

Serve, Care, Succeed!



Fulton County
Department of Senior Services

Annual Report
2020 - 2021



Message from the Director

The Fulton County Department of Senior Services (DSS) is very proud of its accomplishments during the unforeseen challenges raised by the COVID-19 pandemic. Although older adults across Fulton County and the U.S. were among the most impacted by the pandemic, the Department remained ready to serve and maintained its connection with seniors in spite of facilities closing and social distancing.

This annual report represents an opportunity to reflect on our programs, services and impact across 2020 and 2021. Key service areas during this time that continue today are home-delivered meals and transportation. Virtual programming began and continues, which allows seniors to utilize technology in different and innovative ways. DSS also collaborated with other organizations and departments across the County to help ensure that essential services stayed intact.

Our shared efforts to support independence, health and delay cognitive decline through programs for seniors and caregivers throughout the community is unprecedented. We accomplish this by providing programs in group and individual settings through preventive, intervention and supportive services. New community-based partnerships were also established and existing partnerships were reinforced.

Although our resolve was tested over the past two years, we continue our efforts to connect Fulton County seniors who have been most resilient during these times, with the right resources that aid and support aging in place with respect, quality and dignity.

We invite you to support Senior Services by spreading the word about programming within our facilities, which have reopened. We invite you to engage in our virtual programming model. We urge you to continue to tell others about the impacts highlighted within this report that reflect the ongoing needs of Fulton County's rapidly growing senior population.



Ladisa Onyiliogwu, CPM
Director

People

212 Degrees

Our people are dedicated. They offer a warm and caring outlook to seniors who may be navigating complex systems, homebound or facing life's challenges. DSS team members are compassionate, resourceful and accomplished.

The Boiling Point: Action, Persistence, Results

We expect all staff to go the extra mile. One degree is the difference between hot water and the steam used to power a train.

Team members listed below reached 212 degrees by stepping up and engaging in special projects like the 2020 Transdev food operations project.



Anthony Bailey
Donald Bolton
Nikole Brookins
Kendra Clayton
Meletta Clayton
Brenton Etuk
Kenyatta Eugene
Shawanda Holt
Jamal Jones

Anne King
Sonia Miller
Antron Morgan
Rafael Patterson
Brenda Porter
Antoinette Portis-Coston
Andrew Puerto
Tiffani Robinson
Janet Stockdale

Deandre Thompson
Kenn Vanhooose
Callie Williams
Kimberlie Wright
Jamario Walker
La Tanya D. Walker
Lila Womack
Masadi Wynn
Singrid Yelverton

People

Distinguished Service

Promotions

Asya Simmons, promoted from Cook to Head Cook, Darnell Multipurpose Facility

Toi Thompson, promoted from Administrative Specialist, Adult Day Health to Administrative Specialist, STARline

Sheila Usry Sayles, promoted from Administrative Coordinator II to Bowden Facility Manager

Aya Wynn, promoted from Lifeguard to Program Evaluation Specialist, Quality Assurance



People

Achievements

New Certified Professional Managers

Donna Beard

Milrinette Nelson

Ciara Simone

Sherita Bennett

Brenda Russell

Julathra Smith

CPMs in Progress (2021)

Quentin Boswell

Metroya Carruthers

Kendra Clayton

Achievements in Education

Sheila Usry Sayles, Master of Business Administration

Jamario Walker, Master of Public Administration

La Tanya D. Walker, Bachelor of Science, Interdisciplinary Studies (Business and Religion)

Aya Wynn, Master of Arts, Gerontology



Senior Services filled 12 new positions since 2020. These positions will guide service delivery, programming and expansion efforts into 2022 and beyond.

Nathalie Brandon, Head Cook, Bowden Multipurpose Facility

Carol Dorsey, Administrative Clerk

Deborah Frisch, LPN, Adult Day Health

Joby Green, Cook, Bowden Multipurpose Facility

Vickie Hammond, Nutrition Services

Shumyala Haroon, Administrative Clerk, Darnell Multipurpose Facility

Bimal Pathak, Technical Liaison

Andrew Puerto, LPN, Adult Day Health, Bowden

Kweli Rashied-Henry, Deputy Director

Janet Stockdale, Administrative Tech, Bowden Multipurpose Facility

Melinda Wells, LPN, Adult Day Health

Lauren Williams, Administrative Specialist, Mills Multipurpose Facility

Because We Care, We Serve

Vaccination efforts in Senior Multipurpose Facilities

Fulton County Government began offering COVID-19 vaccines to senior residents age 65+ and caregivers on January 11, 2021. A week later, the Fulton County Board of Health implemented a pilot that involved Senior Services efforts and multipurpose facilities. DSS team members called seniors using a randomized process and scheduled appointments for the Moderna vaccine. Fulton County also worked to ensure barrier-free access to vaccines for all residents over age 65 and the Department of Senior Services temporarily adjusted its transportation program to support the effort.

By March 10, 2021, Senior Services had placed 5,190 calls to Fulton County seniors. Of that number, 51% answered and 882 seniors scheduled an appointment to receive the Moderna vaccine.

