

## Family Eldercare Annual Report - 2014



## Message from the CEO

As I began to compose this letter, I realized how quickly my first six months has passed as Chief Executive Officer of Family Eldercare. It has come with many rewarding moments, as well as some challenges. Through this year of transition, we made solid progress on many fronts, including expanding our veteran fiduciary services, developing a collaborative of partners to deliver services through a City of Austin contract, and continuing our legacy of serving the underserved.



I am honored to be the Chief Executive Officer of Family Eldercare. The legacy of this organization is a tribute to the success and hard work of past and present staff members, and to the belief in the importance of our purpose held in common with us by our board of directors. Personally, I am truly humbled to lead the incredibly talented and dedicated people who work for Family Eldercare.

One challenge all of us face together is a growing need to serve people of all incomes and provide high quality, evidenced based programs and services. When combined with the rapidly changing demographics of an aging population, a growing number of people experiencing financial hardship, and the reliance of sustainable funding mechanisms the scale and complexity of these issues are magnified. We are committed to provide high-quality services with a holistic approach in a sustainable manner to the people of Central Texas. It is also the greatest hope for a better future for every individual, every caregiver and every staff member that is touched by Family Eldercare.

Family Eldercare works at the very center of this challenge, across the broadest base of any organization in serving those in all economic classes. Every day, we are working to help people in Central Texas to live in the least restrictive environment possible, have the benefits they deserve, and to have the resources to meet their essential needs. We recognize that with our leadership comes a responsibility; one we consider a privilege. I'm pleased with how we are meeting that responsibility, but I'm far from satisfied. We will continue to pursue opportunities to serve and provide services to the all people regardless of the situation they are experiencing.

Kent Herring  
Chief Executive Officer  
Family Eldercare

## Family Eldercare



### *Mission*

Family Eldercare provides essential services to seniors, adults with disabilities and those who care for them.

### *Vision*

Older adults and people with disabilities live independently in the community with dignity and respect.

### *Values*

The continued success of Family Eldercare is dependent upon providing excellent services to clients and maintaining the trust of our clients and the public. Our reputation is built upon the principles of personal integrity, ethical conduct and excellence in performance. Each employee of Family Eldercare represents the entire agency to our clients and the general public, making dedicated employees a tremendous asset to the overall organization. Family Eldercare believes in providing a work environment that fosters and reflects these values and where all individuals are treated with respect and dignity.

## Guardianship Program



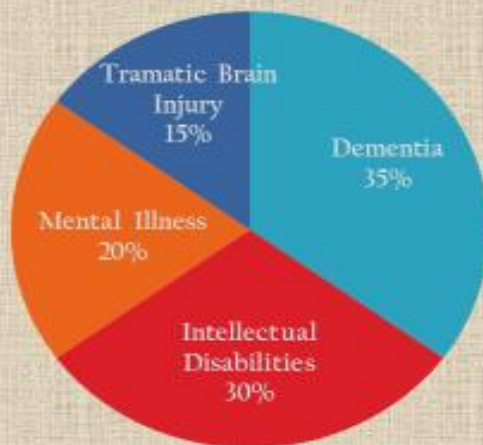
### Guardianship Program

*To protect those who are at risk of abuse, neglect and/or financial exploitation, a Court of Law appoints Family Eldercare as legal guardian of persons who lack the mental capacity to make decisions (due to age, illness or disability) and have no appropriate resources to act in that capacity. Our professional care managers, who have the designation of Texas Certified Guardians, serve as guardian agents for hundreds of clients each year.*


*The program benefits from the support of the Probate and Estate Committee of the Travis County Bar Association and Volunteer Legal Services of Central Texas, as well as an Ethics Committee comprised of community leaders, attorneys, nurses and physicians.*

