

Leadership



It's not all about titles, positions or flowcharts —
it's about one life influencing another.



**Annual
Report
2022**

From the Executive Director



Hello Friends,

As the saying goes, “All good things must come to an end” and you know when it’s time to make a transition. Twelve years ago, I joined AASC with a lot of excitement, some nerves, and tons of hope for the future. Looking back, I am so proud of the work that we have done together. We should be so proud that we have accomplished so much, including expanding the PACE program to Smyth, Wythe, Washington, and Bland counties and the city of Bristol. But now, it is bittersweet that I announce my retirement. Being the executive director of AASC has been the greatest accomplishment of my career and I am thankful for the trust the board of directors and the community placed in me to guide the agency into a new era. I can never express my gratitude enough.

A new CEO is taking over an organization that is now financially sound with a strong foundation built for success. It is imperative that they build an even better future for AASC and its employees, continuing to build on what we’ve accomplished. Thank you for trusting me and giving me the leverage to make the changes necessary to develop new award-winning programs. The best thing about what we have built, is an organization that cares about its people. It is what I cherish and will miss the most.

As I worked with the Board, we wanted to ensure a smooth transition of authority and to assure that the new CEO was set up for success. It is my great pleasure to introduce Brian Beck, former CFO as AASC’s new CEO.

Again, thank you for your trust and belief in me and thank you for allowing me to have the greatest position in the four counties. It has been my honor to be executive director of AASC. It is truly the best place to work, and I look forward to seeing all the great things AASC accomplishes in the future under the guidance of Brian.

Sincerely,

Regina Sayers

Outgoing Executive Director

From the CEO



I would like to take this opportunity to thank our Board of Directors for having faith in me to provide continued leadership at AASC. I am very proud of our organizational accomplishments in the last 12 years and I look forward to our future successes. I want to thank Regina Sayers for being the best mentor and leader that AASC could have. The path we are currently on is a great one and the forecasted future growth has AASC positioned to be a community leader for many years to come. The biggest thank you goes to every employee that strives for our mission and does the extra things to make our community better for those we serve. AASC continues to be a great place and I am so proud to say I get to work with these great people.

While we have expanded our community with PACE footprint growth, we will remain focused to continue to provide the core services at the highest level our community expects. Please reach out to us so we can serve or partner with you and your organization.

We continue to meet the challenges of providing direct services in this post pandemic normal. We seek new models for care delivery to enhance the well being of those we serve.

We have aimed for a smooth transition and I have worked collaboratively with Regina to transition since accepting this new role in April. The expectations are high and I will do my best to deliver results that exceed those expectations.

Sincerely,

Brian Beck

Chief Executive Officer

Four County Transit

Staff at Four County Transit love to hear how impactful the service is to those in the communities we serve. The caring attitude of our wonderful driver, Connie Charles was highlighted by a rider.

Just a quick thanks to the bus driver in the Richlands area yesterday afternoon. I was running near Ramey's automobile dealership and was caught in a rather strong rainstorm. Connie, Richlands' route driver, actually turned the bus around and came back to pick me up and take me home. I was so close, I declined but it was sure a wonderful gesture, especially in these trying times we are living in. Please reach out to this wonderful woman and tell her how appreciative I was. Tell your driver her good deed made my day. Perhaps I became a little more temperate in my life because of her kindness as well!



Buses feature state-of-the-art security systems, including cameras, data collection and driver assist, as well as new health and safety features for the protection of drivers and passengers. FCT focuses on having an up-to-date fleet. New buses come equipped with a plexiglass barrier for driver protection, in addition to a state-of-the-art air filtration system that can remove 99.9% of airborne hazards

from circulation. An electrostatic sprayer is used for meticulous coverage of sanitation solutions on every surface. This sophisticated spraying system is comparable to systems used on commercial airlines for passenger safety.

Four County Transit worked closely with the Department of Rail and Public Transportation to highlight and promote services that have remained fully operational without interruption. FCT was featured in DRPT's "Get Out and Ride" program advertising.

A professional film crew was sent to the area to film actual Four County Transit vehicles, staff, and drivers for use in state commercial advertising.

