FY25 End of Year Aging Services Summary

Agency/Program	$$ Funding	Total # Served	Description/Units
Blue Ridge Pride Generation Plus			
Generation Plus	$17,175	See next column	287 Connections (target: 350), 96 Thrive Lunch & Learns (target: 120), 223 newsletter subscribers (target: 200), 82 Eldercare with Pride presentations (target: 200), and 63 visits of elders to resource distribution (target: 50)
Comments (Quantity)	Visits of LGBTQIA2S+ elders to the resource distribution center have continued to be supportive for community members who experience social isolation along with food or resource insecurity post-Helene. We have appreciated the opportunity to continue growing connections with our community and the ability to meet multiple needs through our efforts.		
Quality and Impact	This year, we had our annual generation plus gala in the Spring due to the hurricane in the fall. The gala brought in 50% more people than years prior and community members expressed incredibly positive feedback. One queer elder shared "it was my favorite event that I've been to in the area," while another shared, "I felt so connected to my peers in a way that I was never able to throughout my life. Thank you." Folks walk away from generation plus gatherings with a sense of connection and belonging - so clearly aligned with our vision of combatting social isolation. We so look forward to continuing to provide this service.		
Buncombe County Health and Human Services/In-Home Aide Program			
In-Home Aide Program	$274,133 (HCCBG) $109,618 (BCSAF) **$383,751**	8130 1143.50	units of service - hours (HCCBG) (FY25 target: 8343) units of service - hours (BCSAF) (FY25 target: 3321)
Comments (Quantity)	Due to the impact from Hurricane Helene, we were somewhat underspent due to lack of aides and interruption in services. However, the biggest challenge in spending the allocated money was the lack of staffing to serve clients. This is due to a change in the state Special Assistance In-Home policy which has significantly increased this caseload, while prohibiting a waitlist. Buncombe County HHS does not have the staff to continue to grow the IHA program without new positions.		
Quality and Impact	When agencies were monitored at the end of FY25 it was clear that in their files, but also in the commentary with agency directors and staff, that they are able to provide quality services in large part to the support that they receive from the Department. This is particularly true of a unit rate approved that can cover a wage that is much closer to the living wage for staff that work on our programs than perhaps the average aide salary. They also believe that the Department's commitment to safety, support, and a team effort have allowed them to appropriately serve clients, keep themselves and clients safe, and to outline clear behavioral expectations for both clients and aides. When interacting with our APS staff we were able to open and serve all appropriate APS referrals, assuming the client was a willing participant in the referral and service. This has allowed us to continue to improve safety outcomes for our community and clients. When interacting with clients on a quarterly basis our social worker often hears high praise for the services that are provided within the community, services which would not be possible without funding from HCCBG and BCSAF. We clearly know that this service has		

FY25 End of Year Aging Services Summary

	allowed individuals to age in place, with support. We are aware of several examples of individuals who have been able to remain in their homes successfully with this service, without which they would be forced into placement.			
Buncombe County/Mountain Mobility				
Mountain Mobility General Transportation	$500,000 total (both programs)	12,151 5,120	total units of service units of service (HCCBG)	(FY25 target: 14,352) (FY25 target: 5,120)
Comments (Quantity)	Mountain Mobility General Transportation units of service provided (one-way trip for one eligible customer) were set at a 2024-25 target of 14,352 units. End of year actual units of service were 12,151 units, which reflected 85% of the total units anticipated to be provided in the 2024-25 year. Mountain Mobility ensures continuing service to clients after funds have been exhausted by use of other grant funds and Buncombe County general funds. The provision of units of service (one-way trips) aligns with Aging Plan Goal 3.2 - Increase older adults' access to services and supports. **Number of Units of Service Provided with HCCBG Funding**: At mid-year, Mountain Mobility provided 5,120 units of service which represent 100% of total units anticipated to be provided with HCCBG funding.			
Quality and Impact	**Mean Distance Between Preventable Accidents**: Mountain Mobility identifies mean distance between NTD preventable accidents as a measure of safety. Mountain Mobility measures mean distance between NTD preventable accidents by assessing the total number of miles traveled during the specified period and dividing that by NTD reportable preventable accidents. The 2024-25 target miles for mean distance between NTD reportable preventable accidents was 200,000 miles. The 2024-25 year-end actual miles for mean distance between NTD preventable accidents was 364,013 miles (182% of the target). Mountain Mobility uses a variety of safety policies, programs, procedures, training, and retraining to develop safe driving habits and reduce the frequency of preventable accidents and thus increase the number of miles traveled without a preventable accident.			
Mountain Mobility Medical Transportation	$500,000 total (both programs)	21,234 8,976	total units of service units of service (HCCBG)	(FY25 target: 25,671) (FY25 target: 8,976)
Comments (Quantity)	Mountain Mobility Medical Transportation units of service provided (one-way trip for one eligible customer) were set at a 2024-25 target of 25,671 units. Year-end actual units of service were 21,234 units which reflected 82% of the total units anticipated to be provided in the 2024-25 year. Mountain Mobility ensures continuing service to clients after funds have been exhausted by use of other grant funds and Buncombe County general funds. The provision of units of service (one-way trips) aligns with Aging Plan Goal 3.2 - Increase older adults' access to services and supports. **Number of Units of Service Provided with HCCBG Funding**: At mid-year, Mountain Mobility provided 8,976 units of service which represent 100% of total units anticipated to be provided with HCCBG funding.			
Quality and Impact	**Mean Distance Between Preventable Accidents**: Mountain Mobility identifies mean distance between NTD preventable accidents as a measure of safety. Mountain Mobility measures mean distance between NTD preventable accidents by assessing the total number of miles traveled during the specified period and dividing that by NTD reportable preventable accidents. The 2024-25 target miles for mean distance between NTD reportable preventable accidents was 200,000 miles. The 2024-25 year-end actual miles for mean distance between NTD preventable accidents was 364,013 miles (182% of the target). Mountain Mobility uses a variety of safety policies, programs, procedures, training, and retraining to develop safe driving habits and reduce the frequency of preventable accidents and thus increase the number of miles traveled without a preventable accident.			

