

Baltimore County Department of Aging

2024 Annual Report

611 Central Avenue
Towson, Maryland 21204



Mission Statement

*Baltimore County Department of Aging
strengthens lives by providing services,
programs and connections to resources.*

BALTIMORE COUNTY COMMISSION ON AGING

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**Effective January 2025*





A LETTER FROM THE COUNTY EXECUTIVE

The services and programs offered by the Baltimore County Department of Aging (BCDA) play a vital role in enhancing the quality of life for our County's growing older adult population. Every day, BCDA is dedicated to providing practical, person-centered services that support older adult residents, as well as their families and caregivers.

This Annual Report will help you understand how BCDA is evolving to meet the diverse needs of older adults in the County so that they can live longer, healthier, and more fulfilling lives while remaining connected to their friends, families, and loved ones.

A handwritten signature in black ink that reads "Katherine A. Klausmeier". The script is fluid and cursive.

Katherine Klausmeier, Baltimore County Executive



A LETTER FROM THE DIRECTOR

As the Director of the Department of Aging, I am pleased to present our 2024 Annual Report, which highlights the significant progress we have made in the past year to support the well-being and independence of our aging population.

This year, we focused on providing accessible, high-quality services that address the diverse needs of older adults. Our offerings included fitness programs, caregiver support, and social engagement opportunities.

We are deeply grateful for the ongoing support from our community partners, volunteers, and dedicated staff, who make our work possible. Your collaboration is essential in creating a vibrant and supportive environment for all our aging residents.

A handwritten signature in black ink that reads "Heang K. Tan". The script is fluid and cursive.

Heang K. Tan, Director

EMPOWERING OLDER ADULTS WITH RESOURCES

- Answered 25,134 calls, responded to 30,169 requests for information and provided 39,301 referrals through the Maryland Access Point call center (MAP).
- Participated in 11 Speaker's Bureau presentations about the agency and provided resources at 37 community events.
- Conducted 223 Caregiver Support Program consultations to provide information on programs and services for those caring for older adults in the community.
- Hosted an annual caregiver conference along with multiple resource sessions and trainings throughout the year.
- Provided 434 stipends for caregivers to older adults and 30 stipends for older relatives providing care to children. The stipends provided assistance with respite services or in purchasing supplies.
- Counseled 3,098 individuals on Medicare and Medicaid issues with State Health Insurance Program (SHIP) volunteers and staff.
 - Assisted 514 individuals with enrollment in Medicare Part D plans through State Health Insurance Program (SHIP) outreach.
 - Educated 159 older adults on elder abuse prevention during World Elder Abuse Awareness month in conjunction with the Baltimore County Restoring Elder Safety Today (BC-REST) coalition.
 - Utilized Facebook with a total of 3,775 followers and achieving a monthly reach of over 25,225. Our strategy included posting at least four times daily and sharing content across more than 25 community pages.





ENGAGING OLDER ADULTS FOR BETTER HEALTH

(DATA 10/1/2023 – 9/30/2024)

- Offered through the Senior Centers and Wellness Division, the following opportunities reached a combined active senior center membership of 16,463; with a total of 513,900 (duplicated count) persons. Below is a breakdown of the following programs:
 - **Physical Activity and Dance:** 5,595 members
 - **Recreation:** 5,940 members
 - **Special Events:** 5,916 members
 - **Continuing Education/Lifelong Learning:** 14,233 members (duplicated)
 - **Health Education/Health Screenings & Services:** 5,924 members
 - **Center Connection:** 135 participants
 - **Center Connection Total Attendance:** 6,849 members (duplicated)
 - **Evidence Based - Health and Wellness Programs:** 1,021 members
- Provided 3,936 unduplicated participants with Eating Together Congregate Meals in BCDA senior centers and senior housing nutrition sites.
- Served 73,76 meals through the Eating Together Program in BCDA senior centers and senior housing nutrition sites.
- Provided 3,619 programs to 349 older adults through OPAL, the virtual senior center, and an additional 3,660 programs through GetSetUp to decrease social isolation for older adults.
- Offered over 100 Senior Planet technology courses to improve digital equity for older adults.
- Distributed 750 Chromebooks to older adults that financially qualify.



