

EXCELLENCE IN AGING

2022 ANNUAL REPORT



Fulton County
Department of Senior Services





Letter from the Director

Supporting Fulton County's aging community is a labor of love. The Department of Senior Services (DSS) demonstrates its commitment to seniors every day by providing needed programs and services. We help support independence, health and delay cognitive decline for seniors, caregivers, and the community. Excellence is the common thread in our system of care that ensures quality programming, in-person and virtually.

Senior Services' facilities reopened in February 2022 after being closed for nearly two years following the Covid-19 pandemic. Our seniors are back and thriving! Participation levels are beginning to mirror pre-Covid levels. DSS has maintained virtual programming for seniors who rely on this option. We are grateful to all partners for their ongoing efforts to keeping our seniors safe and healthy.

In the spirit of excellence, Senior Services continues to be innovative in reaching seniors throughout Fulton County. The Department provides life enrichment classes in our senior center facilities, transportation, case management, in-home services: homemaker, personal care and respite, and meals. We partnered with Georgia Roots Urban Farm to deliver vouchers to seniors to receive fresh fruits and vegetables.

The Department also hosted its first Virtual Open House series to connect with seniors and community partners and to increase awareness about grant-funded programs. The Kinship Senior Caregiver program is back with new grant funding from the Atlanta Regional Commission. This program offers resources and referrals to grandparents and senior caregivers who are caring for children under the age of 18.

We invite you to join us as we focus on delivering excellent services to seniors in our community. Our community is diverse and vibrant, representing a tapestry we call home. Home is where the heart lies, and we love our seniors. Thank you all for another great year.

Ladisa Onyiliogwu, Director

PEOPLE

Core Values: Clarity, Responsiveness, Respect

Our core values of clarity, responsiveness and respect guide all actions and decisions made throughout the department.

Clarity of purpose helps seniors, families and communities understand what we do, our process of connecting seniors with the services we provide, and what they can expect as a result.

We strive for **Responsiveness**, which allows seniors and partners to feel seen and heard. Preserving the dignity of Fulton County seniors and those who serve them is paramount.

Respect is measured by our ability to offer quality customer service and treat everyone fairly.

DISTINGUISHED SERVICE

Promotions

Anthony Bailey
Timothy Colter
Kendra Clayton
Arlina Moore
Rafael Patterson
Sheila Sayles
Asya Simmons
Janet Stockdale
Jamario Walker

New Certified Professional Managers (CPM)

Quentin Boswell
Metroya Carruthers
Kendra Clayton

CPMs in Progress (2022)

Bimal Pathak
Katasha Smith
Aya Wynn

Educational Achievements

Cierra Simone
Kimberly Rose

Lean Six Sigma Certification

Kendra Clayton
Jamario Walker
Aya Wynn

Welcome New Hires

Shaina Adjei-Anno
Betty Anderson
Erica Bailey
Eugene Binyuy
Schuyler Bond
Jemila Bridges
Breauna Brooks
Eryn Davis
Lewis Dudley

Reginald Fuller
Annette Green
Mary Maryland Hadley
T'Quania Hammond-Allen
Linda Lewis
Ronald MacAuley
Monica Meadow-Ivory
Shirley Meadows
Wunnie Murray

Warren Napper
Shadonna Nelson
Vanessa Sarden
Jessica Stewart
Allison Thomas
Duane Tolson
Shavon Walls
L'Niqua Warner
Fredrick White



OLDER AMERICANS MONTH

Each year in May, DSS celebrates Older Americans Month (OAM). The 2022 OAM theme, "Age My Way" was highlighted in the [Dorothy C. Benson Senior Multipurpose Center promotional video](#) to encourage health and wellness, and life enrichment activities. The Benson team honored the beauty of aging in place and how older adults can plan to stay in their homes and live independently for as long as possible. OAM continues to highlight additional efforts to keep seniors engaged and help ensure a strong and positive quality of life.



Aleta McLean, Senior Director at Open Hand Atlanta, Inc. facilitating during the Virtual Open House.

VIRTUAL OPEN HOUSE SERIES

DSS offered a series of virtual open house events in August, September and October 2022 to expand awareness of its grant-funded programs throughout Fulton County. A total of 206 participants joined the events. Each event featured services provided by our contracted agencies and/or programs administered by the department. Community outreach and FGTV segments were also part of this effort to enhance awareness and improve communication within 90-days.



KINSHIP CARE SERVICES

Kinship care services demonstrate the great strength of our local community. Grandparents and other senior caregivers, who are raising children 18 years of age and under can experience great challenges.

The DSS Senior Kinship Care program offers case management, education, and support to senior kinship caregivers. We also partner with agencies across the state who share the same commitment to reaching senior caregivers. This program is steadily growing with 26 clients served to date.

Fulton County senior kinship caregivers have identified these needs.

- Food insecurities
- Tutoring for Kids
- Diapers/Formula
- Understanding Healthcare Plans
- Transportation
- Clothes
- Homelessness
- Support Groups
- Activities for kids
- Grooming (Haircuts)

For more information on the Senior Kinship Care Program, please contact the STARline at (404) 613-6000 or email: seniorservices@fultoncountyga.gov.



26
families

received kinship care services,
including case management
support.

SENIOR FARMER'S MARKET

The 2022 Senior Farmer's Market was a great success. The market was held at all four Fulton County Senior Multipurpose Facilities. Participants received a \$30 benefit to redeem fresh, unprepared, "Georgia-grown" fruits, vegetables, and herbs at the four facilities. To qualify, each senior had to be a resident of Fulton County and at least 60 years of age, meeting the income guidelines.

