

Austin, TX  
Term ends 2022

**Charles Colley, Secretary**

Austin, TX  
Term ends 2021

### MEMBERS

**Bill McHugh**

Leander, TX  
Term ends 2021

**Patricia McLaughlin**

Cedar Park, TX  
Term ends 2021

**Sandy Morris**

Austin, TX  
Term ends 2021

## NEWLY ELECTED IN 2021

**Renee Lopez**

Hutto, TX

**Fred Lugo**

Austin, TX

**Anna Vander Broek**

Lubbock, TX

## JOINED ADVISORY COUNCIL IN 2021

**Smitha Bellur**

Austin, TX

**Eric Corum**

Georgetown, TX



# 2021 EXECUTIVE LEADERSHIP

**Kent Herring**

Chief Executive Officer

**Brittany Baize**

Director of Development & Communications

**Sara Clymer**

Director of Guardianship Services

**Marisol Calvo**

Director of Human Resources

**Cheryl Dunn**

Director of Finance & Administration

**Shontell Gauthier**

Director of Financial & Housing Stability

**Joyce Hefner**

Director of Housing & Community Services



Family Eldercare main office

# OUR VISION

## OUR VISION FOR 2021

Our vision for 2021 was to expand our partnerships and voice to ensure Central Texans have a supportive place to call home. We intended to focus our advocacy efforts primarily on four major areas of concern for our community.

### ADDRESSING THE EVICTION CRISIS AND SHORTAGES IN AFFORDABLE HOUSING

In August, we joined forces with the Austin Housing Coalition to call for banning evictions through early 2021. At the press conference, we called for *“state and federal leaders to extend eviction moratoriums until relief efforts are implemented. We are facing a completely predictable and preventable wave of homelessness, and banning eviction in the midst of this pandemic is a top priority.”*

### SUPPORTING PROFESSIONAL CAREGIVERS AND THOSE RECEIVING THEIR CARE

Last October, Family Eldercare switched our focus from providing in-home caregiving directly to becoming advocates for improving the system. [Read this blog to learn why.](#)