FY25 End of Year Aging Services Summary

Council on Aging of Buncombe County, Inc.			
Congregate Nutrition	$184,299	12,296 585	meals (FY25 target: 18,000) unduplicated clients (FY25 target: 450)
Comments (Quantity)	Despite closing for four months following Hurricane Helene, COA provided 12,296 meals to 585 unique persons. This represents an average of 1537 meals per month, which would have surpassed our annual goal. COA did surpass the number of unique clients served by Senior Dining.		
Quality and Impact	Human connection. Staff shared this client story: Visiting one of the dining sites, I met a client who had relocated to Asheville from NYC to Asheville just before Helene. They moved into the apartments directly across from the Grove Street Community Center. When I was signing him up today for the Senior Farmer's Market Nutrition Voucher Program, he broke down and told me that he had lost his wife suddenly on the prior Sunday, just four days before we met. I offered him my hand and listened to him as he spoke of losing her after 39 years and how much he missed her. I listened to him talk about being here (at the Grove Street center) after Helene, and how now, four days after his wife's death… he said, "I'm leaning on them, and they're taking care of me." He told me, "I'm alone now, and this is all I got. Thank you for this place and the food. I don't know how to cook." He told me he was looking forward to going to a farmer's market, even if it was just to see other people. The power and impact of Senior Dining and Wellness is the combination of healthy meals to address food insecurity paired with social connection.		
Information and Assistance	$112,931	6671	contacts with clients (FY25 target: 10,000)
Comments (Quantity)	Hurricane Helene impacted the number of clients COA served. Loss of technology (phone and internet) services at our offices as well as loss of connectivity of clients significantly decreased the number of clients served. Call volume did not return to "normal" levels until March 2025; this represents approximately 2500 calls lost following Helene.		
Quality and Impact	In the post-Helene era, we are all still assessing the residual impacts of that disaster. Now with the significant changes to federal funding, we know the safety net of services will be impacted. COA's IOC program is "ground zero" for questions from the community about any and all services available. Our resource coordinators are proactively engaging our partners and other local providers about changes to services arising from Helene and/or federal budget considerations so that we can continue to be the best resource for seniors in Buncombe County.		
Eblen Charities			
Stability for Older Adults	$18,444	28	number of households (FY25 target: 45, if funded at full amount)
Comments (Quantity)	Out of the 28 households assisted; only 5 required the maximum of $1,500.00 to prevent eviction or loss of utility services. All monies awarded to our agency were utilized prior to the end of February 2025.		