Driver Paula Perry (wearing headphones) and AASC receptionist Terri Honaker (reading book) were featured in the ad.



Care Coordination The Care Coordination Department instituted some new changes in FY 2022. A full-time staff member was hired to work at Falls Mills Adult Day Center to provide care coordination services. This role is unique as it is a hybrid position since the duties are varied and includes reception, intake and is key to providing information about services offered in this facility. Also, a full-time staff member was hired to work at Mount Rogers PACE Center as the United Health-care coach for that area.

Care Coordination provides Options Counseling for all of their clients. The main premise is to utilize the concept of person-first in all aspects of counseling and providing ser-

Division of Aging Services

vices.

Each of the 11 care coordinators is trained to assess clients to evaluate support services for older adults and their caregivers. Factors such

as age, income, health and disabilities are considered to determine the best options for services that are available to meet the needs of the client.

Options Counseling is a state-wide initiative, funded by the Virginia Department for Aging and Rehabilitative Services, to empower clients to be in charge of their own healthcare decisions.

Mr. E was a minister and dedicated his life to sharing his morals, ethics and religious beliefs, and did so with his wife by his side. Unfortunately, he lost his wife to COVID and afterward, life's challenges seemed to snowball. AASC provided home-delivered meals, helped him successfully apply for SNAP benefits, referred him for homemaker services, obtained a personal emergency response unit and started the process for Medicaid. After obtaining these services, Mr. E has been able to remain safely and comfortably in his home. He and his daughters have expressed their appreciation to the agency for respecting his values and empowering him to take charge of his life once again.



Director Leslie Hughes will deliver these items to some of her clients.

Guardianship From COVID resurgence and loss of beloved clients, to client visits and video chats to ensure their well-being, outings, a Halloween party, and even a long-awaited, in-person conference, there is a partnership of balance and support for the staff and clients of Public Guardianship.

Approval was recently granted to add 5 additional clients for a total of 40 individuals. Public Guardianship requests must go through the Virginia Circuit Court. The court makes the appointment and the program takes over as guardian for the incapacitated person. The program is always taking new referrals and a waiting list is maintained. Referrals typically come through the Virginia Department of Social Services or other community-based organizations, such as Cumberland Mountain Community Service Board.

Funded by the Virginia Department for the Aging, the program ensures that essential requirements for physical and emotional health are met and financial resources are managed for all clients in the care of the Public Guardianship program.

Division of Aging Services

In-Home Care

In-Home Care has grown internally and externally. Another PCA supervisor was added along with an additional administrative assistant.

The home care license was expanded to several adjoining counties to provide services for the Mount Rogers PACE program and other clients.

The department is now utilizing an online PCA certificate program.

Approximately 50 aides are on staff and there are plans to increase that number due to staffing more participants on weekends and adding the Masonic contract.

In an effort to keep staff members who work in the office and out in the field connected, several events were held — a food drive, October breast cancer awareness, Thankful Thursdays, etc.



Aide Teresa Ratliff acted bravely and successfully by assisting her client Tim Null in vacating his home during a fire. She will be honored during the December 16 Christmas aide meeting with a certificate of appreciation and gift card.

Nutrition The Nutrition Department had a transformative year while navigating to what is the “new normal.” Each of the eight congregate sites was able to resume some pre-COVID activities, such as community outings, local fairs, and the Spring Fling. Clinchco and Clintwood seniors participated in an extracurricular drama club, called the Silver Spotlights. These sites, along with other community members, have produced two plays, and are making plans to perform the productions for other venues. The newest site at Falls Mills is overflowing with participants, and we are looking forward to providing additional opportunities for this community.

The Nutrition Department has provided well-checks in addition to hot, shelf-stable and frozen home-delivered meals, in a safe manner without interruption. Monthly pet food deliveries for home-bound clients, as well as pet care to those who are eligible were rendered through our program, AASC Cares for Pets.

Nutrition education was added to the existing health education this year to enhance knowledge and raise awareness of important nutrition topics that can positively affect individuals’ health.

