OUR MISSION
Promote the independence, dignity & well-being of adults through service, education & advocacy.

OUR VISION
A community where everyone has the opportunity to age successfully.

“This service means a lot to me. It is very nice for you to do this for seniors and others. I am really grateful for the food. I really thank you for it. Your kindness will never be forgotten.”
Food Delivery Client

“The Senior Dining Program has been a lifesaver for us. My wife now has dementia and we come to this program for meals, exercise, and socialization. We try to never miss a day.”
Walt Farris, Weaverville Senior Dining Participant

“Beautiful people! It is helpful beyond words how COA eases the hardships by making complicated things easier to understand.”
Resource Coordination Client

“Thank you for your time. I went away with a lot more understanding than I came with. God Bless.”
SHIIP Medicare Client

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July 2019 - June 2020

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- Phillip Ashley
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- Ed & Donna Broadwell
- Jim Hamling
- Perry and Amy Hendrix
- John and Edythe Wingerter
- Stephen Edge/Sarah Davis

As we reflect over this past year, we are proud of our team’s accomplishments and resilience, and of our organization’s continued growth. Notably, we began work on our vision for an Active Aging Center, planned to open in 2024, as a community “hub” of services and opportunities for our expanding aging population. We continue to implement key elements of our strategic plan and seek new and innovative ways to diversify programming to meet the rapidly growing needs of Buncombe County's aging population.

Brian Lawler
CHAIRMAN OF THE BOARD

Launched this year, the Chairman’s Leadership Circle is a group of donors that help to lead and set the tone for our advancement efforts and provide foundational resources needed to pursue our Mission.

The Development and Strategic Partnership area seeks to help build a broad financial base to assure financial stability as funding priorities change. The current focus is on building a broad donor base as well as corporate sponsorships to complement the various grants and contracts that support many of our programs."

- John Wingerter,
Director of Development & Strategic Partnerships

The Council on Aging of Buncombe County, Inc. is a charitable organization 501(c)(3) registered with the Secretary of State of the State of North Carolina.
**OUR SERVICES**

**Resource Coordination & Care Management**

**DONNA CASE, DIRECTOR OF RESOURCE COORDINATION**

Resource Coordination staff continue to assist Buncombe County residents with understanding and accessing a variety of services throughout the community. Staff meet in the clients’ homes to alleviate common barriers, including the stigma of asking for help. The vast knowledge of COA staff promotes a true "no wrong door" atmosphere for clients and frequently leads to completing several applications and utilizing many types of services via a single visit.

We helped our clients access over $875,000 in services with approximately 4,500 client contacts.

Over 100 clients were served by our Elder Justice Navigator, addressing scams/frauds, abuse, neglect and exploitation.

Over 300 caregivers received respite and support. CAPES (Caring for Aging People Education & Support) served over 20 individuals.

**Health Insurance Services**

**BRUCE BIRDSALL, DIRECTOR OF INSURANCE SERVICES**

Insurance Services’ main function is to assist clients by providing information and enrollment assistance for their health insurance needs. We provide these services for Medicare beneficiaries, caregivers of Medicare beneficiaries, and people eligible for the Affordable Care Act. The Benefits Enrollment Center provides information and enrollment assistance to low income clients who may be eligible for assistance programs to help pay for their healthcare, food, and utilities costs. The Affordable Care Act (ACA) program had 336 appointments and enrolled 162 individuals in eight WNC counties. Seniors’ Health Insurance & Information (SHIIP) had 3,922 client contacts and 39 Medicare classes in both Buncombe and Henderson Counties. Through the NCOA Benefits Enrollment Center, we had 394 low-income Medicare beneficiaries receive enrollment assistance with a value of benefits received = $1,100,384.

**Senior Dining/Health & Wellness**

**BILLIE BREEDEN, DIRECTOR OF CONGREGATE NUTRITION**

The Senior Dining and Wellness Program provides nutritious meals that meet 1/3 Recommended Daily Allowance (RDA) for older adults as well as nutrition education and activities to keep older adults engaged. Additionally, the program provides educational information geared toward older adults, such as Medicare, ACA, fraud and scams, SNAP benefits, etc. The Senior Dining and Wellness Program promotes a sense of community and many friendships have been formed. Approximately 420 meals per week were served to Senior Dining clients, 5,209 of which were served during the pandemic.
Our educated, experienced, and compassionate team includes professional social workers and Aging Service Specialists that serve our county, two Service Coordinators at Battery Park and Vanderbilt Apartments, Affordable Care Act (ACA) navigators, Benefits Enrollment Specialists, and trained Medicare/SHIIP staff and approximately 50 volunteers providing SHIIP counseling, transportation, food delivery and distribution.

Our specialized Care Management team includes a Caregiver Support Specialist and Elder Justice Navigator.

Donors and funders are essential to propel our Mission forward. With the support of individual donors, corporate sponsors, and Consumer Contributions through the Home & Community Care Block Grant, we can enhance grant-funded programs and contract services. Our funding sources are diverse, including foundations and government grants. Together, we are committed to aging well in community.

Donors & Funders

Partners

COA works with many other local agencies as part of our commitment to providing unbiased information and assistance, resource navigation, & screening and eligibility for benefits and services. We refer and approve services together with civic groups, medical providers, faith-based organizations, community health teams, universities, therapists, hospice agencies, and other community service providers. While there are many partners we wish to recognize individually, here are some highlights from the year:

- More than 1,000 community referrals in Resource Coordination;
- Buncombe Aging Service Alliance Leadership with more than 40 agencies represented;
- Year-Long Feasibility Study for the Active Aging Center with MountainCare and Buncombe County DHHS;
- An average of 900 lbs of food each week from MANNA FoodBank (and growing!);
- 50 clients supported together with MAHEC’s Home-Based Primary Care;
- Supplemental Nutrition Assistance Program (SNAP) outreach to over 15,000 individuals;
- Over $6000 in legal services for COA clients with PisgahLegal;
- Over 20,000 meals served at four meal sites with Parks & Rec, Weaverville Baptist & the Shiloh Community.

COUNCIL ON AGING OF BUNCOMBE COUNTY, INC  828-277-8288  WWW.COABC.ORG