CONNECTING VOLUNTEERS WITH COMMUNITY NEEDS

- Trained volunteers provided 1,349 hours of Medicare-related counseling through State Health Insurance Program (SHIP).
- Supported 1,411 volunteers through the Retired Senior Volunteer Program (RSVP).
- Registered 81 agencies on the Baltimore County Volunteer Center portal to promote their volunteer needs.
- Promoted 195 new volunteer opportunities by the agencies on the Volunteer Center portal.
- Responded to 547 opportunity inquiries on the Volunteer Center portal by interested volunteers.
- Registered 487 new volunteers on the Volunteer Center portal.
- Facilitated 107 Volunteer Center phone and email inquiries ranging in requests from student service-learning opportunities to court appointed hours.

“Volunteering at the Senior Center contributes to a feeling of making a difference in the lives of others.”

- Diane G., Cockeysville Senior Center



ENHANCING OLDER ADULTS' QUALITY OF LIFE

- Loaned durable medical equipment to 175 households.
- Delivered 4,344 bags of food through trained volunteers to 149 senior households through the Home Team Program.
- Subsidized 125,214 home delivered meals for 429 older adults to provide stable nutrition.
- Assisted 127 individuals with Seniors In Need funding for emergency items such as eviction assistance (26%), avoiding utility cut offs (24%) and dental services (31%).
- Supported 1,751 community residing older adults with case management and assistance.
- Completed, in conjunction with our community partners, home repairs and modifications for the homes of 150 older adults through the Baltimore County Age-Friendly Upgrades for Seniors (BCAUSE) program.
- Performed home safety assessments and occupational therapy services for 21 individuals helping them improve their ability to live safely at home.
- Supported 308 older adults with Senior Care case management and gap-filling funds to pay for a range of services to include personal care, chore, medications, medical supplies and emergency response systems.
- Provided care management to 188 Guardianship clients.
- Subsidized 98 assisted living facility residents on the Senior Assisted Living Subsidy (SALS).
- Referred 135 nursing home residents for nursing facility program education to access resources to transition to the community.
- Advocated through the Ombudsman Program for more than 9,011 residents in the County's 43 nursing homes and 187 licensed assisted living facilities. Responded to 554 complaints for 1,484 individuals.

STRENGTHENING LIVES THROUGH INNOVATIONS IN 2024



- Hosted an inaugural Volunteer Center Fair in September, featuring 22 host organizations and attracting 88 attendees. This event provided a valuable platform for organizations to promote volunteer opportunities and recruit new volunteers.
- Organized two service days in partnership with local organizations. In collaboration with Happy Helpers for the Homeless, 25 volunteers of all ages assembled food baskets, which were distributed to 21 sites statewide.

Honored the memory of 9/11 with a service day held in partnership with Yieldcamp and the Baltimore County Department of Recreation and Parks. A dedicated group of 22 volunteers participated in cleanup activities, contributing to the community in a meaningful way.

- Launched a new program to assist older adults in need of heavy-duty cleaning or clutter removal. Eighteen individuals were served with intensive services.
- Awarded a \$10,000 grant from the AARP Senior Planet to provide Artificial Intelligence educational programs throughout the County in recognition of the Department's digital inclusion initiative success.
- Initiated three Memory Cafés through the Dementia Friendly initiative through grant funding. Memory Cafés are offered to increase innovative programming and resources to help support persons living with dementia, memory challenges, Alzheimer's and their care partners, so that they can continue to experience meaningful lives.
- Completed our five year Age-Friendly initiative final report that was presented to County leadership and to AARP. The report is a culmination of the dedication and expertise of many County agencies, community organizations, businesses and volunteers. Over the past five years, strategic goals and action items were developed for the following domains: transportation; housing; community health services and support; outdoor spaces and buildings; and communication and information.
- Celebrated the Hospital 2 Home (H2H) program sixth year anniversary of operation at Northwest Hospital (NWH); a Lifebridge Facility. The partnership between BCDA and NWH has had a statistically significant decrease (17.3%) in hospital charges and the number of hospital visits since the inception of the collaboration. The data suggests an increase in positive health outcomes for participants within the program and sustained improvements in health.
 - Created the Living with Dementia Roadmap educational tool to support those living with dementia as well as their care partners. The brochure has QR codes linking the different stages of the journey with videos and resources. There was also an elaborate display to draw attention to this tool at the 2024 Power of Age Expo.



