

# 2017—18

## BY THE NUMBERS



# Community Impact Report

## Moving Richmond 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 \$7,650 from Richmond County to deliver \$139,298 in services.

- 112 seniors are living healthier lives in their own homes because volunteers delivered them 14,683 nutritious meals
- 1,906 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
- 15 seniors received 3,331 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 \$42,607 in housing services.

- 6 families are living in homes made healthier and safer through emergency home repair and weatherization



Leaking roof causing structural damage in the home; roof replaced.



## BAY TRANSIT

A DIVISION OF BAY AGING

Bay Aging leveraged \$37,850 from Richmond County with \$70,293 in state and federal funds to provide \$108,143 in transportation services.

- 7,858 rides
- 39% 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

### OTHER ECONOMIC IMPACTS:

61 Bay Aging employees work in Richmond County and/or live in the county

Bay Aging paid \$4,361 in real estate taxes and \$,188 for water and sewer for the Northern Neck Regional Transit Facility in Warsaw

46 volunteers donated 448 hours of service, a \$11,984 savings to the county

Turn the page for Richmond County success story.

# Spotlight on Success

Mrs. R., who is 87 years old, was admitted to the hospital with complications stemming from Type 2 diabetes, congestive heart failure, and chronic kidney disease. She lives by herself and although her son lives nearby, he is frequently out of town for work. To make matters even more challenging, Mrs. R. no longer drives, making her very dependent on others. Mrs. R. was enrolled into the Care Transitions program where a health coach began working with her to learn about her goals and to develop a plan.

First, Mrs. R. was confused about her medications so they reviewed each medication, organized a pill box, and developed a medications list that was placed in her Person Health Record. This health record accompanies Mrs. R. to all her follow-up appointments and updates are recorded.

Mrs. R. said she was lonely and since she doesn't drive, felt very isolated from her community. The health coach immediately taught Mrs. R. how to schedule a ride on Bay Transit and even accompanied her on her very first outing. Now Mrs. R. is busier than ever! She participates fully in senior center activities and readily joins other seniors at lunchtime to enjoy a healthy meals and fellowship.



Medication management is successful as is her ability to understand her chronic illness “red flags” and how to self-manage, which has kept her out of the hospital.

*Mrs. R. is considered to be a true success story as she became independent, learned to effectively manage her medications, schedules her own doctor appointments and Bay Transit rides, and she is no longer isolated from others in her community.*

