



Baltimore County Executive John A. Olszewski, Jr.
and the County Council



2019 Annual Report



Baltimore County Department of Aging

611 Central Avenue, Towson 21204



MISSION STATEMENT

Baltimore County
 Department of
 Aging strengthens lives
 by providing services,
 programs
 and connections to
 resources.



Baltimore County Executive John A. Olszewski, Jr.
 and the County Council

A Letter from Director Laura D. Riley



The Baltimore County Department of Aging is proud of our mission to strengthen lives by providing services, programs and connections to resources. As the population ages, services and programs for older adults must evolve as longevity only means more

when quality of life is enhanced. BCDA strives each day to deliver practical, person-centered strategies and services to support Baltimore County older adults and their communities.

BCDA sees it as our responsibility, working with the whole aging network, to spark conversations and incubate innovative approaches to meet the needs of our growing aging population and provide meaningful opportunities for them to engage with their communities in more comprehensive ways.

Lastly, BCDA strives to engage all ages to help them to reimagine aging. Our older population is extremely diverse and covers the span of over five decades. From young 55 year olds to 100 year old fitness experts, from frail to active, aging is complex as you will see in this annual report.

Laura D. Riley
 Director



Strengthening Lives of Individuals

- Assisted 395 clients with Options Counseling for long term care planning.
- Supported 1,053 people with case management services.
- Advocated for more than 9,000 residents of the County's 45 nursing homes and 181 licensed Assisted Livings in responding to 1,136 complaints for 814 individuals.
- Aided 427 clients with Senior Care case management and gap-filling funds to pay for a range of services including personal care, chores, respite care, medications, medical supplies and emergency response systems.
- Provided 214 persons with Seniors In Need funding for emergency items such as eviction assistance (16%) and avoiding utility cut offs (29%.)

Enhancing Older Adult's Independence

- Delivered 1,852 bags of food from local food pantries to 1,143 clients.
- Subsidized 104 persons for employment through the SCSEP program and 13 (65%) secured paid employment.
- Referred 384 nursing home residents to Nursing Facility Program Education to access resources to move back to the community.
- Aided 335 clients with Home and Community Based Services to remain living in their community.

- Assisted 96 Assisted Living Facility residents on Senior Assisted Living Group Home Subsidy (SALGHS) program with the cost of a Assisted Living facility.
- Counseled 3,764 Medicare beneficiaries with State Health Insurance Assistance Program (SHIP) volunteers.
- Provided 37,543 CountyRide transports for almost 3,000 active clients, driving 322,674 miles.
- Acted as guardian of person for 147 individuals.



Strengthening Lives with Programs

- Supported 1,103 Retired and Senior Volunteer Program (RSVP) volunteers who gave 136,049 hours of service at 32 host agencies.
- Hosted over 7,000 guests and 300 businesses at the Power of Age Expo.
- Educated over 1,620 people through 79 SHIP presentations.
- Inspired 939 participants to join our Get Ready! Get Set! Get Fit! 5K Run/Walk which raised \$19,600 for senior fitness and exercise.
- Offered 30 Speaker's Bureau presentations about the agency and provided information at 47 community events.
- Provided travel and cultural opportunities for 4,015 people through Senior Box Office.
- Conducted 138 in-home consultations; held a half-day conference; and provided 374 Caregiver Respite stipends and 40 stipends to grandparents through the National Family Caregiver Support Program.
- Loaned free durable medical equipment to 298 households.
- Educated over 300 people, both professionals and older adults through conferences.

Strengthening Lives with Senior Centers

- Inspired 20,515 individuals to actively join at least one of the 20 senior centers, with over 10% joining 2 or more sites.
- Hosted 569,284 visits to the senior centers.
- Contributed to 87% of center members who indicated they were thriving in terms of their Quality of Life on the Adult Well-Being Assessment. The results can be further outlined that center members expressed the following:
 - 77.2% were thriving on the financial well-being scale;
 - 86% were thriving in terms of their physical health;
 - 94% were thriving in terms of their mental health;
 - 81% always or usually had social and emotional support; and
 - 85% had meaning and purpose in their lives.