Georgia Senior Farmers' Market Nutrition Program encourages healthy eating

In August 2021, DSS partnered with the Atlanta Regional Commission to make produce more readily available to seniors across the County. The Georgia Senior Farmers' Market Nutrition Program also connected Georgia farmers (Georgia Roots Urban Farm) with seniors at Neighborhood Senior Centers and Senior Multipurpose Facilities. Up to 300 seniors were able to drive up and receive produce. This story was also highlighted by Fulton County News at <https://fultoncountyga.gov/news/2021/08/25/happening-in-fulton-senior-services-farmers-market>

882

vaccines
scheduled

300

seniors receive
farm produce

3,920

in-home services
provided

103k

meals
delivered

Adult Day Health

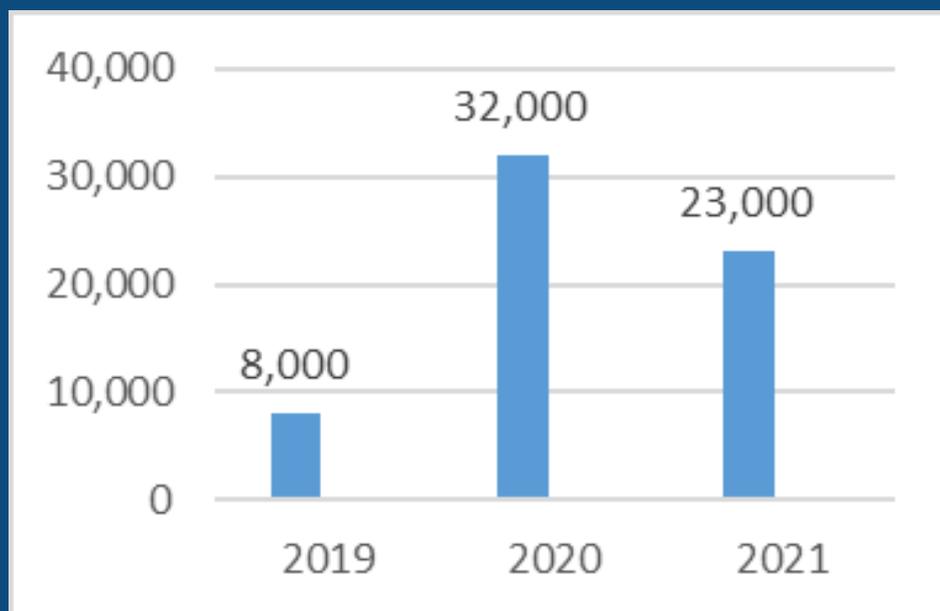
Adult Day Health Program “Without” Walls!

The Adult Day Health Program “Without” Walls! Virtual Program originated in May 2020 as a result of program closure due to Covid-19. This program is a much needed and welcome addition to the Adult Day Health Program. Virtual programming includes Zoom classes and activities, home delivered meals and in-home respite care. Participants that attend the virtual program receive the following benefits: minimized isolation, cognitive stimulation, balanced nutrition, interaction with peers and continuation of the daily activities and programs.



STARline (Information and Assistance)

The STARline (Soaring Through Aging Resources) has provided support through the Covid-19 Pandemic to all of our seniors. The team has continued to provide customer service and quality care. Since the pandemic calls have increased by 300%.



“It has been difficult adjusting to life without the Center but I look forward to the daily Wellness calls.”

-DSS Senior Multipurpose Facility Participant

Supportive Services

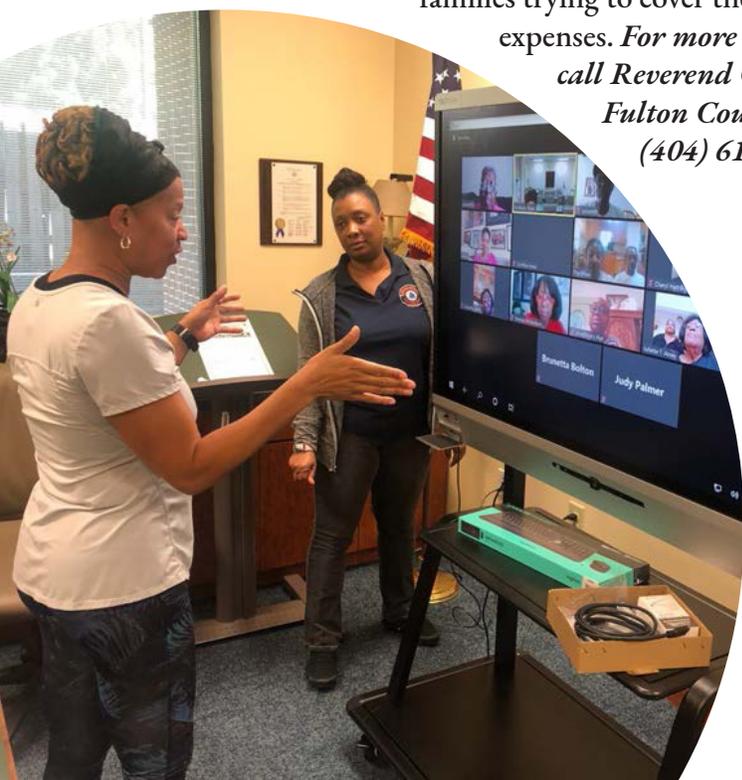
Georgia Low Income Home Energy Assistance Program (LIHEAP)

