



MISSION

COA champions informed and positive aging and serves as the area's catalyst for collaborative solutions.

VISION

COA envisions a community where the wisdom, knowledge, skills and experience of older adults and caregivers are respected and valued, and where helpful resources, support and information are readily available and easily accessible.

WE BELIEVE IN AGING WELL

As more of us live longer, we have an exciting opportunity to rethink the future of our communities. Whether it's senior transportation or affordable housing, the Council on Aging is a trusted information and referral hub for older adults and caregivers, and a convener and catalyst for creative solutions to unmet needs. Here's a snapshot of our impact in 2018 and a look ahead at our 2019 priorities.

HERE'S HOW WE HELP

A great grandmother living in the Nations called COA for help after receiving our *Directory of Services* from St. Luke's Community House. Facing a rent increase of \$400 a month while raising her great grandchild, she was very concerned that her Section 8 appeal for an increase was denied. The great grandmother didn't know where to turn. Advocating on her behalf, we immediately contacted Metro Social Services to connect her with housing assistance. MSS agreed to assign a social worker to help her find new affordable housing.



2018 COMMUNITY IMPACT

From health care to affordable housing, the network of senior services is complex. COA's *Directory of Services* is the only comprehensive and impartial listing of services and community resources for older adults, caregivers and professionals in Middle TN. In 2018, COA worked with countless community partners to make updates and enhancements for the release of the 20th edition.

"Got a book (directory) last year and called your office about a place for a friend's son who has special needs. You all were very helpful!"

– Older Adult Health Fair Participant

"The information available in the 'Directory of Services' is more extensive than most people are aware of. This is a valuable resource to all."

– Jan Dahlke, RN



TRUSTED INFORMATION HUB

 **20,800** *Directory of Services distributed to older adults and caregivers*

 **21,033** *Online Directory of Services page views*

 **3,722** *Older adults, caregivers and professionals educated on topics including elder abuse, scam prevention and caregiving*

 **401** *Requests for information and resource referral*

 **131** *Caregivers helped by our online care navigation tool, Roobrik: Is it Time to Get Help?*



CONVENER & CATALYST

- Selected as a **Salute to Excellence finalist** for the Frist Foundation Team Building Award for convening the Senior Leadership Transportation Coalition and launching a new nonprofit, Senior Ride Nashville. We continue to support SRN and the launch of Senior Ride Sumner.
- Completed nine month Innovation Catalyst program to create an eldercare solution for employers and their employee caregivers
- Convened a collaborative, multi-agency work group, Middle TN Elder Watch, dedicated to preventing elder abuse and scams and protecting vulnerable older adults

HERE'S HOW WE HELP

Through our relationship with Nashville-based The Little Pantry That Could, an organization serving more than 200 families each week, we learned about an older client who was a victim of fraud. The client had given her money to a non-relative who promised to pay her bills for her. Instead, the non-relative spent the money, stole the client's identity and opened numerous credit cards in her name. Her electricity was turned off and she did not have money for food. We helped connect The Little Pantry That Could and their client with Adult Protective Services, Metro Police and emergency assistance agencies to restore this older woman's electricity and provide her with emergency financial assistance for her upcoming bills.



CHAMPION & ADVOCATE



- Honored six older adults and Alive Hospice for outstanding service at the Sage Awards, for a total of 98 older adults honored over the past 27 years
- Garnered more than 80 news articles that address needs and issues important to older adults
- Consulted with and supported Urban Housing Solutions in securing tax credits for an affordable senior housing project at 26th and Clarksville
- Conducted advocacy on elder abuse, health care and social programs as part of the statewide Coalition for Better Aging

2019 STRATEGIC PRIORITIES

CAREGIVING

Information and referral, community education, grandparents raising grandchildren and a new eldercare solution for employers

LIVABLE COMMUNITIES

Focus on affordable housing and senior transportation

ELDER ABUSE *and* SCAM PREVENTION

Community education and Middle TN Elder Watch

ORGANIZATIONAL SUSTAINABILITY

Employer partnerships and planned giving



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