FY25 End of Year Aging Services Summary

Quality and Impact	Whether preventing eviction or disconnection of utilities, the immediate crisis was resolved maintaining safe and warm housing. Many of the households with individuals over the age of 60 are living on limited or no income and are unable to maintain monthly bills. Often these households are forced to choose whether they will pay rent or utilities and continue to be left with a crisis that they cannot resolve on their own. One of the households that received assistance contained a single adult who had loss of income due to reduced hours from the impact of place of business due to the hurricane. Individual was in transition of also waiting for social security income as was in this transition when her employment was impacted.			
Jewish Family Services WNC				
Faye's Place Elder Club Group Respite Program	$13,111	1731 296	group respite attendance days (FY25 target: 2080) group respite attendance days supported by HCCBG (FY25 target: 178)	
Comments (Quantity)	Jewish Family Services of WNC (JFS) is pleased to report that we far exceeded our 2024–2025 HCCBG target goals for the Faye's Place Elder Club Group Respite program. Our annual target was 178 units, and we delivered 296 units — a 51% increase over our goal. This remarkable outcome reflects the extraordinary growth in need following Hurricane Helene and the vital role Faye's Place continues to play in our community. This increase was driven by expanded outreach and strengthened partnerships with Memory Care, Mountain Care, and the Council on Aging for Buncombe County. As a result, the program consistently operated at full capacity with waiting lists for Tuesday and Thursday sessions and limited availability on Wednesdays. To accommodate demand, we explored extending program hours and/or adding a fourth day in collaboration with Mountain Mobility. Although they were unable to implement the change during the reporting period, we remain in close contact to pursue this expansion. In response to the increased participation, we recruited additional volunteers and maintained a strong staffing model: an MSW, a program coordinator, and two dedicated volunteers supporting the program daily. This team structure ensured high-quality, person-centered care and engagement for all participants. The significant demand and enthusiastic participation throughout the year underscore the critical importance of Faye's Place in providing essential respite to caregivers and enriching the lives of older adults through structured, social, and supportive activities. The program's success speaks to the ongoing need for sustained funding and program capacity to meet the evolving needs of our aging community in the wake of Hurricane Helene.			
Quality and Impact	**Quality** Based on surveys collected in June 2025: • 96% of Faye's Place members have indicated that their quality of life and mood has been improved • 97% of Faye's Place members report that the program met their expectations • 98% of Faye's Place members would recommend the program to others			

FY25 End of Year Aging Services Summary

	• 88% of clients answered at least well when rating the specific elements of the program • 90% of caregivers surveyed reported the program lessened their burden **Impact** Based on surveys collected in June 2025: • 96% of members maintained or improved participation in exercise • 98% of members maintained or improved participation in socialization • 95% of members maintained or improved nutrition and interest in eating lunch • 98% of caregivers reported that Faye's Place provided a positive experience for their senior loved one		
Healing Solutions Counseling at JFS	$13,981	2920 453	total # of counseling sessions (FY25 target: 2310) number of counseling sessions supported by HCCBG (FY25 target: 101)
Comments (Quantity)	Jewish Family Services of WNC (JFS) is proud to report that we **far exceeded our 2024–2025 HCCBG target goals** for mental health counseling services. By mid-year, we had already reached our full annual target, and by year-end, we had delivered significantly more units of service than projected—reflecting a dramatic and sustained increase in community need in the aftermath of Hurricane Helene. The emotional and psychological impact of the storm led to an unprecedented demand for mental health support, particularly among older adults. Cases of stress, anxiety, depression, and trauma rose sharply, and JFS responded by fully utilizing its expanded clinical space. Our team of **five licensed therapists and a clinical director** provided compassionate, trauma-informed care to meet the growing need. The majority of clients served were aged fifty-five and older, with many over sixty-five utilizing Medicare. While a large number returned to in-person sessions, **virtual counseling remained a vital component** of our service model, ensuring access for clients across Buncombe County who face transportation challenges or prefer telehealth options. Additionally, we saw a substantial increase in HCCBG-eligible individuals whose needs extended beyond therapy. Many required both **mental health counseling and case management**, and JFS was uniquely positioned to respond with a comprehensive suite of wrap-around services—including case management, a food pantry, elder care programming, financial assistance, and chaplaincy. These direct services were enhanced by our ongoing collaborations with **Advent Health, Our Family Doctor, PACE, All Souls Counseling, MAHEC, Black Mountain Counseling Center, and Friends/Family/Neighbors**, allowing for coordinated care and seamless referrals to best support our clients' well-being. This year's extraordinary outcomes demonstrate not only the capacity of JFS to rise to meet crisis-driven needs, but also the **vital role we play in supporting mental health and resilience in our community**. Continued investment is essential to sustain and grow these services, ensuring that vulnerable older adults across Buncombe County have access to the care they need.		
Quality and Impact	**Quality** Based on surveys collected in June 2025: • 95% of clients reported that Healing Solutions Counseling met or exceeded expectations • 97% of clients said they would recommend Healing Solutions Counseling at JFS to others		