Engaging Older Adults for Better Health

- Enriched senior center member lives by the following opportunities:
 - Physical Activity and Dance - 162,654
 - Recreation - 111,723
 - Special Events - 61,756
 - Continuing Education/Lifelong Learning (Music, Arts, Nutrition, Intergenerational, Video, Consumer Ed) - 49,352
 - Health - 15,794 (Education (47%) and Screenings (53%))
 - Center Connection - 15,863
 - Evidence-Based Programs - 11,985
- Welcomed 1,634 volunteers for 263,217 service hours in centers,
- Developed 262 people elected to leadership positions on 22 501(c)3 organizations, and
- Served over 202,100 congregate (50.3%), home delivered (48.3%) and emergency (1.4%) meals.

Connecting Older Adults with Resources

Through the Hospital to Home partnership with Northwest Hospital, identified patients were connected to services which yielded the following:

- 71% reduction in inpatient stays;
- 43% decrease in Emergency department visits; and
- 75% reduction in 30-day readmissions.



Strengthening Lives with Resources

- Answered 79,304 requests for information and provided 36,639 referrals through Maryland Access Point (MAP.)
- Partnered with over 702 businesses/organizations in our 20 senior centers.
- Raised financial and in-kind support to offer education, resource and enjoyment to older adults in the County through events and publications.
- Produced six *Time of Your Life* television shows in partnership with Comcast to a potential viewing audience of over 325,000.
- Distributed over 100,000 copies of publications, like *Community Resources* and *Time of Your Life Digest*, to educate and inform constituents on aging issues.
- Organized the Seniors in Need Adopt a Senior Holiday Program.
- Engaged over 2,000 social media followers.
- Graduated 85 individuals from the Aging Mastery Program (R).



Strengthening Lives Through Innovations in 2019

- Launched Age-Friendly Baltimore County and conducted a comprehensive public survey. We also have active and engaged work groups focused on Housing, Community and Health Services, and Transportation.
- Expanded hours, days of operation and age eligibility at select senior centers to meet rising need in certain communities.
- Created the first annual No Senior Eats Alone Day to raise awareness of social isolation with over 40 partners in the community offering activities and over 5,000 meals were served. Event will continue annually.
- Collected over 10,000 Adult Well-Being Assessments to measure the social and behavioral determinants of health of senior center members.
- Developed a home modifications program through a grant to allow individuals to safely age in place.
- Received a Maryland Department of Aging Senior Center Operating Funds grant to hire a social worker to address mental health and behavioral issues in the senior centers, offer free Aging Mastery Programs® and Aging Mastery Program® for Caregivers.



Awards and Achievements

National Council on Aging Falls Prevention Photo Contest - 2nd place
 • Bykota Senior Center - Stepping On Class

National Institute of Senior Centers (NISC) Programs of Excellence Awards
 • Cockeysville and Parkville Senior Centers

Maryland Association of Senior Centers (MASC) Programs of Excellence Awards

• Cockeysville, Liberty and Parkville Senior Centers

Towson University, University College of Health Professions, Community Partnership Award