PACE—Program of All-inclusive Care for the Elderly



AASC's Program of All-Inclusive Care for the Elderly expanded into a new service area and opened a new PACE Center in Marion. Mount Rogers PACE began serving Bland, Smyth, Washington, Wythe counties and the city of Bristol in August. This is a welcome addition to AllCARE for Seniors in Cedar Bluff, which serves Buchanan, Dickenson, Russell, and Tazewell counties and celebrated its 14th year of operation in May.

People don't usually look at food as art, but if you're a cook, you know that presentation is important because we eat with our eyes first. The food art pizzas are almost too pretty to eat and were a big hit with the participants.



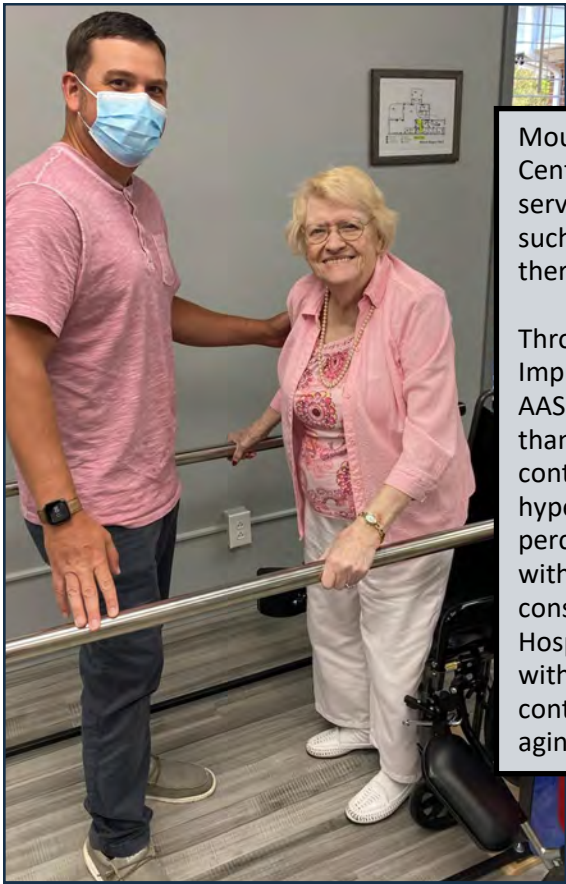
Participants have enjoyed art, gardening, health and fitness activities, cooking, home safety, bingo, and many other fun activities. "Art at Your Own PACE" continues to produce amazing artwork and projects. This award-winning program allows participants to perform functional tasks while having fun creating in various ways.

While the goal of any therapy is to improve skills, art therapy's goal is also to improve emotional function and well-being. Staff presented the award-winning "Art at Your Own PACE" in several national webinars and in person at the Southeastern Association of Area Agency on Aging Conference in Florida.

The Flying Free project involves sending hand-crafted birdhouses across the nation and tracking the location on a wall map.



This birdhouse is a replica of a forest warden's cabin located in Mount Rainier, Washington.



Mount Rogers PACE Center provides essential services to participants such as medical care and therapy treatments.

Through Quality Improvement initiatives, AASC PACE trends higher than national averages in controlling diabetes and hypertension. Ninety percent of participants with diabetes are considered controlled. Hospital re-admissions within 30 days have continued to decline, averaging 1 to 2 per month.

Members are encouraged to attend the PACE centers as it allows them better access to all PACE has to offer, with clinical staff, therapists, a registered dietitian, and social workers available. Services are provided in the participants' homes if they choose not to attend the day centers.

Transportation is provided to and from the PACE Center with door through door service if clients need assistance getting from their home to the vehicle and into the center. Clients are also taken to all of their specialty medical appointments.

The PACE activities director has daily planned activities to keep minds active and promote socialization. AASC PACE participants who live closer to the day

centers in Haysi or Falls Mills, may attend those centers as well as receive some PACE services since both are alternative care sites.



Participants were excited to attend the Senior Prom again after the hiatus due to COVID. They enjoyed a special meal, dancing and fellowship. Randall Mitchell was crowned Prom King and Ella Mae Hoch was crowned Prom Queen.