FY25 End of Year Aging Services Summary

	• 68% of our overall clients shared that they would not have been able to access services without sliding scale fees. They would not be able to receive the mental health counseling services they needed on time. **Impact** Based on surveys collected in June 2025: • 95% of clients reported improved quality of life • 94% of clients reported improved mood/reduced depression • 95% of clients reported progress toward a mental health goal • 95% of clients reported achievement of a mental health goal		
Hominy Baptist Church			
DayStay Social Club	$35,389	16	clients (FY25 target: 20)
Comments (Quantity)	DayStay was able to keep 16 clients enrolled and provide respite for caregivers. We were able to maintain staff and maintain our extended hours of four days a week, Tuesdays - Fridays from 9:30 am - 3:30 pm.		
Quality and Impact	We continue to provide a safe place for families in Buncombe County to bring their loved ones for socialization, activities, and nutritious food and snacks. Families are able to keep their loved ones living at home longer as a result of our program. We continue to strive to serve our community and Buncombe County with services to assist our older adults.		
Land of Sky Regional Council Area Agency on Aging			
Community Health Worker Program	$42,989	112 5641 420 79% 27% 1641 32%	events (FY25 target: 85 events) "Neighbor Knocks" visits (FY25 target: 300 visits) unduplicated clients (FY25 target: 250 unduplicated clients) % of the community receiving food through on-site distribution (FY25 target: 25%) number of the community receiving daily "Neighbor Knock" Services/in-person reassurance check (FY25 target: 8%) total registrations at events (FY25 target: 2000) % of participants registering for more than 10 events (FY25 target: 30%)
Comments (Quantity)	Primary community service events have been food distribution (food distribution - 74, health fair - 2, social group/event - 26). Community Health workers continue to increase home visits to residents through the "Neighbor Knock" program providing 5641 home visits resulting in health management support. Assistance includes neighborly visits, reassurance visits, technology guidance, and assistance with transportation. This program has been essential to identifying and addressing challenges that residents have experienced related to social isolation.		
Quality and Impact	79% of participants received food through CHW led food distributions. The community total was calculated by dividing the total number of food distribution participants by the number of apartment units (395). Approximately 32% of participants are considered high utilizers. We interpret this to mean service offerings are appropriate, desired, and acceptable quality. These calculations do not account for resident turnover.		
Land of Sky Regional Council Area Agency on Aging			
Senior Companion Program	$19,667	2600 7	units of service (FY25 target: 1040) number of volunteers (FY25 target: 10)

FY25 End of Year Aging Services Summary

Comments (Quantity)	At application we asked for 10 volunteers but was not funded for the entire amount. We were able to fund 7 volunteers for 2600 units of service in total.		
Quality and Impact	Our volunteer survey showed that our 7 volunteers are fulfilled and feel as though they have purpose in their daily lives. When they volunteer, they are engaged in their community and with others. The Senior Companion Program is a strong proponent in battling isolation and promotes aging in place.		
Meals on Wheels of Asheville & Buncombe County			
Home Delivered Meals	$187,474	42,857 300	meals served (FY25 target: 27,600) unduplicated clients (FY25 target: 180)
Comments (Quantity)	We are currently averaging 622 meals per day (based on June data), delivered across 47 distinct meal delivery routes throughout Buncombe County. Following Hurricane Helene, we responded swiftly to increased community need by adding three new routes. This allowed us to serve more seniors who were isolated or newly food insecure due to the storm's impact, and to make measurable progress in reducing our waiting list. One powerful example of our impact comes from a local senior who lost everything during Hurricane Helene—including their home and all personal belongings. With temporary shelter provided through a hotel voucher from the Department of Social Services, this individual found themselves in an unfamiliar and unstable situation. During this difficult time, Meals on Wheels became a daily source of nourishment and comfort. We delivered a hot meal each day to the hotel in Enka-Candler, helping them regain stability. When they later transitioned into a more permanent living situation, they called to express their deep gratitude, saying the meals had helped them get through one of the hardest chapters of their life. While the final ARMS report shows we served 38,788 total meals under HCCBG, our actual number of meals provided was 42,857. This higher figure includes weekend meals delivered to the same population, which we provided at no charge to the HCCBG program but felt were essential to meeting the full nutritional needs of our seniors.		
Quality and Impact	The following is from our September 2024 Senior Survey: 97.2% of seniors who responded stated they enjoy the meals, 98.8% said they would recommend the program to others, 98.5% stated the service has helped them remain independent, and 91.4% shared the volunteer visits help relieve their feelings of isolation. One senior shared, *"I look forward to seeing someone each day and knowing I will have a hot meal. I'm not sure how I would manage without it."* Another wrote, *"This program is a blessing. I'm on a limited income and can't cook like I used to. These meals help me stay independent."* These comments demonstrate that our service is more than a meal—it is a daily wellness check, a lifeline for nutrition, and a reminder that our seniors are seen and valued. By tracking survey data and listening to direct feedback, we know our clients are not only better nourished but also feel more secure, less isolated, and more connected to their community.		
MemoryCare			
Caregiver Support	$69,361	279 93	total units of service (FY25 target: 424) units of service served with BCSAF funds (FY25 target: 106)