• Baltimore County Department of Aging

25th Annual Statewide Rodeo 2019- 2nd Place

• Gary Watson

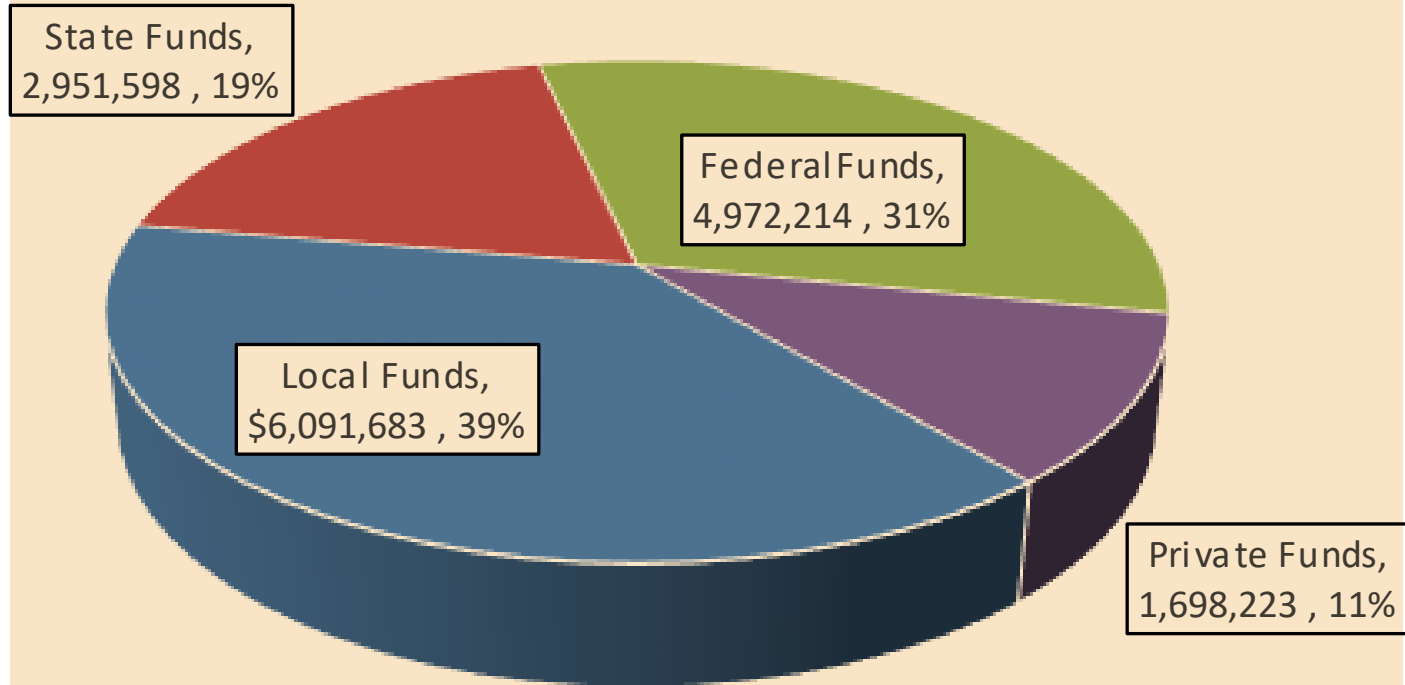
County Executive's Certificate of Excellence

• Rebecca Ebert, Ateaze Senior Center Director
 • Lynn McCamie, Ombudsman Program Manager

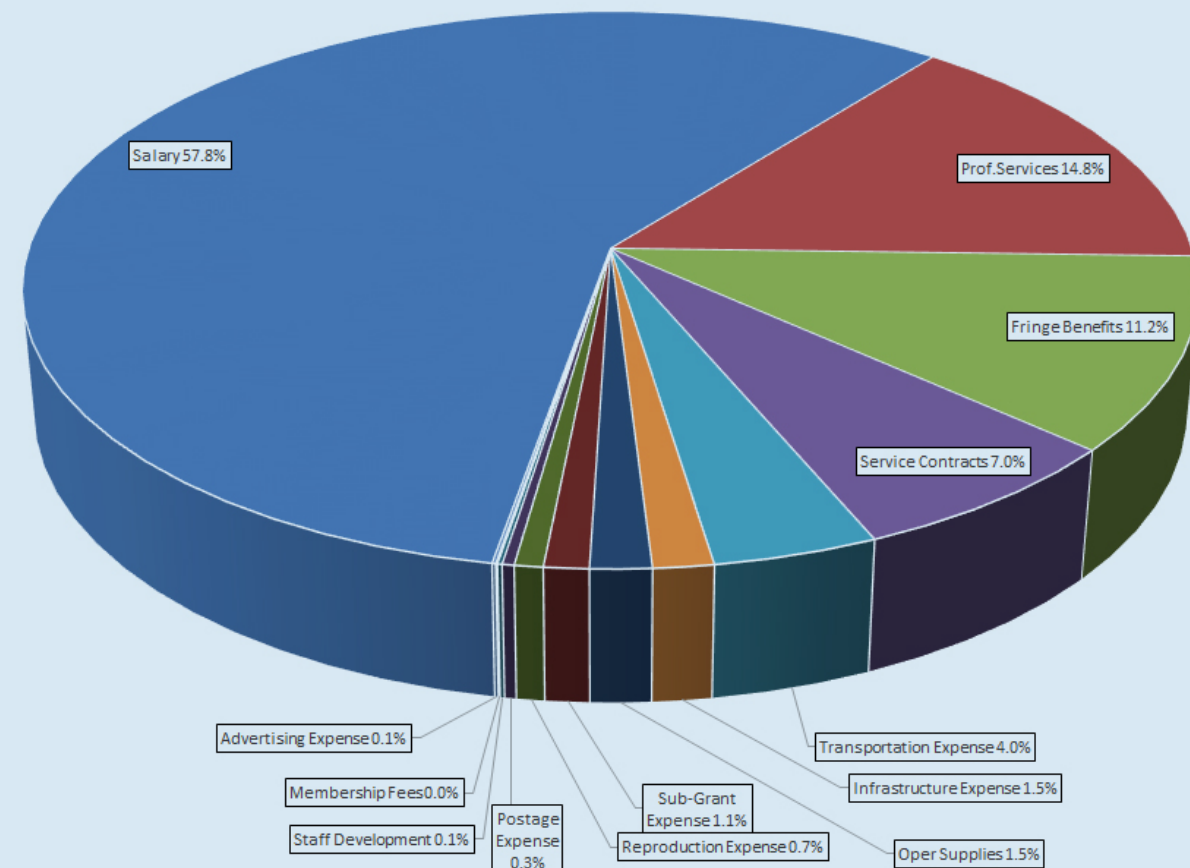
Baltimore County Woman of the Year Awards - LaFrance Muldrow Award

