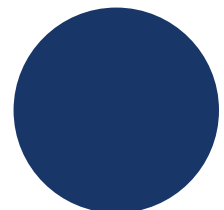


FY 22-23 Annual Report



Eastern Nebraska
Office on Aging







A note from
ENOA's Executive Director

Frisk Bergman

FY 2023 was another amazing year for the Eastern Nebraska Office on Aging. As I begin my third year as Executive Director I reflect back on the past year and celebrate each and every staff member, board member, volunteer, community partner, provider, and countless others who have an unwavering dedication to ENOA's mission. Their devotion and compassion are a gift to literally thousands of individuals that ENOA helps each year. The daily acts of kindness, small and large, will have a lasting effect on those we serve.

In this report, you will see how our long-term programs continue to successfully serve aging adults, caregivers, adults with disabilities, and those with the greatest economic need. You will also see, however, that the demand for our services is continually growing and as the aging population increases, the needs of those served by ENOA will likely exceed available resources. I am happy to report that one of the most exciting things to happen in FY23 was the establishment of the 501(c)3 Aging with Spirit Foundation. The foundation's timely establishment will help support the programs and services offered by ENOA.

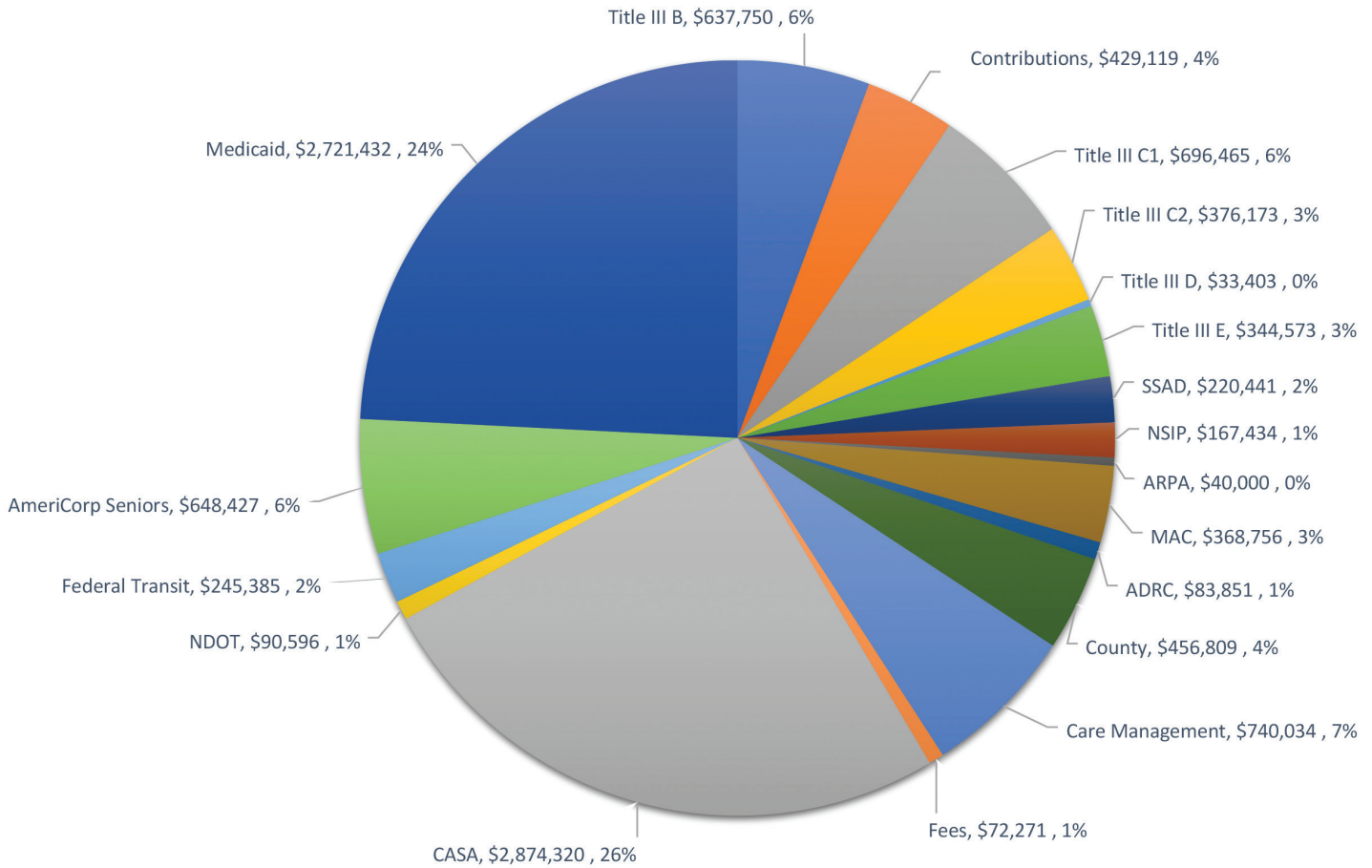
In closing, I want to honor those we serve. By recognizing the contributions of older Americans, we fuel our spirit of collaboration, our work to support them, and the appreciation of intergenerational diversity. ENOA embraces the value older adults bring to our lives and that is why we strive to help individuals to remain active in their communities by increasing awareness of activities, programs, and services that help them live healthy, independent lives.

