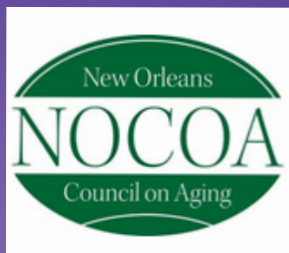




*Generating opportunities for self-reliance and
independance for the older adults of Orleans
Parish since 1974*



New Orleans Council On Aging 2020-2021 Annual Report



New Orleans Council on Aging

2475 Canal St.
Suite 400
New Orleans, LA 70119
Phone: (504) 821-4121
Fax: (504) 821-1222
www.nocoa.org

Board of Directors

Dr Torin Sanders
President

Bonnie Alston
Vice President

Alisha Reed
Secretary

Sundiata Haley
Treasurer

Amber Cain
Eugene Green
Kristi Graves Hubbard
Tamara Ledford
Joy F. Willig
Corretta LaGarde
Arlisha P. Mason



A Message from the Executive Director,

Thank you to the Donors, Volunteers, Staff, and Supporters of the New Orleans Council on Aging for their time, talents, and resources to make our 2020-2021 Fiscal Year a success. It's because of your contributions we were able to serve over 26,000 Older Adults in Orleans Parish.

Adapted and overcome. A phrase the agency utilized after Hurricane Katrina flooded and shuttered the City of New Orleans. It was the impetus during the Covid-19 Pandemic. We reacted and reduced our hours of operation, and our services to better protect both our clients and our staff. We encouraged our staff and subcontractors to adhere to the rules and regulations of the CDC and the State of Louisiana Health Department. At the beginning of the fiscal year of 2020-2021, the New Orleans Council on Aging adapted new technology and deployed different strategies to continue our mission of assisting Older Americans in Orleans Parish to live healthy and independent lives while protecting them from a disease that can be deadly.

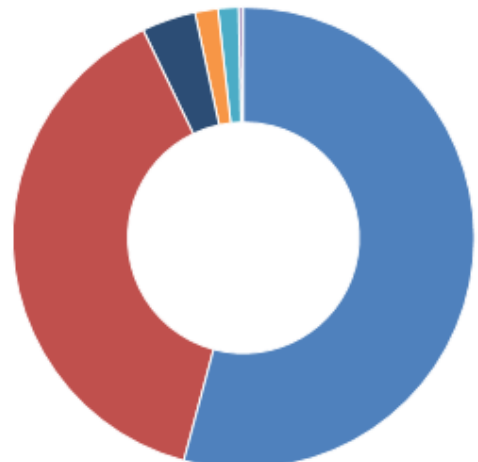
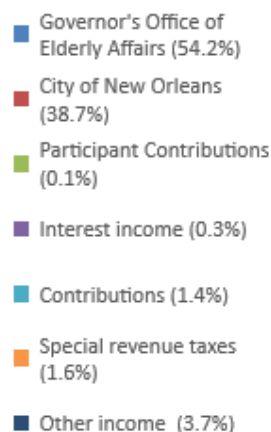
As you read this report, you will see how we utilized new ways of serving our clients. We began to use new technology to reach out and communicate with our staff and clients. Best practices and recommendations from Administration of Community Living were enacted to better serve a vulnerable population.

As this fiscal year came to an end, the roll out of Covid-19 vaccines allowed us to have socially distanced activities, and begin to see that the opportunity of resuming full services was not that far away.

Sincerely,

Howard L Rodgers, III
Executive Director

NOCOIA Revenues for Fiscal Year 2020-21



The 2020-2021 fiscal year was one of adaption and evolution for the New Orleans Council on Aging. As the community attempted to resume some normalcy when some of restrictions associated with covid-19 begin to loosen, variants of the virus begin to emerge. There were masking and social distancing requirements, restrictions on indoor activities, and daily screenings and testing were required to determine if someone had covid-19 or not.

One of the first changes made due to covid-19 included switching the clients at the senior centers from having congregational meals, (where they would eat together at the centers,) to giving them the option of having meals delivered to their homes by senior center staff or picked up at a drive thru distribution. This allowed the clients to continue to have a source of nutritious meals, while allowing the staff to have distanced and limited interactions with program participants to ensure the clients were safe and healthy. The nutrition program was also able to expand their home delivered meals services through Covid related funding.

We expanded the telephone re-assurance program which was instituted when covid-19 forced lockdowns in March 2020. Telephone reassurance provides wellness health checks on a regular basis to clients that staff could not meet with physically. During the early days of covid-19 restrictions, the social services staff administered a survey on those calling the office for information. It included questions about their physical and social needs associated with the virus. This survey was later used by other agency programs and expanded as additional resources became available such as pandemic related mental health counseling and the City of New Orleans FEMA covid meal program for those who were not receiving assistance from federal feed programs such as Meals on Wheels. The Senior Companion program (SCP) utilized its 59 volunteers, to provide wellness checks to 122 seniors. Prior to covid lockdowns, SCP volunteers served older adults in their homes or health setting.

