2016 Impact
Moving Toward Self Sufficiency
Message From the President

Dear Friends of the Council,

2016 proved to be an eventful year filled with exciting developments and creative problem solving in the face of unexpected events. This adept organization has long held the keys to success, including productive partnerships, established name recognition, widespread community support and enthusiastic volunteers. Irrespective of the opportunity or challenge, the Council employed these tools to maximize our contributions to Osceola County citizens.

As you read through the agency accomplishments below, you will find the names of many partners that are very familiar. These partners have made the Council’s new developments possible in the way of innovative programs and optimal outcomes among our constituents.

The Council was immensely gratified with the recognition bestowed by Florida Blue Foundation in 2016. We were awarded a coveted Sapphire Award and an Innovations Grant to fund Care Companion, a program that utilizes the resourcefulness of volunteers to assist chronically ill individuals with medical transportation as well as friendship and encouragement in managing their illness.

Our longtime supporter BJ’s Wholesale Club went above and beyond in 2016, sending a volunteer crew of more than 400 of BJ’s top managers from across the United States to paint the Barney E. Veal Center, build a gazebo, donate needed furnishings and equipment and socialize with our senior clients in the Dining Club and Adult Day Health Center.

Subaru again sent a team of top management/volunteers to conduct their Share the Love event, delivering Meals on Wheels and meeting our senior nutrition clients.

The Council founded Homebound Heroes last year, with the support of Home Depot, and began providing home repairs to elderly and disabled veterans that help them continue living safely at home.

The MAG Mutual Foundation funded the Council’s Health Clinic to implement Cardio Care, a program to increase access to diagnostic testing and treatment for uninsured, secondary care patients in need of cardiovascular healthcare.

Hurricane Matthew wreaked havoc and destruction through the Caribbean, the U.S. and even Canada. Osceola County was spared the worst of the damage, allowing our community and the Council to provide shelter and safety to others. The event also served as a valuable reminder that Osceola County cannot afford to be complacent where severe weather and emergency management is concerned.
Then on December 23rd, tragedy struck very close to home and tested our capabilities as a Special Needs Shelter. The nearby UNNO Motel caught fire and displaced 250 people, including many families with children. Thankfully, there were no injuries among the motel residents, but they were left homeless and stripped of their belongings on the cusp of Christmas Eve. The Council immediately brought the stunned residents directly to the Barney E. Veal Center where they took shelter, conferred with Council staff and obtained the housing and material donations needed to start rebuilding their lives.

2017 is set to bring dramatic change, but hopefully the opportunities will match the challenges we face as a community in the year ahead. In any case, the history of this agency has proved that the leadership, staff and constituents of the Osceola Council on Aging are prepared to meet the future and continue a tradition of excellence and caring.

Thank you for allowing me to serve you as President of the Osceola Council on Aging Board of Directors.

Katrina Scarborough
2016 President
Council on Aging Board of Directors

MISSION STATEMENT
The Osceola County Council on Aging, Inc. is 501 (c) 3, non-profit, private charitable organization dedicated to providing services to enable independence and self-sufficiency for seniors, disabled adults, the disadvantaged and families in poverty.
Building Strong Families

Implemented in 2009, the Building Strong Families program provides case-managed, direct health and human services to low-income families with children who are at risk for homelessness due to economic crisis. The program offers a comprehensive menu of emergency and preventive economic assistance to address families in crisis, re-establish self-sufficiency and promote continuity of education for the children. The program serves households most in need of assistance and most likely to achieve and maintain stable housing.

The purpose of the Building Strong Families program is to assist eligible families in their journey from economic crisis to stability and self-sufficiency through these specific goals: reduction of homelessness or housing relocation for low-income working families with children; reduction of student transiency rates for school-aged children and youth. The program provides intensive case-management to facilitate the planning and coordination of available resources that will allow working families with children to progress toward self-sufficiency. The case managed services provided by the program are Nutrition Assistance, Transportation, Financial Education, Budget Counseling, Health & Wellness Services, Rent/Mortgage Assistance, Utility Assistance, Work Ready job training and counseling and job placement. Referral services are provided for services beyond the scope of the program including assistance for child care, continuing education, and public benefits such as SNAP, TANF and Medicaid.

