



SENIOR SERVICES, HOUSING AND TRANSPORTATION

2021
Annual Report

CSS 2021 ANNUAL REPORT

TABLE OF CONTENTS

Table of Contents, Mission and Vision.....	2-3
CSS Board of Directors.....	4
NC Population Statistics.....	5
NC Aging Profile.....	6
CSS and JCATS Funding.....	7
Housing.....	8
Did You Know?.....	9
Senior Services & Community Services.....	10-11
JCATS.....	12-13
Community Collaborations.....	14
Caregiver Support Program.....	15
Expanding Outreach for Seniors.....	16
CSS Community Programs.....	17
Partners, Donors, Collaborations & Volunteers.....	18-19



Meeting Increasing Need in Challenging Times

Having learned from 2020's unique challenges, we took what worked for our seniors and continued serving them in the best way possible in the 2021 fiscal year.



Mission

To provide housing and transportation for the benefit of the community; to provide services and opportunities that empower older adults to remain active and connected, enabling them to lead quality lives of independence.

Vision

To be the premiere provider of its services and to be the focal point of advocacy.



“Everything we do is designed to enable our elderly citizens to continue to live independently in their own homes for as long as possible. Not only is this the preferred choice but it is the most economical choice, by far!”

Neal Davis

Director of Community & Senior Services of Johnston County, Inc.

CSS Board of Directors



Chairman: Jimmy Parker

Vice-Chair: Steve Strickland (TAB Chair)

Secretary/Treasurer: Bill Wenzel

County Commissioner: Tony Braswell

Members:

George Smith

Lloyd Barnes

Pat Martin

Don Boyette

Billie Lawson

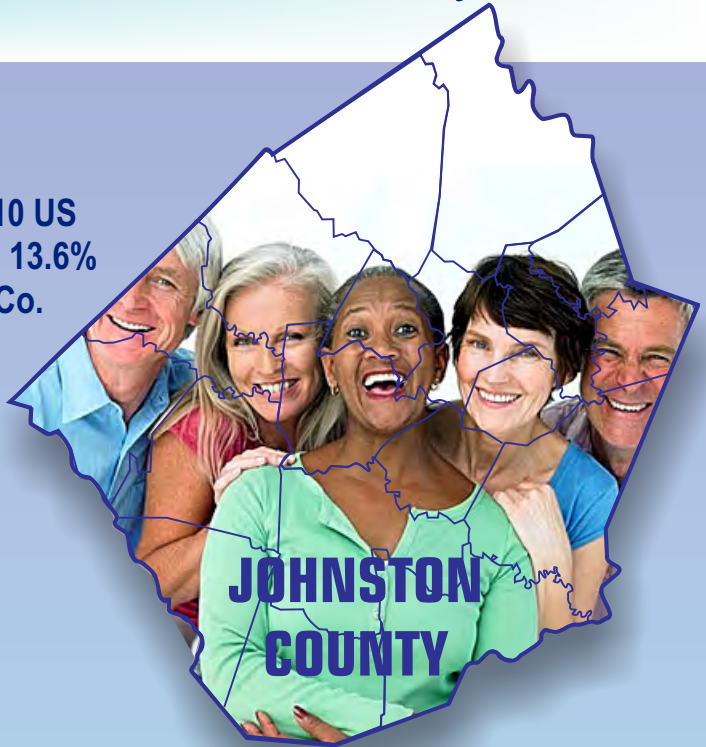
Keith Peedin

Nancy Washington

Bill Sharek

NC *Population Change* Statistics

Based on 2010 US
Census data, 13.6%
of Johnston Co.
residents
were over
65 yrs. old.



Approximately 39% of NC residents over 60 live
in rural areas.



