

*Caring • Connecting • Making a Difference*

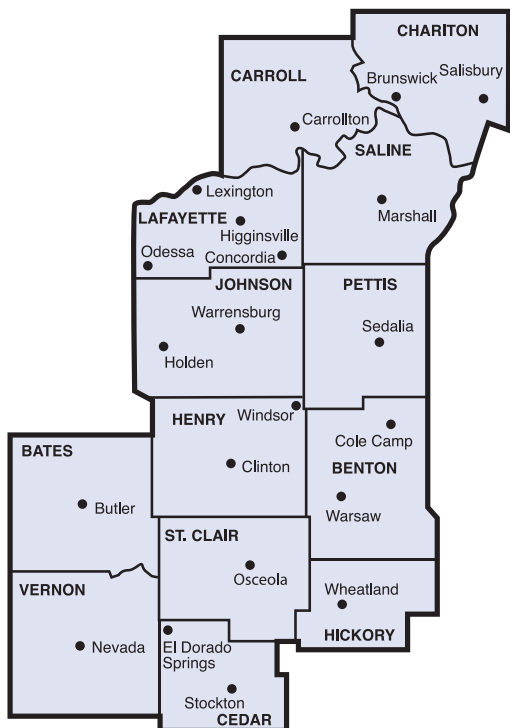
**A note on COVID-19 Impact:**

The COVID-19 Pandemic had a major effect on the way in which Care Connection for Aging Services provided assistance during the Fiscal Year that ended June 2020. The agency temporarily closed its 22 locations for in-person services in mid-March. We immediately began a transition to reach clients through telephone and Internet, as well as increased home-delivery and curbside meal service. The COVID-19 Pandemic interrupted our popular tax assistance program, in-person care management, volunteer-driven

transportation and other volunteer opportunities. The closure of long-term care homes curtailed ombudsmen visits to nursing homes. We increased our friendly phone calls and launched a growing variety of Zoom and Facebook offerings. We have every intention of opening all 22 locations when health authorities advise that it's safe for people 60 and older to come together in large groups. Until then, we continue to provide our services, information, and assistance in new and innovative ways.

**TOTAL  
NUMBER OF PEOPLE  
SERVED**  
ALL SERVICES

**9,840**



**13 COUNTIES**

**22 LOCATIONS**

**MEALS**



**DINING ROOM  
118,928**

**HOUBOUND/CURBSIDE  
362,688**

**TOTAL  
481,616**



**HEALTH AND INTEGRITY**  
**KNOWLEDGE**  
**TRUSTWORTHINESS**  
**DIGNITY**  
**COMPASSION**

**About Us:**

Care Connection for Aging Services, a non-profit area agency on aging serving West Central Missouri, operates 22 locations in 13 West Central Missouri counties – Bates, Benton, Carroll, Cedar, Chariton, Henry, Hickory, Johnson, Lafayette, Pettis, Saline, St. Clair and Vernon. The agency provides opportunities to create positive aging experiences. Our vision is the people we serve will live with maximum independence, dignity and respect.