### Guardianship: Incapacitating Conditions

#### Family Eldercare Guardianship Clients



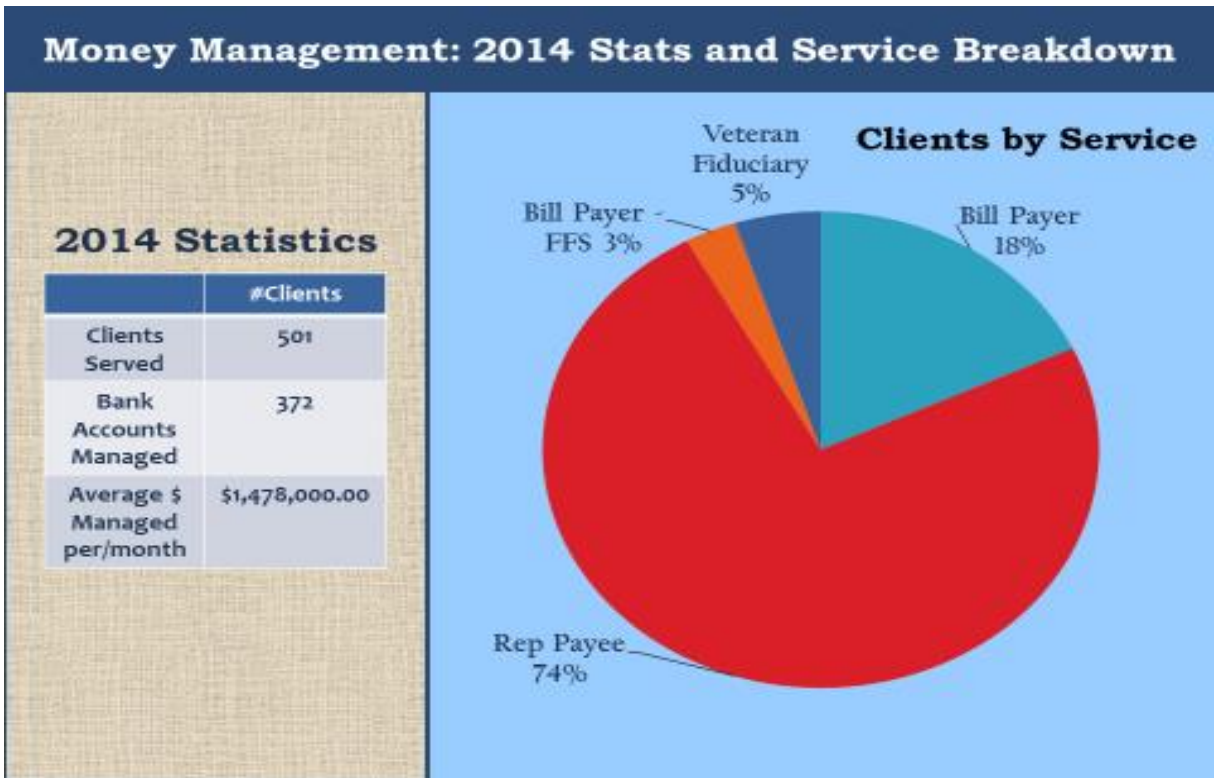
## Money Management



# Money Management

Family Eldercare's Money Management Program helps seniors and people with disabilities continue to live independently in their homes and in their neighborhoods. A less restrictive alternative to guardianship, Money Management offers three levels of services:

- Bill Payer
- Representative Payee
- Fiduciary Services for Veterans



## Housing & Community Services




# Housing & Community Services

*Housing and Community Services covers a range of services through Family Eldercare:*

- Service Coordination*
- Counseling*
- Lifetime Connections Without Walls*
- Low-Income Housing for Seniors: Lyons Gardens*

### Housing & Community Services: Funding Chart and Client Information



#### Funding

Category	Amount	Percentage
Counseling Revenue	\$183,507	50%
Service Fees	\$133,054	36%
Grants	\$30,000	8%
Government Contracts	\$20,453	6%