I so appreciate all the efforts to work as a community so we, as an agency, can stay true to our mission. I can't imagine a greater privilege than leading this organization.

Mission Statement:

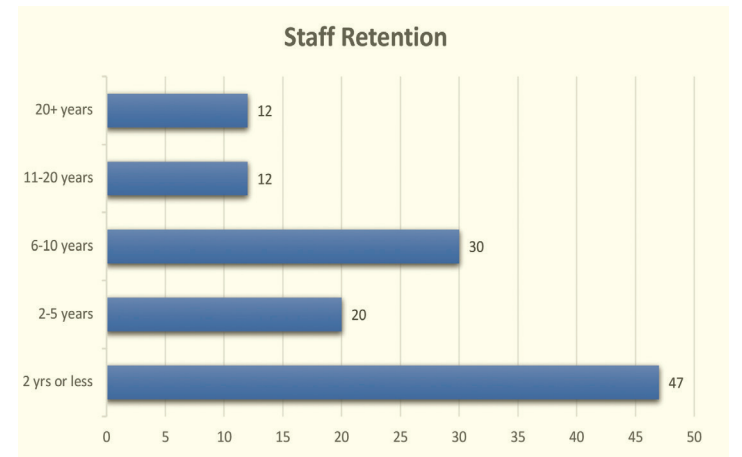
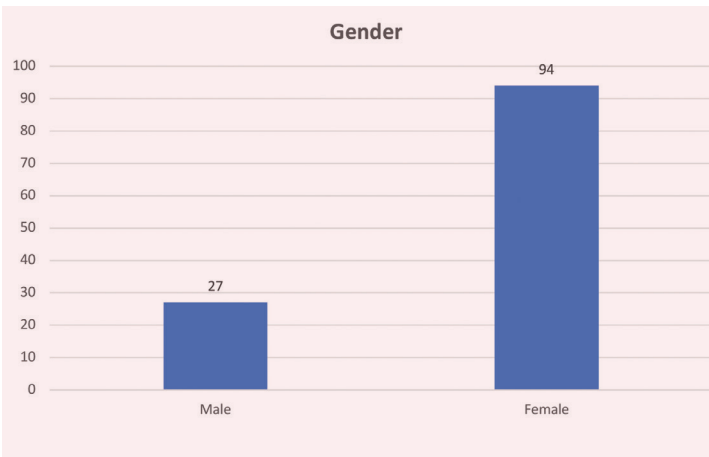
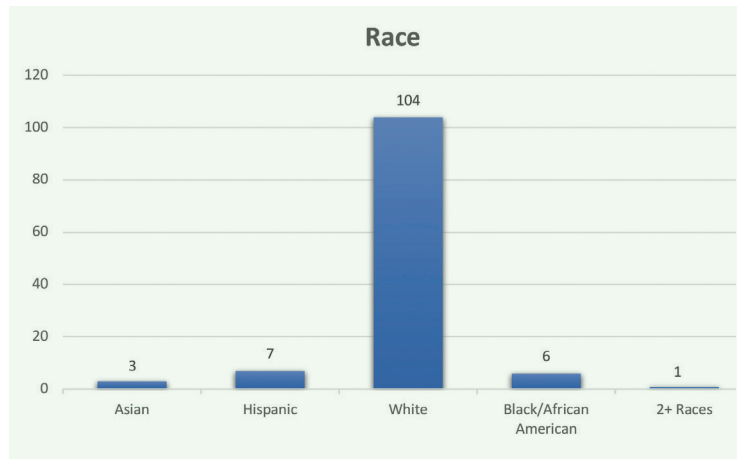
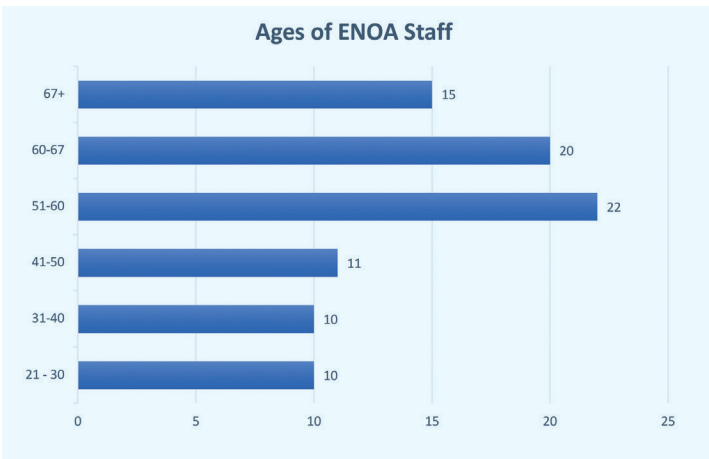
ENOA's mission is to promote choice and enhance the well-being and dignity of aging adults, caregivers, adults with disabilities, and those with the greatest economic need so they may live independently.