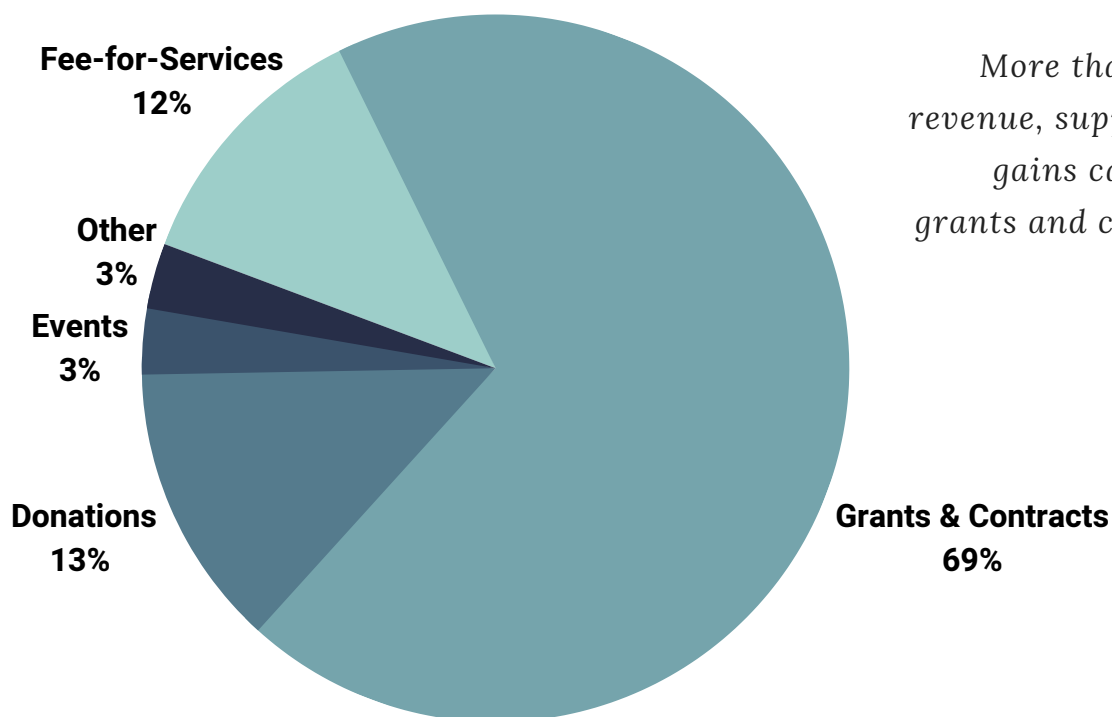
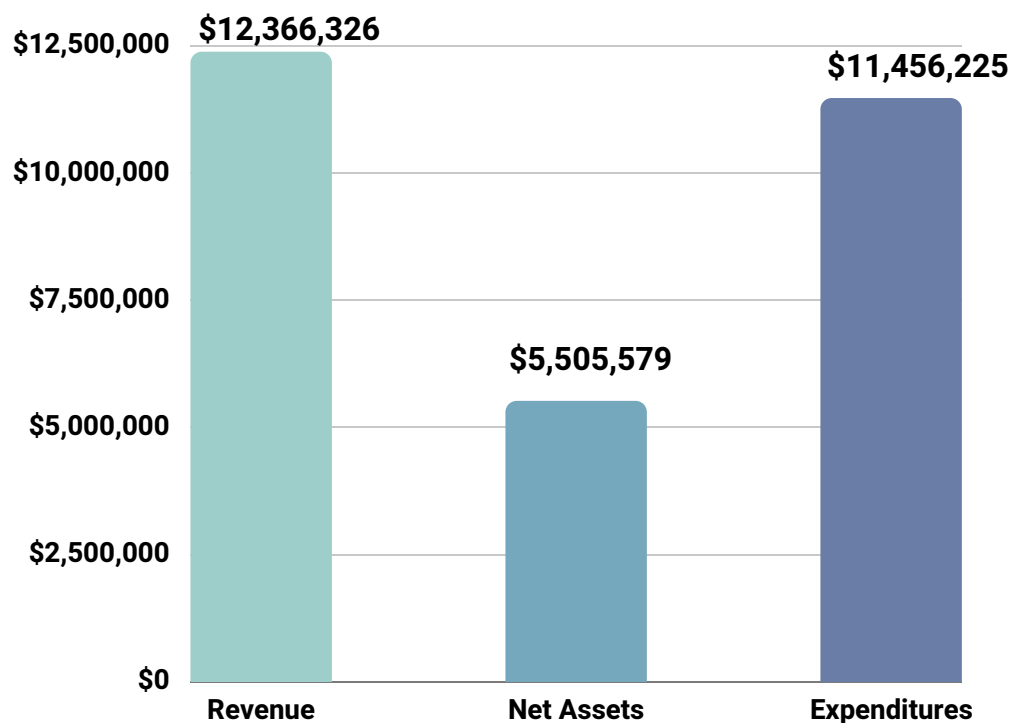
### EQUITABLE ACCESS TO DIGITAL RESOURCES FOR OLDER ADULTS AND PERSONS WITH DISABILITIES

As the COVID-19 vaccine rollout continued, one of the biggest challenges faced by our clients was that they couldn't register for vaccinations because they didn't have internet, couldn't afford internet, were intimidated by the registration process, or didn't have a device that would make access to registration sites manageable. As a response to this digital divide, Family Eldercare sought out additional funding in this area and partnered with Austin Public Health to offer onsite vaccinations at Family Eldercare.

### REBUILDING LIVES THROUGH DISASTER RELIEF

It was evident that the economic impact of Winter Storm Uri and the pandemic would continue to have long-term effects on those we serve. We acted immediately after the storm hit, launched a storm recovery fundraising campaign, and our efforts paid off. The national spotlight was on Texas and Family Eldercare was named one of the charitable recipients of a nationwide campaign that resulted in the largest donation in our history at over \$700,000. We established the Emergency Preparedness & Disaster Relief Fund to help us prepare if disaster hits again.

# 2021 STATEMENT OF ACTIVITIES



*More than half of revenue, support, and gains came from grants and contracts.*

# OUR PROGRAMS

**In 2021, Family Eldercare celebrated 39 years of service to Central Texans. We continue to meet the urgent needs of our community through strong leadership, innovative partnerships, and generous community support.**

## **FINANCIAL & HOUSING STABILITY (FHS)**

Formerly known as Money Management, FHS provides case management and support services to support individuals on their journey toward self-sufficiency and stable housing.

