



IMPACT REPORT 2020

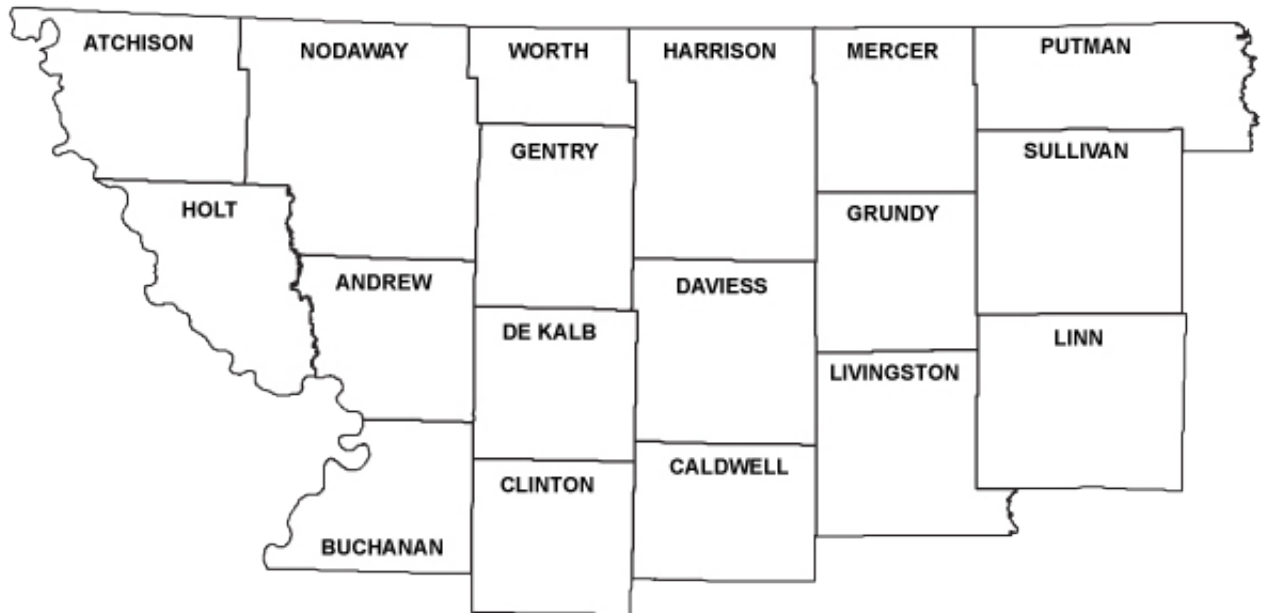
FISCAL YEAR 07/01/2019 - 06/30/2020



MISSION STATEMENT

To **EMPOWER** and **PROVIDE**
older adults of Northwest Missouri
the **OPPORTUNITY** to live **SAFE,**
HEALTHY, INDEPENDENT LIVES in the
HOME ENVIRONMENT
of their **CHOICE.**

SERVICE MAP



Serving older adults and their caregivers in Andrew, Atchison, Buchanan, Caldwell, Clinton, Daviess, DeKalb, Gentry, Grundy, Harrison, Holt, Linn, Livingston, Mercer, Nodaway, Putnam, Sullivan, and Worth Counties in Northwest Missouri.

A NOTE FROM THE CEO

Dear Friends,

As you know I joined the organization in June 2019. Since the first day I have been impressed by the work the organization and our partners do on behalf of older adults in Northwest Missouri. Visiting every corner of our 18 county service area I have met amazing people who work on the frontlines everyday with passion and joy on their faces.

One of the most exciting things this past year has been changing our name from Northwest Missouri Area Agency on Aging to Young at Heart Resources. The new name and logo reflect a broader commitment to serving today's older adults who are active, social, and vibrant. The tagline "Resources for Healthy Aging" means that the organization will continue to provide excellent customer service and assistance to older adults.

With the new name came a new, modern, and clean website, www.yahresources.org, and Facebook page. Both offices have undergone a much-needed technology update; technology that will make it easier for staff to continue to serve our clients.

The year has also presented everyone with an unprecedented challenge, the COVID-19 pandemic. Since the beginning of the outbreak, Young at Heart staff worked closely with our partners, and the State of Missouri, to continue providing much needed services to older adults during such a difficult time. Holding a weekly conference call with all of our contractors, providing and delivering much needed hand sanitizer, and conducting wellbeing checks are just some of the things that Young at Heart did during the pandemic.

The staff and volunteers of all of our contracting partners need to be applauded for the amazing job they have done serving older adults during the pandemic. They were on front lines daily, making sure none of the older adults in our area went hungry or were isolated from the rest of their community.

The safety of our employees was of utmost importance and every employee was given an option to work from home. I am proud of the job our staff did during such a difficult time, maintaining much needed services for those most vulnerable and assisting our partners in need. Tough times don't last but tough people do.

Because of the challenges faced in the past year, I am confident that we are ready to face anything the future holds for us. I am excited about what's ahead for Young at Heart.