FY23 Budget \$11,247,100



The Eastern Nebraska Office on Aging (ENOA) complies with applicable federal civil rights laws and does not exclude, treat differently, deny services to, or otherwise discriminate against any person on the basis of race, color, national origin, disability, age, sex (including pregnancy, sexual orientation, and gender identity), marital status, status of a covered veteran, or religion in the admission to, participation in or receipt of services under any of its programs, services and activities, whether carried out by ENOA staff directly or through a contractor or any other entity with which ENOA arranges to carry out its programs, services and activities.

Who We Are



ENOA is SAGECare certified, a credential given to organizations that receive training to meet the needs of LGBTQIA+ older adults.

Eastern Nebraska Regional Agency on Human Services (ENHSA) Governing Board



The Eastern Nebraska Office on Aging is governed by a board of elected officials from Cass, Dodge, Douglas, Sarpy and Washington counties. Meetings are held the second Wednesday of each month.

- Mary Ann Borgeson, *Chair* – **Douglas County**
- Angie Burmeister, *Vice Chair* – **Sarpy County**
- Lisa Kramer, *Secretary/Treasurer* – **Washington County**
- Pat Tawney – **Dodge County**
- Jim Peterson, John Winkler – **Cass County**

Eastern Nebraska Office on Aging Advisory Council

ENOA works with a group of professionals from within its communities who provide guidance and expertise to the agency while serving on its Advisory Council. Meetings are held quarterly.