Medina Family Success Story

Joaquin Medina always worked hard to provide for his family of four. They had built a good life in Puerto Rico where he was employed by a chain department store. The commission had become an important part of the household income so when Joaquin found out it would be discontinued; he knew his reduced income would not be sufficient to support his family. He and his wife, Wanda carefully weighed their options and decided to move to Florida so he could transfer to the chain’s Orlando branch which offered a better wage. It wasn’t easy for their children, Chris and Genesis to leave the life they knew but they supported the decision their parents made because that is what families do! Together they sold most of their belongings and gave away most of what remained.
They found a new apartment shortly after arriving in Orlando and life seemed to be back on track. Soon his work hours at the new job were cut, so he picked up side jobs just to keep the family afloat. He was working long hours and barely making ends meet. He knew that any financial setback could prove catastrophic, but he held it together for several years until they were faced with another disappointment. Their apartment flooded, which forced them to move out. Repairs could take a long time, and affordable apartments were scarce, so they made the difficult decision to relocate to a hotel room. They felt the all-too-familiar sting of getting rid of most of their belongings. The situation was far from ideal with four people living in a hotel room.

In desperation, Joaquin reached out to the Osceola Council on Aging’s Building Strong Families program, generously supported by the Orlando Sentinel Family Fund, which helped him find an apartment and provided the first month’s rent. Joaquin found full-time employment at Disney and Wanda is working part-time in a clothing store. Their story speaks of what is possible when good people receive a helping hand. It’s a story of renewed hope for the future which is what Building Strong Families is all about, helping families progress toward self-sufficiency, one family at a time.
James Sealy is a 100-year-old World War II veteran who lives with his wife Olga (age 92). Olga is very frail and both she and James must use walkers to remain mobile. Despite his advanced years and frailty, Mr. Sealy was trying to help assist a neighbor whose home was burning when he fell and suffered a broken collarbone. Mr. Sealy requested a home access ramp, and the need was urgent considering his injury. The Council acted quickly to gather the needed resources to construct a ramp that would allow Mr. and Mrs. Sealy to continue living independently in their home.

Like many fragile individuals, Mr. and Mrs. Sealy had been unable to properly maintain their home and the property had deteriorated over the years. With funding from Meals on Wheels America’s Helping Homebound Heroes project (generously supported by The Home Depot Foundation), we corrected the safety risks through the following actions:

- Installation of three new window AC units (including one with a heating feature)
- Installation of an access ramp
- Holes in the floor and walls repaired; a broken window replaced
- Kool Seal Elastomeric roof coating for added insulation and leak prevention
- The house and porch were pressure washed and painted

With the Sealy’s home now safe and comfortable, the couple was further assessed for services that would help them meet their needs for daily living. Mr. and Mrs. Sealy began receiving Meals on Wheels and a Care Companion volunteer was assigned to check in with the couple on a regular basis and to also provide transportation as needed for medical appointments, grocery shopping, banking, and other necessary trips.

James Sealy feels like a new man since receiving the assistance he and Olga desperately needed. The Council staff has reported a dramatic improvement as well. James is alert, positive, and now walks short distances without his walker. Mr. and Mrs. Sealy are grateful for the helping hand they received from The Home Depot Foundation, Meals on Wheels America, and the Osceola Council on Aging. “Things are finally getting better” James said, “and I hope it never stops”.

Helping Homebound Heroes

The Osceola Council on Aging is proud to partner with The Home Depot Foundation and Meals on Wheels America to give back to veterans by providing services that help to restore their independence. Through this program, Meals on Wheels veteran clients and those with service-related disabilities receive home modifications to enhance safety and accessibility. Some of the services offered include minor repairs and installation of safety equipment including grab bars, ramps and smoke alarms.