FY25 End of Year Aging Services Summary

Comments (Quantity)	MemoryCare's unit of service is defined as a low-income person with dementia (PWD) who is 60 or older living in Buncombe County *and* their Caregiver(s)/family who are enrolled in our dementia care management program. During this grant year, there averaged 3 caregivers for every PWD enrolled. Ninety-three (93) units of service were provided with *supplemental county funds* reaching 279 individuals (93 PWDs and 186 caregivers).		
Quality and Impact	MemoryCare conducts an annual caregiver feedback survey. This survey provides useful data to direct quality improvement and program integrity improvement. This survey is voluntary and anonymous. MemoryCare seeks feedback on whether anyone was better off after enrolling in our program. • 97% of caregivers report knowledge of memory disorders improved since enrollment at MemoryCare. • 95% of caregivers report their ability to manage their loved one's behavior improved due to MemoryCare's program. • 91% of caregivers report their ability to manage caregiver-related stress improved due to MemoryCare's program. • 80% of caregivers reported MemoryCare helped them access needed community resources (for example: support network, respite services, in-home help, long-term care, legal or financial support.) • 87% of caregivers reported learning information on how to maintain their own cognitive and physical health due to MemoryCare's program. Thank you for supporting the work of MemoryCare. We are grateful to have the opportunity to partner with Buncombe County to meet the needs of the aging community. The funding provided by Buncombe County allowing us to provide support to our low-income caregivers has a tremendous impact on the quality of life for these patients and their families.		
MountainCare			
Transportation	$61,800 (HCCBG)	133 53%	unduplicated transportation clients (FY25 target: 225) stabilized living conditions (FY25 target: 80%)
Comments (Quantity)	In FY25, MountainCare provided Adult Day Transportation services to **133 unduplicated participants**, ensuring consistent access to care across Buncombe County. Of those, **70 participants (52.6%)** remained enrolled for over a year or until end of life - demonstrating the transportation program's essential role in supporting long-term stability and aging in place. Despite a year marked by the **relocation of our 20,000 sq. ft. Adult Day Center** and operational disruption from **Hurricane Helene**, our transportation team maintained service continuity, adjusting routes, managing new logistics, and ensuring every participant who needed a ride could continue attending. These services were particularly critical for rural participants and caregivers facing mobility or work-related limitations.		
Quality and Impact	Transportation is often the make-or-break factor in an older adult's ability to access community-based care. This year's survey data strongly affirms the program's impact: • 84% said Adult Day helps delay long-term care placement. • 23% said they would need to place their loved one in long-term care immediately if Adult Day services weren't available. • Participants were equally enthusiastic—100% said they would recommend MountainCare, and 74% said they like coming "a great deal."		