DEMOGRAPHICS

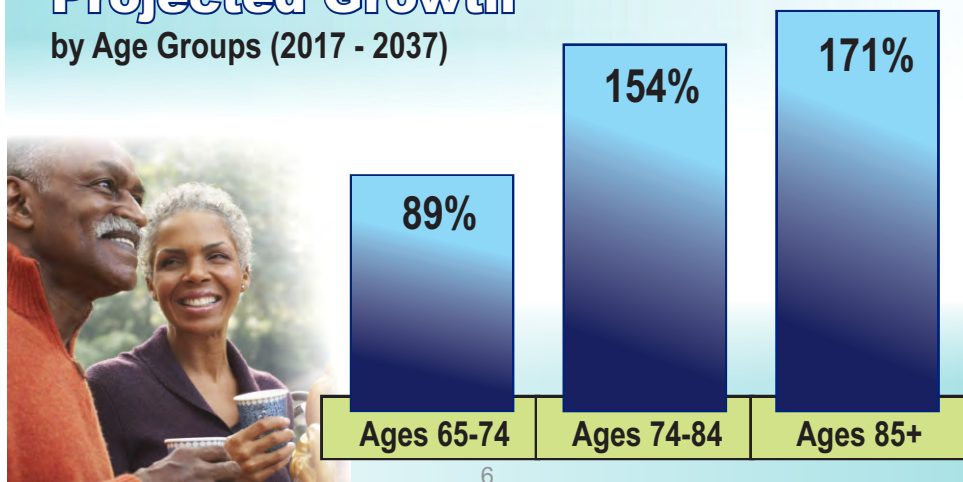
North Carolina Aging Profile

Ages	2017		2037		% Change (2017 - 2037)
	Number	Percentage	Number	Percentage	
Total	194,271		283,322		46%
0-17	48,852	25%	64,991	23%	33%
18-44	67,014	35%	95,375	34%	42%
45-59	42,553	22%	52,494	19%	23%
60+	35,816	19%	70,462	25%	97%
65+	25,111	13%	53,763	19%	114%
85+	2,184	1%	5,914	2%	171%

As the baby boomer population continues to age, the proportion of the older adult population will increase in the coming decades.

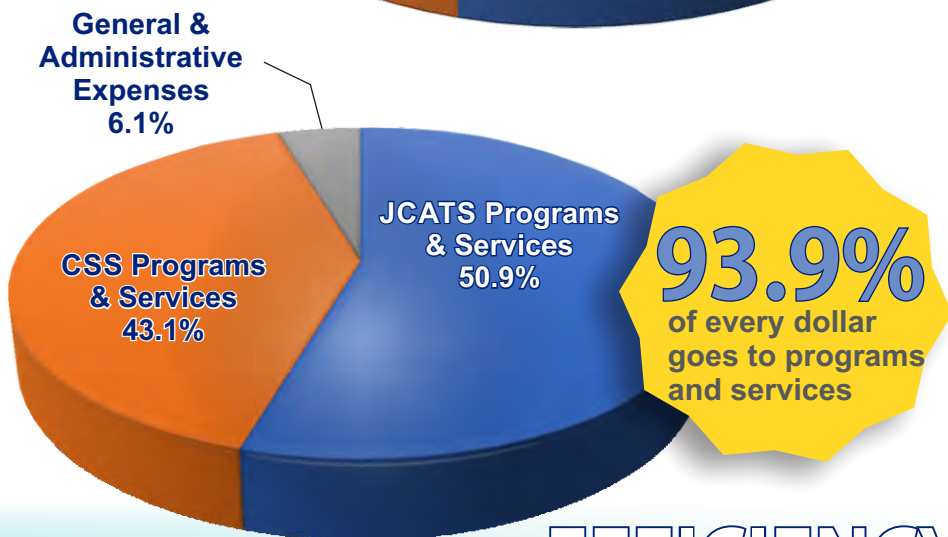
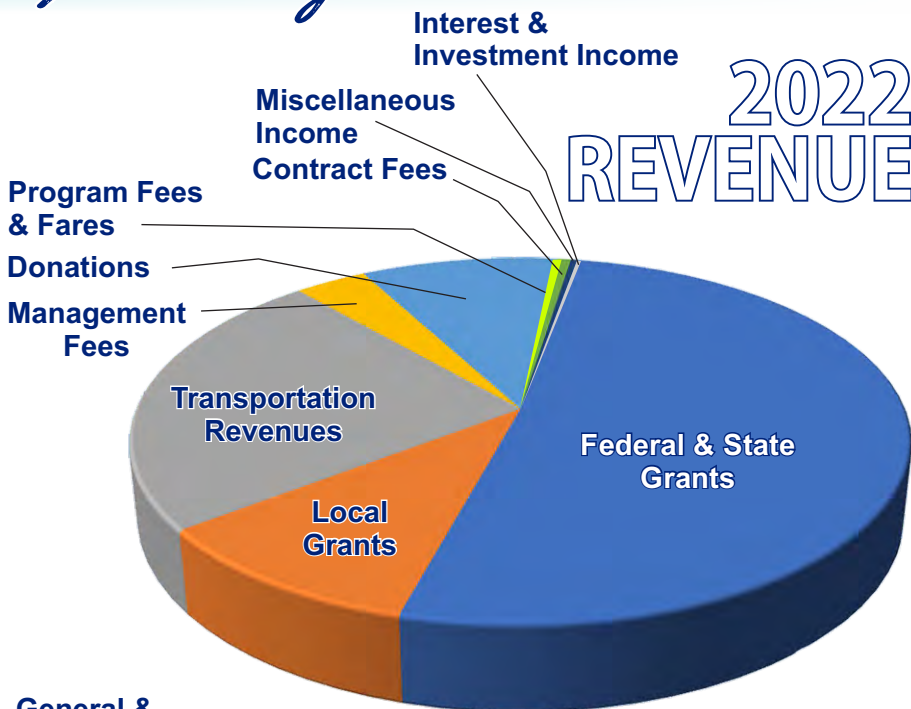
Projected Growth

