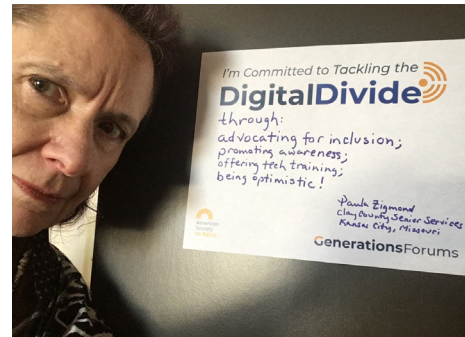


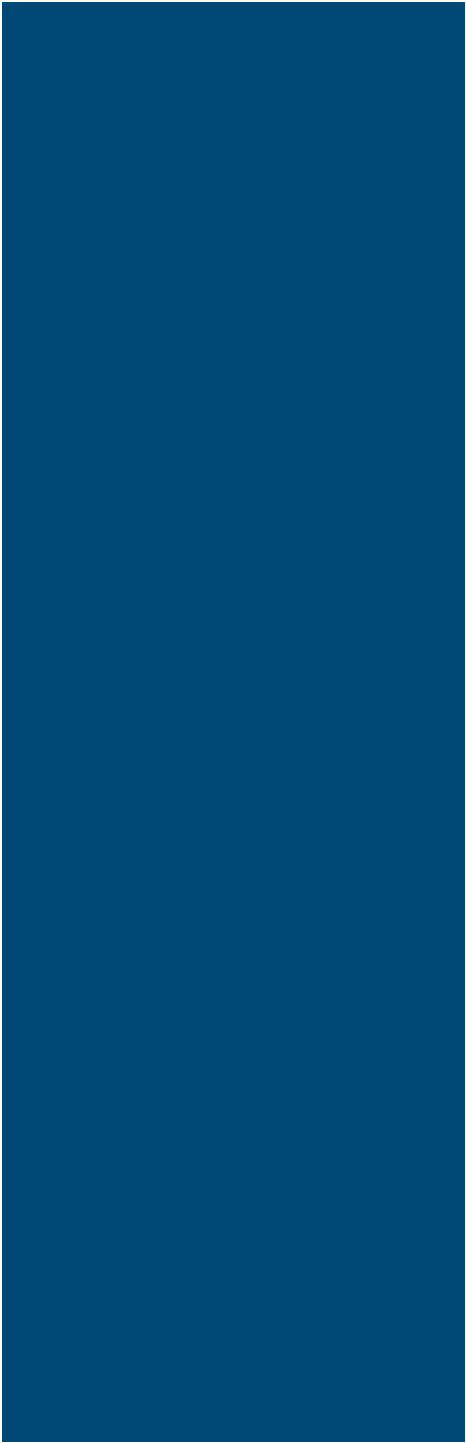
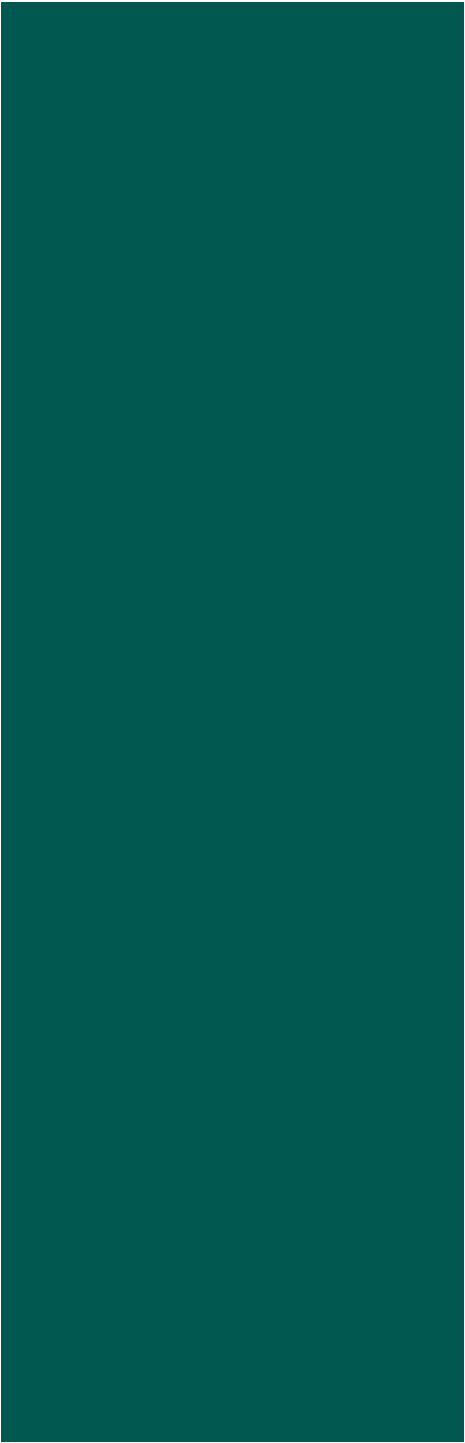
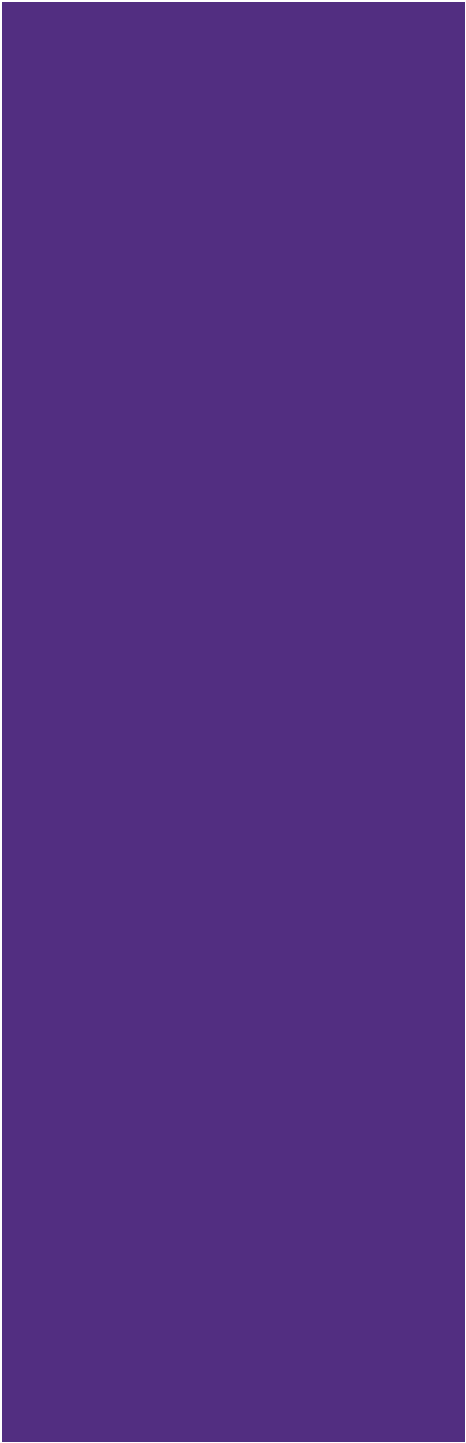
2020 ANNUAL REPORT