**Total Clients Served 2014: 79**  
*A 34% increase from 2013*

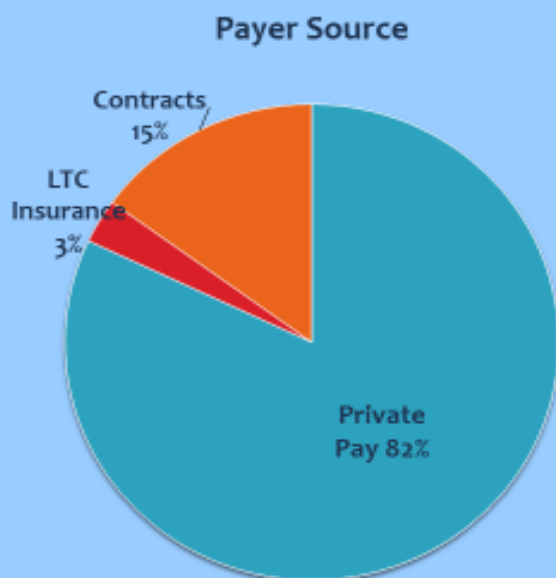
## In-Home Care & Respite Services



### In-Home Care

Family Eldercare provides expert in-home care for seniors and others who may need assistance while continuing to live at home. As a caregiver, you can feel confident knowing your loved one is receiving compassionate care within familiar surroundings that promote a sense of calm and comfort. Family Eldercare's home care is licensed, insured and bonded.

