

# Navigating COVID-19 with AGE

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*GHF COVID-19 Relief Fund - September 2020*

## ***AGE of Central Texas***

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## ***Ms. Katt Rospopo***

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# Application Form

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## COVID-19 Relief Effort

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**\*PLEASE REFER TO GHF'S COVID-19 RELIEF FUND DESCRIPTION FOR COMPLETE ELIGIBILITY INFORMATION.** Applicants must align with GHF's established guidelines for its target population & geographic area. **In all cases, special emphasis will be given to efforts that help the most vulnerable people in our community.**

### Title of Organization's Relief Effort\*

Navigating COVID-19 with AGE

### Type of Organization\*

Please define your organization type. Are you a 501c3 nonprofit organization? A church or faith-based organization? Other?

501c3 nonprofit organization

### Amount Requested\*

Please provide an exact dollar amount requested not to exceed \$25,000.

\$25,000.00

### Type of Support\*

If funded, are your relief efforts intended to:

Support your organization's operations and programs, which have been impacted by COVID-19

### Type of Relief\*

What type of relief are you providing (check all that apply)?

Caregiving for adults homebound due to age and/or disability

### COVID-19 Challenges\*

What are the most pressing COVID-19-related challenges your organization is facing at this time? What adjustments have you made to address these challenges?

AGE's top priority has been addressing the challenge of converting in-person programming to a virtual format. We have developed innovative and creative means to provide services safely while staying attuned to the unique needs of the older adults and caregivers that we serve. AGE has also had to adapt to enable employees to work remotely despite previously lacking the technological infrastructure designed to offer that

option. Obtaining and maintaining the necessary technology has been a challenge, but we are proud to share that we have been able to adjust accordingly to utilize 100% of our staff members and keep them employed during the ongoing pandemic.

All of AGE's revenue streams, such as paid-programming, office rentals, individual giving, and foundation support have been significantly impacted by COVID-19. Consequently, we are losing approximately \$70,000 per month largely attributed to the temporary closure of our in-person Thrive Social & Wellness Centers. The Thrive Centers traditionally accept Medicaid, Veteran's Assistance, and private pay. Though we continue to serve members in a virtual capacity, these services are not currently reimbursable through these streams. AGE is currently working with local officials and insurance representatives to argue the value of virtual care during this time in hopes of inspiring a shift in policy that would allow for reimbursement. Based on current projections, AGE does not expect paid-program revenue to return to full capacity until mid-2021, resulting in continued critical losses in funding.

Rental income from tenants of AGE's office spaces has diminished due to some tenants opting out of renewing their spaces and others unable to pay due to financial hardship. Additionally, several pre-existing AGE funders are facing their own financial hardships and have pivoted to grant fewer grants at smaller levels for the duration of 2020 and into 2021. Individual giving has decreased leading AGE to project a considerably smaller amount in general donations for the year. As a result, all AGE employee compensation has been cut between 10-25% for the foreseeable future.

COVID-19 has also emphasized a need for AGE to have a Board-designated cash reserve and endowment that could be used to sustain the organization when revenue streams are negatively impacted. AGE has formed a task force that is charged with establishing sustainability funds, policies, and procedures for the organization that will be fueled through fundraising avenues such as a planned giving program set to launch in October 2020. We are exploring additional models of paid-programming that include a new comprehensive intake and consultation process to better connect older adults and caregivers to the resources they need and a training and consultation service for local companies to better serve working caregivers in hopes of preserving their employment.

## Client/Target Population Challenges\*

What are the most pressing COVID-19-related challenges faced by your client/target population right now? What adjustments have you made to address these challenges?

There are several challenges that older adults and those who care for them will face throughout the rest of 2020 and beyond due to COVID-19. One of the most pressing issues is social isolation among this already highly at-risk population. Caregivers of AGE's program participants have reported noticeable declines in their loved ones due to isolation-related reductions in healthy behaviors, such as decreased physical activity and cognitive stimulation as well as difficulty maintaining a normal eating schedule. Our program recipients report emotional challenges including increased symptoms of depression and/or anxiety, growing stress, and greater tension between the caregiver and the care recipient. Caregivers will remain at high-risk for mental health declines as they struggle with balancing multiple responsibilities including financial responsibilities and parenting in addition to caregiving. This, in addition to a hindered ability to honestly participate in caregiver support groups due to a lack of privacy at home, leaves caregivers vulnerable.