by Age Groups (2017 - 2037)



CSS & JCATS *Funding*

2022 REVENUE



EFFICIENCY 2022



Cassie DeMoranville
Housing Manager, CSS

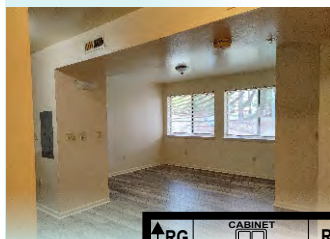
Proud 2021 Accomplishments:

CSS provides support for the operation of 127 independent living apartments. These are available for persons 62 and over with limited occupancy for those who are disabled and under 62. All applicants undergo credit and criminal checks. 127 units are subsidized rentals and must meet qualifying criteria.

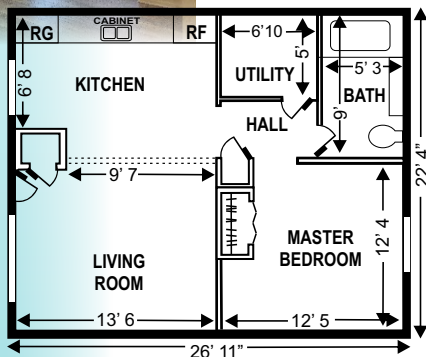
- **Village Gardens REAC (Real Estate Assessment Center) scores 98 in January 2022 (for the 2021 year).**



- **ESFRLP (Essential Single Family Rehab Loan Pool) 8 homes were completed, and 2 were closed Work is to begin in the summer of 2022. Two more homes are going out to bid in the summer of 2022.**



An average one-bedroom floor plan.



HOUSING



There are 7 locations:

Triangle Elderly Housing - Smithfield

506, 516 & 604 Caswell Street
Smithfield, NC 27577

1

Clayton Court 1 Apartments

600 N. O'Neal Street
Clayton, NC 27520

2

Clayton Court 2 Apartments

600 N. O'Neal Street
Clayton, NC 27520

3

Village Gardens Elderly Housing

303 Dairy Road
Clayton, NC 27520

4

Triangle Elderly Housing - Princeton

410 W. 3rd Street
Princeton, NC 27569

5

Triangle Elderly Housing - Kenly

203 N. College Ave
Kenly, NC 27542

6

Triangle Elderly Housing - Cary

122 S. Harrison Ave
Cary, NC 27511

7

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form (PDF), found online http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov.