This grant is exclusively for Veterans and their families in Osceola County.
Meet Jack Beardall

This 84-year-old gentleman spends his days alone at home, sitting very straight in his chair. He has gray hair and sports a well-trimmed mustache. Tall and thin, Jack is a gentleman in every sense of the word. He puts you at ease with his relaxed manner and sweet smile. In conversations with him, you will frequently hear, “Thank You.”

Jack lives alone in a small duplex in St. Cloud. The only thing he loves more than Bingo is companionship. Isolation has become his close companion, though not by choice. Meals on Wheels volunteers always look forward to seeing him, and he loves spending time with them. It is the bright spot in his day. One day a volunteer asked him what he does when he’s home alone all day. He admitted that he doesn’t like to stay home because he feels very lonely. He said, “I just twiddle my thumbs one way, and when I get tired, I twiddle my thumbs the other way...over and over.” He had a weary expression as he demonstrated the all-too-familiar routine.

It takes Jack a long time to get ready in the morning or to eat a meal. He doesn’t want to live in isolation. It was clear that he needs extra care to maintain his independence, so the Council decided to assign a Senior Companion to give Jack a ride to the Senior Center every morning, Monday through Friday. The senior companion waits until he finishes his lunch, usually about an hour and a half, and takes him back home. She also checks to see if he needs any food items at home or if there is any other assistance he needs. The senior companion has become our eyes and ears concerning Jack. This level of care allows us to address issues that would otherwise go undiscovered.

Jack has enriched our lives with his smile, his sensitivity, his excellent manners, his resilience, and most of all with his friendship! Our hope is that Jack will always find comfort within our company, safety within our walls and love within our staff and members.
Project OPEN

Project OPEN is a collaborative program of Community Vision and the Osceola Council on Aging that offers free education and employment opportunities to Osceola residents caught in a cycle of poverty. This intensive program has fast-paced courses and demanding workloads, leaving no time for students to earn extra income when financial problems arise. The Council’s human service programs provide a helping hand in economic crisis to help with power bills, rent/mortgage payments, food insecurity, lack of medical care and its Success Express program provides transportation. These barriers are quickly addressed to help students stay on track with their education goals. Traditional educational institutions are not equipped to deal with these types of needs, which sets Project OPEN apart as the only real solution for many of these students.

Project OPEN is enhancing community level partnerships through its relationships with Valencia College and TECO by raising awareness of the social impacts these students are having and the dramatic effects of their achievements within their families and neighborhoods.

The program offers a variety of career paths. Free certified training is available for a variety of courses including Health Care CNA/HHA/Phlebotomist/EKG), Construction, Cosmetology, Advanced Manufacturing, Welding and an accelerated Electronic Board Assembly course. Wells Fargo provides financial education with their "Hands on Banking" curriculum customized specifically for Project OPEN.

Students receive a helping hand through Project OPEN and extend that same support to each other throughout the program and beyond. They share encouragement and rides, study together and provide emotional support. They develop a deep bond because they face unique challenges and quickly become invested in each other's success in this arduous, rewarding life-changing journey.
Success Story

The Case Management, Financial Education, Certification Courses, and Employment Services create a comprehensive support system to empower students as they pursue career paths that offer wage progression. Project OPEN impacts generations of families.

When Ephraim visited the Council’s clinic, he received medical care and was enrolled in our diabetes management program, Life DM. The Case Manager assessed his needs and soon his whole family was introduced to our Building Strong Families program. The family of 4 received rental assistance twice, help with their power bill and food baskets.