Cass County

Mel Luetchens

Douglas County

Judge Jane Prochaska

Dr. Jane Potter

Margaret Shaefer

Marilyn Wegehaupt

Sharon Stephens

Sarpy County

Dr. Julie Masters, Chair

Dodge County

Kathy Kirby

Washington County

Margaret Hanson

Nikea Brady

Aging with Spirit Foundation Board

Eastern Nebraska Office on Aging



Trish Bergman,
President

David Thompson
Vice President

Patricia Cottrell
Treasurer

Lezlie McPherson
Secretary

Maria Champion

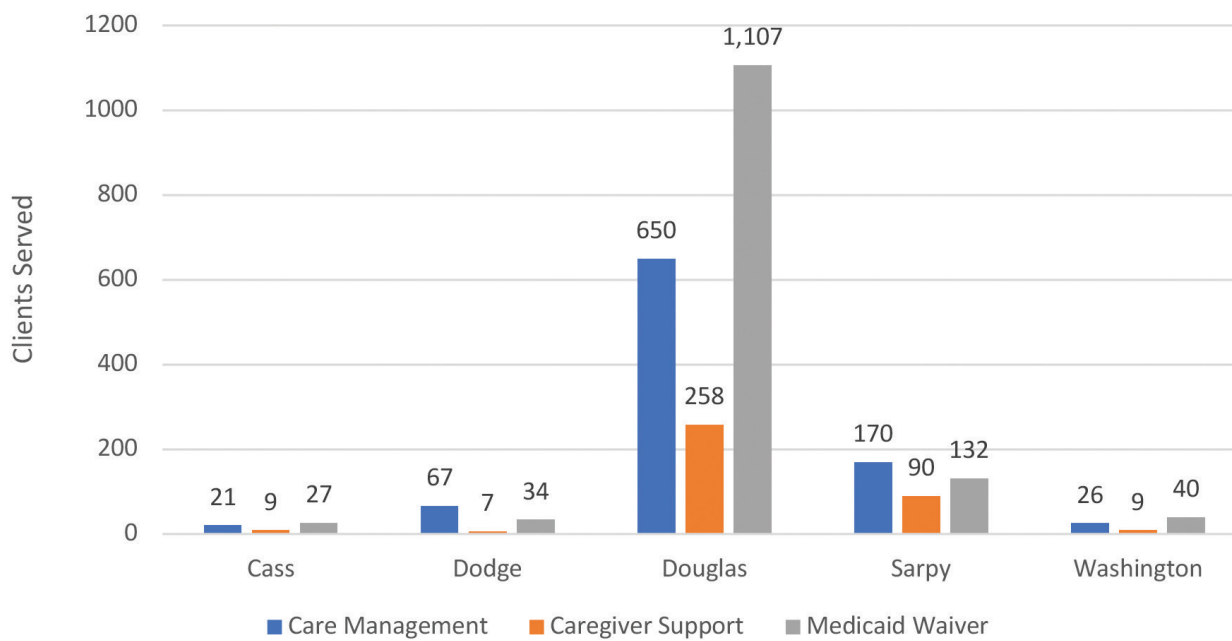
Sherri Griggs

Diane Stanton

Services

CHOOSING HOME OR IN-COMMUNITY ELDER SERVICES (C.H.O.I.C.E.S.)

ENOA has three case management programs that focus on supporting older adults in maintaining their independence and supporting the efforts of family caregivers of older adults.



Care Management

Care Managers work with older individuals identifying and coordinating available community resources and services. Care Managers complete a comprehensive assessment, discuss information on resources to address assessed needs, develops a written care plan, coordinates services, resources and support and participates in ongoing monitoring of service delivery. Funding: State Funding, Client Fees.