TOGETHER
WE WILL BE
**STRONGER FOR
TOMORROW**



Clay County
SENIOR SERVICES





2020 HIGHLIGHTS

LEADERSHIP

- Identifying needs during the pandemic and providing emergency funding
- Kansas City Communities for All Ages Recognition Program with five municipalities
- Missouri Senior Services Levy Fund Boards Conference with 55 counties

PARTNERSHIPS

- Benefits and Advocacy Program
- Lifelong learning partnerships with six organizations
- Mid-America Regional Council evidence-based programs
- Senior Falls Prevention Coalition of Clay and Platte Counties with five Northland Fire/EMS agencies
- Northland Grandfamilies
- Northland Shepherd's Center
- Tri-County Older Adult Mental Health Program
- Rural Senior Advocate Program
- Assistance League of Kansas City-Senior Outreach Services
- Senior Exercise Programs with nine centers
- Senior Tax Exchange Volunteer Program
- Home Repair and Modification Program with four agencies
- Kearney Firehouse Tech Café





2020 ANNUAL REPORT TO THE CITIZENS OF CLAY COUNTY

In a year that presented many challenges for everyone due to the COVID-19 pandemic, our 2020 report highlights the innovative ways our partner agencies pivoted to serve older adults. There was a spirit of resiliency and many successes as our partner agencies adapted to meet the needs of Clay County older adults in a safe and effective manner.