Ephraim’s stepdaughter Dajana enrolled in Project OPEN’s CNA course and received transportation services through the Council’s Success Express program. She graduated in December 2016 and is preparing to take the required Florida Board of Nursing’s Certified Nursing Assistant Examination. The Connection Church, located in the Council’s main campus, is generously offering 3 used vehicles in good condition with a modest payment plan to low-income individuals who meet their criteria. Dajana was delighted to be chosen to receive one of the vehicles. The comprehensive supports Dajana and her family received has improved their health, finances, and their future.
Welcome To

The Osceola Council on Aging Adult Day Health Center provides a loving place to go for seniors who live at home but who may need medically supervised care throughout the day. At our Center, you can be sure your loved one will receive the personal attention he or she deserves. Our life-enhancing programs are tailored to stimulate each individual’s capabilities, emphasizing independence.

The Osceola Council on Aging staff have over 30 years of experience working in geriatric care and specifically with seniors with dementia/Alzheimer’s Disease.
Leo

Leo's son Andy drops him off at Day Care early each morning before he goes to work knowing his Dad is well cared for during the day.

"Dad loves to go to the Adult Day Health Care Center. Everyone has been so helpful and caring. Day Care has given our family peace of mind and freedom. It is great knowing Dad is getting the best care possible."

Andy St Denis

Peggy

Peggy’s son in law drops her off each morning and picks her up in the afternoon. The improvement in Peggy while at Day Care has been unbelievable. Peggy came to us in a wheelchair and now is able to walk with some assistance. She is a very happy lady and loves the games and social interaction in Day Care. Her family is now able to keep Peggy living at home with them instead of in a nursing home.
Case Management

The Role of a Case Manager at the Council on Aging

At the Council on Aging, case managers are healthcare professional (Registered Nurses, Social Workers, Housing Service Coordinators for example) who provide an array of services to assist individuals and families cope with complicated health or social situations in the most effective way possible, thereby achieving a better quality of life. They help families identify their goals, needs and resources. From that assessment, the case manager and the client - whether an individual or a family - formulate a plan to meet those goals. The case manager also maintains communication with the client to evaluate whether the plan is effective in meeting the client’s goals.

At the Council, case managers work in a variety of settings such as the Health Clinic, Senior Housing, Community Care for the Elderly, Adult Day Health Care and our homeless prevention programs.
Transportation

The Osceola Council on Aging provides bus service to and from community resources for the elderly or disabled adult who cannot transport themselves, including senior dining, shopping and recreation.

Driving You to A Successful Future

Success Express is a community responsive transportation initiative that serves disadvantaged families by providing accessible and direct transportation to and from employment support agencies, public and social service organizations, educational institutions, and workforce opportunities throughout Osceola County.

The Success Express Program provides free daily scheduled transportation, Monday thru Friday, on a rotating basis to and from area employment supports and workplace opportunities throughout Osceola County, as well as a fixed route to and from workforce training centers including TECO and Valencia College. Among the client passengers who benefit most from the Success Express Program are homeless families, the unemployed and the under-employed, for whom these services are a lifeline to employment and training opportunities.

Client passengers are recruited through referrals from partnering social service agencies, and must be actively enrolled in a health and human service program to ensure eligibility and access to supportive services, including the Building Strong Families Program, Community Hope Center, H.O.M.E., Help Now, and Victory Village.
Senior Housing Management

Mission Statement

Council on Aging Housing Management is committed to providing quality housing and services of the highest standards of excellence in the industry. Our goal is to enrich the daily lives of our residents by providing an environment that stimulates them physically, mentally and emotionally. Therefore, each complex offers a relaxed atmosphere of warmth and caring that promotes companionship among resident and staff.

Each complex’s employees are personally committed to serving residents and treating them with dignity and respect.

Since 1997, the Osceola Council on Aging has been developing and managing apartment communities designed specifically for independent seniors who seek the comfort and sense of belonging they have enjoyed in their own homes. Fundamental Council on Aging principals of value and service are hallmarks of our apartment communities. We foster social interactions as well as emotional and spiritual well being, believing that our obligation to residents include more than simply providing attractive, affordable and comfortable housing. We strive to create an environment where quality of life is as important as life itself.