Did you know?

In 2021, there were **350** volunteers needed to deliver meals to the **homebound**.

The Family Caregiver Program provided **1975** **hours** of **Respite Care**.

In 2021, there was a pool of over **300** volunteers needed to deliver **67,385** home delivered meals.

The In-Home Aide Program provided **6,863** hours of service with **3** levels of care.

We delivered **34** donated turkeys and **15** boxes of shelf-stable food to the homebound and isolated.

125 house **fans** were distributed for **free heat relief**.

25 Emergency Preparedness Kits/Bags were given out to **Caregivers** in our community.

We provided **10,635** congregate meals.

Senior Services

Proud 2021 Accomplishments:



Joyce Holloman
Senior Services Director, CSS



State Monitoring Results - Overall monitoring results for 2021 were very good. Triangle J Area Agency on Aging, under the state guidelines, oversee this monitoring.

Sanitation Grades - The six Senior Nutrition sites are inspected quarterly and continue to maintain a sanitation grade of 100.

SANITATION GRADE **100%**
(again!)

Caregiver Programs

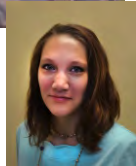
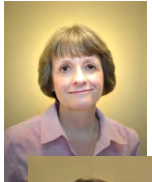
Support, Retreat, Reflections

Caregiver Retreat



Rev. Billie Lawson

Simone Sawicki



Jenni Edwards

Caregiver Retreat - This has become an annual event, usually held in April. Caregivers are given the opportunity to spend a relaxing day to unwind and revitalize. They receive training and education from informative and inspirational presenters, along with lunch, music, and entertainment. This retreat was cancelled due to the pandemic.

Candlelight Reflections - A candlelight ceremony is held in the Atrium of the Johnston County Courthouse the first Thursday evening in November. Candles are lit in memory or honor of a loved one. Previous speakers included Judge Joy Jones, Cullen Browder, & NC Rep. Donna White. The 2021 guest speaker was Pastor Billie Lawson.



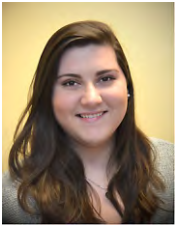
Options Counseling - This is our seventh year helping individuals consider a range of possibilities when needing to make decisions about long-term services and supports in planning for future needs, taking into consideration their situation, desires, values, resources, and preferences. During the fiscal year, Options Counseling transferred from Simone Sawicki, due to her retirement, to Jenni Edwards.



Official Counseling Site - CSS continues to be Johnston County's official counseling site for SHIIP (Senior Health Insurance Information Program).

Community Services

Proud 2021 Accomplishments:



Haley Williford
Community Services Director, CSS

Even though all three of our Centers for Active Aging being closed since March 2020 due to the COVID-19 pandemic, our Centers for Active Aging reopened for outdoor activities in May 2021, limited indoor activities in June 2021, and fully reopened to all indoor classes in July 2021. While the centers were closed from March 2020 to June 2021, staff remained hard at work by delivering meals, leading virtual programs, and performing wellness checks on participants.



27th Annual Selma Senior Citizen's Day 2021



The Benson Center for Active Aging:

- ♦ Assisted in the Town of Benson's Town-Wide Clean-Up.
- ♦ Organized a trip of 38 participants to the Ark Encounter in Kentucky.
- ♦ Began a Tech Training class for seniors to get assistance with phones, computers, or other technology.

The Clayton Center for Active Aging:

- ♦ Partnered with the Town of Clayton's Hocutt-Ellington Library to offer virtual crafts via Zoom and indoor crafts once the center reopened.
- ♦ Held outdoor activities, including crafts and bingo.
- ♦ Hosted two Facebook Live events, which reached 463 people.