## **GUARDIANSHIP**

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

## **HOLIDAY GIVING DRIVE (HGD)**

This program can provide direct client assistance such as rent payments, utility deposits, dental work, groceries, clothing, and other needs. During the holiday season, community supporters purchase items most requested by our clients or fund HGD's direct client assistance.

## **IN-HOME COUNSELING**

Provided to older adults at home or virtually, by licensed clinical social workers to support patients' mental health and help them cope with depression, anxiety, stress, conflict, trauma, and crisis.



A snippet of Grady Elliot, one of our 2021 80 Over Eighty honorees.



# OUR PROGRAMS

## LIFETIME CONNECTIONS WITHOUT WALLS (LCWW)

A phone-based and virtual 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 – over the phone and virtually – all from the comfort of home.

## SERVICE COORDINATION

Connects people living in affordable housing with supportive services that help them remain independent in their homes. Service Coordinators are found in affordable housing properties throughout Austin, including the Family Eldercare-owned Lyons Gardens.

## SUMMER FAN DRIVE (SFD)

Held every year from May to September, the Summer Fan Drive provides free fans as lifesaving relief from the dangerous Texas heat. Community donations are used to purchase fans in bulk at a discount and donors can also drop off fans during our July and August drop off events or at our warehouse during the summer.



Left to right: Omega Psi Phi-Delta Chapter dropping off fans; Two fan drive supporters donating fans



# YEAR IN REVIEW

**You—our advocates, volunteers, donors, and friends—made 2021 another year to remember. Family Eldercare staff spent an estimated 150,000 hours making meaningful connections with the nearly 10,000 people we served. Here are some top moments in 2021.**

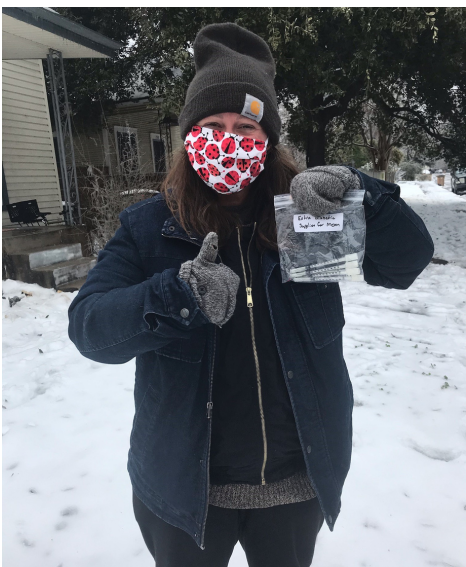
**January-** Our Vision for 2021 was created (see page 6).

**In February**, amidst power outages and devastation, Family Eldercare employees and volunteers made thousands of safety check calls and visits. We also distributed 1365+ donated meals for our clients during the dangerous Winter Storm Uri. [Watch our Thank you video at this link.](#)

**In March**, we celebrated eleven honorees during our 80 Over Eighty celebration and it became our first virtual event. Visit the event website to [watch the video](#) or [tour the gallery](#).

**In April**, we partnered with Austin Public Health to provide a Mobile COVID-19 Vaccine Clinic at Family Eldercare for clients having difficulty scheduling otherwise.

We also shared the rights restoration journey of Michael who had been under our guardianship for many years. [Visit this blog to read his journey.](#)



Left to right: a volunteer handing out COVID-19 testing swabs during the Winter Storm wellness checks; clients wait in line to get the COVID-19 vaccine; Shontell Gauthier, Director of FHS onsite at the vaccination clinic.

# YEAR IN REVIEW

**In May**, because of the generosity of donors from around the country, we established our Emergency Preparedness & Disaster Relief Fund.

The Summer Fan Drive 2021 officially kicked off on May 1st. [Read how the fan drive impacted Connie in this blog.](#)

**In June**, we experienced a high volume of fan requests and by the end of the month had run out of fans. Our community heard our call for help and we were able to re-stock fans until the drop off event in July.

**In July**, we held our Fan Drop Off Event. Our community came together and raised \$152,000 and donated 600 fans. We had run out of fans 2 days before the event!

