



# Shenandoah Area Agency on Aging (SAAA) 2017 Annual Report



**Shenandoah Area Agency on Aging**

**207 Mosby Lane**

**Front Royal, VA 22630**

**540-635-7141 or 800-883-4122**

**[www.shenandoahaaa.com](http://www.shenandoahaaa.com)**

**Serving the counties of Page, Shenandoah,  
Frederick, Clarke, Warren and the city of  
Winchester**

## Board of Directors

Fiscal Year 17 10/01/2016-09/30/2017)

Thomas Throckmorton – Chair (Warren)  
Charles Thomas – Vice Chair (Shenandoah)  
Thomas Reed - Treasurer - (Frederick)  
Robina Rich Bouffault – Secretary (Clarke)  
Tom Cammack (Clarke)  
Open Position (Frederick)  
Dorothy Pendley (Page)  
Craig Lancto (Page)  
John Ayers (Shenandoah)  
Joe Biggs – FY18 (Warren)  
Sue Lessman (Winchester)  
Scott Jenkins (Winchester)  
Queenie Kemmerer (Advisory Council Representative)



## SAAA Advisory Council

Fiscal Year 17

Vickie Harris-Williams (Chair)  
Martha Myer  
Barry Lee  
Donielle Palmer  
Scott King  
Queenie Kemmerer  
Martha Watkins  
Tina Mann  
Ann Crim  
Daryl Lee Funk  
Aaron Blight – FY18



## SAAA Services

**Senior Centers** - **25,539** hot nutritious noontime meals were provided. The Centers also provided various programs including current events, exercise, nutrition education, healthy aging information, health education programs, socialization, music, trips, etc. 21,815 trips brought participants back and forth from home to the Centers.

**“Meals on Wheels”** - **48,177** meals were provided five days per week to homebound older residents. The meals are prepared at the Senior Centers (contracted in two locations) and delivered to the homebound individuals’ homes.

**“Our Place”** - **5,245** hours of respite care for Alzheimer’s and dementia clients were provided. Two community respite care sites located in Shenandoah and Clarke County provide needed respite to caregivers plus activities and socialization to those clients in early to mid-stage Alzheimer’s or dementia.

**Care Management Services** - **739** individual in-home assessments were completed by staff who worked directly with the recipient & family members to develop a plan of care. Staff coordinate available agency and community services for individuals to “age-in-place” safely.

**Personal Care & Homemaker** - **6,441** hours were provided to homebound individuals. Personal care includes help with grooming, transferring, hygiene, etc. Homemaker services include help with light housekeeping, laundry, clean-up, etc.

**Information and Referral Assistance** - **23,813** responses to requests were provided for older persons, their caregivers, employers, and/or professional providers of aging services.

**WellTran** - **10,788** trips were provided. Rides are available Monday through Friday with advance scheduling to pick up medication, grocery shopping, and/or medical appointments. Under a grant, the fee is kept low for low-income seniors and persons with disabilities.

**Insurance Counseling** - **1,130** insurance one-on-one consultations were provided. Six certified Insurance counselors help seniors with information on insurance options including prescription coverage, research into eligibility, and help with documentation or paperwork. VICAP Insurance Counselors were able to save individuals thousands and thousands of dollars in premiums and prescription costs by comparing Part D options during Medicare’s Open Enrollment period.

**Long-term care Ombudsman** - **219** complaints at facilities were investigated as an advocate for residents of long-term care. In addition, she provides training and consulting assistance to local long-term care facilities and staffs.

## SAAA 2017 Financial

### Revenues

Federal Government	1,129,039
State Government	631,415
Local Governments	310,000
Contributions & Grants	214,958
Client Fees	106,962
Other	1,084
Total Revenues	2,393,458

### Expenses by Services

WellTran	447,938
Homemaker	119,522
Personal Care	94,322
Care Coordination	142,458
Public Information & Education	16,476
Information and Assistance	79,609
Transportation	122,364
Congregate Meals	390,074
Meals on Wheels	590,587
Socialization/Recreation	27,453
Legal Assistance	18,998
Ombudsman/Elder Abuse	54,456
Our Place (Respite Services)	56,180
Disease Prevention	29,759
Other (Management, Fundraising, etc.)	255,244
Total Expenditures	2,455,440



### SAAA Management Staff

Executive Director – Linda Holtzapple  
Director of Transportation – Bob Haas  
Director of HR & Senior Center Operations – Marsha LeBrecht  
Director of Finance – Rosemary Hennessy  
Director of Resource Development – Roberta Lauder  
Director of Care Management – Jimmy Roberts  
Long Term Care Ombudsman – Suzie Grubb

**Some Special Events from SAAA's Year**



**SAAA Board President Tom Throckmorton Welcomes New Executive Director Linda Holtzapple**



**Bobbie & Mabelle Pet Therapy at Winchester Senior Center**



**Frederick County Senior Center Valentine Royalty**



**SAAA Reaping the Rewards of the United Way NSV 2017 Rubbermaid Sale in February**



**March for Meals Cookie Contest Judges**



**Senior Olympics**