DSS collaborated with the Fulton Atlanta Community Action Authority and launched the Georgia Low Income Home Energy Assistance Program (LIHEAP) virtually in 2020 and again November 2021. This program helps low income senior households with their home energy bills. Eligible Fulton County residents applied for financial assistance, energy crisis assistance incurred as a result of heating or cooling emergencies, and long-term, low-cost residential weatherization assistance. In 2021, DSS launched the LIHEAP program at its Senior Multipurpose Facilities and processed 676 applications in 8 days.

Indigent Burial Program

DSS fulfills a critical end-of-life need for Fulton County residents by providing dignified burial services to those who do not have insurance. This service has increased since the pandemic. Chaplains bury an average of 300 individuals each year. Many of these individuals were employed and about 10% were babies. Burials and funeral proceedings are delivered according to the person's faith with the accompanying spiritual leader presiding over the final rites. This long standing service has existed in the County for over 20 years and offers some financial relief for

families trying to cover their loved ones' burial expenses. *For more information, please call Reverend Clifton Dawkins, Fulton County Chaplain at (404) 612-4365.*



Program Innovation

- Senior Services entered into an agreement with the Atlanta Housing Authority to provide supportive services to seniors living in Atlanta Housing locations.
- Neighborhood Senior Centers provided congregate meals to seniors at their homes as they participate in virtual and daily telephonic programming to prevent rapid cognitive decline. This allowed seniors to stay connected to the Senior Centers and receive a nutritious meal.
- Senior Services added two new providers to its In-Home Services program, which provides personal care, respite and homemaker services: **Trusted Hands** and **At Home Atlanta**. There are now four providers working on behalf of DSS to provide services in the homes of seniors throughout Fulton County. The remaining two are **All Ways Caring** and **Help at Home**.

Program Success

Transportation

DSS manages non-emergency medical transportation through its MOST model (Mobility Options for Senior Transport). The Alternative Senior Transportation program is designed for seniors aged 60 and above who are more ambulatory and do not require assistance beyond the use of a cane to walk. This service began as a pilot in November 2017 providing 412 trips for 25 riders.

Year over year analysis from 2020 to 2021 indicates increased ridership by 52%. The participation level in December 2021 was 1,359 riders and 10,985 trips were provided. The Alternative Senior Transportation program has enabled senior residents to remain engaged in their communities and access trips to pharmacies, doctor appointments and other activities that support daily living. This service has become a lifeline for seniors to connect to their community and prevent senior isolation. In four years, the Uber/Lyft program has exploded demonstrating seniors' need for flexible transportation options.

Re-Opening Facilities

In July 2021, Neighborhood Senior Centers and Senior Multipurpose Facilities reopened their doors and resumed in-person programming. Operating under strict social distancing, cleaning, and environmental protocols, DSS offered 'Grab and Go' lunches, gym and pool reservations. Congregate Meals were provided to seniors who do not feel comfortable returning to facilities. Since reopening, approximately 200 seniors visit our facilities each day.



116,598
alternative trips

40,000
virtual class participants

93%
customers satisfied with DSS

99%
seniors satisfied with home repairs

116%
increase in DSS YouTube visits

Thank you Partners

We would like to extend a special thanks to all of the partners and contributors who have helped to make a difference in the lives of our seniors.

- AmeriCorps
- Atlanta Housing Authority
- Atlanta Regional Commission
- Fulton County Department of Behavioral Health

Commission on Elder Affairs

The mission of the Commission on Elder Affairs is to serve the elder population of Fulton County through a commitment to identify the social, economic, and health challenges/concerns affecting seniors; communicate with relevant community stakeholders; advocate for needed change; and secure solutions, resources and/or systems which enhance the quality of life for seniors. Commission members are appointed by the Fulton County Board of Commissioners and Councils on Aging. *Meetings are held the 2nd Friday of each month. All seniors are invited to participate. To learn more, visit:* www.fultoncountygga.gov/commissiononelderaffairs

Join Us: Become an AmeriCorps Volunteer

AmeriCorps volunteers provide supportive, individualized services for Fulton County senior residents who live independently and may have difficulty completing daily living tasks. Volunteers must meet age and income eligibility requirements and they will receive a stipend for their services.

Anyone interested in applying to become a trained AmeriCorps Volunteer should contact the Fulton County Senior Services STARline at 404-613-6000.

\$22M
annual budget

14%
external grant
funding

86%
Fulton County
General Fund



Thank you
So Much

Wise
Salted



**FULTON
COUNTY**

404-613-6000 (STARline)

www.fultoncountyga.gov/seniorservices

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www.fultoncountyga.gov/seniorvirtualclasses