**In August**, we held our Fans-4-Paws fan drop off event to collect fans and funds for older Central Texans and their pets living in hot homes.

As our programs and services grew to meet the housing and stability needs of our community, Family Eldercare began a re-branding effort to more accurately communicate the impact our services make in our community.



Left to right: a fan drive client getting a fan; Kaxan (KXAN mascot) smiling on a pile of fans



**10,300+**

CENTRAL TEXANS IN 15  
COUNTIES IMPACTED.



**7,274**

FANS DISTRIBUTED.



**457**

SERVICES IN ADDITION TO  
FANS PROVIDED.

## WHAT WE DID

# 2021 SUMMER FAN DRIVE

## WHO WE HELPED



**39%**

REPORTED FEELING  
SICK FROM THE HEAT.



**66%**

REPORTED NOT HAVING  
ENOUGH TO EAT.



**34%**

OLDER ADULTS WERE LIVING  
IN HOT HOMES WITH A PET.



# YEAR IN REVIEW

**In the fall**, thanks to the St. David's Foundation, we expanded our partnership with Community First! Village to provide aging services to older residents recovering from homelessness.

As part of our re-branding process, our mission and vision statements were updated with input from Family Eldercare employees, board members, volunteers, clients, donors, and other stakeholders in our community. The 2021 updated versions were presented on page 3. [Visit our new website here.](#)

**In September**, we announced our initiative to build deeply affordable housing for older adults through a county-wide collaboration. [Visit this blog to read more about it.](#)

**In October**, through the efforts of our Financial and Housing Stability team, we secured benefits for 600+ older Central Texans with a value of benefits for our clients totaling 2.3 million dollars. [Visit our website to read the latest about our FHS services.](#)

**In November**, it became official that our wonderful client Cheryl would be featured by the Austin American Statesman's Season for Caring campaign. Read more about Cheryl's journey on page 14 below or [visit the Statesman's profile](#) and [follow up feature](#).

**By December.** Our Rapid Re-Housing team (RRH) had housed 145 Central Texans who were experiencing homelessness. Watch [Part 1](#) and [Part 2](#) of our video series: A Day in the Life of a Rapid Re-Housing Case Manager.



Cheryl and her dog

# SUCCESS STORIES

## **CHERYL- SUMMER FAN DRIVE, IN-HOME COUNSELING, FINANCIAL AND HOUSING STABILITY, WINTER STORM ASSISTANCE, COVID-19 ONSITE CLINIC**

*Cheryl's journey with Family Eldercare began in the summer of 2020 and continued throughout 2021. Her story highlights how essential it is for someone in a vulnerable state to have access to a professional who can help them navigate the challenges and achieve stability. Cheryl has given us permission to disclose her name and story.*

Cheryl first came to Family Eldercare on a typical sweltering Austin summer day in 2020 during the height of COVID-19. She was nearly 70, sheltering at home - and it was HOT. Cheryl couldn't afford to turn on her AC. She had recently become a widow and was grieving the loss of her husband. They had shared their Austin home for over a decade and she was in danger of losing it. Her bills and rent were quickly piling up. Cheryl worried about getting evicted. She worried about getting COVID. She worried about her future.

Like all fan drive clients, she received a resource packet that included information about Family Eldercare's other services. She read about our in-home counseling program where licensed clinical social workers travel to clients' homes for therapy. She called about getting enrolled and was connected to one of our counselors, Lisa White.

Lisa and Cheryl worked through difficult feelings together. Cheryl began to feel less overwhelmed and isolated, but was still facing eviction. Lisa referred her to our Financial and Housing Stability program, where she quickly found a case manager dedicated to keeping older adults housed. Her case manager connected her to COVID relief funding which paid 5 months of rent, totaling over \$5,000! A big weight had been lifted and Cheryl was grateful to stay in her home.

Then Winter Storm Uri hit Texas in February 2021, and the state shut down many of its services. Cheryl was unable to get the food stamps she relied on. She once again reached out to Family Eldercare for help. Through our crisis response initiative, Cheryl received an H-E-B gift card to help hold her over until her food stamps were reinstated.