Oak Leaf Landings is a HUD Section 202 housing rental community with 50 one bedroom one bath apartments designed to provide housing for low income seniors. Each apartment is equipped with a large living room/dining room combination, a full kitchen, bedroom and bath. Due to federal guidelines, minimum age for these homes is 62 years. Located at 2350 N. Central Ave., Kissimmee, FL 34741
Kissimmee Oak Housing is a 70 unit apartment complex which provides affordable housing for low to moderate income seniors. These one and two bedroom apartments were constructed with Low-Income Housing Tax Credits and are adjacent to Oak Leaf Landings Phase I. Due to federal guidelines, minimum age for these apartments is 55 years. Located at 2350 N. Central Ave., Kissimmee, FL 34741

Kissimmee NSP Program I is designed to deliver community relief for areas that have been especially hard-hit by foreclosures and to provide affordable rental opportunities to qualified applicants. The head of the household must be 62 years of age or older, a veteran or low income families.
St Cloud Villas I - These quaint one and two bedroom apartments nestled under majestic pine trees was donated to the Council on Aging in 2003. This 32 unit property provides housing for low income seniors (62 and above) or handicapped/disabled individuals and is located at 4226 Memory Lane, St Cloud, FL 34769.

St Cloud Villas II is a HUD 202 housing rental community with 50 apartments, designed to provide housing for low income seniors. These apartments built in 2007 are equipped with a large living room/dining room combination, full kitchen, bedroom and bath. Due to federal guidelines, minimum age for these apartments is 62 years and is located at 4300 Forget Me Not Court, St Cloud, FL 34769.

Tracey Manor - A unique and home life atmosphere is created in this rental community which is just minutes away from shopping, banking, and your medical needs. Tracey Manor, a 14 unit complex of two bedroom apartments for low income seniors and disabled adults, is located at 19th and Crawford Streets, St Cloud, FL 34769.
Where Your Money Goes

2016 Revenue
- Federal 28%
- State 10%
- Local 2%
- Other 60%

2016 Expenses
- Salaries Direct Staff 45%
- Service Delivery 32%
- Salaries Management 15%
- General Operating 8%

2016 Agency
- Direct Services 94%
- Administration 6%
- Fundraising 1%
2016 Achievements

The Osceola Council on Aging received $50,000 of grant funding from the Orlando Sentinel Family Fund for our Building Strong Families program.

The Osceola Council on Aging developed an annual Cooling Center at the Barney E. Veal Center that operates during extreme weather temperatures. The Cooling Center will operate a call center to check on homebound clients, the delivery of bottled water to homebound residents and the opening of the center for clients needing a place to cool down and receive free bottled water.

The Osceola County Board of County Commissioners donated a mobile home located at 2531 Long Pine Lane in the Teka Village Park to the Osceola Council on Aging.

The Osceola Council on Aging’s Meals on Wheels program received the Gold Award for the March for Meals America campaign.

The Osceola Council on Aging receive a $100,000 grant award from the Home Depot Foundation for services for the Helping Homebound Heroes program.

The Osceola Council on Aging received $7,240 from the Solivita/Poinciana Parkway 5K Run.

The Osceola Council on Aging presented a Poverty Simulation for the Osceola Leadership Class of 2016 to demonstrate the plight of many of our low-income Osceola residents.

Cabot Creamery Gratitude Grill provided meals for the Osceola Council on Aging’s annual volunteer appreciation event.

BJ’s Warehouse provided 400 volunteers to complete 12 projects for the Osceola Council on Aging. Donations exceeded $50,000.

The Osceola Council on Aging received $40,000 for our Swing For All Generations Golf Classic Golf Tournament.

The Osceola Council on Aging was awarded a United Way Project grant in partnership with Community Vision.
2016 Achievements

The Osceola Council on Aging's Meals for Mom and Dinners for Dad fundraisers brought in a combined total of $20,000 for the Nutrition Department.

