

2017—18

BY THE NUMBERS



Community Impact Report

Moving Northumberland 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 \$15,275 from Northumberland County to deliver \$358,411 in services.

- 99 seniors are living healthier lives in their own homes because volunteers delivered them 14,709 nutritious meals
- 1,713 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
- 29 seniors received 14,982 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



OTHER ECONOMIC IMPACTS:

17 Bay Aging employees live in Northumberland County and/or work in the county

Insurance counseling helped 6 seniors save \$3,099 in health care costs

224 volunteers donated 4,763 hours of service, a \$127,410 savings to the county



BAY HOUSING

A DIVISION OF BAY AGING

Bay Aging delivered \$147,707 in housing services.

- 8 families are living in homes made healthier and safer through indoor plumbing rehabilitation, emergency home repair and weatherization



BAY TRANSIT

A DIVISION OF BAY AGING

Bay Aging leveraged \$77,535 from Northumberland County with \$1143,994 in state and federal funds to provide \$221,529 in transportation services.

- 6,851 rides
- 40% 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 Northumberland County success story.

Spotlight on Success



Care Transitions— Caring for the Caregiver

VAAACares / Bay Aging Coach met Mr. Miller through a referral from Riverside Walter Reed Hospital. An 82 year old, Miller was in the hospital for pneumonia but of greater concern to the hospital discharge planner was his recent diagnosis of dementia and the strain this would place on his frail wife. The discharge planner recommended that the Millers enroll into Care Transitions and participate in a telehealth patient monitoring program to assist Mrs. Miller in tracking her husband's vital signs for 90 days.

During the Coach's first home visit, it was clearly evident that Mrs. Miller needed support. Her family lives out of the area and while they can offer moral support, Mrs. Miller needed education and help to prepare for the future. That he was in complete denial about his condition and absolutely refused to speak of it, made the situation more precarious. Sadly, over the next few weeks the dementia progressed rapidly. Then other physical conditions surfaced such as wandering, intolerance, agitation and having no concept of surroundings or dangers.

The Bay Aging Coach referred Mrs. Miller to an Alzheimer's Disease support group and provided respite care so she could attend. The Coach also encouraged Mrs. Miller to participate in the pilot program, FAMILIES (Family Access to Memory Impairment and Loss Information, Engagement and Supports.). FAMILIES connected her to a clinical psychologist who provided counseling services via a WebEx internet connection facilitated by our Coach. Through these counseling sessions, Mrs. Miller increased her knowledge and capacity to manage her husband's dementia and its progression. She developed a care plan that works for her and discussed coping strategies to help reduce stress and the changes in her husband's personality and behavior.

With support from our Coach, the Alzheimer's Disease support group, and counseling services, so far Mrs. Miller has been able to manage daily life with her beloved.

This story was shared with the U.S. Department of Health and Human Services, the Center for Medicare and Medicaid Services, National Institute of Health, Alzheimer's Association and other national representatives.



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