Programmatically, AGE has adapted our services throughout the COVID-19 pandemic in a manner co-designed by the community we serve. Our staff has consistently gathered feedback from seniors and their caregivers to identify what their most pressing needs and challenges are so that our programs may continue to evolve to most effectively support them. At AGE, each older adult and caregiver served is provided with customized care based on their unique needs, beginning with our Information & Resource Center led by a social worker who provides individualized support. Our Thrive Social & Wellness Center and Memory Connections programs now offer virtual one-on-one consultations with caregivers, video-led activities, at-home activity packets, and support groups for those making difficult adjustments and looking to decrease the

harmful effects of social isolation during the pandemic. One-on-one consultations have allowed AGE staff to help caregivers address daily behavioral issues such as maintaining regular eating and bathing schedules. The Thrive Centers have additionally provided updated health assessments for members and have been dispersing meals to fight senior food insecurity.

AGE's Health Equipment Lending Program has transitioned to appointment and curbside pick-up for durable medical equipment and hygiene items, while CaregiverU has fully transitioned to online courses. AGE's Computer Lab is adapting to the current needs of the community by partnering with Charles Schwab and Google to create courses designed to bridge the digital divide for seniors. Instructors are given specialized training on how to teach older adults, while course topics range from basic computer skills to instructions on utilizing food delivery services and telemedical support. Our Caregiver Conferences have also transitioned to a virtual model of accessibility, reaching more individuals than ever before. The conferences also produce survey data that determines which topics individuals report being most pertinent among the changing climate of caregiving, giving us insight on which workshops and conferences to follow up with.

AGE has witnessed the ongoing difficulties experienced by older adults when attempting to access digital support. That divide is widened when older adults and caregivers lack appropriate devices, education on how to utilize devices, and in-person support to learn new platforms. AGE has been working toward bridging the digital divide for seniors so that they can access virtual services and telemedicine.

## **Evolving Challenges\***

How do you anticipate these challenges - both for your organization and target population - will evolve over the next 6-12 months?

These challenges are not solely due to COVID-19 as the aging population struggles with many of these issues normally. The pandemic, however, has amplified these challenges to a point where caregivers and older adults are in need more than ever. AGE plans to address these evolving challenges by the continuation of virtual services along with plans to re-open at a limited capacity as soon as Austin reaches Stage 2 of Austin Public Health's risk stages and/or when the state indicates that it is safe to open. Increases in capacity will not only be dependent on the circumstances regarding COVID-19 as the pandemic continues to evolve, but also on how many members will be able to return to in-person programs. State licensing and program policies dictate that participants meet certain cognitive and physical standards in order to safely receive care. AGE will need to perform new health assessments to determine who will not be able to be re-admitted due to health declines. If appropriate, AGE hopes to open in October 2020 with plans to slowly increase capacity by up to 20% each month moving forward and will be continuously monitored in the event in-person capacity should again need to be reduced.

## **Organizational Adjustments\***

What changes or shifts prompted by COVID-19, if any, have been or will be made by your organization in order to continue to achieve your mission?

As an organization, AGE will need to continue to adjust fundraising efforts to expand outside of our traditional revenue streams in the post-coronavirus landscape. In addition, the majority of client recruitment for AGE has historically been accomplished through word of mouth as a result of attending in-person outreach fairs and events. Those activities will be curtailed for the foreseeable future due to COVID-19 which means AGE will shift marketing efforts towards more traditional means of advertisements.

AGE has cut expenses for each program in response to revenue loss. This includes cutting any use of outside vendors to provide activities for Thrive Center and Memory Connections participants. Typically, these programs would utilize vendors to provide older adults with cognitively or physically stimulating activities

such as musical performances, Zumba, chair exercises, creative writing, and more. Licensed Activity Directors will develop original activities to offer instead.