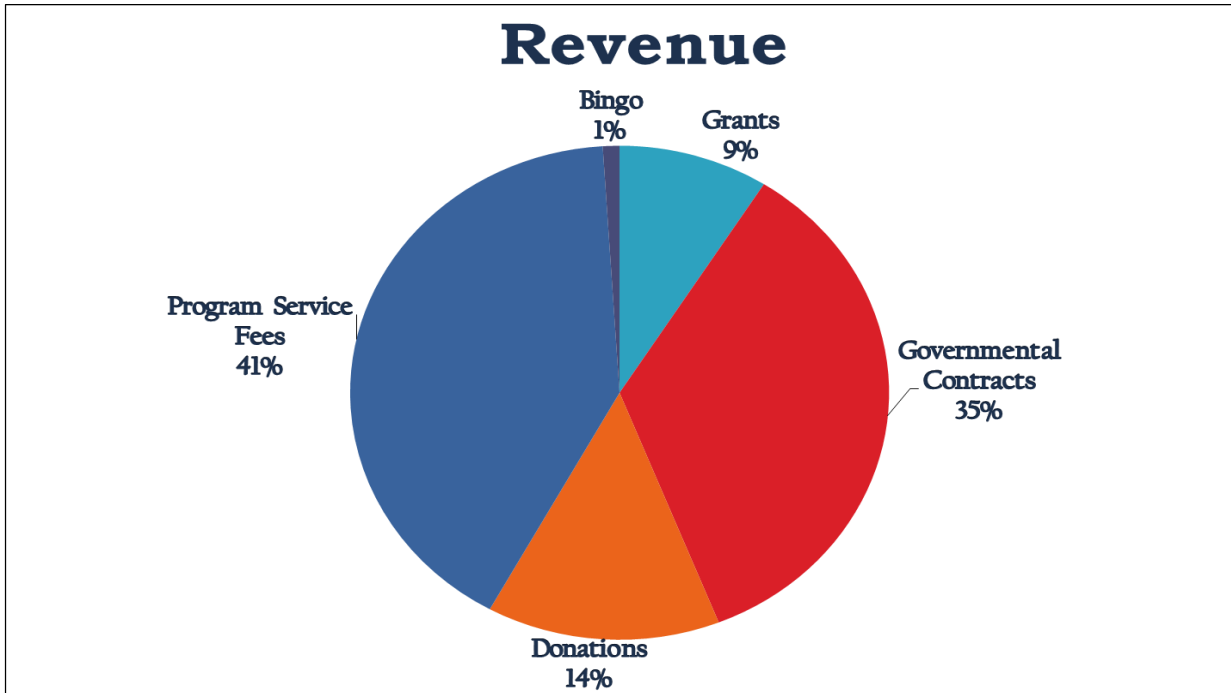
### In-Home Care: Revenue and Growth



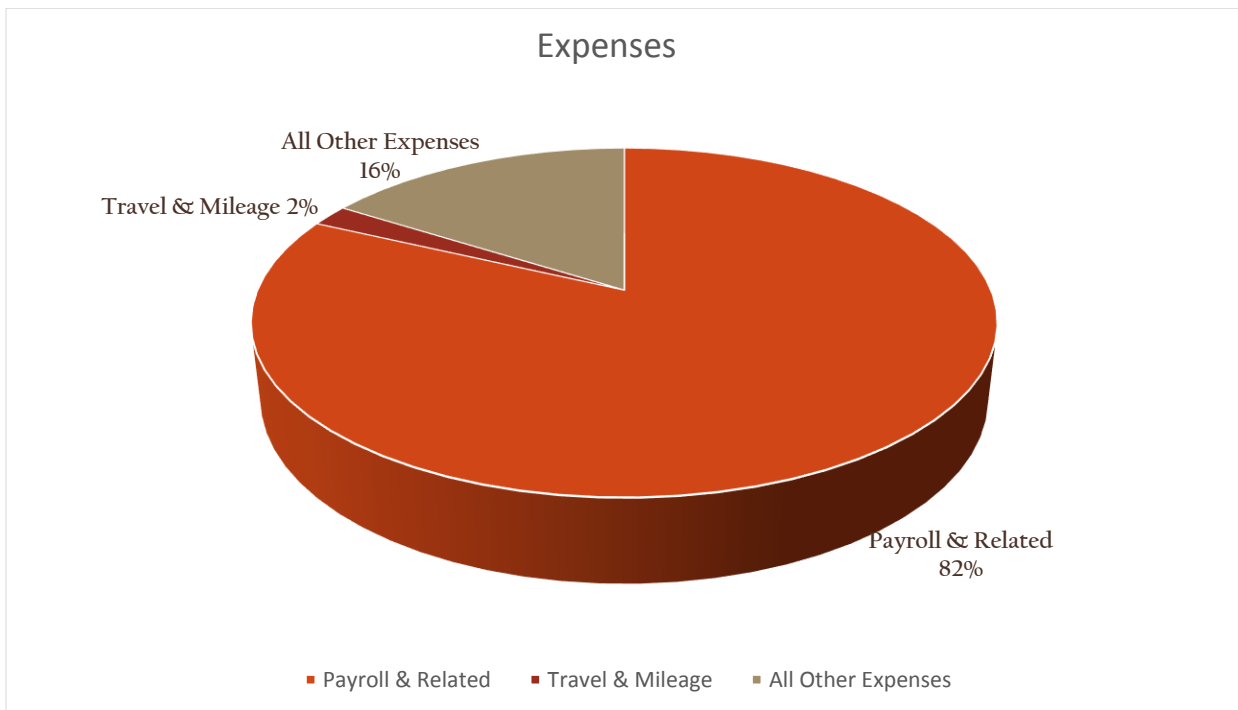
### Areas for Future Growth

- ❖ Veteran Care Coordination
- ❖ Cultural Competency
- ❖ Transports

### Program Revenue - \$3,974,395



### Program Expenses - \$4,238,420





## Looking Forward

**Finance:** We expect to increase revenue by 5% through fee for service opportunities. We are also looking at a reduction in expenses through contract management and consolidation of service related expenses. There is a continual effort to review current vendors and expenses and to make adjustments in a timely manner. We are also updating our website to increase our online marketing presence.

**Programs:** We've received a new grant from the City of Austin to provide programming in a collaborative manner for clients in low income housing. We have increased our funding for our sliding scale clients in the In-Home Care Program as well as our Counseling Program. We will be looking at other opportunities to reduce reliance on grants and more on fee for service type programs.

**Notable Upcoming Events:** We always look forward to our Fan Drive with 2015 being our 25<sup>th</sup> Anniversary of our Annual Fan Drive and we will be distributing our 85,000<sup>th</sup> fan this year.