



# Shenandoah Area Agency on Aging (SAAA) 2018 Annual Report



**Shenandoah Area Agency on Aging**

**207 Mosby Lane**

**Front Royal, VA 22630**

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

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

## Board of Directors

Charles Thomas – Chair (Shenandoah)  
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Queenie Kemmerer (Advisory Council Representative)



## SAAA Advisory Council

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

## 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



## SAAA Services

**Senior Centers** ▪ **26,298** 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. **18,992** trips brought participants back and forth from home to the Centers.

**“Meals on Wheels”** ▪ **43,964** 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”** ▪ **4,172** hours of respite care for Alzheimer’s and dementia clients were provided. A community respite care site is located in Page County provide needed respite to caregivers plus activities and socialization to those clients in early to mid-stage Alzheimer’s or dementia.

**Chronic Disease Self-Management Education Workshops** ▪ SAAA Staff led **253** workshops. A National Study released by the National Council on Aging shows better health, better care and lower health costs for this evidenced based program developed by Stanford University. **61** participants were benefited by this educational program.

**Personal Care & Homemaker** ▪ **5,775** 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** ▪ **9,417** responses to requests were provided for older persons, their caregivers, employers, and/or professional providers of aging services.

**WellTran** ▪ **10,917** 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** ▪ **307** 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** ▪ **105** 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.

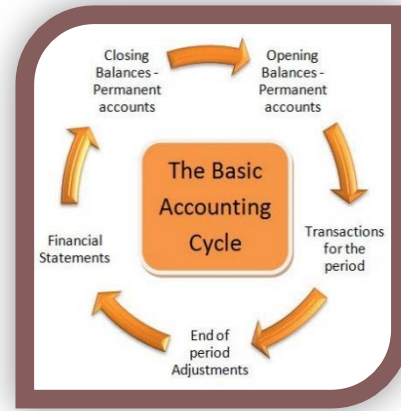
## SAAA 2018 Financial

### Revenues

Federal Government	1,202,267
State Government	633,477
Local Governments	295,000
Contributions & Grants	175,277
Client Fees	104,931
Other	54,123
<b>Total Revenues</b>	<b>2,465,075</b>

### Expenses by Services

WellTran	417,784
Homemaker	78,567
Personal Care	90,405
Care Coordination	114,732
Public Information & Education	29,473
Information and Assistance	89,421
Transportation	138,245
Congregate Meals	394,429
Meals on Wheels	545,099
Socialization/Recreation	34,542
Legal Assistance	13,683
Ombudsman/Elder Abuse	47,545
Our Place (Respite Services)	47,761
Disease Prevention	27,462
Other (Management, Fundraising, etc.)	261,118
<b>Total Expenditures</b>	<b>2,330,266</b>



## Some Special Events from SAAA's Year



SAAA presented a new grant funded accessible van to Shenandoah County Senior Center.



The Senior Centers came together for a Fall Festival with costumes & pumpkin decorating.



Frederick County Senior Center celebrated the wedding of Bonnie Smith & Jack Vickers, two of their newest participants.



SAAA Partnered with TRIAD in Page County for 'Stuff the Cruiser' with donations for the seniors in the area.



Winchester Senior Center participants donated knitted caps to Winchester PD & Valley Health to pay it forward.



The Clarke County Senior Center took a field trip to a local farmers market. They enjoyed a picnic lunch with lovely weather!