As 2020 progressed and services were limited due to the pandemic, a surplus of funds was projected. Our board made the decision to provide an opportunity for our partners to apply for special community support funds to specifically address social isolation, nutritional programs, technology, and transportation. We also assured our grantees that we would be flexible and supportive to continue grant payments even though programs were modified significantly.

On behalf of Clay County Senior Services' board and staff, we would like to thank our grantees and contractors for the creative and safe ways they have continued to serve Clay County seniors. As a result of teamwork and our shared successes during this unusual year, we are positioned to be even stronger going forward.



A handwritten signature in black ink, appearing to read 'Rob Steinkamp'.

Robert Steinkamp
Board Chairman

A handwritten signature in black ink, appearing to read 'Tina Uridge'.

Tina Uridge
Executive Director



LEADERSHIP

Missouri Association of Levy Boards & Senior Organizations (MoALSO)

Clay County is one of 55 Missouri counties that have dedicated funding from a property tax levy fund that enable us to support all of our partners and contractors to deliver services to Clay County older adults. This year our board and staff provided leadership to establish the development of MoALSO to improve advocacy, senior board governance, and to raise senior levy fund awareness across the state.



529

older adults used our transportation program for a total of 6,109 one-way rides to medical appointments.

30

older adults used the OATS bus for shopping trips in northern Clay County



LEADERSHIP

Kansas City Communities for All Ages Incentive Grants with Municipalities

Through CCSS' incentive match funds, the following cities have achieved recognition as Kansas City Communities for All Ages: Gladstone, Kearney, and North Kansas City – Gold Level; Excelsior Springs and Liberty – Silver Level. With leadership from the Mid-America Regional Council, these aging-friendly cities are planning for changing demographics and adoption of policy and program approaches that make Clay County a great place to live for all ages.



Northland Living Well Collaborative

CCSS is providing the administrative leadership to coordinate, promote, and support inter-agency delivery of health education classes. Ten organizations are members of the collaborative that focuses on providing easy access to classes for people living with chronic health conditions. Fourteen adults completed Living Well with Chronic Conditions self-management programs co-facilitated by our staff.



EDUCATION | SUPPORT | RESOURCES
SUPPORTING THOSE WITH AN
AGE-RELATED OR CHRONIC CONDITION



180

clients received in-home services, including light housekeeping, personal care, and respite. 4 families received respite care through the Consumer Directed Respite Care program.





PARTNERSHIPS

Senior Centers

The following centers received CCSS funding for daily operations or activities: Excelsior Springs, Liberty, Kearney, and Smithville. In 2020, each center modified their program to meet the nutritional and social needs of its participants. Each center adapted by providing drive through meal pick-up, check-in calls, and connection to technology and other resources.

Kearney Firehouse Tech Café

Pivoting to online classes and support was a natural for the Firehouse as more seniors had a desire to learn and use technology during the pandemic. The program continued to provide social opportunities, expanded their volunteer ride service, and delivered fresh fruits and vegetables. The highlight was CCSS awarding \$20,000 in community support funds for a new van; the community rallied together and raised the required matching funds within days.



40,355

meals were delivered by Northland Shepherd's Center, an average of 154 meals delivered daily. Kearney Senior Center delivered 5,111 meals, an average of 19 meals delivered daily.