The New Orleans Council on Aging begin to use Zoom to connect with staff, funders, and subcontractors including senior center directors. It was later used to help older adults to connect socially. The Lakeview Sheppard and Mercy Endeavors Senior Centers were able to use Zoom to host activities for their clients. Lakeview Sheppard, Pontchartrain Park, and Carrollton Hollygrove had had regular bingo games using Zoom. Mercy Endeavors Senior Center partnered with the New Orleans Council on Aging to have 15 of its members to participate in Bingo-cize, an evidenced based program which combines disease prevention and health promotion with bingo. It was done virtually with Samsung Tablets and Wi-fi devices NOCOA provided. For those participants who didn't feel comfortable using the Bingocize application, a hybrid model was made available where Bingocize cards were mailed to their home.

Once the Covid-19 vaccines became available in the Winter of 2021, NOCOA partnered with the City of New Orleans Health department to promote vaccination for older adults. Executive director, Howard L. Rodgers, III was one of the first in the aging network to receive a vaccination. When government officials indicated it was safe to re-open senior centers in the summer, we learned that 80% of the participants were vaccinated.

As the fiscal year came to a close, many of our senior centers were able to open partially and have limited, social distanced events. At these events, participants were required to have their temperature checked, wear a mask, and maintain a safe social distance. Since participants were still unable to congregate for meals, food was sent home with the seniors. This is the first step in the beginning of the full opening of the senior centers.

While many businesses instituted a work-from home philosophy, the staff of the aging network were considered essential workers. The New Orleans Council on Aging instituted a rotating work schedule to allow staff to stay safe while still providing services to older adults. Various agency programs delivered services through Zoom which allowed everyone to remain social connected but being physically apart. This includes the Area Agency on Aging (AAA) Advisory Council and the Senior Center Directors. The Senior Center Directors developed a subcommittee that created policies and procedures regarding reopening.

While the 2020-21, fiscal year has been one of numerous challenges, the aging network and its members demonstrated remarkable resilience

How did we adapted to continue to serve the older americans in Orleans Parish during the hight of Covid - 19 during the year between July 1, 2020 and June 30, 2021?

Below is a photo demonstration of some of our activities over the year.



Many of our Senior Centers hosted "Grab & Go" events once a month. These events were drive through activies where clients could pick up food, supplies, and recieve information.



Peoples Health distributed Thanksgiving Meals at the Lower Ninth Ward Senior Center. All of our Senior Centers participated by picking up the meals and delivering them to their clients.



Some of our Senior Center's had holiday themed "Grab & Go" events. Santa handed out drinks, staff created shoe box Mardi Gras Floats, staff wore Valentine's Day shirts, and had a birhday party for a staff member



A Girl Scout Troop came out to Carrollton Hollygrove Senior Center and distributed Girl Scout Cookies to seniors at a "Grab & Go" event



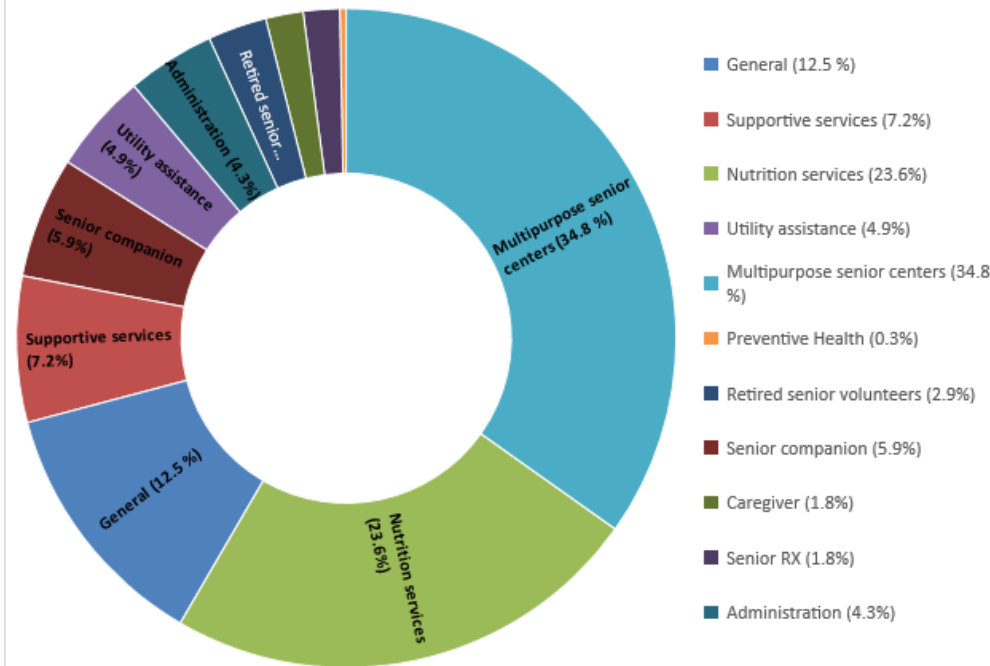
As the Covid-19 vaccines started to roll out, some of our senior centers started to have socially distanced activities.