**CARING**  
**INSPIRATION**  
**COURTESY**  
**COMMITMENT**

OATS RIDES PROVIDED **26,040**



VOLUNTEER TRANSPORTATION (PAR) TRIPS **813**

**VOLUNTEERS**

**1,387**

**59,952**

**HOURS SERVED**

**VALUE**

**\$715,435**



PEOPLE SERVED  
**1,693**

NUMBER OF SESSIONS  
**505**



**GENERAL EDUCATION SESSIONS**

**PUBLIC EDUCATION**

NUMBER OF POSTS/SESSIONS

**2,422**

NUMBER OF REACHES

**38 MILLION**



**TAXES**



HOURS DONATED

**955**

PEOPLE HELPED

**992**

VOLUNTEERS

**24**

AMOUNT REFUNDED

**\$588,962**

VALUE OF SERVICE

**\$24,986**



# WELLNESS

## PHYSICAL FITNESS/HEALTH PROMOTION



3,319 PEOPLE

53,460 HOURS



## RECREATION

2,886 PARTICIPANTS

## HEALTH SCREENINGS

640 PEOPLE

1,848 SCREENINGS

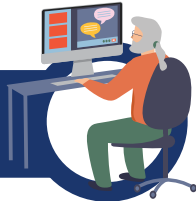


# SUPPORTIVE SERVICES

**CARE MANAGEMENT**  
HOURS OF SERVICE  
5,253



**INFORMATION AND ASSISTANCE**  
PEOPLE HELPED  
1,034



**HOMEMAKER PERSONAL CARE**  
HOURS OF SERVICE  
2,868



**TELEPHONE REASSURANCE AND FRIENDLY VISITING**  
CONTACTS  
14,887



**FAMILY CAREGIVER SERVICE**  
HOURS OF SERVICE  
539



# MEDICARE

PEOPLE HELPED  
1,368

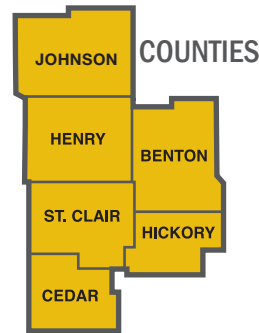
PRESCRIPTION ASSISTANCE APPLICATIONS  
261



**RSVP**  
RETIRED AND SENIOR VOLUNTEER PROGRAM

HOURS  
17,000

VOLUNTEERS  
245



# LONG-TERM CARE OMBUDSMEN



22  
OMBUDSMEN  
VOLUNTEERS

819  
HOURS  
SERVED

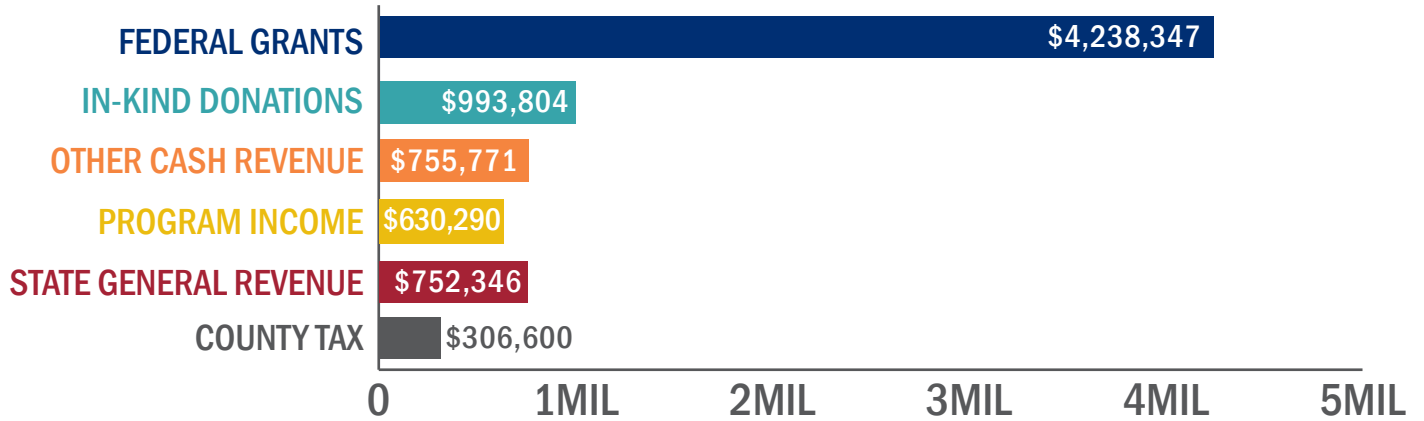
\$20,830  
VALUE OF  
SERVICE

5,079  
VISITS TO  
RESIDENTS

# THANK YOU

Thank you to all who have donated their time, talents and money to join our mission of providing opportunities to create positive aging experiences. We receive funding from a variety of federal and state sources, county taxes and grants. However, the support and donations from the communities where we serve are at the heart of our operations and service to older adults.

## ABOUT THE MONEY



## FUNDING BY PROGRAM FOR FISCAL YEAR 2020 EXPENDITURES BY PROGRAM FOR FISCAL YEAR 2020