Meanwhile, Cheryl had spent hours of her time searching online to locate a COVID-19 vaccination appointment without any luck. She told Lisa in their counseling sessions that she



# SUCCESS STORIES

was becoming increasingly frustrated and worried. Family Eldercare worked with Austin Public Health to offer a vaccine clinic at our main office. Lisa made sure Cheryl was signed up for the clinic and she finally received her vaccine in April 2021.

While Cheryl had made much progress, her limited income as a widow meant she had to relocate to live in an RV which needed major repairs. Family Eldercare nominated her to the Stateman's Season for Caring campaign and we were thrilled when she was selected. Season for Caring was lifechanging for Cheryl who by the end of 2021 had a safe, stable place to live.

"I'm shouting from the rooftops!" she told Lisa, expressing her deep gratitude and relief for the support that contributed to her prosperity, health, longevity, and future happiness.

**Lifetime Connections Without Walls (LCWW) was critically important in 2021 as the pandemic remained a concern in our community. Fees were waived and we added more sessions. Participants rated LCWW very positively especially as they continued to be isolated. Here are some of the testimonials from participants who rated the program.**

*"These wonderful, intelligent, friendly people may literally made it possible for me to stay sane during this time of almost solitary confinement due to the virus. I am grateful to pray for them daily as I count my other blessings."*

*"It helps me feel connected to other human beings because I live alone and have zero family here! At times makes me laugh. Thank you."*

*"To hear others makes me feel connected even if I enjoy living alone. It gives a balance in my life."*

*"Eight years ago, I lost my sister and the father of my grandchildren/children. I was isolated. I was traumatized. I was lonely. I could not speak. Thank you for helping me change my life."*

# SUCCESS STORIES

**To protect the identity of the following Family Eldercare clients, their names were changed. We shared their stories as part of the Holiday Giving Drive program. We continue to be inspired by the resilience and hard work of the people we serve.**

## **WILLIAM- FINANCIAL & HOUSING STABILITY**

Hailing from the Piney Woods of East Texas, William, age 72, is a Vietnam veteran. He was a proud Marine who earned many commendations including the National Defense Service Medal, Combat Action Ribbon, and the Vietnamese Gallantry Cross. But, the war took a mental toll on William. He found life hard after his discharge. He lost his peace of mind, his hope, and eventually his family. We met him on the streets when he was 67. Through our Financial & Housing Stability services, William obtained housing and the mental health services he badly needed. Since then, William has worked hard to rebuild his life and is looking forward to having his first dog and a faithful friend.

## **GLYNNIS- IN-HOME COUNSELING**

Glynnis, age 66, is a very impressive lady. As a single mother, she raised two accomplished daughters. Then, at age 50, she completed her degree and began a new career. She has experienced significant medical issues, but is very committed to living an independent, self-reliant life. Glynnis is a believer in the power of good mental health and is appreciative of Family Eldercare's In-home Counseling services.

## **BONITA- BILL PAYER SERVICES**

Bonita, age 74, is a giver. Even though she lives on a very limited income, she still gives to charity. For many years, Bonita has gotten help managing her benefits through our Bill Payer services. 2021 was very difficult for her because she was diagnosed with breast cancer and underwent Chemo. She also lost her dog who was her best friend and best source of support. You will be happy to hear that she finished Chemo treatment in December 2021 and is looking forward to having some energy again.

# SUCCESS STORIES

## JOE- GUARDIANSHIP

Meet Joe. He is 70 years-old and the King of Karaoke at the state-run facility where he lives. Despite his complex medical needs, Joe loves to play dominoes, dance, and sing. Earlier in his life, Joe was married and worked as a farm hand. A tragic accident caused a traumatic brain injury that made it impossible for him to provide for his own care and safety. Family Eldercare has served as his legal guardian for 8 years. With the help and advocacy of his Guardianship Care Manager, Joe maintains a stable life with the routine and medical care his condition requires.

## BEATRICE- SERVICE COORDINATION

Beatrice, age 53, has been serving as her mother's unpaid caregiver for seven years. Recently, she and her mom moved into a housing complex supported by Family Eldercare's Service Coordinators who connect residents with community resources. Beatrice's mom is battling dementia. With help from her siblings, she takes care of her mother's daily needs such as cooking, cleaning, shopping, bathing, giving her mom medication, and taking her to medical appointments. Beatrice also cares for her special-needs adult daughter full time. Beatrice cares for her daughter and mother with love, and her goal is to get help so she can rest more.