Caregiver Support

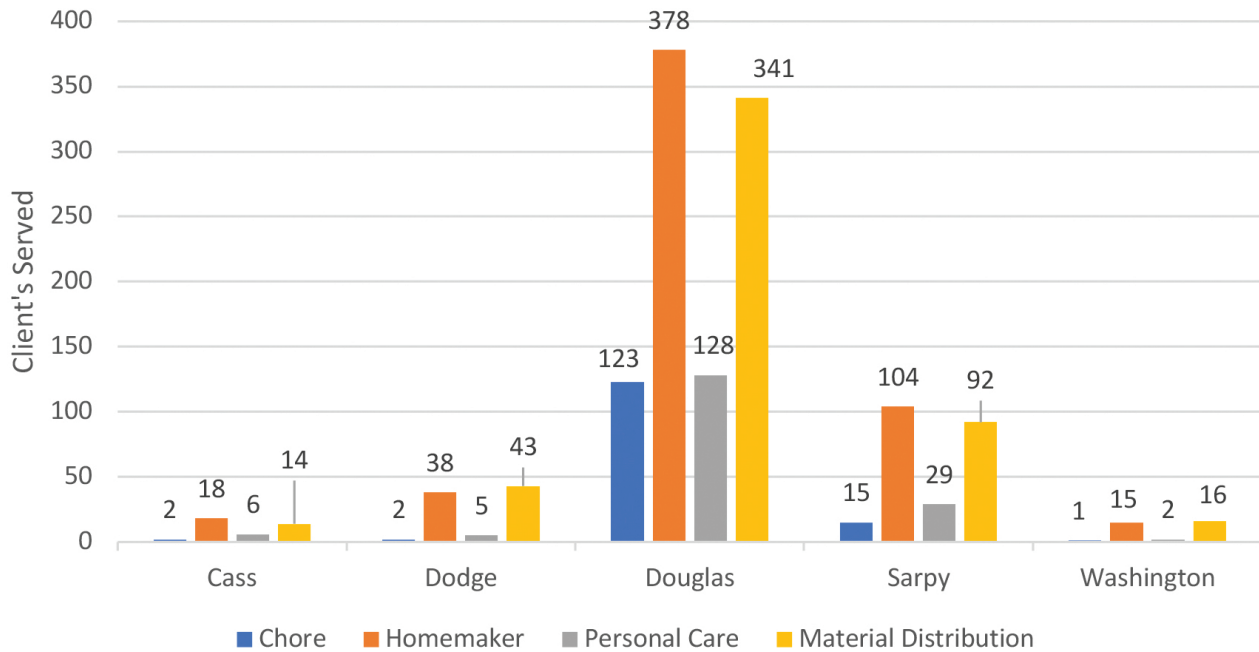
Case Managers assist caregivers of frail, older loved ones by assessing the caregiver's strengths and needs. The result of the assessment is used to develop a support plan of respite services and resources. To qualify, caregivers must be 18 years of age or older. The care receiver must need assistance with two daily living activities or have a diagnosis of Alzheimer's disease or related disorder. Funding: Older Americans Act (OAA), ARPA, Client Contributions, Community Aging Services Act (CASA), and Medicaid Administrative Claiming (MAC).

Aged & Disabled Medicaid Waiver

Service Coordination is provided to those individuals who qualify for the Aged and Disabled Medicaid Waiver Program. Service Coordinators provide comprehensive assessments, care planning and ongoing case management. A participant-centered approach ensures the participants choices, preferences and rights are at the forefront of the services participants receive while maintaining their health, welfare and safety. Preadmission screening for long-term care is completed for Medicaid eligible individuals, age 18 years or older. Funding: Medicaid.

IN-HOME SERVICES

To receive in-home services an individual must meet Care Management eligibility guidelines. Clients are asked to contribute monthly toward the cost of the services received based on their income. Nobody is denied ENOA services due to inability to pay.



Chore Service

Lawn mowing and snow removal are provided to those homebound individuals who are receiving another ENOA service and have no one available to assist them with these chores. Funding: OAA Title IIIB, Client Contributions, CASA.

Homemaker Services

Light housekeeping service provided to those participants who are physically unable to perform those tasks. These tasks include sweeping, mopping, dusting, vacuuming, laundry, grocery shopping, etc. Funding: OAA Title IIIB, Client Contributions, CASA.