AGE has also prohibited in-person volunteering for the foreseeable future to better protect those we serve. Traditionally, volunteers are a critical source for assistance as AGE staff work to answer individual needs, run the Health Equipment Lending Program, help with serving meals, and help with facilitating activities throughout the day. The loss of this support will put more pressure on AGE staff who will continue to experience wage and hourly cuts. Additionally, volunteerism is a critical benefit offered in exchange for corporate gifts so the loss of volunteer opportunities is and will continue to impact AGE's ability to obtain funding from corporate partners.

Cuts in wages and hours for hourly workers has created a challenge as AGE's work has continued, and in some areas, increased. It is imperative that AGE maintains trained employees in order to smoothly transition into in-person care starting in October. To address that challenge and preserve the workforce, AGE has adjusted to allow employees flexibility in hours worked each day and week to encourage self-care, allow employees with children to adjust to schooling from home, and to increase employee happiness as cuts have continued. That adjustment has included allowing employees to choose their daily schedules based on what works best for them, increasing cross-department collaboration to share workloads, and allowing for flexible use of personal time off.

## Mitigation of Systemic Barriers\*

How does your organization serve individuals and families experiencing systemic barriers to weather the economic and health effects of COVID-19?

Older adults have long been among the most high-risk populations to experience social isolation due to a variety of factors, such as loss of independence, cognitive illness, and lack of access to transportation and affordable care. The National Institute on Aging reports that social isolation and loneliness result in a higher risk for a weakened immune system, depression, cognitive decline, and death. Functional decline in cognitive abilities can be accelerated by loneliness increased by social isolation. In addition, a growing number of caregivers are being called back to full-time, in-person employment with limited-to-no options on who will care for their loved one while they are at work, causing loss of income or burdensome long-term care expenses. According to the Center for Disease Control and Prevention, one-in-four seniors will experience a preventable fall in their lifetime. Fall-related injuries as a result of the absence of durable medical equipment incurs devastating medical debt. These risks have heightened as the pandemic continues to evolve and older adults are quarantined at home alone for longer intervals of time.

AGE specializes in providing innovative care to combat these negative health and economic outcomes. Our staff, comprised of social workers and experts on aging, offer an affordable option for senior care and caregiver respite, as well as design therapeutic activities that promote cognitive, physical, and social stimulation. These activities are delivered virtually and include personal check-ins with homebound older adults, video-led activities, one-on-one consultations to address challenges unique to each program participant, web-based social events such as birthday parties and Bingo, and a digital library of 300+ at-home activities and resources. Virtual support has eliminated transportation as barrier to receive services, allowing AGE's reach and depth of impact to grow.

## Single Sentence Description\*

Describe the relief efforts for which you are seeking funding, detailing how you will provide support for those in need.

AGE of Central Texas humbly requests COVID-relief funding from the Georgetown Health Foundation to support organizational costs regarding Georgetown residents by offering affordable care, guidance, education, and peer support for older adults and those who care for them.

### COVID-19 Relief Description\*

Please specifically indicate how those affected will benefit from your relief efforts. Describe who will be served, how eligibility for services will be determined, how you will reach the individuals and families you hope to serve, and describe your process for implementation. If this relief funding will be used to support your organization's operations and programs, please describe the need for these funds and how they will be used.

As an organization, AGE serves the residents of Georgetown and the extra territorial jurisdiction through several efforts. The Round Rock Thrive Social & Wellness Centers (previously known as Adult Day Health Center) is an affordable care option for older adults in need of meaningful social connection in a medically-supervised environment. While their loved one attends, caregivers receive respite and support. Program participants are typically 65-years-of-age or older and/or experience cognitive/physical needs. When in-person programming resumes, AGE will conduct health assessments to determine which existing members will be able to return to the facility as well as evaluate older adults on our waitlists. The Thrive Center accepts Medicaid, Veteran's Assistance, and private pay. We will work with those who are unable to return to the Thrive Centers to identify alternative means of care.

Memory Connections provides those with early onset dementia with education, tools, and peer support to process the emotions associated with their experience. Partners in care also receive consultation and peer support through regular connection. In-person, this program is \$100 per month and sliding-scale options are available. Eligibility requires a diagnosis of early memory loss. CaregiverU provides free courses for non-professional or "family" caregivers that teach fundamental caregiving skills such as fall prevention, understanding dementia, and caring for one's self while caring for someone else. Volunteers from partner agencies are trained by AGE's CaregiverU staff to instruct courses. There is no barrier to this program.