The Osceola Council on Aging was awarded two new DOT replacement vehicles.

The Osceola Council on Aging’s Chief Executive Officer was runner-up in the Orlando Sentinel Central Floridian of the Year.

The Florida Blue Foundation awarded the Osceola Council on Aging the 2016 Sapphire Awards Honoree in the amount of $20,000.

The Osceola Council on Aging was chosen to participate in the Meals on Wheels American Research Project with Trailblazer Research.

The Osceola Council on Aging received a donation of three trucks from Toho Water Authority for our home improvement program.

The Osceola Council on Aging’s Health Clinic received a grant award of $65,000 from Mag Mutual for diagnostic testing.

Lynx awarded the Osceola Council on Aging $30,000 for operation of our Success Express program.

The Osceola Council on Aging raised $73,229.00 at its annual fundraising event, Benevon 2016. The event is attended by leaders in the community representing local Police Departments, Sheriff’s Office, Fire Departments City and County officials and Civic groups. This year’s theme was, “Just believe “YOU” can make a difference!”

The Osceola Council on Aging hosted a Candidates Forum featuring over 65 candidates who were running for various positions. The highly successful event connected the community with the Candidates and their platforms.

The Osceola Council on Aging’s annual Veterans Remembrance event was held on Veteran’s Day, November 11th. There were 71 veterans in attendance and those who served from 1955-1975 received a special commemorative pin in recognition of the 50th anniversary of the Vietnam War.
Our 2016 Impact Report

In collaboration with our partners, the Council on Aging significantly improved the lives of 107,455 Senior Citizens, Disabled Adults, Disadvantaged Families, and Community Residents in Osceola County in the following ways:

**ADULT DAY HEALTH CARE**
33,358 hours of social, therapeutic, and nursing services were provided to 85 disabled adults and frail, elderly clients who need a safe environment and protective daily care because of illnesses such as stroke, Alzheimer’s or Parkinson’s Disease.

**BUILDING STRONG FAMILIES**
Economic case-management services were provided to assist 78 low-income families, a total of 314 family members, who received access to support services. 100% of 151 school-aged children maintained stable school participation. Families received a total of $72,822.60 in support, approximately $933.62 per household.

**CASE MANAGEMENT**
1,233 hours of service were provided to assess client needs, coordinate comprehensive services and follow-up care to ensure that 186 frail elderly and disabled clients receive effective results to remain independent in their own home.

**CENTER FOR ALL GENERATIONS**
77,598 citizens of all ages received direct access to health & human services, referrals and information on available quality of life resources. In addition, 17,281 walk-ins were assisted in our lobby.

**EMERGENCY ASSISTANCE**
1,739 low-income households, including 5,493 family members in financial crisis received $760,707.26 in assistance at an average of $437.44 per household.

**GUARDIANSHIP**
14,016 hours of guardianship to 37 elderly and disabled adults who have been adjudicated incapacitated and who do not have family or friends able to assume their personal and financial responsibilities.

**HEALTH & WEALTH INITIATIVE**
1,731 uninsured and unemployed adults participate in integrated services encompassing health and wellness, financial literacy, and workforce development to simultaneously improve their health and financial stability.

**HEALTH SERVICES**
3,222 low-income uninsured adults received primary and secondary health care with Physicians volunteering 1,752 hours to their care. Primary care services included medical case management, pharmacy assistance, women’s health, medication management, laboratory assistance, diagnostic assistance, diabetes management and nutrition counseling, in addition to secondary care services.

**HOLIDAY SUPPORT**
In addition to resources received from the food pantry, 127 households received Thanksgiving baskets, 128 children received toys and 60 received gift cards.