Sincerely,



Michael P. Stopka
CEO

IN THEIR OWN WORDS

THANK YOU SO VERY MUCH for the bus pass. It was especially helpful during the pandemic.

OATS Bus canceled all of my scheduled trips except for medical necessities. OATS will take me (round trip) to St Joseph, MO, on Tuesdays for \$5.00. I managed to schedule my 4 most important doctor appointments on a Tuesday so that I could take advantage of my bus pass.

Between Young at Heart, the senior center, and RSVP, I have survived the pandemic and remain well fed and in good health.

Gratefully yours,

– Kevin K. – June 2020





“IT’S WONDERFUL to have help”

– Pearl, 94

VOLUNTEER SPOTLIGHT

I STARTED DRIVING PAR back in 2007. Melissa signed me up. It sounded like fun and I have enjoyed it.

I took a break in 2011 when my wife got to where I couldn't leave her. When she passed, it was a help to me to start driving again. I like to get up in the morning with plans for the day. We usually have lunch with my rider, either before or after their appointment. I tell Melissa she is my social secretary. I get to visit with different people and it makes the day go by fast.

At 88 there isn't much I can do, but I can sit behind the wheel and enjoy life.



ONE OF OUR DRIVERS, FR, has been a blessing to our Provide-A-Ride program. He is always ready and willing to take clients to their medical appointments, even on short notice. He's been known to make two trips to Kansas City in one day. He has a wonderful sense of humor and is loved by all of the clients he transports.

In the last year he has traveled a total of 24,913 miles, taking clients to their appointments. We hope to have him as a volunteer for many more years to come!

– Melissa “Mitz” Steele
Transportation Coordinator

OUR IMPACT

171,839

MEALS AT CONGREGATE SITES

8,462

TRANSPORTATION RIDES

535

LEGAL AID HOURS OF ASSISTANCE

1,046

INFORMATION AND ASSISTANCE SESSIONS

4,517

NUTRITION EDUCATION SESSIONS

2,186

CASE MANAGEMENT HOURS

103,652

WELL-BEING CHECKS

\$894,494

MONEY RETURNED TO OLDER ADULTS

8,690

INDIVIDUALS SERVED

413,222

HOME DELIVERED MEALS

1,039

BENEFITS COUNSELING SESSIONS

2,640

PUBLIC EDUCATION & INFORMATION SESSIONS

10,900

IN HOME SERVICES HOURS

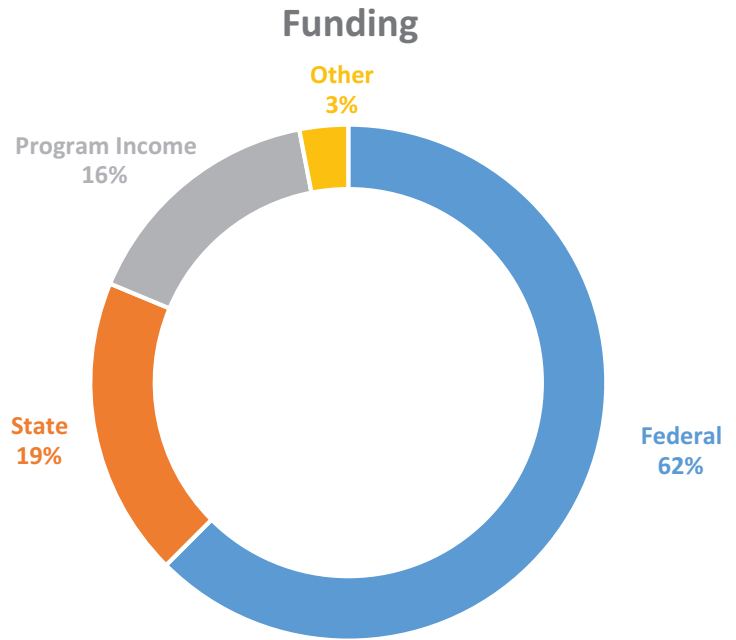
12,473

HEALTH PROGRAM HOURS

OUR FINANCIALS

FUNDING

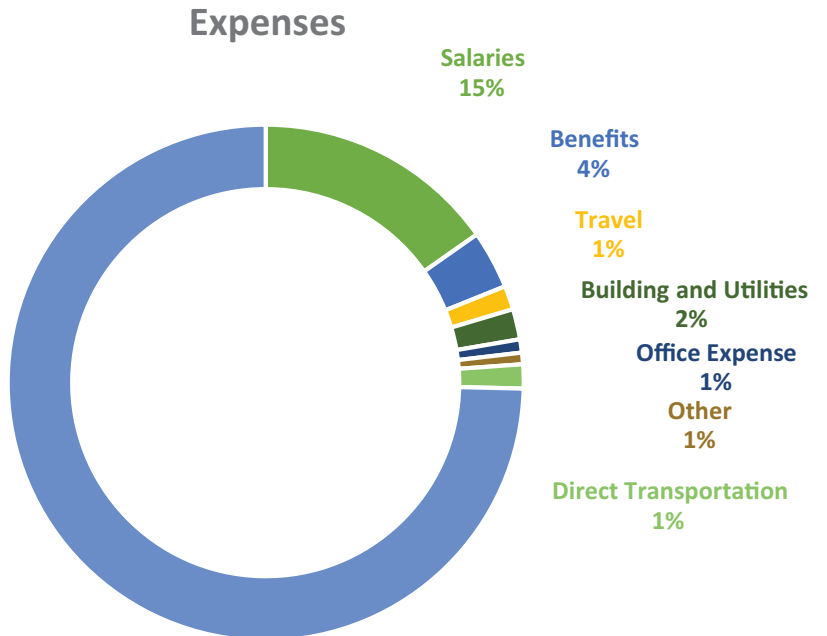
Federal	\$2,692,299.85
State	\$809,318.11
Program Income	\$675,866.76
Other	\$131,265.67
Total	\$4,308,750.39