All three of AGE's remaining 2020 caregiver conferences have been converted to virtual to ensure attendees' safety. Conference topics have taken into account new needs and challenges that caregivers face due to COVID-19 and the subsequent challenges. With expert presentations discussing "Caregiving During Difficult Times," the 7th annual Williamson County Caregiver conference returns September 15th through 17th as a three-day virtual conference, providing unpaid caregivers with relevant information and vital resources to help to ease the challenges of caring for an aging family member.

We partner with Williamson County EMS to provide them with donated durable medical equipment to take on commonly reported "fall calls" in rural areas to disperse and demonstrate how the equipment can be used correctly. Williamson County EMS has since reported a 75% decrease in repeat calls as a direct result of AGE's support. Support comes at no cost to recipients.

Funding received for COVID-relief services are being utilized for staffing costs, technology services, program supplies and equipment.

### Implementation Timeframe\*

How long do you anticipate it will take you to develop and implement your relief efforts? Please include the duration of time you anticipate offering these services.

Development and implementation of AGE's COVID-relief services began immediately when our community was effected by the pandemic in March of 2020. Our services continue to adapt throughout the lasting effects of the pandemic based upon feedback gathered from our program participants, community stakeholders, health experts, and government officials. The duration of these services will be everlasting as

we have now designed the infrastructure for virtual services to be offered for throughout the foreseeable future. As we transition back into in-person programming, virtual services will still be offered for individuals unable to participate.

## Collaboration

If you are collaborating your relief efforts with other organizations, please list these organizations here and describe the nature of the collaboration.

The Worship Place located in Georgetown is the partner agency for CaregiverU, providing a trainer who instructs the courses as well as recruits individuals to enroll. We supply durable medical equipment to the Williamson County EMS to disperse and train individuals how to properly use the equipment as to reduce fall-related injuries. Memory Connections is provided a host site from Christ Lutheran Church. The East Williamson County Collaborative comprises of the Capital Area Rural Transportation System, Baylor Scott & White, Opportunities for Burnet and Williamson Counties, Meals on Wheels, Blue Bonnet Trails, The Caring Place, Boys and Girls Club, and the Georgetown Area Parkinson's society to effect change, combine resources, and connect individuals to services. Memory Connections partners with Christ Lutheran Church to recruit and host attendees.

## Number of People Served\*

Please provide an estimate of the total number of people you hope to serve through this relief effort. Be sure to include an estimate of Georgetown residents served as well.

557

## Expected Outcome(s)\*

What do you expect the outcome(s) of the relief effort to be? How do you plan to assess results?

AGE's expected outcomes of these relief efforts include reducing the harmful effects of social isolation for older adults and decreasing caregiver stress as the direct result of our services. We measure this through surveying our program participants and gathering open-ended feedback from stakeholders. We anticipate that at least 90% of those responding to surveys will agree/strongly agree that AGE programming has increased the social connection and decreased caregiver stress. Funding from the Georgetown Health Foundation will be utilized to supplement deficient areas of revenue to sustain the ability to serve and grow in Georgetown.

## Budget\*

Specifically detail program costs with rationale for each line item. Indicate the number of individuals and families that you can serve with the funds requested. Be sure to include overhead and indirect costs, with rationale.

Copy of GHF 2020 Budget.xlsx

## Prior Fiscal Year Balance Sheet\*

Attach PDF.

2019BS.pdf

## Prior Fiscal Year Income Statement\*

Attach PDF.

2019P&L.pdf

## Other Sources of COVID-19 Support\*

Please list all other COVID-19 sources for which you have received or applied for funds, including federal, state, local, and private. Provide requested amount, date of request, anticipated response date or date received, and how you are using or plan to use the funding.

Received sources of COVID-19 funding include:

All Together ATX, \$15,000, April 2020;  
Moody Endowment, \$87,500, March 2020;  
HEB, \$15,000, April 2020;  
Randall's, \$12,000, April 2020,  
Baylor Scott & White, \$2,500, April 2020;  
Glimmer Foundation, \$15,000, April 2020;  
and Wilco Forward, \$22,500, July 2020.