Personal Care Services

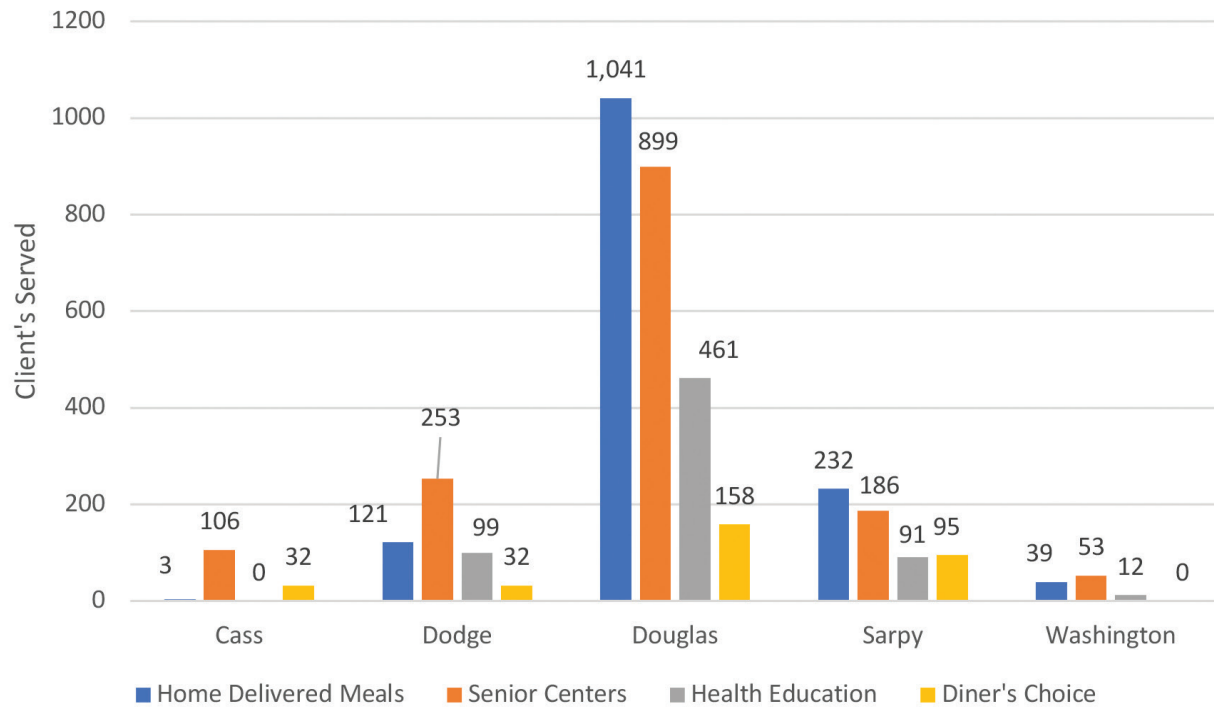
Available to individuals who are unable to safely manage personal cares. Bathing assistance, bed baths, hair washing, nail cleaning or filing, and bed linen changes may be provided. Funding: OAA Title IIIB, Client Contributions, CASA.

Material Distribution

A limited amount of durable medical equipment can be purchased for individuals who have no other way of obtaining the items. In addition, an emergency response system is available, which allows individuals to summon help in an emergency. Funding: OAA Title IIIB, Client Contributions, CASA.

NUTRITION

ENOA's nutrition programs offer healthy, nutritionally balanced meals. Meals are designed to meet one-third of the recommended dietary allowance of nutrients and comply with most current dietary guidelines for Americans.



Home Delivered Meals (Meals on Wheels)

Hot, nutritious meals are delivered weekdays to homebound older adults who are unable to prepare a meal for themselves or have no one available to do so. Recipients are certified for the meal delivery by either an ENOA care manager or the program's intake specialist. Funding: OAA Title III C2, Social Services Block Grant for Aged and Disabled (SSBG), Client Contributions, CASA, Nutritional Services Incentive Program (NSIP).