FY25 End of Year Aging Services Summary

	Transportation makes these outcomes possible. By eliminating access barriers, we reduce caregiver burnout, increase participant engagement, and extend the time older adults can safely remain at home. As one caregiver shared, “If we didn’t have reliable transportation, we would’ve had to quit. It’s what makes it all possible.” Reliable, accessible transportation ensures that the care we provide doesn’t just exist—it reaches the people who need it.		
Day Care	$75,232	133 2.3%	unduplicated Adult Day Care clients (FY25 target: 225) hospital readmission (FY25 target: 6%)
Comments (Quantity)	Over the course of the year, our Adult Day Care program served 133 unduplicated participants. Among those, 22 experienced a hospitalization, and only 3 were readmitted, resulting in a year-end readmission rate of **2.3%**. This is significantly below our 6% internal threshold and far lower than the national average of 16% among Medicare beneficiaries. Our internal tracking includes any return to the hospital, regardless of the standard 30-day window, reflecting the strength of our preventative and follow-up efforts. These results confirm our model's effectiveness in reducing emergency interventions and promoting stability for older adults with complex needs.		
Quality and Impact	MountainCare’s Adult Day Care program continues to demonstrate strong impact and quality through health stabilization and caregiver support. At year-end, our structured nursing protocols, including health monitoring and medication oversight, have helped reduce unnecessary hospitalizations and prevent readmissions, with a final rate of just **2.3%**. This outcome reflects the proactive coordination between our clinical team, families, and community providers. Equally important is the positive impact on caregivers. Through formal and informal feedback, many reported a noticeable reduction in stress and greater confidence in managing their loved one’s care. One caregiver shared, “The center has been a lifeline - mom is thriving, and I can keep working knowing she’s in good hands.” These results demonstrate that the program is not only improving health outcomes but also preserving family stability and quality of life. For Buncombe County’s aging population, our center continues to offer a trusted, cost-effective alternative to institutional care.		
Day Health	$113,137	133 53%	unduplicated Adult Day Health clients (FY25 target: 225) stabilized living conditions (FY25 target: 80%)
Comments (Quantity)	In FY25, MountainCare’s Adult Day Health program served 133 unduplicated participants. Of those, 70 clients (52.6%) remained enrolled for over one year or through end-of-life, reflecting strong retention and care continuity despite major disruptions.		

Quality and Impact	**Adult Day Care & Health Reports:**
	• **Caregiver Impact:**
	  ○ 92% said they have more time to do necessary tasks.
	  ○ 92% feel confident their loved one is getting the care they need.
	  ○ 87% have recommended MountainCare to others.
	• **Client Experience:**
	  ○ 84% say adult day helps their loved one delay long-term care.
	  ○ 93% of caregivers said their loved one is treated with kindness.
	  ○ 100% of participants say they would recommend MountainCare.
	  ○ 74% said they "like coming a great deal."		

FY25 End of Year Aging Services Summary

	The year-end data demonstrates that Adult Day Health continues to be a stabilizing force for older adults and their families in Buncombe County**. 52.6% of participants** remained in the program for over a year, underscoring its role in delaying institutionalization, supporting complex health needs, and promoting emotional and physical well-being. Our team maintained high standards of care even through a challenging relocation and a natural disaster. Staff coordinated health monitoring, caregiver communication, and daily care routines during these transitions, which kept participants engaged and safe. Many families shared their gratitude - one wrote, "Even after the hurricane, the team kept showing up. This program is the reason my dad is still at home." Although we did not reach our 80% stabilization goal. Nevertheless, our outcomes remain strong in context, and our commitment to aging in place never wavered. Adult Day Health services continue to provide a cost-effective alternative to institutional care - empowering families, preserving public resources, and ensuring older adults live with dignity and support.		
Mountain Area Health Education Center (MAHEC)			
Home-Based Primary Care (HBPC) Outreach Program	$58,252	24% 100% 9.52%	percent of wellness visits completed (6 out of current 25) (FY25 target: 75%) percent of patients with individualized health outcome goals (FY25% target: 100%) Lifespace questionnaire administered (FY25 target: 85%)
Comments (Quantity)	Regarding the number of wellness visits completed at 24%: The discrepancy is relevant and probably relates to two factors: 1) patients who were up to date on their annual wellness visit as of midyear "fell off" and were no longer update as of the final, and 2) we had new referrals we enrolled in between the midyear and final who had not had their annual wellness visit. Demographics of patients served by the grant reflect Buncombe County: Hispanic: 0%; White: 80%; Black: 16%; American Native Asian/Pac Islander: 0%; and Multiple, 4%. There has been a significant decrease in the administration of the Lifespace questionnaire as we have shifted priorities to focus on completing wellness visits to align with organizational priority.		
Quality and Impact	One measure that demonstrates MAHEC Home-Based Primary Care effectiveness is the percentage of patients with individualized health outcome goals. Our target was 100%, and we have successfully maintained 100% at the mid-progress point. This directly impacts our patients in a positive manner by improving their quality of care. In each collaborative meeting with our partners, we discuss our patient's health goals and outcomes, ensuring that their needs are prioritized and met and improving their overall health outcomes. These outcomes are reviewed regularly and adjusted as needed.		

