OSCEOLA COUNCIL ON AGING

Serving All Generations

Building Better Lives

2017 Annual Report

Serving Osceola County Since 1971
Message From the President

Dear Friends of the Council,

I am pleased to welcome you to the Osceola Council on Aging. Our vision is to ensure the provision of a comprehensive array of services for the elderly, disabled and disadvantaged residents to promote their independence and self-sufficiency and prevent institutionalization.

The Council on Aging is a valuable community resource.... a center of hope, love and compassion in a rapidly growing, ever-changing environment. Technology, medical advances and healthier lifestyles are affording more people than ever before the opportunity to enjoy a long and productive life. Meeting the increasing demands for social services, which will allow even our eldest citizens to continue to be active and contributing, is critical to enhancing and improving the quality of many lives, now and well into the future.

The Osceola Council on Aging has won several nation awards for outstanding service to our community because we take our responsibility to our clients seriously. In addition to offering a full range of valuable programs, tailored to the needs of our special populations and their caregivers, the Council is an intricate part of the civic life of the Osceola County community. Because we rely heavily on the generosity and caring of local businesses and individual donors to achieve our important goals, the council has benefited from working closely, in partnership, with a broad range of local organizations. Together we have accomplished great things through a number of community betterment initiatives, developed exciting, mutually beneficial programs that have allowed our clients to enrich their lives in a variety of satisfying ways.

I truly believe that when you touch the community, the community touches you back!

The Osceola Council on Aging is proud to be part of the fabric of this great community.

Tom Ter Beek
2017 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.
In collaboration with our partners and volunteers, the Council on Aging significantly improved the lives of **112,312** Senior Citizens, Disabled Adults, Disadvantaged Families, and Community Residents in Osceola County through its 34 Health and Human service programs.

**SENIOR SERVICE PROGRAMS - Giving Seniors a helping hand since 1971**

### ADULT HEALTH DAY CARE
- 92 frail seniors and disabled adults received 16,274 hours of service.

### GUARDIANSHIP
- 31 elderly and disabled adults adjudicated incapacitated received 4,000 hours of service.

### IN-HOME SERVICES
- 358 seniors and disabled adults received 132,410 hours of homemaker services.

### RESPITE
- Caregivers of frail seniors and disabled adults requiring 24-hour care received 5,914 hours of relief.

### WELLNESS PROGRAMS
- **TAI CHI**
  - 23 clients
  - 80 hours

- **SILVER SNEAKERS**
  - 62 clients
  - 236 hours

- **ZUMBA**
  - 11 clients
  - 57 hours

- **DIABETES SELF-MANAGEMENT PLAN CLASSES**
  - 53 clients
  - 90 hours
Our Services

EMPLOYMENT STRATEGIES

Project OPEN offers a “Hand Up”

Free accelerated Certification courses with multiple career paths to choose from:
Advanced Manufacturing
Basic Construction
Culinary
Electronic Board Assembly
Home Health Care (CNA, HHA, Phlebotomy, EKG technician)
Mechatronics
Welding I & II

Project OPEN served 94 students and their families in 2017. A total of 177 adults and 95 children ages 0-17 received support services to stabilize households while students pursued education and obtained employment.
HEALTHCARE STRATEGIES

CLINIC
The Clinic and its Health Access & Physician Partnership Initiative (HAPPI) provided the following services for uninsured residents of Osceola County:
Diagnostic Care Referrals: 285
Dr. Visits: 317
Diagnostic Financial Assistance: 175
Lab Referrals: 847
Mag Mutual Financial Assistance: 41
Medical Equipment: 237
Prescription Assistance: 336
Requests for Secondary Care: 54
Pathology/Biopsy Referrals: 84

WE CARE
The new We Care program had its kick-off in the fourth quarter of the year. During the first two months:
Enrollment: 183
Dr. Visit (Secondary Care): 185
Lab Referrals: 6
Diagnostic Referrals: 48
Requests for Secondary Care: 177

ADULT HEALTH DAY CARE
(AHCA License #9073)
92 unduplicated clients received 16,274 hours of service.

NUTRITION STRATEGIES
Optimum nutrition is the medicine of tomorrow. ~ Linus Pauling ~

EMERGENCY FOOD BASKETS: 3,082 individuals (1,489 families including 733 children ages 0-17) received food baskets.

CONGREGATE MEALS: 453 clients received 43,970 meals.

NUTRITION EDUCATION: 945 clients received 2,530 hours of instruction.

HOLIDAY MEALS: 833 clients received traditional holiday meals.

HOME-DELIVERED MEALS: 492 clients received 111,675 meals.

COMMUNITY SUPPLEMENTAL FOOD PROGRAM: 11,194 clients received supplemental boxes of food.

945 clients received 193,655 lbs. of food.
Our Services

HOUSING

Affordable Housing remains one of the top five needs in Osceola County as identified by survey respondents of the Council’s 2017 Community Needs Assessment.

Community Commons reports that 44.74% of Osceola County Households are Housing Cost Burdened (30% or more of household income).