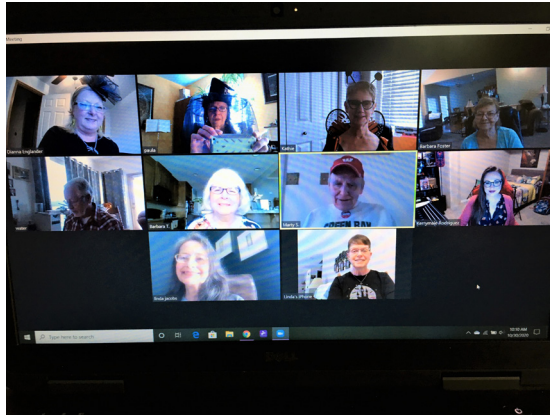


PARTNERSHIPS

Aging Mastery Program (AMP)

Thirty-six adults ranging in age from 54 to 88 participated in the 10-week core AMP; eight caregivers attended the 12-week AMP for Caregivers.

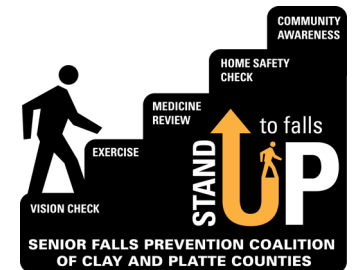
The 10-week core program and 12-week Caregiver program from the National Council on Aging help older adults create their own personal pathways for aging. When you participate in the Aging Mastery Program (AMP), you will learn the importance of small, consistent changes over time that lead to mastery of healthy habits.



Senior Falls Prevention Coalition of Clay and Platte Counties:

Twenty-six-member organizations participated in our monthly meetings featuring educational presentations, evidence-based falls prevention class opportunities, and planning outreach and awareness events such as Falls Prevention Awareness Week in September. As a part of Awareness Week, we shared Facebook videos highlighting our five pillars of falls prevention, engaging 832 seniors through social media. In all, more than 5,200 people participated in falls prevention activities that week.

In 2020, our Seniors Falls Prevention Coalition of Clay & Platte Counties was honored to receive the Northland Professionals In Aging Sandy Gardner Giving Back Award of \$3,000. These funds allowed us to further expand falls prevention initiatives among our senior population, including awareness, education, and access to effective prevention programs and resources.



1,481

Clay County residents received discounted fitness classes and memberships offered through our exercise partners.

174

seniors utilized their educational scholarships from our partners. 80 avid learners leaped into virtual classes with KU/Osher Lifelong Learning.



PARTNERSHIPS

Fire & EMS Partnership

Fifteen seniors were assisted with referrals for falls prevention interventions through our partners: Gladstone, Excelsior Springs, Kearney, North Kansas City, and Northland Regional Ambulance District.

Knox Box Contribution - We utilized paid membership fees to purchase and contribute two Knox Boxes for the Gladstone Fire/EMS Department. A Knox Box is a commercial lock box the fire department will install outside the home of a “frequent faller” so they can access the homeowner’s key to enter the residence, without requiring them to break in to provide emergency assistance.

Northland Grandfamilies

To help families that are managing the care and responsibilities for dependent children, support services were provided by the University of Missouri Extension-Clay County. Case management, support groups, and resources were provided to thirty-five families.



900

older adults and aging
field professionals
subscribed to our bi-
monthly E-newsletter.
500 of these subscribers
also received E-holiday
cards and birthday cards.

5,000

requests for
information
were answered
through website
chats, emails,
social media, and
telephone calls.



PARTNERSHIPS

Rural Senior Advocate Program

The Good Samaritan Center served 152 older adults with essential services including transportation, medical prescription delivery, paperwork and financial assistance to obtain benefits.

“The COVID pandemic has had a strong impact on seniors in our community. We have found that our efforts, though different than the format previously provided, have served to help seniors and caregivers experience a sense of being cared for and connected to others. We also have experienced an increased awareness of the importance of remaining agile and flexible as we continue to adapt to the needs of seniors in the midst of COVID-19 challenges. One silver lining that we have noted during the pandemic is a community-wide urgency of the emotional needs of seniors. Many of these needs were present even prior to COVID-19 but have been magnified during this time. It seems to have increased awareness and desire to offer increased services in order to meet the demand of these growing needs. I have been able to help seniors who have no one else to turn to and thanks

need to go to Clay County Senior Services for providing funding for this valuable program for seniors.” **Gayle Geiger, Good Samaritan Center’s Rural Senior Advocate**



191

**minor home repair
projects and safety
modifications were
completed for
Clay County older
adults’ homes.**

**Northland Shepherd’s Center Community Aging
Specialists assisted 384 seniors with applications
to secure a range of benefits valued at**

\$643,911



PARTNERSHIPS

Tri-County Older Adult Mental Health Services

The Older Adult Program played an increasingly valuable role for seniors, caregivers, and professionals in the northland community during the pandemic. In response to the risk of increased isolation and its depressive symptoms, 489 participants were able to stay connected through virtual presentations, support groups, drive-through events, and porch deliveries during this challenging time.