Senior Centers

Senior centers serve as resource centers in neighborhoods and rural communities. Meals are provided to older adults in a group setting. Each center hosts a variety of recreational and social activities, guest speakers, crafts, nutrition and health programs. ENOA directly runs seven senior centers and contracts with twelve others in the five county area served by ENOA. Funding: SSAD, Client Contributions, CASA, OAA Title IIIC1, OAA Title IIID.

Diner's Choice

Diner's Choice provides a flexible meal schedule for busy individuals who are 60 years of age or older. This program is currently offered at all Hy-Vee stores in the Omaha, Papillion, Fremont & Plattsmouth areas. Pre-enrollment is required. Funding: ARPA, OAA.

COMMUNITY SERVICES

Information & Assistance

Information and Assistance (I&A)

ENOA's Information & Assistance phone line serves as a gateway for caregivers, potential clients, providers, friends and family members seeking information about programs and services for older adults. Staff answer questions about aging services and, if appropriate, complete a referral for ENOA's in-home services, or, refer the caller to resources within the community. The I&A Division also provides speaking engagements within the community. Funding: OAA Title IIIB.

ADRC

Aging & Disability Resource Center (ADRC)

The ADRC provides information, assistance, and education in community services and long-term care options for individuals over age sixty, persons with disabilities of any age, or family members, caregivers, advocates and providers for these groups. ADRC Options Counselors are available over the phone or through face-to-face meetings at the main office by appointment. Funding: Aged & Disabled Resource Center (ADRC), local funds.

New Horizons

New Horizon/Public Affairs

The New Horizons is one of the longest running newspapers devoted to older adults. The paper began in 1975 and presents a realistic portrait of aging in our society. The current monthly circulation of 8,000 newspapers is distributed through direct mail. In addition to the paper, the Public Affairs Division promotes and publicizes ENOA's programs and activities and maintains an active social media presence. Funding: OAA Title IIIB.

Legal Services Resources

Legal Service Resource

ENOA contracts with Legal Aid of Nebraska to provide the ElderAccess Line, which provides older individuals with economic or social needs legal advice and limited representation by an attorney, paralegal or law student under the direct supervision of an attorney. In addition, the State Unit on Aging introduced a legal risk screening tool – Legal Risk Assessment - in 2023. Funding: OAA Title IIIB.

Intergeneration Orchestra (IGO)

Intergeneration Orchestra of Omaha (IGO)

The Intergeneration Orchestra of Omaha was formed in 1985 and has continued to play venues all over Omaha ever since. Musicians, age 50 and older or age 25 and younger make up the orchestra. Funding is entirely through grants, donations, memberships, fundraisers and performance fees. ENOA contributes in-kind services to assist with the administration of the group. Funding: Membership drive, tuition, donations, endowment fund.

VOLUNTEER PROGRAMS

Each year over 400 individuals contribute their time, skills, and compassion to better their community as an ENOA volunteer.



Volunteer Hours

Douglas	77,113
Sarpy	8,396
Dodge.....	3,940
Cass	0
Washington.....	3,150

AmeriCorps Seniors: Foster Grandparent Program

Volunteers work with children needing special attention to improve their academic, social or emotional development. Funding: Americorps Seniors, local.

AmeriCorps Seniors: Senior Companion Program

Volunteers provide supportive, individualized services to help older adults with special needs maintain their dignity and independence. Funding: Americorps Seniors, local.

SeniorHelp

Persons of any age volunteer with older adults, sharing their time in ways that will help the older adult remain independent, in their own home, and improve the quality of their life. Funding: CASA.

Ombudsman

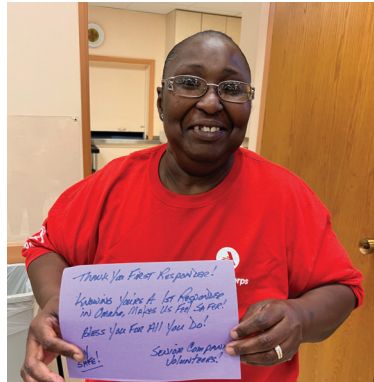
Ombudsman volunteers are trained volunteers who advocate for the rights and well-being of nursing home and assisted living facility residents. Funding: OAA Title VII, MAC.

