

# Baltimore County Department of Aging

## *2023 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

Mindy A. Morrell, *Chairperson*

Frances T. Bond, PhD, *Vice Chairperson*

Lisa Kahn Budlow

Donald A. Gabriel, J.D, PhD

James B. Lightner

Louis J. Marino, Jr., MD

Roy G. Moreland

Albert A. Muehlberger

Mabel Murray, Ed.D

Marlene Riley, MMS,OTR/L

Sheila Roman, MD, MPH

Marlene B. Siegel

*\*Effective January 2024*





## A LETTER FROM THE DIRECTOR

The Baltimore County Department of Aging is proud of our mission to strengthen lives by providing services, programs and connections to resources. As the population ages, services and programs for older adults must evolve as longevity means so much more when the quality of life is also enhanced. BCDA strives each day to deliver practical, person-centered services to support Baltimore County older adults, their families and caregivers.

BCDA sees it as our responsibility, working with the expansive aging network, to spark conversations and support innovative approaches to meet the needs of our growing aging population. In doing so, we provide for all levels of needs while also providing opportunities to engage with local communities in meaningful ways.

We seek to serve all older adults as well as provide a framework for others to plan for their senior years. The older adult population of Baltimore County is growing increasingly diverse and our services are evolving to serve the various needs across the spectrum so that all older adults in the county can live longer and live well.

Laura D. Riley  
Director



## ENHANCING OLDER ADULT'S INDEPENDENCE

- Delivered 1,896 bags of food through trained volunteers to 158 senior households through the Home Team Program.
- Subsidized 176,871 home delivered meals for 545 older adults to provide stable nutrition.
- Referred 389 nursing home residents for Nursing Facility Program Education to access resources to transition to the community.
- 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.

*“I am a resident that has lived in the same facility for many years. Ombudsman staff have helped me several times throughout the years. I have gained knowledge about the program and my rights. Resident's Rights helped me to live in LTC, just knowing that these rights must be protected and supported.”*

*- Patricia D.*



## STRENGTHENING LIVES OF INDIVIDUALS WITH SUPPORT

- Supported 1,938 community residing older adults with case management and assistance.
- Advocated for more than 9,041 residents in the County's 45 nursing homes and 185 licensed Assisted Living facilities. Responded to 840 complaints for 1,528 individuals.
- Supported 345 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.
- Assisted 111 persons with Seniors in Need funding for emergency items such as eviction assistance (20 %), avoiding utility cut offs (21 %) and dental services (26 %).
- Subsidized 95 Assisted Living Facility residents on the Senior Assisted Living Subsidy (SALS).
- Served as a court appointed Guardian of Person for 164 individuals.
- Provided Hospital to Home services to 65 Northwest Hospital patients which yielded a 72 % reduction in 30 day readmissions to the hospital.

# STRENGTHENING LIVES WITH RESOURCES

- Answered 29,590 calls, provided 36,284 requests for information and provided 38,225 referrals through the Maryland Access Point call center (MAP).
- Participated in 16 Speaker's Bureau presentations about the agency and provided resources at 74 community events.
- Conducted 203 Caregiver 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 435 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.
- Provided Dementia Friendly Training to 117 individuals to support those living with dementia in the community.
- Raised \$12,900 for the 2023 Holiday Project to supply meaningful daily living gifts to BCDA clients.
- Educated 58 older adults on financial safety during World Elder Abuse Awareness month. This was provided in conjunction with the Baltimore County Restoring Elder Safety coalition. One Hundred and Seventy-Three professional staff attended a session on Human Trafficking of Older Adults.
- Loaned durable medical equipment to 357 households.
- Counseled 2,256 Medicare beneficiaries through State Health Insurance Assistance Program (SHIP).
- Educated 697 people on Medicare and Medicare fraud through 83 community presentations.





## ENGAGING OLDER ADULTS FOR BETTER HEALTH

(DATA 4/1/2023 – 9/30/2023)

Provided the following variety of classes for Senior Center members to participate:

- **Physical Activity and Dance**  
4,399 members in 60,352 classes
- **Recreation**  
4,959 members in 51,107 classes
- **Special Events**  
3,756 members in 11,091 events
- **Continuing Education/Lifelong Learning**  
(Music, Arts, Nutrition, Intergenerational, Consumer Ed.)  
4,527 members in 27,666 classes
- **Health Education**  
1,293 members in 22,279 classes
- **Center Connection**  
184 Participants attended 4,234 days
- **Evidence Based - Health and Wellness Programs**  
951 members in 13,393 classes

**Connected individuals to community service through the Baltimore County Volunteer Center and the Retired Seniors Volunteer Program (RSVP):**

- 853 RSVP volunteers dedicated their time and efforts, collectively contributing more than 90,000 hours of service to community non-profits and governmental agencies including BCDA.
- The RSVP program welcomed 188 new volunteers.