• Cynthia Mingo, Fleming Senior Center Director

BCDA - Source of Funds FY 2019



BCDA - Use of Funds FY 2019



Our Financial Statement

Baltimore County Department of Aging Agency Operating Budget FY2019

Source of Funds

Local Funds	\$6,091,683	39%
State Funds	\$2,951,598	19%
Federal Funds	\$4,972,214	32%
Private Funds	\$1,698,223	11%
Total Funds	\$15,713,718	100%

Use of Funds

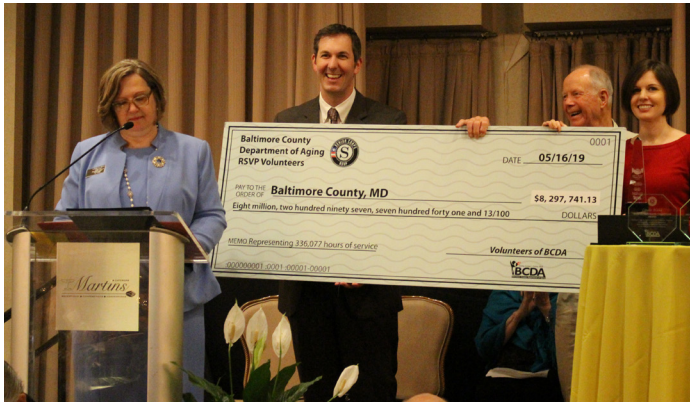
Salary	\$9,090,236	57.8%
Prof. Services	\$2,328,433	14.8%
Fringe Benefits	\$1,757,888	11.2%
Service Contracts	\$1,095,815	7.0%
Transportation Expense	\$622,950	4.0%
Infrastructure Expense	\$228,130	1.5%
Oper Supplies	\$231,034	1.5%
Sub-Grant Expense	\$169,305	1.1%
Reproduction Expense	\$107,547	0.7%
Postage Expense	\$44,889	0.3%
Staff Development	\$16,941	0.1%
Membership Fees	\$6,550	0.0%
Advertising Expense	\$14,000	0.1%
Total operating expenses	\$15,713,718	100%

Commission on Aging

Cyndy Allen, Chair
Cynthia Allen
Virginia Billian, MD
Frances Bond, Ph.D.
Lisa Budlow

Don Gabriel, JD., Ph.D.
Bill Lambert
Eula Marshall
Roy Moreland
Al Muehlberger

Mabel Murray, Ed. D.
Sheila Roman, MD, MPH
Marlene Siegel
Sherita Thomas
Melody Truffer



BALTIMORE COUNTY DEPARTMENT OF AGING

OUR MISSION

Baltimore County Department of Aging strengthens lives by providing services, programs and connections to resources.

OUR VISION

That all Baltimore County residents are **Living Longer - Living Well** as a result of their interaction with our agency

OUR CORE VALUES

That all agents of the Department demonstrate

I CARE

INTEGRITY

COMPASSION

ACCOUNTABILITY

RESPECT

EMPOWERMENT