ENCOURAGING CONNECTIONS FOR UNDER-REPRESENTED POPULATIONS

Villages are community-driven, volunteer-powered organizations dedicated to strengthening neighborhoods and supporting older adults who wish to age in place. Unlike physical structures, Villages operate on the principle of “neighbors helping neighbors,” creating networks of care and mutual support.

- Funded six community-based organizations to develop Villages.
- Served a total of 953 older adults:
 - 447 members identified as Black or African American.
 - 345 members identified as East Asian.
 - 166 members identified as South Asian.
- Provided 191 transportation services through Village members.
- Organized 138 social gatherings for Village members.
- Completed 77 grocery delivery services through Village volunteers.
- Recorded 216 volunteers supporting Villages during this period.

“Members are feeling cared for and have expressed that they don’t feel alone anymore.”

- Elimu Community Center”



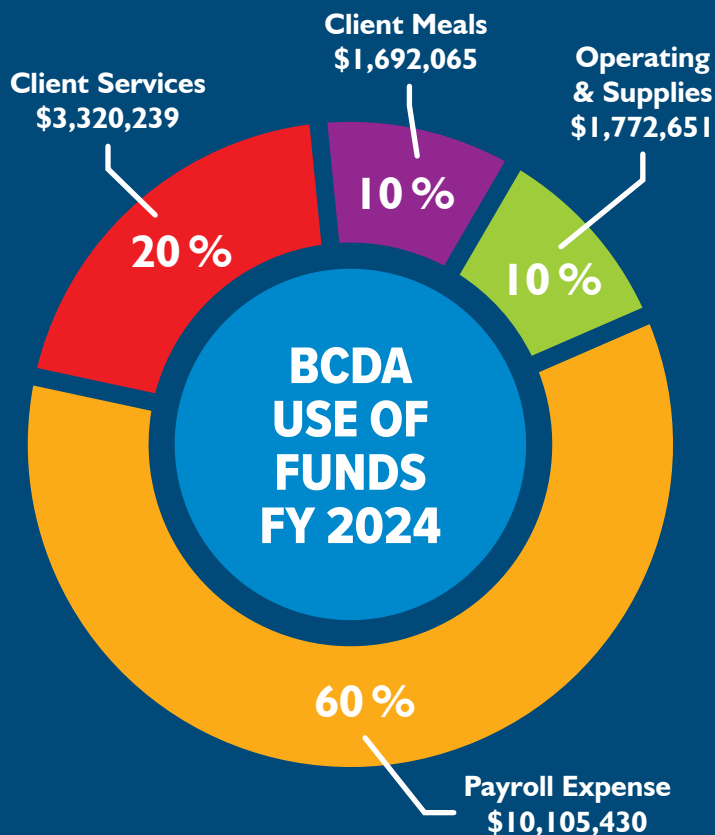
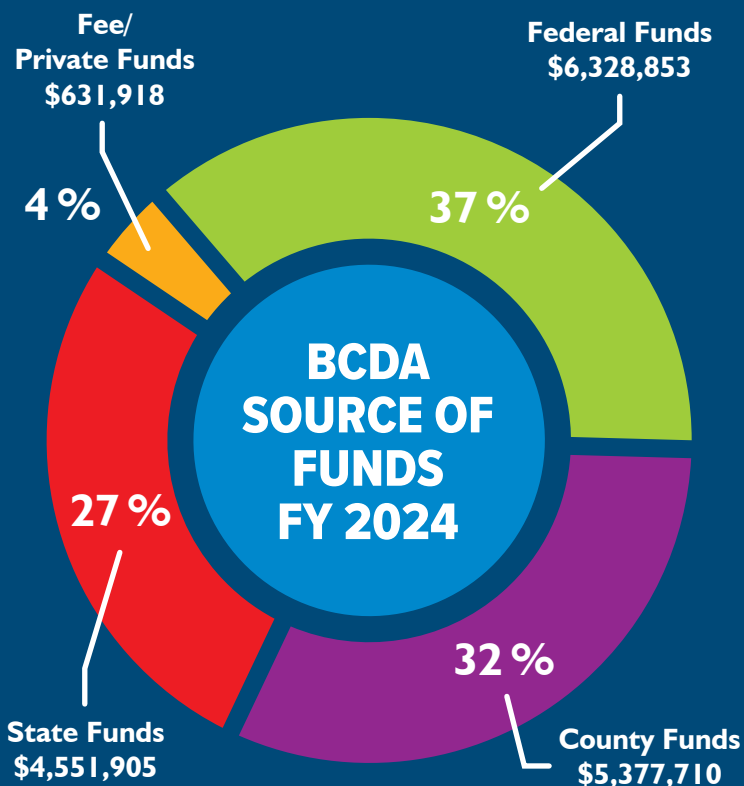
ACHIEVING RECOGNITION WITH AWARDS

