

2017—18

BY THE NUMBERS



Community Impact Report

Moving Lancaster County Forward

We believe a healthy community consists of numerous vital conditions—*basic needs for health and safety, good education for all, meaningful work and financial security, humane housing, healthy environment, reliable transportation, community partnerships and social supports people need to thrive.* Bay Aging is proud to contribute to the economic vitality of the communities we serve by partnering with county leaders, community organizations, and local businesses to leverage services for community good.



BAY HEALTH

A DIVISION OF BAY AGING

Bay Aging leveraged \$15,600 from Lancaster County to deliver \$293,579 in services.

- 114 seniors are living healthier lives in their own homes because volunteers delivered them 13,760 nutritious meals
- 2,425 people of all ages were able to make more informed decisions and improve their lives through options counseling, education, insurance counseling, and other programs and services
- 11 seniors received 10,074 hours of in-home and personal care services including wellness checks, and education about chronic disease care management is helping to keep them out of the hospital longer and saving on health costs



BAY HOUSING

A DIVISION OF BAY AGING

Bay Aging delivered \$386,670 in housing services.

- 22 families are living in homes made healthier and safer through emergency home repair and weatherization, while 2 families are living in homes that underwent substantial rehabilitation and/or reconstruction.



Weatherizing a home.

OTHER ECONOMIC IMPACTS:

28 Bay Aging employees live in Lancaster County and/or work in the county

8 seniors saved \$944.00 in health care costs due to insurance counseling

Bay Aging paid real estate taxes to:
county of Lancaster—\$11,299, and
town of Kilmarnock—\$1,878

Bay Aging paid water and sewer fees to:
the town of Kilmarnock: \$7,221 for water and
\$12,536 for sewer

271 volunteers donated 3,187 hours of service,
a \$85,252 savings to the county



BAY TRANSIT

A DIVISION OF BAY AGING

Bay Aging leveraged \$54,948 from Lancaster County with \$102,046 in state and federal funds to provide \$156,994 in transportation services. Town of Kilmarnock contribution of \$8,364 leveraged \$15,533 in state and federal funds for trolley services.

- 12,501 total rides
 - Includes 754 trolley rides
- 61% of total ridership for people going to work
- Residents also used Bay Transit to access health care, education, polling places, retail and other county services

Turn the page for Lancaster County success story.

Spotlight on Success

A Peek at How Care Transitions Intervention Brings Value to Health Care

This story , shared in third person, demonstrates how interventions can save health care dollars and improve health outcomes.

“Mrs. D. was in the emergency room (ER) for lower back pain. She also has a history of underactive thyroid. Mrs. D. uses the ER as her physician when she does not have money for her copay. She was referred to Bay Aging’s transitional care program and I became her Coach. On my first visit she was very sick and distressed. I was able to schedule her for an appointment with the local care clinic and while there was able to get her copay waived. Mrs. D. was fearful about seeing a doctor with whom she had a previous negative experience but I was able to calm her before she was seen. Mrs. D. was diagnosed with pneumonia. Using emergency funds, her prescriptions were paid as she did not have money to pay for them. I am 100% positive that my visit kept her from going to the emergency room again. Mrs. D. is scheduled for a clinic visit in December for follow-up for her back pain. Now that she has established herself as a patient at this clinic, she is thriving, and learning to recognize the signs of worsening symptoms and gaining confidence in self-managing her health. As of this writing she has not gone back to the ER.”



Established 1978 • 501(c)(3) Nonprofit
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