EXPENSES

Salaries	\$613,611.45
Benefits	\$146,946.17
Travel	\$60,101.47
Building & Utilities	\$76,633.50
Office Expense	\$33,425.44
Other	\$29,044.29
Direct Transportation	\$60,565.02
Contracting Partners	\$3,002,164.92
Total	\$4,022,492.26

Contracting Partners
75%



CONTRACTING PARTNERS

DOLLAR AMOUNTS reflect funds received from Young at Heart Resources.

NUTRITION CENTERS

Harrison County Council on Aging

1316 South 25th St, Suite 200
Bethany, MO
\$116,109.41

Linn County Council of Aging, Inc.

143 Clawson Rd
Brookfield, MO
\$184,353.95

Concerned Citizens for the Community, Inc. (GRMPC)

607 W Business 36
Chillicothe, MO
\$232,092.18

Daviess County MP Senior Center, Inc.

109 S Main
Gallatin, MO
\$51,928.54

Tri-City Senior Council of Holt County

Nutrition Site 11A
08 S 2nd
Maitland, MO
\$63,987.11

Marceline Area Nutrition Program, Inc.

229 West Hauser
Marceline, MO
\$93,464.34

DeKalb County Senior Citizens Council, Inc.

530 E Hwy 6
Maysville, MO
\$144,459.70

Sullivan County MP Senior Center, Inc.

111 N. Market St
Milan, MO
\$83,460.25

Senior Citizens of Holt County, Inc.

613 State St
Mound City, MO
\$40,350.17

Pattonsburg MP Senior Center

401 Chestnut
Pattonsburg, MO
\$40,827.78

Clinton County Senior Action Council

113 N Main St
Plattsburg, MO
\$36,579.51

Caldwell County Nutrition Center, Inc.

410 Main Street
Polo, MO
\$81,635.25

Mercer County Council of Aging, Inc.

110 N Broadway
Princeton, MO
\$50,605.58

Rock Port Senior Center Associates

505 Country Club Dr
Rock Port, MO
\$33,908.75

InterFaith Community Services, Inc.

5400 King Hill Ave
St Joseph, MO
\$616,823.10

Andrew County Council on Aging, Inc.

12737 St Rt E
Savannah, MO
\$121,257.87

The Gentry County Senior Center, Inc.

219 N High Street
Stanberry, MO
\$93,454.36

Atchison County MP Senior Center, Inc.

412 Main St
Tarkio, MO
\$67,391.10

Grundy County Council on Aging, Inc.

2901 Hoover Dr
Trenton, MO
\$132,758.69

Putnam County Senior Citizens Organization, Inc.

116 S 17th St
Unionville, MO
\$128,900.89

IN-HOME SERVICE PROVIDERS

Access II Independent Living Center

101 Industrial Pkwy
Gallatin, MO
\$17,278.78

Freudenthal Home Health

3001 Frederick Ave
St Joseph, MO
\$29,651.88

Help at Home

3110 Karnes Rd
St Joseph, MO
\$48,039.24

Interfaith Community Services

1412 N 3rd
St Joseph, MO

Serve Link Home Care

1510 E 9th
Trenton, MO
\$59,199.75

All Ways Caring Home Care (formerly ResCare)

3919 Sherman Ave
St Joseph, MO
\$5,626.61

Bella-Brooke LLC

1115 Second Street
Chillicothe, MO
\$8,281.84

OTHER

Legal Aid of Western Missouri

106 S 7th St
\$20,000.00

BOARD OF DIRECTORS

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Chair

CARMA EAGANS
Member

EILEEN SNOW
Member

BLAIR SHOCK
Vice-Chair

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KATHY ROACH
Secretary

DEE JOHNSON
Member

MICHAEL STOPKA
Ex Officio Member

ZOLA STEINMAN
Treasurer

RUTH ROTHER
Member

JANNA LEADBETTER
Ex Officio Member

ADVISORY COUNCIL

Idella Barton

Joan Holcer

Diana Shanks

Larry Cady

Marvin Holcer

Martha Shireman

Robert Cooper

Kim Kling

Frank Sindelar

Ronald Crider

Sandra Marshall

Zola Steinman

Richard Dick

Beulah McManus

Barbara Stephenson

Judy Essig

Doris Owens

Charlotte Warner

Johnnie Herndon

Jean Ann Parman



OUR STAFF

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