Pending requests for COVID-10 sources of funding include:

St. David's Foundation, \$150,000, anticipated to be received in October 2020;  
Alice Kleberg Reynolds Foundation, \$10,000, anticipated to be received in September 2020.

Funding received for COVID-relief services are being utilized for staffing costs, technology services, program supplies and equipment.

## Sharing This Application

We have an opportunity to share information with Chisholm Trail Communities Foundation should their Fund Advisors be interested in supporting the programs that apply through this process. May we share this application and/or information about your relief effort with Chisholm Trail Communities Foundation?

Yes, share application

## Brief Funding Agreement\*

Please read the following information, and click "I agree" below before submitting your application.

If funds are granted, my organization will enter into a grant agreement which will require the following along with other standard requirements:

- We agree to spend all the grant funds, as described herein, during the grant period.
- We agree, if we cannot spend all grant funds during the grant period, to request a grant extension. If a grant extension is not granted, or if funds cannot be spent during the extension period, we agree that we will return all remaining funds.
- We confirm that the organization is in good standing with all appropriate local, state and federal governmental bodies and/or regulatory agencies with jurisdiction over the organization and its activities.



- We agree to submit a final grant report.

I Agree

## File Attachment Summary

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### ***Applicant File Uploads***

- Copy of GHF 2020 Budget.xlsx
- 2019BS.pdf
- 2019P&L.pdf

	CaregiverU	Williamson County Partnerships (East Wilco Collaborative, Wilco EMS, Hutto Resource Center	Caregiver Training Camp & Wilco Caregiver Conference
<b>Activity Expenses</b>			
<b>Board &amp; Employee Development</b>	1,800		
<b>Copier, Letterhead/ Annual Report</b>	1,025		
<b>Dues, Fees, Permits</b>			
<b>Employee Benefits</b>	10,700	400	750
<b>Food &amp; Food Supplies</b>			
<b>Insurance</b>	2,550		
<b>Office Expenses</b>	100		
<b>Payroll Expenses</b>	132,125	3,800	7,700
<b>Professional Fees</b>	3,000		
<b>Program Supplies &amp; Equipment</b>	24,000		
<b>Rent</b>	4,500		
<b>Repairs &amp; Maintenance</b>	550		
<b>Technology Services</b>	400		
<b>Utilities</b>	700		
<b>Vehicle Operation</b>	1,100		
<b>Total Cost Per Service</b>	182,550	4,200	8,450
<b>Individuals Served through this Request</b>	163	300	97

Cost for providing services to Georgetown & surrounding area	106,270	4,200	1,509
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Foundation - AGE of Central Texas - 2020 COVID-19 Relief Application Budget

Memory Connections	Round Rock Thrive Center	Total
12,000	8,000	20,000
1,600	2,800	6,200
3,450	11,550	16,025
100	500	600
14,250	36,200	62,300
	68,500	68,500
3,300	11,300	17,150
300	1,550	1,950
175,850	447,100	766,575
-	27,750	30,750
-	500	24,500
1,800	56,750	63,050
200	12,400	13,150
1,450	18,350	20,200
250	7,000	7,950
1,600	32,200	34,900
216,150	742,450	1,153,800
9	13	Total individuals served through this request: 557

19,851	95,563	227,393
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This Ask	Rationale
2,500	Direct cost of benefits of Thrive Center, Memory Connections, Information & Resources, Marketing, and CaregiverU staff
20,000	Direct costs of Thrive Center, Memory Connections, Information & Resources, Marketing, and CaregiverU staff
1,000	This cost includes "sneeze guards" for the Round Rock Thrive Center that serve as an infection control measure to protect our members
1,500	Computer hardware, software, phone, IT, and wifi expenses
25,000	

