



# AGE OF CENTRAL TEXAS

## ANNUAL REPORT

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# 2020

# FROM THE EXECUTIVE DIRECTOR



Dear AGE Advocate,

As we continue to weather the COVID-19 Pandemic, I remain in awe of how our community has come together to support our most vulnerable population - older adults and caregivers.

When we sent out a call to ask for help so that we could provide needed meals, health equipment, hygiene items, and virtual care for the aging community within the past 18 months - YOU, our AGE Advocates, answered.

It is because of YOU that we were able to help more than 3,000 older adults and caregivers in 2020 avoid the effects of social isolation as they were bound to their homes. According to the National Institute of Health, social isolation leads to an increased risk of chronic illness, anxiety, depression, and even death. This means that, by supporting AGE of Central Texas, YOU saved lives.

The fact is, we would not have been able to provide innovative virtual and physically distant care during this pandemic without all of the AGE's donors, volunteers, and supporters. Thanks to funders including the St. David's Foundation, the Moody Foundation, H-E-B, and the Glimmer Foundation, AGE was able to raise more than \$400,000 in emergency funding last year to help supplement losses in income due to the shutdown.

Now, we are excited to re-build and continue innovating. Our Thrive Social & Wellness Centers have re-opened at a limited capacity that we will continue to grow slowly and safely during the next year. We continue to provide online early memory loss care, distribute thousands of pieces of durable medical equipment and hygiene items at a social distance, and have taken great strides to digitize our caregiver education and support programs so that we can reach isolated caregivers in even the most rural parts of our community. We've also embarked on reimagining our AGE Computer Lab to provide robust tech education for the aging community and reimagined our early memory loss care, now known as Memory Connections Online, to be a permanent online care option for older adults,

We will continue to meet the aging community's evolving needs with expert solutions thanks to all of you. I look forward to working with you to continue making AGE's vision of a society where aging is a shared journey marked by connection, strength, and vitality, and the role of caregiving is supported through community, collaboration, and guidance a reality.

Sincerely,

A handwritten signature in black ink, appearing to read 'Suzanne Anderson'.

Suzanne Anderson  
Executive Director  
SAnderson@AGEofCentraltx.org  
512-451-4611

*Thank you!*



# 2020 IMPACT

## 3,011 PEOPLE SERVED

This number represents duplicated individuals served



## 44,631

Hours of care provided for older adults and family caregivers.

## 24,369

Encounters with older adults and caregivers family seeking or receiving assistance.

## 1,815

Caregivers received respite, education, support, and resources.

## 215

Older adults received early memory loss or adult day health care.

## 929

Individuals received durable medical equipment and hygiene items.

## 52

Older adults received individual technology education.



# A CONNECTION WORTH CELEBRATING

The COVID-19 pandemic has amplified issues of social isolation and brought new awareness to issues, such as lack of transportation, that hinder our aging community from accessing needed services and resources. While the pandemic worsened these issues, it did not create them. This means that there will always be a population of older adults and family caregivers unable to access in-person care.

In 2020, AGE pivoted the in-person Memory Connections program to provide online care co-designed between AGE's professional staff, older adult clients, and their care partners to address social isolation and lack of access to in-person care. The success of the virtual care offered in 2020 along with evaluation of community needs and direct client feedback, led AGE to permanently establish this program as an online care option. Now known as **Memory Connections Online**, this program offers participants monthly subscription services, combined with specially cultivated care designed to meet their unique needs and to address their specific challenges.

Clients in this program receive one-on-one support from expert staff specially equipped to care for individuals with cognitive conditions such as Alzheimer's or other dementias. Participants are then given access to daily and weekly virtual activities rooted in improving brain health and socialization. In addition, AGE is working to implement regular in-person activities that, when safe, participants can attend for needed in-person socialization.

This service is offered at a private pay rate that is provided on a sliding scale, so that low-income older adults have equal access to the memory loss care provided. AGE is passionate about ensuring equal access to programming - because if 2020 has taught us anything it's that access to compassionate, dignified care that alleviates social isolation and offers family caregivers needed support is a basic requirement to maintain a positive quality of life for both older adults and those who care for them.

Memory Connections Online is not the only programmatic success AGE experienced in 2020. Each of AGE's six comprehensive programs successfully adapted their programs to be accessed digitally so that each of the older adults and care partners they served has access to expert care and support. AGE's successes are all thanks to YOU! Thank you!





# 2020 FINANCIALS

## REVENUES:

Program Income	\$392,603
Grants & Contracts	\$1,074,512
Emergency Funding	\$708,013
Comprehensive Major Gifts Campaign Contributions	\$194,373
Contributions & Special Events	\$319,496

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2,688,997

## EXPENSES:

Program Expenses	\$1,956,865
Fundraising Expenses	\$51,553
Comprehensive Major Gifts Campaign Expenses	\$273,292
Management & General	\$69,184

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2,350,894