- Celebrated the Cockeysville Senior Center 25-year anniversary.
- Commemorated the Rosedale Senior Center 50-year anniversary.
- Received Executive Citation for the 25-year anniversary of Bykota Senior Center’s Men’s Basketball Program.
- Awarded National Association of Counties (NACo) Achievement Award for the Art with Ombudsman Allen Program.

ENRICHING WITH CAPITAL IMPROVEMENTS

Throughout 2024, the Baltimore County Department of Aging completed the following capital projects:

- Completed construction of the new Woodlawn Senior Center.
- Replaced the HVAC for the gift shop, multi-purpose room and lobby area at Ateaze Senior Center.
- Installed security cameras at eight Senior Centers.
- Replaced HVAC and boiler at Edgemere Senior Center.
- Laid new carpet at Ateaze and Edgemere Senior Centers.
- Replaced HVAC at Overlea Senior Center.
- Painted the exterior of the buildings at Overlea and Victory Villa Senior Centers.
- Installed new roof at Seven Oaks and Victory Villa Senior Centers.
- Replaced windows at Overlea and Victory Villa Senior Centers.



OUR FINANCIAL STATEMENT

BALTIMORE COUNTY DEPARTMENT OF AGING AGENCY OPERATING BUDGET FY2024

Source of Funds	\$ Amount	% Amount
County Funds	\$5,377,710	32%
Federal Funds	\$6,328,853	37%
State Funds	\$4,551,905	27%
Fee/Private Funds	\$631,918	4%
Total Funds	\$16,890,386	100%

Use of Funds	\$ Amount	% Amount
Payroll Expense	\$10,105,430	60%
Client Services	\$3,320,239	20%
Client Meals	\$1,692,065	10%
Operating & Supplies	\$1,772,651	10%
Total Operating Expenses	\$16,890,385	100%



Baltimore County Department of Aging

OUR MISSION

Baltimore County Department of Aging strengthens lives by providing services, programs and connections to resources.

OUR VISION

That all Baltimore County residents are
Living Longer - Living Well
as a result of their interaction with our agency.

OUR CORE VALUES

That all agents of the Department demonstrate:

ICARE

- I - Integrity
- C - Compassion
- A - Accountability
- R - Respect
- E - Empowerment

Baltimore County Executive Katherine Klausmeier

Baltimore County Council:

- District 1 - Pat Young
- District 2 - Izzy Patoka
- District 3 - Wade Kach
- District 4 - Julian E. Jones, Jr.
- District 5 - David Marks
- District 6 - Michael Ertel
- District 7 - Todd K. Crandell