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.
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.

**HOURS SERVED**
59,952

**VOLUNTEERS**
1,387

**VALUE**
$715,435

**TAXES**
AMOUNT REFUNDED
$588,962

**PEOPLE HELPED**
992

**VOLUNTEERS**
24

**VALUE OF SERVICE**
$24,986

**OATS RIDES PROVIDED**
26,040

**VOLUNTEER TRANSPORTATION (PAR) TRIPS**
813

**NUMBER OF SESSIONS**
505

**GENERAL EDUCATION SESSIONS**

**PUBLIC EDUCATION**
NUMBER OF POSTS/SESSIONS
2,422

**NUMBER OF REACHES**
38 MILLION

**INSPIRATION**
DIGNITY
COURTESY
COMMITMENT

**COMPASSION**
KNOWLEDGE
TRUSTWORTHINESS
CARE
**WELLNESS**

- **Physical Fitness/Health Promotion**
  - People Helped: 3,319
  - Hours of Service: 53,460

- **Health Screenings**
  - People Helped: 640
  - Screenings: 1,848

**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**

- Ombudsmen Volunteers: 22
- Hours Served: 819
- Value of Service: $20,830
- Visits to Residents: 5,079
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.

**FUNDING BY PROGRAM FOR FISCAL YEAR 2020**

- **Home Delivered Meals**: $3,172,695
- **Congregate Meals**: $1,337,648
- **Supportive Services**: $1,097,130
- **Special Projects**: $673,550
- **Family Caregiver**: $405,647
- **Administration**: $297,515
- **Ombudsman**: $110,689
- **Health Promotion**: $58,179
- **Undesignated (FR, Contrib, etc)**: $587,105
- **Fundraising**: $53,624

**EXPERDITURES BY PROGRAM FOR FISCAL YEAR 2020**

- **Home Delivered Meals**: $3,178,508
- **Congregate Meals**: $1,338,957
- **Supportive Services**: $1,088,456
- **Special Projects**: $669,043
- **Family Caregiver**: $411,703
- **Administration**: $297,515
- **Ombudsman**: $110,689
- **Health Promotion**: $49,933
- **Undesignated (FR, Contrib, etc)**: $587,105
- **Fundraising**: $53,624

**TOTAL FUNDING**: $7,740,158

**TOTAL EXPENDITURES**: $7,198,428