Senior Tax Exchange Program (STEP)

The contributions of STEP participants have always been valued by the North Kansas City School District. Due to the pandemic, STEP participants were unable to enter school buildings to serve in their scheduled assignments. Instead, STEP participants adapted to off-site opportunities to complete their service hours. As a result, they became better acquainted with the many organizations that support district students and felt part of a larger community network.



Participants logged 1,390 service hours this year by assisting with delivery of food to families through the Backsnack & Feed Northland Kids program, sorting clothing donations, and various other assignments to support schools.

Assistance League of Kansas City-Senior Outreach Service

The outreach program pivoted from direct outreach to providing blizzard bags that included shelf-stable food and essential supplies to 385 homebound older adults.



Northland Christmas Store

This program lifted the spirits of 215 older adults who received holiday boxes with food, essential supplies and gift cards.

Ambulatory older adults benefited this year from a new ride service called "Jet Express," launched in partnership with Jewish Family Services and Lyft.



908

seniors gained peace of mind by having a personal emergency response system in place.



PARTNERSHIPS



Special Community Support Funds

Due to the pandemic and a pause in some services being utilized, CCSS' ended the year with a funding surplus. Our Board of Directors approved inviting our partners to submit funding requests for special projects or program expansion. The following agencies received community support funds:

Assisted Transportation	3 vehicle sanitizers; replace 2-way radio with a digital system in 22 vans	\$20,000
City of Liberty Access Van & Meals on Wheels	Meals on Wheels scholarships and 2 meal transporters Provide \$13,041 for bus match for FTA section 5310 grant	\$20,000
Excelsior Springs Senior Center	Technology Equipment: 8 computer notebooks/software Program Operations: 7 months of 4G Data for notebooks	\$5,000
Kearney Enrichment/Tech Cafe	In-kind match for vehicle to transport seniors to both the senior center and Tech Café.	\$20,000
Northland Neighborhoods	Home repair funds to help decrease the waiting list	\$20,000
Northland Shepherd's Center	Meals on Wheels: Blizzard bags, meal scholarships, and supplies Capital Improvement for electrical costs for kitchen	\$20,000
Tri-County Mental Health	Music Therapy program, equipment and tablets	\$15,000
Rebuilding Together Kansas City	Safe at Home repairs or modifications	\$20,000
Good Samaritan Center Rural Senior Advocate	Defibrillator machine for the center, durable medical equipment; walkers, canes, B/P cuffs, and other supplies	\$5,000
Grand Total		\$145,000