Volunteer Connect

Older adults who want to volunteer within their community are connected to organizations such as banks and schools. Funding: CASA.

THE VALUE OF OUR VOLUNTEERS

92,599 hours of service during FY23



This is equivalent to **44.5** full time employees



Valued at **\$2,945,602.**

“The Foster Grandparent Program (FGP) saved my life and gave me purpose again.”

“Nothing replaces having a person next to you to connect with when you are so lonely.”

"Thank you for being here to advocate for the residents. Just having you in the building gives me peace.”

“Thank you so much for the young man you sent out who, my goodness, will not stop working. He is doing such a wonderful job. I just want to thank you so much for getting this young man to help me!”

ENOA'S RETURN ON INVESTMENT BY COUNTY

Return on Investment shows the cost of services provided by ENOA for every county dollar invested into the agency.

SERVICES

* The following services provided by ENOA were used in determining the return on investment.

- **ADRC/Options Counseling**
- **Health Pro/Disease Prevention**
- **Care Management**
- **Home Delivered Meals**
- **Caregiver Support**
- **Homemaker**
- **Chore**
- **Information & Assistance
Material Distribution**
- **Congregate Meals**
- **Personal Care**

<i>County</i>	<i>Average \$ of *Services Provided</i>	<i>County Funding Provided</i>	<i>Estimated Return on Investment</i>
Douglas	\$4,036,384	\$702,732	\$5.75
Sarpy	\$1,094,981	\$69,944	\$15.66
Dodge	\$520,440	\$90,321	\$5.78
Cass	\$165,288	\$19,634	\$8.42
Washington	\$168,321	\$37,232	\$4.52

COMMUNITY PARTNERS

ENOA partners with local organizations, businesses, faith communities and individuals, who assist ENOA in our mission of helping aging adults, caregivers and adults with disabilities live independently.

The following is made possible through community support:



- Produce Bags*
- Thanksgiving Day Meals*
- Annual Heat's On Project*
- Free Fans*
- Crisis Basket*
- Pet Care Assistance*
- Santa's Adopt-A-Senior*
- Girl Scout Cookie Distribution*
- Step Out for Seniors Walk-a-thon*
- Volunteer Recognitions*



In addition, ENOA receives ongoing donations of incontinence supplies, paper products, cleaning supplies and hygiene items throughout the year.

Eastern Nebraska Office on Aging
Aging with Spirit Foundation



The Eastern Nebraska Office on Aging recognizes community members who makes a difference in the lives of aging adults, caregivers and adults with disabilities through ENOA's annual **Spirit of Aging** awards.

This year's recipients were:

Distinguished Donor – Rebuilding Together, Platte Valley East

Medical/Homecare – Lisa Hollis, Heaven Touch

Distinguished Volunteer – Steamfitters & Plumbers Local Union 464

Advocacy – Carolina Padilla, Intercultural Senior Center



TRIBUTES



“Thanks so much for all you’ve done for me. You’ll never know how much your help has kept me going after the tumble last January! Your cooks should be in five star hotels – except for the brussels sprouts. Oh well.”

“The information you provided will help me get started with figuring out my mom’s next home. Thank you so much!”

“The ADRC support has been a blessing!”

“The New Horizon’s newspaper is so informative. Thank you for all you do.”

“It is really nice to leave the home once in a while, to have time for myself. Thank you for providing respite care.”

“I was worried about doing the job of taking care of my mom. The lovely people at ENOA who help and add comfort make a difference.”

“When my husband was diagnosed with vascular dementia years ago one of the first calls I made was to ENOA. I simply asked what you could do to help, little did I know that I would receive such help. The Caregiver Support Care Manager has been the best support I have and has guided me through this maze of uncertainty and is determined to keep me healthy, not just physically but mentally also.”



“I am so thankful for all of the services I receive from ENOA.”



ENOA

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