The market was held between August 9th to September 15th, 2022 serving 346 seniors. Local farmer "Georgia Roots Urban Farm, LLC" received a grand total of \$10,380 in vouchers for the seasonal market.

We collected a total of 75 surveys from all four Centers. Ninety percent (90%) of seniors stated they were pleased with the overall customer service and fresh produces received. Next year, we will achieve a goal of faster processing time with appointments given to pre-registered seniors.



346
seniors
received vouchers
during the Senior
Farmer's Markets.

PROGRAM SUCCESS

LIHEAP: Low Income Heating Assistance Program

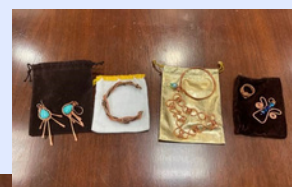
From November 14 – 21, 2022, DSS offered the annual Georgia Low Income Home Energy Assistance Program (LIHEAP). This program helps low-income senior households with their home energy bills. Eligible Fulton County residents receive assistance with heating or cooling emergencies that are life-threatening, and with long-term, low-cost residential weatherization. DSS assisted 310 seniors in applying for LIHEAP. This program is offered in collaboration with the Fulton Atlanta Community Action Authority.

Adult Day Health Programs

Adult Day Health (ADH) programs are offered at each of the four Senior Multipurpose locations. This program supports seniors and their caregivers by providing cognitive stimulation, balanced nutrition, interaction with peers, and daily activities and programs to minimize isolation. The ADH program follows Covid protocols to keep down the spread of COVID, including optional masking. Currently, ADH enrollment is 30% of pre-Covid enrollment. The ADH continues to provide virtual programming and home delivered meals to participants attending the ADH hybrid “Adult Day Health Without Walls.”



Hand-crafted art made with love by our seniors.



DSS IMPACT SNAPSHOT

69,779

meals served across four senior multipurpose facilities

10,478

calls to STARline to request senior services

310

seniors registered for LIHEAP assistance through senior services

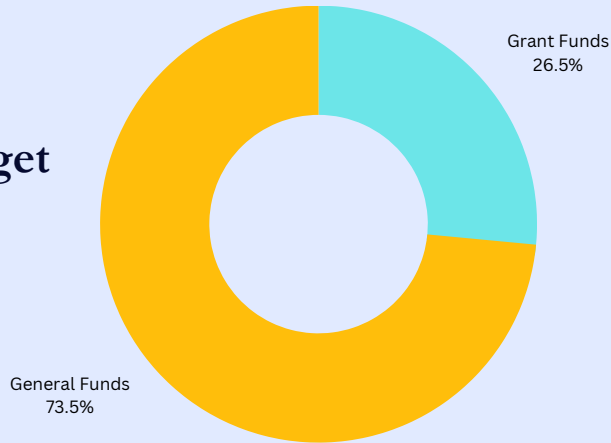
PROGRAM SUCCESS

Contract Services

The Department of Senior Services provided over 89,000 home delivered meals to Fulton County seniors via our provider, Open Hand. Our Information & Assistance team took over 10,000 calls providing seniors resources to help them age in place. The In-Home Services program provided services which included Homemaker, Personal Care, and Respite to 400+ seniors. The Transportation program has provided over 70,000 trips to seniors. In our neighborhood centers, the seniors participated in a multitude of fun and engaging activities. The seniors at the Auburn center participated in an evidence-based art program that was developed by the High Museum of Art. Student volunteers from Georgia State came in to engage with the seniors in accordance with GSU's Adopt a Grandparent program. The Department of Senior Services is also excited that our Kinship Care Program has returned to assist seniors that are raising children.

DSS 2022 Annual Budget

\$24,787,932.00



DSS IMPACT SNAPSHOT

89,000

home delivered meals delivered to seniors across Fulton County

400

seniors received in-home services

70,000

transportation trips provided to seniors

Home Repair Program Update

Senior Services is no longer administering the senior home repair program. All seniors on the waiting list were referred to the Fulton County Department of Community Development. If you are interested in receiving this service, or need assistance, please call 404-612-7193.

THANK YOU PARTNERS FOR YOUR SUPPORT!

We would like to extend a special thanks to all of the partners and contributors who have helped to make a difference in the lives of our seniors:

- AmeriCorps
- Atlanta Housing Authority
- Atlanta Regional Commission
- Fulton County Department of Behavioral Health
- Fulton County Library System



COMMISSION ON ELDER AFFAIRS

The mission of the Commission on Elder Affairs is to serve the elder population of Fulton County through a commitment to identify the social, economic, and health challenges/concerns affecting seniors; communicate with relevant community stakeholders; advocate for needed change; and secure solutions, resources and/or systems which enhance the quality of life for seniors. Commission members are appointed by the Fulton County Board of Commissioners. Meetings are held the 2nd Thursday of each month. All seniors are invited to participate and learn more about ongoing and upcoming activities for seniors throughout the County.



Fulton County Department of Senior Services



seniorservices@fultoncountyga.gov



Senior Centers (fultoncountyga.gov)



137 Peachtree Street, Atlanta, GA 30301



STARline: (404) 613-6000

Virtual Programming Continues!

Visit us online to register for
upcoming virtual classes:

[https://fultoncountyga.gov/services
/senior-services/senior-virtual-
classes](https://fultoncountyga.gov/services/senior-services/senior-virtual-classes)