FY25 End of Year Aging Services Summary

Mountain Housing Opportunities			
Emergency Home Repair	$64,939	192 19	total number of unduplicated clients (FY25 target: 140) unduplicated clients (HCCBG) (FY25 target: 25)
Comments (Quantity)	The Essential Home Repair Program is not based on a unit of service. The cost of service is based on the actual cost of the repair which can include administrative, material and contractor costs.		
Quality and Impact	As of June 30, 2025, 19 households were served through HCCBG funding. Each client is given a satisfaction survey for the repairs performed. From these surveys, clients have reported the repairs have eliminated the most severe threats to life, health, safety and mobility/accessibility and have improved their overall wellbeing.		
On Track Financial Education & Counseling			
Silver Dollars Financial Capabilities for Older Adults	$21,278	356 505	number of unduplicated clients (FY25 target: 215) units of service (hours) (FY25 target: 250)
Comments (Quantity)	We exceeded our FY25 targets for both unduplicated clients and units of service. 74% of our clients utilized our free tax preparation services, each saving approximately $400 in preparation fees!		
Quality and Impact	We provide all clients with anonymous surveys to gauge the effectiveness of our programming. During FY25, 89% of financial counseling clients report being able to change their budget to meet their priority living expenses and goals as a result of their counseling session and 96% report being likely or very likely to recommend our services to a friend. A recent older adult had this to say: “Thank you. Such a great service you provide...doing my taxes, now helping me with my budget and minimizing my debt. Just a great program!!” This quote underlines the impact and interconnectedness of our services.		
Pisgah Legal Services			
Elder Law Program	$57,703	2493 580	total units of service provided (FY25 target: 395) total number of unduplicated clients served (FY25 target: 400)
Comments (Quantity)	The above include all Pisgah Legal Services Buncombe County clients over age 60 who had time recorded during the reporting period. This includes individuals helped by volunteer attorneys and non-OAA funded attorneys. The number of units provided with OAA funding was 547. In total, PLS helped 129 senior clients prevent or delay evictions, 28 seniors prevent or delay foreclosures, 142 seniors protect essential property, and 33 seniors with power of attorneys in closed cases in Buncombe County during the grant year.		
Quality and Impact	PLS closed 520 cases for Buncombe seniors, helping achieve 1,693 legal outcomes, an average of 3.3 outcomes per case. Of 172 cases provided with representation; we wins or mixed outcomes in 99%. John and Janice (names changed) were getting evicted from the land where they lived in their RV for 26 years. Their long-time landlord died, and his heirs were selling the property. When an heir presented a form saying they would agree to vacate in 45 days, Janice signed it without understanding the legalities. The elderly couple searched for a new home but could not find anything affordable post-Helene. They were being harassed by the heirs to leave and were served an eviction notice when they reached out to PLS.		

FY25 End of Year Aging Services Summary

	PLS Attorney Justin Pack appeared in Small Claims Court on the couple's behalf, as John's disability made it hard for him to appear in court. The eviction was dismissed. Justin also found a provision in their landlord's will allowing the couple to stay on property until March 2026. Justin used this information to leverage time for John and Janice to find a new place, which they did. He also secured $6,000 in compensation from the heirs, a significant amount for the couple living on social security. As Buncombe land values rise, individuals living in RVs/trailers on rented property are pushed out when property owners sell to developers. Moving the RV/trailer is often impossible due to cost or the trailer's condition. This is a common problem for PLS clients.		
UNETE			
Mi Vida Program, Latino Elders Club	$15,573	16 15	sessions /units predetermined by the granted funds (FY25 target: 17) participants (FY25 target: 10)
Comments (Quantity)	The MiVida program nearly met its session target with 16 out of 17 sessions completed. Despite a slightly lower count than projected, the consistency and quality of the sessions ensured strong engagement and meaningful outcomes for participants. From January through May 2025, the MiVida program at UNETE conducted a total of **16 sessions** for Latino elder adults at the UNETE office. • **January 2025:** 3 sessions with an average of 8 participants per session (total of 25 participant engagements) • **February 2025:** 3 sessions with an average of 9 participants per session (total of 26 participant engagements) • **March 2025:** 4 sessions with an average of 8 participants per session (total of 32 participant engagements) • **April 2025:** 3 sessions with 12–13 participants each (total of 36 participant engagements). • **May 2025:** 3 sessions with 11–17 participants (total of 40 participant engagements). **Overall Totals:** • **16 sessions** held • **159 participant engagements** (average of 11 participants per session) The program consistently combined physical activity, wellness education, cultural reflection, and shared meals, ensuring both health promotion and community connection. Participation exceeded expectations. The program attracted 15 unduplicated Latino elder adults—five more than the contracted target. This demonstrates strong community interest, effective outreach, and the program's ability to provide a welcoming environment that encourages sustained attendance.		
Quality and Impact	The MiVida Program has consistently maintained high quality in its delivery by fostering a culturally responsive and welcoming environment where Latino elder adults feel valued, connected, and supported. During March, April, and May 2025, the program achieved steady participation (ranging from 6 to 17 participants per session) and offered a diverse mix of physical, emotional, and educational activities that addressed the holistic needs of participants. Sessions were thoughtfully designed to balance wellness practices (tai chi, yoga, walking, fall prevention, vital sign monitoring) with cultural and emotional enrichment (music, storytelling, birthday celebrations, and reflections on aging, depression, and dementia).		