## STRENGTHENING LIVES THROUGH INNOVATIONS IN 2023

- Launched the Baltimore County Volunteer Center to offer community service opportunities for all ages and interests and to support non-profits/government agencies in their quest to recruit and retain volunteers.
- Investigated and began encouraging use of the “Village Concept” with in underserved groups of the County.
- Created a YouTube Channel for the Department of Aging as a means to offer “On Demand” educational lectures, Time of Your Life shows, exercise classes and OPAL Center classes with mass appeal.
- Launched BC-PASS, a touch screen kiosk member sign-in software system provided by *MySeniorCenter* to collect and provide real time program and participant data.
- Opened our 21st senior center, the Online Programs for Adult Learning (OPAL) Center. This virtual senior center, OPAL, combines all the wonderful hybrid classes and online programs offered by our senior centers along with a variety of programs provided by our partner, *GetSetUp*. Members 50 years and older have the opportunity to take over 350 class offerings with topics ranging from cooking to exercise.
- Expanded Evidence Based programming to offer Walk with Ease using Urban Poles classes throughout Baltimore County.
- Celebrated many milestone anniversaries within the BCDA network in addition to the Department of Aging 45th anniversary, including Ateaze (45 years), Essex (40 years), Jacksonville (50 years), Liberty (45 years), Parkville (45 years), Reisterstown (50 years) and Victory Villa (50 years).



## LIVING CONNECTED THROUGH TECHNOLOGY

- Presented devices and provided basic skill training to 888 older adults.
- Provided weekly Tech Support to over 146 older adults via Zoom or phone and 96 via in-person summer Tech Support.
- Offered over 125 Senior Planet Technology multi-week courses and lectures in Senior Centers, senior housing and community building sites.
- Instructed 622 students in Senior Planet classes on technology basic and advanced skills.
- Educated over 1,200 older adults and assisted those interested in applying for the Affordable Connectivity Program.
- Offered a summer in-person tech support program in partnership with the University of Maryland 4H Program in three regional senior centers which helped 98 older adults with their devices.

*“This is my fourth class  
and I love the way the courses  
make me feel – capable to take on  
the new digital world and ready to  
communicate with my family,  
doctors, employers and more,”*

