

FY26 Mid-Year Aging Services Summary

Agency/Program	\$\$ Funding	Total # Served	Description/Units
Better Together Transportation			
Transportation	\$41,000	1836 1158 190	completed one-way rides (FY26 target: 2000) completed one-way rides with BCSAF unduplicated riders served (FY26 target: 150)
Program Description	Door-to-door, accessible transportation for older adults and people with disabilities in Buncombe County.		
Comments (Quantity)	When funding began, Better Together Transportation (BTT) had completed 678 lifetime rides. Since receiving the award, we have delivered an additional 1,158 rides. Delivering these results with a single-vehicle, single-driver model shows strong efficiency. We have now reached the physical capacity limit of the current structure.		
Quality and Impact	<p>BTT assesses quality and client impact through an anonymous Rider Impact Survey conducted in November 2025 representing 40 local seniors, including seniors with disabilities.</p> <ul style="list-style-type: none"> • 74% reported improved ability to get out to desired destinations (before/after comparison). • 92% reported feeling less isolated. • 94% reported improved overall quality of life (“somewhat” or “much better”). • 100% reported feeling safe and comfortable during rides. • 100% rated BTT dependable when they need a ride. <p>One respondent shared, “Prior to BTT I was only able to go to medical appointments. That was no life. Being stuck in my home, I felt like I was just waiting to die.” Another noted, “I feel less isolated just knowing I have a way to go. I feel much more stable knowing I can go when needed.” These findings show that dependable transportation helps seniors and people with disabilities stay connected, maintain dignity, and age in place.</p>		
Blue Ridge Pride Generation Plus			
Generation Plus	\$12,000	50 415	participants at events contacts for newsletter
Program Description	Combatting social isolation for LGBTQIA2S+ elders.		
Comments (Quantity)	Due to unforeseen leadership turnover at the organizational level, the quantity of Generation Plus programming has been negatively impacted. While our current records do not include the grant application for the current fiscal year (including our 2025-26 target projections), these numbers fall behind the 2024-25 Mid-Year Actual numbers for Generation Plus. It is our hope to bring this program back up to speed during the spring especially with our highly anticipated Generation Plus gala coming up.		
Quality and Impact	While our quantity has been negatively impacted, I am happy to report that our quality has not. I have received multiple comments during events and via emails that our participants thoroughly enjoy the chance to develop relationships with their peers and our programming. One elder pulled me aside during our November cookie swap to share: “If anyone asks you if this makes a difference in our lives, please tell them that it really does - coming together like this makes all the difference in the world. Thank you.” During our January New		

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	Belgium Brewing tour, some participants shared their contact information with one another to connect beyond the scope of our program which is exactly the outcome which we hoped to foster. We very much look forward to continuing to provide these opportunities.			
Buncombe County Health and Human Services/In-Home Aide Program				
In-Home Aide Program	\$315,668 (HCCBG) \$45,000 (BCSAF) \$360,668	3012 985	units of service - hours (HCCBG) units of service – hours (BCSAF)	(FY26 target: 9608) (FY26 target: 1363)
Program Description	Home Maintenance and Personal Care			
Comments (Quantity)	For the first 6 months of the fiscal year, we have spent 31% of the HCCBG funding (\$99,396) and 72% of the BCSAF funding (\$32,505).			
Quality and Impact	<p>We have spent the first half of the fiscal year partially recovering from Helene, stabilizing our workforce, and navigating the complete closure of one of our provider agencies. While this closure did not result in much, if any, interruption to client services, the transition did take some time. Several of the clients that have been served have reported to our agency in regular quarterly contacts that they are pleased with their services. Only a small percentage of our clients in the past six months have closed due to placement needs, demonstrating that the intended impact of the service, to allow aging in place has been successful. We have a goal in the second half of the fiscal year to begin to open individuals off of the In-Home aide waitlist.</p> <p>We have been able to staff all 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. Part of our limitation with numbers is staff capacity. We are completely over caseloads in our Adult Case Management Program. However, we have requested a new position and feel positive about the chances of getting this position next fiscal year. This will open up our ability to open in home aide clients even more!</p>			
Buncombe County/Mountain Mobility				
Mountain Mobility Medical Transportation	\$494,768	11,415 11,239	total units of service units of service (HCCBG)	(FY26 target: 36,274) (FY26 target: 11,239)
Program Description	Mountain Mobility Mountain Mobility Medical Transportation supports trips to medical facilities for medical appointments, dental appointments, dialysis, chemotherapy, radiation, mental health, therapy, rehabilitation, and chiropractic care. Demand-response transportation service involves the transit system scheduling door-to-door trips in response to advance reservation calls from customers or their agents. Standing/subscription trips can also be scheduled for regular, ongoing medical transportation needs (e.g. dialysis, chemotherapy, radiation, rehabilitation, etc.).			
Comments (Quantity)	<p>Number of Units of Service Provided Mountain Mobility Medical Transportation units of service provided (one-way trip for one eligible customer) were set at a 2025-26 target of 36,274 units. Mid-year actual units of service are 11,415 units which reflects 31% of the total units anticipated to be provided in the 2025-26 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 8. Ensure older adults' access to services and supports.</p> <p>Number of Units of Service Provided with HCCBG Funding</p>			