FY25 End of Year Aging Services Summary

	Feedback highlighted that participants deeply appreciated the safe space for open dialogue, the therapeutic value of music and movement, and the opportunity to share meals that honored cultural traditions while promoting healthier choices. Quality is demonstrated by the high level of active participation, consistent attendance, and the meaningful feedback shared by participants. Elders regularly express that the program provides a safe, welcoming, and culturally affirming environment where they feel valued and connected. Activities such as tai chi, chair yoga, and group walks have supported participants' physical health, while discussions on topics like self-esteem, depression, and fear of aging have fostered emotional wellbeing and resilience. Celebrations, shared meals, and cultural expressions have strengthened community bonds, reducing social isolation—a common challenge among older adults. Participants consistently note that they leave sessions feeling more energized, supported, and hopeful. The program exceeded its participant target, showing strong trust and demand within the Latino elder community. Clients are better off because they gain practical health knowledge, increase physical activity, strengthen their sense of cultural pride, and build social connections that contribute to aging with dignity and joy. The program's quality is also reflected in the contributions of expert facilitators and community partners, such as Dra. Julia Ojudge, who donated her time to provide medical knowledge, and guest presenters who shared expertise on emotional wellness and fall prevention. These collaborations elevated the program's credibility and impact. Overall, the MiVida Program is performing very well—sessions are engaging, culturally meaningful, and effective in strengthening both individual health outcomes and community bonds. Participants leave with practical knowledge, emotional support, and a renewed sense of dignity and joy in aging. The MiVida program has made a measurable and meaningful impact on Latino elder adults by improving their physical health, emotional wellbeing, and sense of community connection. Participants report feeling "better off" in several ways: • **Physical Health & Wellness:** Through activities such as tai chi, chair yoga, group walks, and health monitoring (blood pressure, glucose, oxygen levels), participants are building healthier daily habits and increasing awareness of preventive care. Sessions on fall prevention and chronic disease management have provided practical tools that help elders maintain independence and safety. • **Emotional & Mental Wellbeing:** Sessions that explored topics such as self-esteem, depression in older adults, fear of aging, and emotional independence created safe spaces for reflection, open dialogue, and peer support. Activities like laughter therapy, music concerts, and storytelling reduced stress, lifted spirits, and helped participants feel valued and understood. • **Cultural Identity & Belonging:** The program affirms cultural pride through shared meals, music, and celebrations tied to Latino traditions. This not only strengthens cultural identity but also reduces social isolation, creating a strong sense of belonging among participants. • **Community Building:** Participants consistently highlight the joy of being together, sharing meals, celebrating birthdays, and supporting one another. The program has become a trusted and nurturing space where older adults feel connected and less lonely. In short, MiVida helps Latino elder adults be "better off" by promoting healthier lifestyles, reducing emotional isolation, and reinforcing dignity and cultural pride. The program supports aging with joy, connection, and empowerment.

FY25 End of Year Aging Services Summary

Working Wheels			
Vehicle Repair Program	$29,910	16	number of Vehicle Repair Program participants (FY25 target: 16)
Comments (Quantity)	The average cost of repairs across cases was $1,287.85. The average length of days from intake to case closure was 31. We received referrals to this program from current partners, as well as the VA. This program allowed our relationship with the VA to grow, and we are looking forward to continuing to support veterans thanks to our FY2026 award.		
Quality and Impact	We survey program participants after cases close to measure program satisfaction and program impact. Ninety-five percent of program participants from 1 July 2024 to 30 June 2025 rated their experience in the vehicle repair program a 5 out of 5. Below are several quotes from 60+ participants: “I can go back and forth to work without worrying if I’m going to make it in time.” “I don't worry anymore.” “I am not as stressed and feel safer driving in rainy weather.” “My car would have become unsafe and non-functional without this program.”		