

## 2020 Program Report

*At this time, our facilities remain closed, but our services continue and we are actively responding to community needs.*

### High Demand Programs (2020 data)



#### Aging & Disability Resources:

In 2020, ADR supported **2,163** unduplicated clients.

	Q1	Q2	Q3	Q4	Total
<b>Total Calls:</b>	2,368	2,278	2,614	2,043	<b>9,303</b>



#### Meals on Wheels:

In 2020, Meals on Wheels volunteers drove **33,713** miles delivering meals.

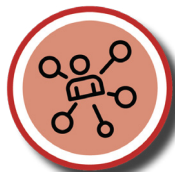
	Q1	Q2	Q3	Q4	Total
<b>Total Meals:</b> (served or delivered)	19,196	22,598	20,986	21,247	<b>84,027</b>

### Additional Programs (2020 data)



#### Transportation:

In 2020, volunteers made **1,746** trips for essential medical appointments, pharmacy pick-up, and groceries; **117,728** miles were driven and **5,572** hours expended.



#### Virtual Support Groups:

We have expanded virtual support group offerings to maintain personal connections, with plans to further increase options in the coming months. **163** support groups took place in 2020, with a total of **1,288** participants. Current support groups include: Time Together @ Home, Yoga for individuals with Parkinson's, as well as groups for grief, for caregivers, and for care receivers.



#### Case Management Programs:

In 2020, we served an average of **255** clients each month with vital in-home care, support, and case management through Medicaid, TSOA, and Family Caregiver Support. Case Managers are addressing issues of fear, grief, caregiver burnout, basic needs, providing information and guidance, as well as obtaining necessary equipment, supplies, and services for their clients.



#### Volunteers:

Expanded volunteer recruitment added **147** new volunteers in 2020. A total of **460** volunteers donated a combined **19,943** hours of their time.



#### Community Outreach:

Our committed Outreach staff are working hard to reduce isolation, educate, inform, engage, and connect with our community. In 2020, we more than doubled the number of engaged users on Facebook and reached **306,221** people, driving **32%** more traffic to our website than in 2019. Our average monthly eNews open rate in 2020 was **47%**, which is about twice the national average.