**HOME REHABILITATION**
60 frail senior and disabled homeowners received 250 hours of home repairs and chore services including carpentry, plumbing, painting, electrical, installation of safety devices and ramps, seasonal cleaning, yard work, pest control and household maintenance. 33 senior veteran households received chore services through Meals on Wheels America/Home Depot’s Helping Homebound Heroes program.
HOUSING
257 low income seniors and disabled citizens were provided with safe, affordable rental housing in five apartment communities that include: Kissimmee Oak Leaf Landings, Oak Leaf Landings, St. Cloud Villas I, St. Cloud Villas II; and Tracey Manor. Clients received 4,160 hours of support services provided by 2 Service Coordinators. The Neighborhood Stabilization Program provided affordable housing for 30 low-income residents residing in the Council’s twelve single-family rental homes in the City of Kissimmee.

IN-HOME SERVICES
351 seniors and disabled citizens received 72,280 hours of In-Home services, including 29,080 hours of Homemaker services, such as housekeeping, laundry, meal preparation and companionship; and 43,200 hours of Personal Care Services, including feeding, bathing, and dressing were provided to homebound elderly and disabled adults.

NUTRITION EDUCATION
771 seniors, homebound elderly, and disabled adults received 8,982 units of instruction in various topics covering healthy eating, cooking demonstrations and food buying tips to help them meet recommended daily nutritional requirements. 558 clients received a total of 558 hours of Outreach services.

NUTRITION SERVICES
431,454 pounds of food were served to the needy in Osceola County. 47,078 hot, nutritious meals were provided through five senior Dining Clubs. 95,314 home delivered meals were provided to homebound elderly and disabled adults. 3,346 emergency food baskets were distributed to disadvantaged seniors and families. 1,598 home-cooked meals were served to the community during holiday seasons.

PCN (Patient Care Navigators) Insurance Navigators
Clients received 416 hours of service provided by a full-time PCN Insurance Navigator.

Project OPEN
34 Households were impacted by Project OPEN, including a total of 100 family members. Students received $89,911.65 in tuition at an average of $2,644.46 per household. They also received $6,282.90 in Rental/Utility assistance through the program.

RESPITE
5,743 hours of relief was provided to families with full-time care giving responsibilities for a frail senior or functionally disabled adult who is homebound and requires 24-hour care.

TRANSPORTATION
34,150 rides were provided to 650 seniors who are unable to transport themselves to day care, dining club sites, doctor appointments, shopping trips and related travel to meet needs for daily living and remain independent. Success Express provided 2,813 rides for 299 clients needing transportation to and from school and/or work.

VOLUNTEER SERVICES
1,725 unduplicated volunteers of all ages performed 46,861 hours of service to support the agency’s mission and for the betterment of our community.

WEATHERIZATION ASSISTANCE
$197,000 in weatherization services were performed, including energy efficiency checks and repair or replacement including insulation, doors, windows, water heaters, heating units and air conditioning to preserve efficiency and increase energy savings for 30 low-income senior and disadvantaged homeowners with high energy cost burdens.

WELLNESS PROGRAMS
261 seniors participated in over 593 hours of wellness activities including Tai Chi Moving for Better Balance, Silver Sneakers, Zumba, Line Dancing and Gym sessions.
2017 Board of Directors

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Center State Bank
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Osceola County Property Appraiser
Michael Sweeney, President Elect
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Bruce Vickers, Treasurer
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Roenea Dixon Dean
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Osceola County Courthouse
Katrina Scarborough
Osceola County Property Appraiser
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Osceola County
Supervisor of Elections
Olga Gonzalez
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Osceola County Sheriff’s Office

Low Income Elected
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Patricia Scarborough
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Pat’s Pump & Blower
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Overstreet, Miles, Cumbie, & Finkenbinder, P.A
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Donna Sines
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Mary Carr
MarCares
Sonya Deese Byrnes
General Manager
Disney Vacation Club Management
Steve Lackey
City of Kissimmee Parks & Recreation
Sterling C. Blake
Sterling Silverscape & Sod, Inc.

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