The Harrison Center for Active Aging:

- ♦ Held 39 exercise classes, including Dance Cardio and Chair Exercise, on Facebook Live, which reached 2,907 people.
- ♦ Attended the 2021 Selma Railroad Days.
- ♦ Hosted several outdoor events, including bingo, chair ball, and a Mother's Day Celebration.
- ♦ Organized Go Groups, including a trip to Meadow Lights and the New Bern Flotilla.
- ♦ Recertified as a Center of Excellence in May.

*J***CATS** for Everyone!

Johnston County

Proud 2021 Accomplishments:

JCATS Was There To Help

JCATS assisted with Home-Delivered-Meals during the pandemic.



JCATS also helped to deliver bags of fresh food to homebound seniors during the pandemic.



We also transported citizens and health-care workers to vaccine sites.



Safety is Always A Priority

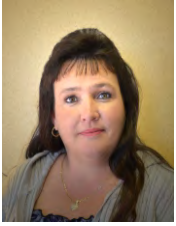
Our drivers undergo extensive safety training throughout the year.



TRUSTED. Community Transportation *J***CATS**
for Everyone!

PUBLIC SERVICE

Circa Transit System



Kim Rojas
Operations Manager, JCATS

Proud 2021 Project In The Making:



We were excited to break ground
on February 2, 2022 for our
long-awaited facility construction project!



BOBBITT



JCATS' 4.6 acre site will accommodate an expanded facility.



When completed in the Fall of 2022, the 12,000 square foot facility will house our operations staff and fleet maintenance. The facility is also designed to serve as a short-term evacuation shelter and emergency response staging site.

PUBLIC TRANSPORTATION

Community Collaborations



We are honored that our local Smithfield Fire Marshall comes to inform us of the latest issues concerning fire safety and preparedness. Shown left is B. Holloman of the **Smithfield Fire Department** after speaking with the attendants at the Smithfield Dining Center.

SENIOR GAMES Johnston County

Each year CSS is a major sponsor for the **Johnston County Senior Games**. Each of the **Johnston County Parks & Recreation Departments** organize the many games regulated by North Carolina Senior Games. When a participant qualifies, they can go

on to compete in the NC Games. If they qualify in the state games they can go on to the national games. Johnston County is one of the counties in North Carolina that ranks the highest in participation the Senior Games.



The **Senior Games** Swimming competitions are most often held at **SRAC**, another valuable partnership in our community.



A participant shows off her craft made at CCAA during "Crafts with Mardia", a collaboration with **Hocutt-Ellington Library**.



CAREGIVER SUPPORT

Staying in Touch with the Community's Needs

Our annual Caregiver's Retreat and Candlelight Reflections honors and acknowledges our local caregivers and pays homage to those who suffer with such diseases as Alzheimer's. These events are made possible through partnerships and volunteers.

Caregiver Retreat



NC Representative **Donna White** was recently our keynote speaker during our annual was retreat. In 2021, CSS regrettably was forced to cancel the retreat due to the pandemic. However, we are back in full swing to date and were able to hold our **Candlelight Reflections** celebration in the Fall of 2021.

The **Caregiver Retreat** is held in the Spring and **Candlelight Reflections** tribute is held in the Fall.



Family CAREGIVER Support Group Meetings

The public is always invited to attend.

Monthly in 2 Locations on the Same Day:

1
DAYTIME

SMITHFIELD

4th Thursday of each month
1:30 - 3:30 PM
Community & Senior Services
1363 W. Market St., Smithfield

2
EVENING

CLAYTON

4th Thursday of each month
6:00 - 8:00 PM
Clayton Center for Active Aging
303 Dairy Road, Clayton

Continuing to Grow

EXPANDING Our OUTREACH

Offering Expert Services That Benefit Our Senior Citizens



SHIIP

SENIORS HEALTH INSURANCE
INFORMATION PROGRAM

N.C. Department of Insurance • Mike Causey, Commissioner
855-408-1212 (toll free) • www.ncdoi.com