## DELILA- FINANCIAL & HOUSING STABILITY

Delila, age 75, believes it's never too late to change your life. After 50 years in an abusive marriage, Delila found the courage to leave him. She became homeless—living in churches, motels, and on the streets throughout Austin. After the pandemic, she found temporary shelter and was enrolled in our Financial & Housing Stability program to obtain permanent housing. Today, Delila finally has a safe place to call home. Her resilient spirit helped her survive the abuse, trauma, and heartbreak she endured, but her body took longer to heal. Fortunately, she will have a professional who will ensure she gets the care she needs.

## JANE- GUARDIANSHIP

Say hello to Jane—a woman with a heart of gold. She is 46 and living with an intellectual disability. Family Eldercare is her legally appointed guardian. Jane's life has had more than its share of turmoil, loss, and unimaginable abuse. But, she doesn't let her past experiences dictate her desire to succeed. With the help of her Guardianship Care Manager, Jane was able to reconnect with her daughters, restore her right to vote, and secure a music therapy scholarship to help her heal from her past trauma. Jane is passionate about music and has even written a few songs to her daughters in music therapy.

# SUCCESS STORIES

## KRISTINA- FINANCIAL & HOUSING STABILITY

Kristina is 37 and is currently getting assistance through a partnership between Family Eldercare's Financial & Housing Stability program and the Travis County Services for Deaf and Hard of Hearing. Kristina had a close friend who financially exploited her. After losing her friend and financial stability, Kristina has worked very hard to move forward with her life. One of her favorite things in the world is reading, and she loves finding cozy spots to read and relax.

## JOHN-GUARDIANSHIP

When he was 6, John was removed from his biological parents and entered the foster care system. Now 34, Family Eldercare has been his legal guardian for 12 years. John has an intellectual disability and a severe seizure disorder. John's past history of abuse led him to a deep depression which he has worked hard to manage. With the help of his Guardianship Care Manager, John now has a safe and supportive place to live and is thriving. If you met John you would notice his gentle soul and optimism for the future. He enjoys his part-time job and works hard on setting goals for his future.

## LAMAR-FINANCIAL & HOUSING STABILITY

At age 31, Lamar lost his vision to gun violence. Before the accident, he described his life as the American dream. Suddenly, he was blind and a single parent. Lamar was determined to adjust and raise his family as best he could. Four years ago, Lamar sought help from our Financial & Housing Stability program because he needed a trusted service to manage his disability benefits and to make sure his bills were paid on time. He works part-time at the Travis Association for the Blind. His goal is to obtain the tools and devices that would make his life easier.



Left to Right: A case manager out in the field; an LCWW participant getting ready for phone-based bingo.

# 2021 MILESTONES

**11,945**

**PEOPLE**

RECEIVED FAMILY  
ELDERCARE SERVICES



**7,274**

**FANS**

ACROSS 15  
COUNTIES

**175**

**VIRTUAL SESSIONS**

WITH ISOLATED  
OLDER ADULTS



**145**

**LIVES CHANGED**

THRU RAPID  
REHOUSING

**\$2.3 M**

**IN BENEFITS**

SECURED FOR FHS  
CLIENTS



**67,048**

**INTERACTIONS**

WITH CLIENTS  
ACROSS PROGRAMS

**147**

**EMPLOYEES**

LIVING OUR  
MISSION DAILY







Left to right: Dhila Vaidya, a 2021 honoree with her hands in the air; An employee in front of our entrance sign

**Special thanks to the St. David's Foundation for continued support of our mission and to donors who contributed to our Winter Storm Campaign and Emergency Preparedness fund. This direct client assistance funding allowed us to pay for emergency kits, basic needs such as rent, food, medications, utilities, and other assistance for our clients as they endured an unprecedented pandemic. We are also grateful for the continued support of our largest grant partners and special campaign supporters.**



**ActBlue Charities  
Andrew Delaney Foundation  
May and Stanley Smith Charitable Trust  
McCullough Heating & Air Conditioning  
Moody Foundation  
National Council on Aging (NCOA)  
St. David's Foundation  
The Barilla Foundation  
The Statesman's Season for Caring campaign  
Topfer Family Foundation**