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08/10/20

Accrual Basis

## Austin Groups for the Elderly

## Balance Sheet

As of December 31, 2019

	Dec 31, 19
<b>ASSETS</b>	
<b>Current Assets</b>	
Checking/Savings	
Donated Gift Cards	2,351.30
Operating Checking/Savings	50,829.43
Restricted Cash	219,302.75
Total Checking/Savings	272,483.48
Accounts Receivable	
Accounts Receivable	299,366.93
Campaign Receivables	355,144.48
Total Accounts Receivable	654,511.41
Other Current Assets	
EHWC Security Deposit	3,285.00
Prepaid Expenses	6,778.17
Prepaid Insurance	5,108.93
Prepaid Rent for WC	9,170.00
Total Other Current Assets	24,342.10
<b>Total Current Assets</b>	951,336.99
<b>Fixed Assets</b>	
Accumulated Depreciation	-1,623,103.32
AGE Furniture & Equipment	82,358.14
Automobiles	388,852.64
Building & Improvements	1,246,776.31
CRC Furniture & Equipment	2,000.00
EHWC Equipment	32,686.02
Elderhaven Furn & Equip	33,958.83
Equipment & Furniture	21,999.13
Land	181,695.00
Leasehold Improvements - EHWC	87,095.86
Senior Net Furn & Equip	19,807.87
<b>Total Fixed Assets</b>	474,126.48
<b>Other Assets</b>	
Capital in Process	1,955,748.77
<b>Total Other Assets</b>	1,955,748.77
<b>TOTAL ASSETS</b>	<b>3,381,212.24</b>
<b>LIABILITIES &amp; EQUITY</b>	
<b>Liabilities</b>	
<b>Current Liabilities</b>	
Accounts Payable	
Accounts Payable	66,755.74
Total Accounts Payable	66,755.74
Credit Cards	
Chase Business	16,126.00
Total Credit Cards	16,126.00
Other Current Liabilities	
Accrued Payroll	39,325.86
Payroll & Accrued Liab	28,161.41
Season of Caring passthrough	9,664.56
Security Deposits	5,876.16
St. David's Aging Services	1,200.10



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08/10/20

Accrual Basis

# Austin Groups for the Elderly

## Balance Sheet

As of December 31, 2019

	Dec 31, 19
Total Other Current Liabilities	84,228.09
Total Current Liabilities	167,109.83
Total Liabilities	167,109.83
Equity	
Net Assets	20,000.00
Retained Earnings	834,580.77
Temp. Restricted Net Assets	309,601.30
Net Income	2,049,920.34
Total Equity	3,214,102.41
TOTAL LIABILITIES & EQUITY	3,381,212.24

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08/10/20

Accrual Basis

**Austin Groups for the Elderly**  
**Profit & Loss**  
 January through December 2019

	Jan - Dec 19
<b>Ordinary Income/Expense</b>	
<b>Income</b>	
Allocated Rents	
External Rents and Fees	147,386.90
General Contributions	316,676.78
Grant Revenues	877,085.66
Miscellaneous Income	10,108.93
Privately Funded Service Fees	510,044.15
Publicly Funded Service Fees	405,110.66
Sponsorships/Event Revenues	47,291.20
<b>Total Income</b>	2,313,704.28
<b>Gross Profit</b>	2,313,704.28
<b>Expense</b>	
Activity Expenses	27,701.80
Board & Employee Development	18,306.94
Contributed Volunteer Hours	80,275.68
Copier Lease & Printing	37,097.26
Depreciation Expense	141,200.70
Dues, Fees, Permits	4,297.40
Employee Benefits	97,056.05
Food & Food Supplies(ADHC only)	134,660.59
Fund Raising Expenses	27,770.82
Insurance	36,766.30
Office Expenses	11,940.65
Outreach	86,006.32
Payroll Expenses	1,348,263.25
Professional Fees	67,296.58
Program Supplies & Equipment	49,582.07
Rent	58,843.00
Repairs & Maintenance	76,990.19
Technology Services	80,947.26
Utilities	61,090.03
Vehicle Operation	85,650.23
<b>Total Expense</b>	2,531,743.12
<b>Net Ordinary Income</b>	-218,038.84
<b>Other Income/Expense</b>	
<b>Other Income</b>	
Capital Grants & Funding	
Comprehensive Campaign Revenue	2,593,268.08
Season of Caring Contributions	
<b>Total Other Income</b>	2,593,268.08
<b>Other Expense</b>	

Austin Groups for the Elderly  
Profit & Loss  
January through December 2019

	Jan - Dec 19
Capital Assets	
Comprehensive Campaign Expenses	325,308.90
Season of Caring Expenses	
Total Other Expense	325,308.90
Net Other Income	2,267,959.18
Net Income	2,049,920.34