New Orleans Council on Aging’s 2020-2021 Business Year Financials

NEW ORLEANS COUNCIL ON AGING, INC. GOVERNMENTAL FUNDS			
STATEMENT OF REVENUES, EXPENDITURES AND CHANGES IN FUND BALANCES			
For the year ended June 30, 2021			
	OTHER GOVERNMENTAL FUNDS	TOTAL GOVERNMENTAL FUNDS	SUMMARIZED COMPARATIVE INFORMATION For the year ended June 30, 2020
Revenues			
Intergovernmental:			
Governor's Office of Elderly Affairs	\$ 865,057	\$ 3,258,547	\$ 2,975,853
City of New Orleans	-	1,709,743	1,618,519
Corporation for National and Community Services	444,325	444,325	375,919
State of Louisiana	8,898	8,898	25,000
Contributions	471,922	534,832	606,710
Interest income	3	11,111	28,890
Participant Contributions	-	4,049	9,407
Special revenue taxes	-	71,398	86,145
Other income	79,486	246,142	97,369
Total revenues	1,869,691	6,289,044	5,823,812
Expenditures			
Salaries	411,493	1,260,246	1,465,317
Fringe benefits	73,008	219,259	227,084
Travel	7,486	56,653	78,266
Operating services	150,826	447,973	545,870
Operating supplies	34,781	183,079	60,075
Other costs	320,696	375,344	63,451
Utility assistance	248,580	248,580	149,991
Medical Team	61,412	61,412	76,247
Food costs	568,075	770,138	681,930
Full service contracts	-	1,901,359	1,911,912
Total expenditures	1,876,357	5,524,042	5,260,143
Excess (deficiency) of revenues over (under) expenditures	(6,667)	765,002	563,669
Other financing sources (uses)			
Operating transfers in	308,523	966,200	1,003,179
Operating transfers out	(111,620)	(963,832)	(1,003,179)
Excess (deficiency) of revenues and other sources/uses over expenditures	190,237	767,370	563,669
Fund balance at July 1, 2020	65,647	673,162	109,493
Fund balance at June 30, 2021	\$ 255,884	\$ 1,440,532	\$ 673,162

The accompanying notes are an integral part of this financial statement.

NOCOA Expenses for Fiscal Year 2020-21





The New Orleans Council on Aging is a private, non-profit corporation which serves as the Area Agency on Aging for Orleans Parish. The agency is responsible for ensuring that a comprehensive and coordinated assortment of social, recreational, educational, and nutritional services are provided to persons aged 60 and over in the City of New Orleans, which over 90,000 individuals in Orleans Parish make up this population.

The New Orleans Council on Aging exists to protect the rights, promote the well-being, and enhance the self-esteem of New Orleans elderly by generating opportunities for self-reliance and independence.

New Orleans Council on Aging's Senior Centers and Meal Sites

12th Ward S.O.C.	Kinship Center
Arthur Monday	Lakeview Shepherd
Carrollton Hollygrove	Lower Algiers
Central City E.O.C.	Lower Ninth Ward
Christopher Inn (Meal Site)	Mater Dolorosa (Meal Site)
Gentilly	Mercy Endeavors
Gert Town (Meal Site)	Pontchartrain Park
Holy Angels (Meal Site)	RAI Ministries Senior Center East
Kingsley House	Treme/Harmony House

Thank you to those of you who have assisted us in keeping seniors independent and self-reliant through your gifts, time and talent.

Governor's Office of Elderly Affairs
City of New Orleans
Corporation for National and Community Service
Entergy New Orleans

AARP New Orleans	Greater New Orleans Foundation	Senior Companion Program New Orleans SCP / Advisory Council / Volunteers
Edgar J. and Leah Chase Foundation	Humana Louisiana	
Covenant Nursing Home	Meals on Wheels New Orleans Fund, Inc.	Senior Resource Guide Publishing
Crescent City American Legions Post 125	New Orleans Council on Aging Staff, Advisory Council, and Volunteers	United Way of Southeast Louisiana
The Domain Companies, LLC	Peoples Health	Goldring Family Foundation
Elder Action Coalition Network	Retired and Senior Volunteer Program RSVP / Advisory Council / Volunteers	The Church of Jesus Christ of Latter-day Saints
Blue Cross and Blue Shield of Louisiana Foundation	Meals on Wheels America	CVS Foundation
		LA Department of Transportation