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

OUR VISION
A community where everyone has the opportunity to age successfully.
“I talk with others and learn what’s going on in the community and world. Sometimes my friends there help me with a problem or concerns. The food is great! I would not get such a healthy, well-balanced meal if I cooked for myself.”  - Senior Dining Participant

“Just a word of thanks for Gayland and all he does for all of us. He cares so much about us.”  - Resource Coordination Client

“Our respite workers have been a terrific help to us. Their skills fit perfectly with my/our needs. I had no idea how much we needed help...I wish I could write a huge thank you to your individual funders...You really get why this service is so needed.”  - Caregiver Respite Client

“Council on Aging of Buncombe County has some of the most passionate, talented and committed staff of any that I’ve ever encountered. These professional human service staff help our clients encounter significant needs at some of their most vulnerable times. I couldn’t be more proud to have worked with this team! Our funders, sponsors, donors and support technicians have helped us navigate some of the greatest challenges our organization has faced in its history of over 50 years!”  - Heather Bauer, Former Executive Director
CORPORATE & PROGRAM SPONSORS

BOARD OF DIRECTORS

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Jackie Dula  
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William “Lee” Scott  
Jeff Slosman  
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The James Edward Hudock Trust
Programs & Services

Community Services

RACHEL MILLER, DIRECTOR OF COMMUNITY SERVICES

Community Services staff assist Buncombe County residents with understanding and accessing a variety of services throughout the community. Our staff connect on-line, over the phone, in-person, or via any “no wrong door” approach to meet our client’s needs.

We helped our clients access $59,955 in caregiver respite funds, answered over 6,500 information and assistance calls, completed 58 minor home repair projects, and did care management to 44 in-home aide recipients totaling more than $500,000. We served over 100 clients in homebound food delivery and our volunteers provided transportation for more than 150 client appointments.

Medicare/BEC Services

BRUCE BIRDSTALL, FMR DIRECTOR OF MEDICARE SERVICES

In 2022, more than 3,000 contacts, 199 enrollment events, 22 classes, and more than 1,037,000 reached via ads. In the first quarter of 2023, we had 747 client contacts, 54 outreach and enrollment events, 6 classes, and more than 1,200 reached through ads.

Our Benefits Enrollment Program for seniors in need served 1,046 clients, garnering $1.6 million in benefits.

We opened our Medicare center, with support from the Dogwood Health Trust and donors. The center provides volunteers a comfortable space to meet with clients in the heart of South Asheville.

We have two new sponsors, Van Winkle Law Firm and Mast General Store, that we have earmarked for Medicare services.
Affordable Care Act
SUSAN WILSON, ACA PROGRAM DIRECTOR

We have been a part of the North Carolina Navigator Consortium since 2013. Over the past two years, COAbc increased program staffing to include three full-time bilingual Navigators along with our program director serving nine western North Carolina counties.

Over the last two open enrollments, we saw 289 more clients, filled 145 more appointments, and had a 6% overall increase in enrollments. We saw promising increases in Spanish-speaking attendees and we had 88 more renewals overall. An average of 23% are first-time enrollees. We increased our outreach events from 117 events to 221 events this past year.

Not all the credit for our success rests with our COAbc Navigators. McDowell Access to Care and Health (MATCH) and Toe River Project Access (TRPA) in Avery, Yancey, and Mitchell counties are both CareReach programs. CareReach is a partner and subgrantee of ours that we have worked closely with for years.

In addition to ACA navigation, we assist consumers to enroll in primary care, specialty care and - when necessary - financial assistance. Our Navigators worked with the Premium and Copayment Assistance Program (PCAP), a part of the North Carolina HIV Medication Assistance Program (HMAP) to help enrollees across the State find the right ACA insurance plan.

Senior Dining & Wellness
EMILY BENSON, DIRECTOR OF CONGREGATE NUTRITION

Senior dining continues to grow! We served over 39,500 meals, including cold meals to take home at Thanksgiving, thanks to consumer contributions, the block grant funding, and ARPA funding. We were able to serve 224 new participants and 498 unique individuals. We continued to offer dine in and curbside pick up this past year. Participants enjoyed the first All Sites Picnic celebrating Older Americans Month.

When asked about overall health 40% said their health was better since attending senior dining. Intake of fruits and vegetables increased for 48% of survey takers and 41% stated they increased their exercise activity. 45% of respondents reported decreased feelings of depression. 95% said they had more people to talk to by participating in this program and all respondents said they would recommend the program to a friend.
OUR VOLUNTEERS

Alison Lively
Ann Renner
Anne Edwards
April Cope
Barbara Kimbrell
Bill Brightman
Brian Nemitz
Brigitte Davis
Carol Maulhardt
Carolyn (Cari) Dawson
Charles (Chuck) Kelsey
Crystal Edwards
David Bailey
David Dunlap
Debra O'Connor
Devon Bush
Elizabeth (Liz) Bates
Geoff Souser
Georgia Shannon
Heidi Tauriainen
Jaime Lang
James (Ed) Brasfield
Janelle Koelling
Janet Nixon
Jeanine McLaughlin
Jeanne Heath
Jewel Gauger
Jody Stacy
Joseph (Joe) Piscotty
Joseph Dunlap
Judy Wilson
Julie Moore
Jurgen Dierks
Katherine (Katie) Brown
Kelley Treiber
Kelly Galatioto
Kelly Hatfield
Kim Dickens
Latessa Harris
Laura Punzell
Linda Lundy
Linda Postle
Lori Weiner
Marie (Gina) McCaskill
Mary Jo Amani
Mary James
Michael Broerman
Michele Gregory
Milton (Micky) Corn
Pamela Holcombe
Rebecca Robinson
Rebecca Ross
Robert (Bo) Hess
Robert Elkin
Robert (Bob) Salmon
Robyn Torres
Sandra Rodriguez
Sandra Rountree
Sara Knapp
Sarah Dawson
Sarra Mossoff
Simone Guenette
Stacey Bailey
Stephen (Geoff) Smith
Sue Adams
Susan Brasfield
Thalia Morris
Tim Clapp
William (Monroe) Keyserling

Thank you!
STRATEGIC CONTEXT

Service
To build, sustain and thrive as a mission-driven organization that provides and influences robust, equitable, accessible and appropriate community-based programs and services for aging adults and their families across the continuum of care.

Education
To increase awareness and provide aging-in-place resources that address social determinants of health through community programming and collaborations with clients, partners, funders, staff and volunteers.

Advocacy
To promote dynamic solutions for and raise awareness about the rapid population growth among older adults, and to serve as a resource to community stakeholders and policymakers for key aging issues.

COUNCIL ON AGING OF BUNCOMBE COUNTY, INC.

46 Sheffield Circle
Asheville, NC 28803
(828) 277-8288
www.coabc.org

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. EIN 23-7410586