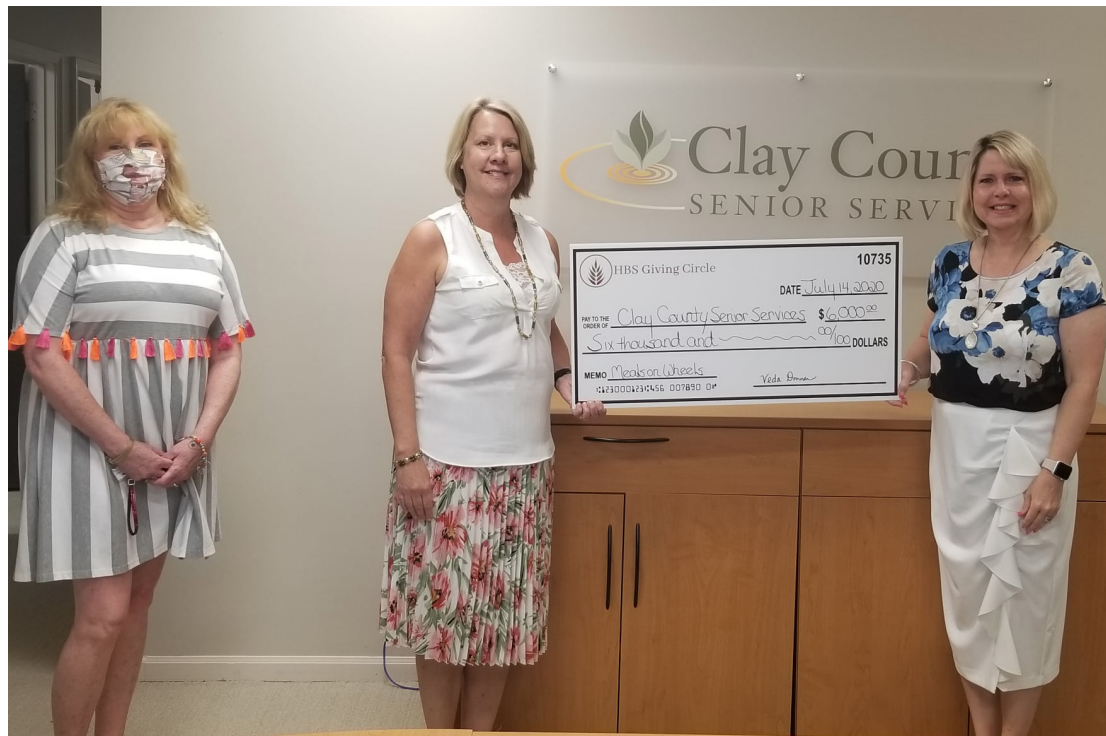


GRANTS

With the growing demand for home delivered meals, CCSS was pleased to receive a \$6,000 grant from the Harvest Ball Society to support our five Meals on Wheels partner organizations: Excelsior Springs Parks and Recreation, Northland Shepherd's Center, the City of Smithville, the City of Liberty, and Kearney Home Delivered Meals. Funds were used for meal scholarships, gas cards for volunteers, protective equipment and supplies, and delivery carriers.

The Missouri Department of Transportation awarded us a Missouri Elderly and Handicapped Transportation Assistance Program grant in the amount of \$6,737.73 to offset costs of our transportation program. This extra funding prevented over expenditure in our transportation budget.

The Northland Community Services Coalition received a grant for \$3,500 from the Northland Professionals In Aging 2020 Sandy Gardner Giving Back Award. The funds will be used to reprint the Northland Human Services Directory.



500

File of Life
emergency medical
information packets
were distributed to
older adults.

FILE OF LIFE

Name:	
Address:	
Doctor:	Phone#:
EMERGENCY CONTACTS	
Name:	Phone#:
Address:	
Name:	Phone#:
Address:	

400

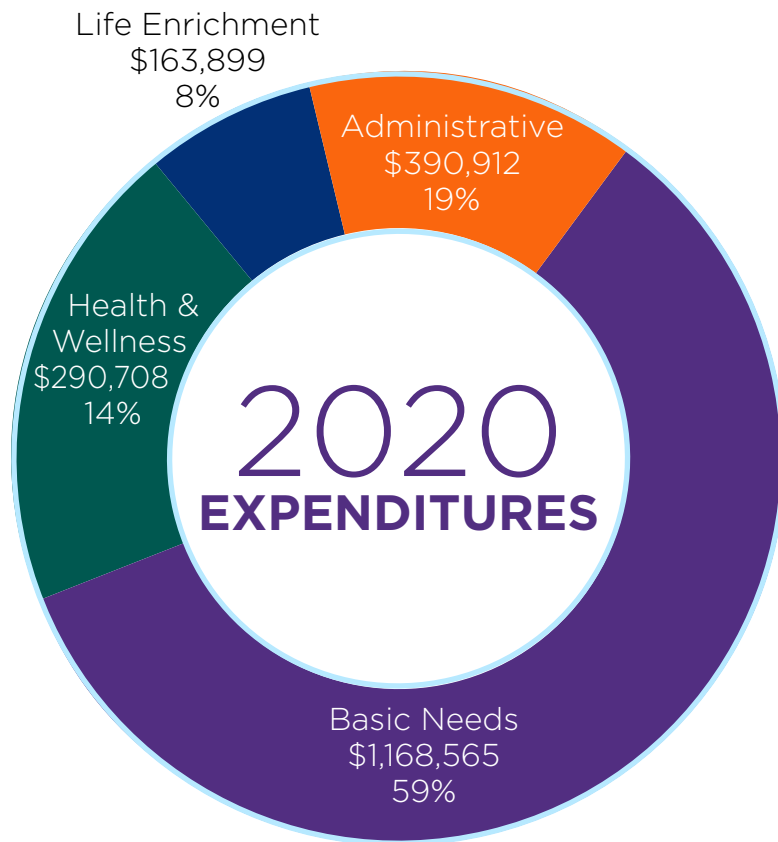
hours of service were given by
3 office volunteers who made
500 client calls and completed
data entry.