Seniors' Health Insurance Information Program (SHIIP)

- ◆ In 2021, Medicare beneficiaries in Johnston County had the opportunity to meet with a certified SHIIP counselor, either by phone, Zoom, or in person, to enroll in a Medicare plan or review their current Medicare coverage and make plan changes that could lower their costs.
- ◆ A total savings of nearly \$37,000 was garnered by the 119 individuals that received SHIIP counseling services.
- ◆ In 2021, Johnston County SHIIP fostered partnerships with the Church at Clayton Crossings and Hocutt-Ellington Memorial Library to expand outreach opportunities.
- ◆ Partnered with the Centers for Active Aging to host appointments onsite at the centers.



BCAA and other centers hosted appointments for those in need of counseling concerning **S.H.I.I.P.** (Senior Health Insurance Information Program).

Options Counseling was also available through appointments. This aids persons to make decisions about long-term services and future needs.

HCAA and other centers hosted appointments that were arranged through **Legal Aid of North Carolina**. This made it possible to handle timely arrangements over legal matters while also having room to feel comfortable while social distancing.



CSS Community Programs

Staying in Touch with the Community's Needs



919-670-0742
Tuesdays at 2:00



919-295-9163
Mondays at 10:00



919-205-2673
Tuesdays at 10:00



The 3 Centers of Excellence continue to maintain the "Party Line" phone numbers for participants to catch up with one another or to play games such as Trivia and BINGO. What a safe way to stay in touch!

Utilizing their party line, CCAA held weekly virtual Trivia games. Many participants were still at home and could have fun playing trivia and also catch up with their friends from the center via the Party/Trivia phone line.



Smithfield's Dining Coordinator, Nancylee Dunham, finds fun ways for the isolated to stay active with puzzles, contests, and news bulletins. She enjoys weekly well-check calls to her former dining attendees. All 6 dining centers do this weekly call to stay in touch.

Tammy (HCAA) and some participants held LIVE Facebook sessions of the new Cardio Drumming class for folks to exercise along with them from home.



Benson Parks & Rec collaborates with BCAA, along with several other local businesses and the Town of Benson on BCAA's Facebook LIVE to host BINGO, complete with prizes that are often donated by these businesses. These BINGO games are held after 7 PM to include those who work as well as children, making it a family affair.

Partners and Donors

Fresh veggies & fruits were delivered to the shut-ins & the homebound.



Local volunteers
JCATS drivers,
& staff
got the
job done!

A pool of over **350**
community volunteers
enable us to deliver services
to our elderly population.

Generous donors and volunteers
support Community & Senior
Services of Johnston County.



Donate online today:
www.cssjohnston.org/HelpUs

34

Thanksgiving turkeys
were donated and
distributed to
residents in 2021.



Partners, Donors & Volunteers
We could not do it without YOU!

Collaborations and Volunteers



BCAA partnered with the Town of Benson's Parks and Recreation Director Matt Smith, to host four "Meal with Matt" LIVE sessions on Facebook to demonstrate healthy cooking. Utilizing the kitchen in the BCAA center, Matt shows the preparation, recipe, cooking and all. The public is asking for more!

*The Golden Wishes Program was formed to service the elderly during the holidays. As many donate for the children, we should never forget the elderly in our community. Over **97** were blessed.*



Thank You! To All Our Community Partners...



CCAA partners regularly with the Chi Xi Zeta chapter of the Zeta Phi Beta Sorority to host after hours BINGO games.

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SENIOR SERVICES HOUSING TRANSPORTATION

Our **mission** is to provide housing and transportation for the benefit of the community;
to provide services and opportunities that empower older adults
to remain active and connected, enabling them to lead quality lives of independence.

Community
& **SENIOR
SERVICES**
of Johnston County

J **CATS**
for Everyone!

**Community & Senior Services
of Johnston County, Inc.**

1363 West Market Street, Smithfield, NC 27577

919.934.6066

www.cssjohnston.org

www.jcats.org

CSS is a private, 501(c)3 non-profit organization.