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	At mid-year, Mountain Mobility provided 11,239 units of service which represent 100% of total units anticipated to be provided with HCCBG funding.		
Quality and Impact	<p>Mean Distance Between Preventable Accidents</p> <p>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 2025-26 target miles for mean distance between NTD reportable preventable accidents is 200,000 miles. The 2025-26 mid-year actual miles for mean distance between NTD preventable accidents is 557,206 miles (250% 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.</p>		
Emberlight: Center for Conscious Living and Dying			
End of Life Care Management	\$14,000	46 30 120 1762	units of service: outreach to elders in continuing care communities, low income housing or community events units of service: workshops, public learning events units of service (hours): direct end-of-life care for individuals and their families individuals (FY26 target: 250 unique clients)
Program Description	Emberlight provides community outreach to individuals seeking aging and end-of-life services, education, and support. We also provide care for those actively dying.		
Comments (Quantity)	Below is the proposed units of service and a breakdown of all the ways we have interacted with the community as a result of this grant.		
		Number of events	Impact Rating 0-10 impact
	One to one support		Type of Contact
	Workshops	11	Dementia, aging, grief, dying, power of community, planning for death 8/10
	Low Income Housing Talks	4	VSED & other options, care options for low income 9/10
	CCRC Talks	8	Film screening, Q&A with panel, what is a doula? NA
	Community Events	7	TLED Screenings, Kanuga, LEAF NA
		People Served	
	Direct Care Residents	17	24/7 care 10/10
	DC Friends and Families Served	136	Support, grief support, comfort 10/10
	1:1 Support in Community or tours of our center	102	Questions answered, resource referrals, support for VSED 10/10
Quality and Impact	We have been collecting data on the number of attendees at each event. So far, in 2025 we have touched 1,762 individuals who have attended events, film screenings, talks at Continuing Care Residential Communities, low income elder housing, senior centers and more. While it isn't possible to collect impact data on all our events, we do collect feedback on workshops and from our residents and their families about the care they receive. Based on exit feedback at workshops we show the majority score of 8-10 out of 10 related to		

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	satisfaction of their participation. That rating is based on several factors - a) having an impact on the rater’s knowledge of end-of-life preparation, b) impact on their ability to understand the dying process and resources available, and c) impact on their ability to come to terms with their own inevitable death or the death of a loved one and the grief associated with the dying process.		
Council on Aging of Buncombe County, Inc.			
Congregate Nutrition	\$197,911	13,109 269	meals (FY26 target: 22,000) unduplicated clients (FY26 target: 450)
Program Description	Senior Dining and Wellness provides a hot meal for people in Buncombe County who are 60+, married to someone 60+, or are a disabled child living with a parent who is 60+. There are four dining sites. Lakeview Community Center, Weaverville First Baptist Church, and Grove Street Community Center serve meals, provide activities, and promote socialization five days a week. Linwood Crump Shiloh Community Center provides services three days per week.		
Comments (Quantity)	Senior Dining and Wellness is on track to meet or exceed the number of units provided and is on track to meet the number of unduplicated clients served.		
Quality and Impact	<p>A few weeks ago, our Senior Dining Coordinator had to have a difficult conversation with a client. Due to proximity, he had opted to switch the dining site he attended. However, he found that he missed his relationships and connections from the prior site, so he decided to attend both. Obviously, it isn’t acceptable under the program guidelines to be funded for two meals per day, so we had to speak to him about program guidelines—that he was welcome to attend both sites for socialization, but he could only eat at one site.</p> <p>We use this example to illustrate the depth of relationships formed among the participants—the program exists both to address food insecurity and social isolation. The powerful and strong connections experienced by this client led to his inadvertent violation of the rules.</p>		
Information and Assistance	\$98,956	3,709	contacts with clients (FY26 target: 10,000)
Program Description	COABC utilizes professional social services staff to provide eligible individuals with a comprehensive person-centered approach in assisted access to resources and support. Coordination includes internal/external referrals and follow-up to ensure clients meet their goals with trusted, reliable information. Options Counselors provide guidance to individuals as they make informed choices about long-term and supportive service options. We are the “go-to” resource for aging-focused community programs and assistance. We welcome calls from family members, caregivers, and agencies who are assisting individuals in getting the services they need. We provide information on in-home care, housing, transportation, caregiver respite, elder abuse, home repair, advanced care planning, insurance service, and additional aging services information. We adopt a “no wrong door” approach to aging in place.		
Comments (Quantity)	<p>COABC acknowledges that the mid-year number of units appears lower than anticipated. The database that COABC utilizes for client records underwent a significant upgrade in August 2025 which resulted in significant changes to how our data presents. Our team is working with the database team to refine data entry so that reporting captures the entirety of the work engaged on behalf of clients. As a specific example, the work performed by our team in July as entered into the original database system yielded 792 client contacts. A month later, based upon essentially similar work with a similar number of unique clients yielded only 575 client contacts, a reduction of over 200 merely based upon changes to the database system.</p> <p>COABC anticipates amending our prior months reporting in ARMS as we work with the database team to more accurately reflect and capture the work performed and the impact upon clients. With an estimated recapture of 200 units per month over the five inaccurate months, our mid-year report should reflect 4700 units which would bring COABC closer to the goal/target of 10,000 contacts per year.</p>		