2020 FINANCIALS



Total Revenue	\$2,174,142
Total Reserve Funds Used	\$192,355
Total Expenses	\$2,014,084
Net Income	\$160,058



Basic Needs	\$1,168,565
Adult Day Health	\$22,800
Care Management	\$109,325
Homemaker / Personal Care	\$422,299
Respite	\$40,206
Minor Home Repair	\$131,500
Meals On Wheels	\$38,522
Personal Emergency Response	\$74,650
Transportation	\$329,263

Health & Wellness	\$290,708
Exercise Programs	\$117,454
Caregiver Training	\$18,000
Senior Centers-Operations	\$131,013
Preventive Health	\$24,835
Public Education	\$744
Aging Mastery Program	(-\$3,005)
Senior Companion	\$1,667

Life Enrichment	\$163,899
Advocacy	\$78,000
Education	\$72,344
Life Bio	-
Program Development	-
Civic Engagement	\$13,555

Administrative	\$390,912
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LEADERSHIP

Thanks to the following partner agencies:

Assistance League of Kansas City	Kansas City Parks and Recreation	Northland Shepherd's Center
Assisted Transportation	Kansas City Regional Arthritis Center	OATS
AV Yoga & Wellness	KC Communities for all Ages	Park Hill Community Education Services
Barr Private Care Services	KC Quality Improvement Consortium	Philips Lifeline
City of Gladstone - Community Center	Kearney Community Foundation	Rebuilding Together Kansas City
City of Liberty	Kearney Enrichment Council	Sally King Consulting
Clay County Government	Kearney Fire & Rescue Protection District	Senior Falls Prevention Coalition of Clay & Platte Counties
Clayview Home Health	Liberty Hospital District	Senior Link (Life Unlimited, Inc)
Excelsior Springs Area Career Center	Liberty Hospital Foundation	Smithville Senior Center
Excelsior Springs Community Center	Liberty Hospital Sports Medicine	Tiffany In-Home Services
Excelsior Springs Fire Department	Mid-America Regional Council	Tri County Mental Health Services
Excelsior Springs Parks and Recreation/Senior Center	North Kansas City Fire Department	University of Kansas - Osher Institute
First Light HomeCare	North Kansas City Hospital	University of Missouri Extension Council - Clay County
Focus Health Care	North Kansas City Schools Community Education	YMCA of Greater Kansas City
Gladstone Fire-EMS	Northland Career Center	
Good Samaritan Center	Northland Christmas Store	
Jewish Family Services	Northland Neighborhoods, Inc.	
Kansas City Art Institute	Northland Regional Ambulance District	



LEADERSHIP



BOARD OF DIRECTORS



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Board Chair



Marie Steiner
Board Vice-Chair
and Treasurer



Su Bacon
Board Secretary



Edward O'Herin
Board Member



Kay Peca
Board Member



John McGovern
Board Member



Andy Pratt
Board Member

STAFF



Tina Uridge
Executive Director



Paula Zigmond
Program & Resources
Manager



Tammy Gillispie
Office Manager



Vicki Hon
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Administrator &
Program Support



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