*- stated one 100 year old student*

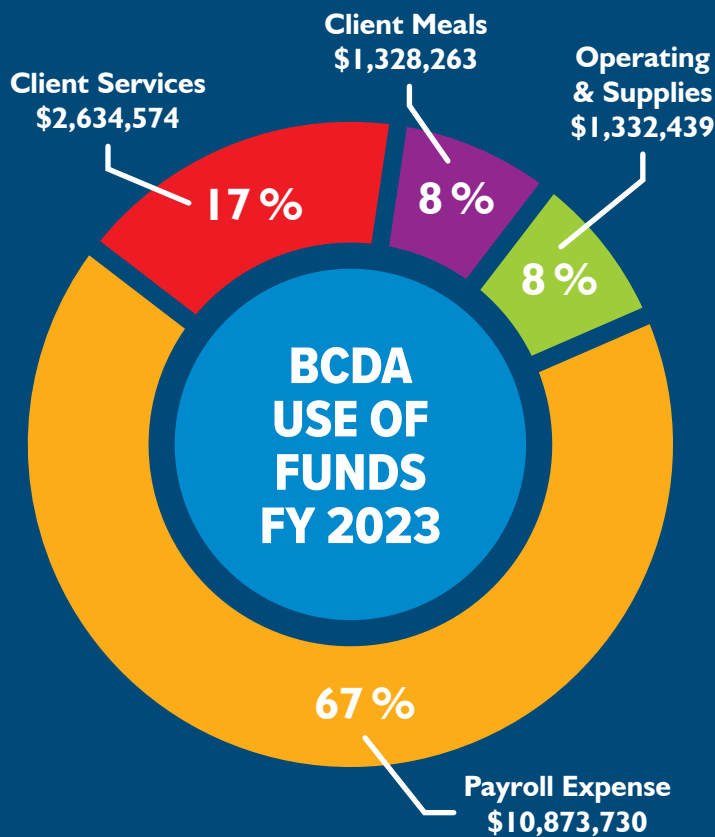
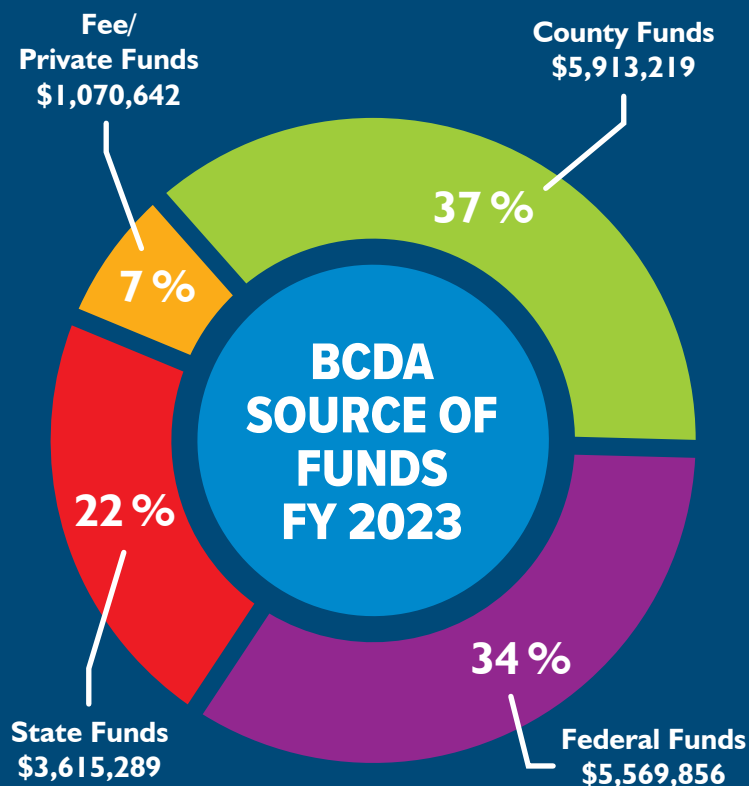


## ACHIEVING RECOGNITION WITH AWARDS

- Obtained SAGE Training Certification; SAGECare's structured credentialed staff training for Inclusive Communities.
- Received 2023 National Association of Counties Achievement Awards for Dementia Friendly and Digital Inclusion.
- Acknowledged by the County Executive for Baltimore County becoming Dementia Friendly.
- Recognized as 2023 Digital Inclusion Champion for State of Maryland.
- Awarded National Council on Aging (NCOA)/National Institute of Senior Centers (NISC) Programs of Excellence Award in the Intergenerational Category (Runner Up) for Jacksonville Senior Center's "Veterans and Valor Are Valued" program in 2023.
- Provided Diversity, Equity and Inclusion Implicit Bias training to all employees.
- Trained employees and center members on Active Shooter protocols.

## ENRICHING WITH CAPITAL IMPROVEMENTS

- Replaced AEDs in all County senior centers.
- Upgraded Security System for Liberty Senior Center.
- Installed security cameras at four senior centers.
- Replaced fitness equipment at all fitness centers.
- Expanded parking lots at Fleming and Seven Oaks Senior Centers.
- Replaced boiler at Catonsville Senior Center.
- Renovated the restroom at Cockeysville Senior Center.
- Replaced roof at Parkville Senior Center.
- Redesigned the front entryway at Catonsville Senior Center.
- Replaced awnings at Edgemere and Essex Senior Centers.



## OUR FINANCIAL STATEMENT

### BALTIMORE COUNTY DEPARTMENT OF AGING AGENCY OPERATING BUDGET FY2023

Source of Funds	\$ Amount	% Amount
County Funds	\$5,913,219	37 %
Federal Funds	\$5,569,856	34 %
State Funds	\$3,615,289	22 %
Fee/Private Funds	\$1,070,642	7 %
<b>Total Funds</b>	<b>\$16,169,006</b>	<b>100 %</b>

Use of Funds	\$ Amount	% Amount
Payroll Expense	\$10,873,730	67 %
Client Services	\$2,634,574	17 %
Client Meals	\$1,328,263	8 %
Operating & Supplies	\$1,332,439	8 %
<b>Total Operating Expenses</b>	<b>\$16,169,006</b>	<b>100 %</b>



# 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 John Olszewski, Jr.**

### **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