AASC Board of Directors

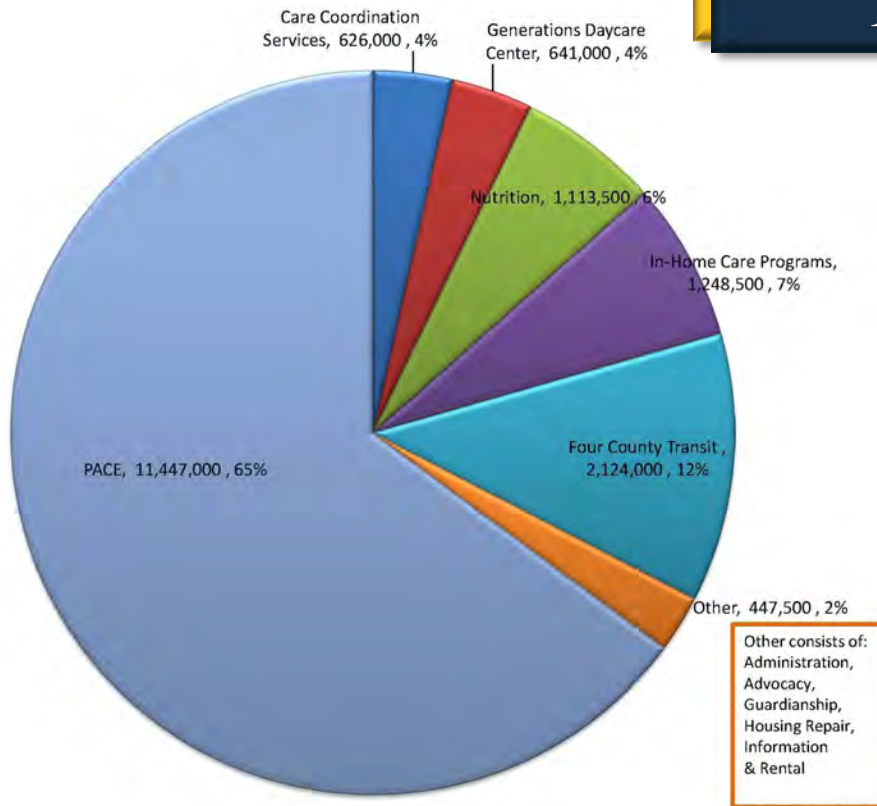
Lovis Ball	Marshall Hughes
Ginger Branton	Alice Meade
Rev. Larry Burton	Irma Mitchell
Emalene Cook	Ralph Mullins
Paul Crawford	Mike Ratliff
Pat Gray	Grace Ratliff
Janet Gunn	Delano Sykes



Over three-quarters of the participant census has been fully vaccinated for COVID.

AASC FY 22 Revenue \$17,647,500

By The Numbers



Grants & Awards

Community Foundation of the Virginias - \$4,945.28
 Subaru Share the Love/Meals on Wheels - \$7,874.35
 Congressionally Directed Spending, Sen. Warner - \$25,000
 Virginia Enterprise Zone Grant - \$100,000
 Virginia Child Care Stabilization Grant - \$109,200
 Meals on Wheels Veterinary Care Grant - \$8,500
 SE4A Conference Scholarship - \$1,000
 Aging Achievement Awards from US Aging
 - A Matter of Balance falls prevention program
 - STAR – Smart Tracking and Referrals
 - Chores Program
 HOI Health Quality Innovator of the Year Award –
 1st Place Health Equity - Medical Transportation Pilot Program

Aging Services

- **1,800** calls for service with **210** requests for home repair, **139** for in-home services and **97** for home-delivered meals
 - **PACE** requests nearly doubled from last year to this year

Transit

Riding is free of charge.
 Increase in passenger boardings of
24% for fiscal year 2022 for a total of
106,986 boardings.

PACE

36 participants joined AASC PACE, with average membership of **99** monthly.
5 have joined Mount Rogers.

Nutrition

113,705 meals delivered
 802 sessions of nutrition education
8,064 meals served at congregate sites with 17,414.50 hours of social and rec activity

In-Home Care

1,871 clients served by staff working in the home providing personal care or homemaker services, equating to **65,409 service units**

HR

- Total of **219** employees
- **22** new jobs added
- **73%** of all employees are female
- Competitive **paid time off** plus benefits