Data from the latest 5-year American Community Survey (2015) reveals that 3,111 housing units in Osceola County are considered overcrowded.

HOUSING STRATEGIES

HOUSING SUPPORT SERVICES
Building Strong Families
Designed for precariously housed low-income families in need of permanent housing. 79 families received support services to help stabilize their households.

HOME REHABILITATION PROGRAMS
Chore Department
Weatherization 38 homes/77 people
Helping Homebound Heroes 31 homes/59 people
Celebration of Service 8 homes/11 people
Chore 56 homes/72 people
Disabled American Veterans 2 homes/3 people
The Chore Department provided home modification services for 135 homes with 222 family members benefitting from the repairs/upgrades.

AFFORDABLE HOUSING
Senior Housing
Oak Leaf Landings / 50 1-bedroom units
Kissimmee Oak Housing / 70 1 and 2 bedroom units
St. Cloud Villas I / 32 1 and 2 bedroom units
St. Cloud Villas II / 50 1 bedroom units
Tracey Manor - 14 2 bedroom units

Kissimmee NSP Program
The Council offers 10 affordable rental homes with an opportunity for home ownership based on the renter’s qualifications.

NSP III Program
Designed for low-income families in transitional housing for permanent housing need, planned construction for two 4-bedroom/2-bath units.
CASE MANAGEMENT

1,215 hours of Case Management were provided for 174 frail elderly and disabled adults through assessment of needs, coordination of comprehensive services and follow-up care to ensure they received effective results to maintain independent in their own home.

104 Project OPEN clients and 313 family members received Case Management services to stabilize their households while clients pursued education and attained employment.

174 Seniors received 1,214.5 hours of Case Management service.

92 Adult Health Day Care clients 69,094 hours of service.

205 households (393 individuals) received assessment by a Case Manager who identified their needs and leveraged the appropriate level of support services to help stabilize the families.

EMERGENCY SERVICES

Emergency Assistance Programs

1,809 low-income households in financial crisis received $799,189 in assistance. These support services for 5,745 individuals (with 2,522 children 0-17 yrs.) averaged $442 per household.

LiHeap $720,355
Energy Assistance $57,837
EHeap $3,820
Water Bill Assistance $17,176.71

Project Restore

The Osceola Council on Aging partnered with CareerSource Central Florida in Project Restore, a Hurricane Relief Initiative funded by the National Emergency Grant Internship Program.

Project Restore assisted 955 families impacted by Hurricane Irma and Hurricane Maria with resources including:

Food Baskets (Emergency, Thanksgiving, and Christmas); Hygiene Kits; Cleaning Supplies; Medical Equipment (Canes, Walkers, and Hospital Beds).

Special Needs Shelter

The Council’s Special Needs Shelter housed and cared for 399 Special Needs residents for 11 days as a result of Hurricane Irma. 20 volunteers donated 944 hours of service to their care.
Our Services

TRANSPORTATION

474 seniors and disabled adults received 30,700 rides to day care, dining clubs, medical appointments, shopping and related travel to meet their needs for daily living and remain independent.

167 Project OPEN clients received 3,747 rides to and from school and work through the Council’s Success Express program.

Transportation served a total of 641 clients with 34,447 rides.

Transportation Provided Services For:
1,157 Households • 2,073 Individuals • 285 Children Ages 0-17

FAMILIES

Building Strong Families

79 households received emergency support services totaling $76,468. Services cost averaged $968 per household to stabilize 306 individuals, 167 of which were children ages 0-17. The Building Strong Families program serves low-income families with children who are at risk for homelessness due to economic crisis. The support services help to meet the family’s basic needs and stabilize their children in school. Eligible participants may receive access to services based on need:

- Emergency Utility Assistance
- Employment Support Services
- Rent & Mortgage Assistance
- Health Services
- Nutrition/Food Assistance
- And much more

Holiday Support

In addition to resources received from the Food Pantry, 111 families (including 439 individuals, 238 of which were children ages 0-17) received Thanksgiving Baskets, Toys, and Clothing. In the midst of economic crisis, families were able to enjoy holiday traditions. These support services made the holiday seasons brighter for struggling families with children.
IN-KIND

**Donations received** $1,931,657.92
- Administration $68,890.29
- Case Management $5,324.53
- Chore $24,838.54
- Clinic RX $422,647.62
- Clinic $48,105.54
- Hurricane Relief $43,661.81
- Adult Health Day Care $608.17
- Homecare $11,594.80
- Housing $105,672.00
- Meals on Wheels $6,053.30
- Nutrition/Pantry/Kitchen $388,480.32
- Volunteers $805,781
The Osceola Council on Aging received over $1,096,007 in-kind through thousands of volunteer service hours and donations to support our mission and $1,556,490 in grant awards through the generous investment of the following community partners:

All Saints Lutheran Church
Bank of America Foundation
Department of Elder Affairs
CenterState Bank
Central Florida Foundation
City of Kissimmee
City of St. Cloud
CKB Investors
Community Charity Golf
CW Hayes Construction
Department of Economic Opportunity
Deseret Cattle & Citrus
Disney Vacation Club
Duke Energy Foundation
Emergency Food & Shelter Program
Family Dollar
Family Health Care of Central Florida
Farm Share
FL Dept. of Transportation
Florida Hospital
Heart of Florida United Way
Holopaw Home Owners, Inc.
Home Depot Foundation
Kissimmee Police Department
Kissimmee Florist
Kissimmee Utility Authority
Meals on Wheels Association of America
Meals on Wheels - Home Depot

Old Town Cruisers
Orlando Margarita Society

Orlando Sentinel Family Fund
Osceola County Board of Commission
Osceola County Farm Bureau
Osceola County Sheriff’s Office
Osceola Regional Medical Center Auxiliary
Publix SuperMarkets Charities
Rotary Club of Kissimmee
Rotary Cub of Kissimmee Bay
Rotary Club of Kissimmee West
Rotary Club of St. Cloud
Schoolfield Properties
Seimer Family Foundation
Senior Resource Alliance
St Cloud Florist
St Cloud Fire Department
St Cloud Police Department
Stonegate Women’s Golf Association
SunTrust
TD Charitable Foundation
Toho Water Authority
The Walt Disney World Foundation
Treasurer Coast
U.S. Department of Agriculture
Vietnam Veterans of America
Waste Management

A special thanks to all those who generously made donations in 2017!
Our Volunteers

Thank you to the 1,855 Volunteers who gave 47,623 hours of service to this community, and in support of our agency!

“Volunteers do not necessarily have the time; they just have the heart.”
~Elizabeth Andrew

Adult Health Day Care 27 Volunteers / 1,219 hours
Advisory/Board 87 Volunteers / 551 hours
Clerical/Administration 336 Volunteers / 7,578 hours
Companion 44 Volunteers / 2,582 hours
Congregate 180 Volunteers / 8,486 hours
Disaster 20 Volunteers / 844 hours
Fundraising 9 Volunteers / 82 hours
Health Programs 84 Volunteers / 1,960 hours
Home Delivered Meals 331 Volunteers / 11,154 hours
Homemaker Program 7 Volunteers / 165 hours
Intergenerational 495 Volunteers / 7,920 hours
Legal Assistance 4 Volunteers / 431 hours
Recreation 1 Volunteer / 88 hours
Senior Companion 9 Volunteers / 2,249 hours
Senior Prevention 4 Volunteers / 8 hours
Special Events 198 Volunteers / 1,380 hours
Transportation 1 Volunteer / 8 hours

Thank you, Volunteers! You make a difference every day!
2018 Board of Directors

Board Officers
Michael Sweeney, President
ToHo Water Authority
Annette Fender, President Elect
Pat's Pump & Blower
Tom Ter Beek, Past President
CenterState Bank
Bruce Vickers, Treasurer
Osceola County Tax Collector
Jorge Soto, Secretary

Public Elected Officials
Beth Knight
Osceola County Representative
Bruce Vickers
Osceola County Tax Collector
Chuck Cooper
Councilman, City of St. Cloud
Hal Epperson
Judge, Osceola County Criminal Court
Osceola County Courthouse
Katrina Scarborough
Osceola County Property Appraiser
Kim McKnight
School District of Osceola County
Mary Jane Arrington
Osceola County Supervisor of Elections
Olga Gonzalez
Commissioner, City of Kissimmee
Russell Gibson, Sheriff
Osceola County Sheriff’s Office

Private Sector
Isaac Sendros
Florida Hospital
Jeanne Van Meter
Retired
Jorge Soto
Kim Goodwin
Goodwin Realty & Associates Inc.
Michael Sweeney
ToHo Water Authority
Rayelynne Ketchum
Owner
Land Title Professionals
Sam Haught
Co-owner, Wild Florida
Sonya Deese Byrnes
Regional General Manager
The Walt Disney Company
Tom Ter Beek
CenterState Bank

Low Income Elected
District III – Osceola County
Don Shearer
Retired
Richard Jennings
Retired
Roenea Dixon Dean
Retired

Low Income Elected
District 1 – City of Kissimmee
Edgar Vazquez, Pastor
Iglesia Bautista Central de Kissimmee
Patricia Scarborough
Retired
Reginald Hardee
Florida’s Turnpike Enterprise

Low Income Elected
District II – City of St Cloud
Tom Dorsey
Osceola Memory Gardens
Annette Fender
Pat’s Pump & Blower
Rick Flechter
Pastor, Connection Church

Community Support
Fred Cumbie, Legal Advisor
Overstreet, Miles, Cumbie, & Finkenbinder, P.A
Cliff Blanchard
Prescriptions Unlimited
Donna Sines
Community Vision, Inc.
Judy Moore
Travel Consultant, St Cloud Travel
Kathy Pierson
Kathy Pierson Communications
Mary Carr
MarCares
Steve Lackey
City of Kissimmee Parks & Recreation
Sterling C. Blake
Sterling Silverscape & Sod, Inc.

Low Income Elected
District III – Osceola County
Don Shearer
Retired
Richard Jennings
Retired
Roenea Dixon Dean
Retired

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Our Funders

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