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Quality and Impact	<p>Clients contact COABC's Resource Coordinators seeking assistance with a myriad of issues and concerns, often directly related to the context of the season and/or issues facing the community. COABC's Resource Coordinators respond to queries and provide support to clients, including linking them with appropriate support. Because a number of COABC's clients have transportation barriers, the Resource Coordinators are often the means by which clients receive tangible support.</p> <p>During the summer months, Resource Coordinators enrolled clients in Operation Heat Relief <i>and</i> they frequently delivered the fans and/or air conditioners to client homes. During the government shut down when many additional clients faced food insecurity due to the suspension of SNAP benefits, Resource Coordinators partnered with other local nonprofits to procure donated grocery cards which they then drove to client homes and for which they partnered with clients' support systems to ensure clients had access to food. During the winter months, Resource Coordinators obtained donated heaters which they delivered to clients who faced challenges with heat. During the holiday season, Resource Coordinators partnered with Buncombe County's senior angel tree, recommending socially isolated clients and then delivering gifts to bring holiday cheer and social connection.</p> <p>In other words, COABC's Resource Coordinators provide telephonic support and information to multiple clients daily. The Resource Coordinators are also personally involved in ensuring that clients get the tangible support they need.</p>		
Eblen Charities			
Stability for Older Adults	\$33,000	40	number of households (FY26 target: 45)
Program Description	Assist with aging community (60 plus) when facing housing and utility crisis.		
Comments (Quantity)	The target of unduplicated clients proposed to serve was 45 households at a maximum of \$1500 assistance based on the funding amount requested of \$50,000 to include an admin cost of 5%. The amount approved was \$33,000 to include an admin cost of 5%. Eblen Charities was able to assist 40 households with an average of \$785 per household (not including the admin cost of 5%). 25 households received rental assistance, 13 households received utility assistance, and 2 households received mortgage assistance. Assistance was documented for each household in Charity Tracker.		
Quality and Impact	Clients arrive at their appointment with a caseworker who reviews income and household size and reason for crisis. As a result for those who received the assistance, they were protected from evictions, foreclosures, and disconnection of utility services. Client expressed satisfaction with the service received and gratitude towards the assistance with relief of stressful financial situations.		
Jewish Family Services WNC			
Faye's Place Elder Club Group Respite Program	\$9,896	1192	group respite attendance days (FY26 target: 2080)
		338	group respite attendance days supported by HCCBG (FY26 target: 137)
Program Description	Jewish Family Services of WNC's Faye's Place Elder Club Group Respite offers a structured, non-medical social program to support socially isolated, vulnerable seniors. Participants may have normal cognitive function or experience mild memory, cognitive, or physical impairments. Program eligibility is determined through individual assessments conducted by staff.		

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	<p>Activities include arts and crafts, exercise, music, games, and engaging discussions. Each day, participants enjoy a home-cooked vegetarian lunch. The program fosters meaningful friendships among participants while providing much-needed respite for caregivers.</p> <p>Participants and their caregivers also benefit from access to JFS’s comprehensive wraparound services, including mental health counseling, case management, a food pantry, and limited financial assistance. The program’s goals include improving or maintaining participants’ nutrition, physical activity, social engagement, overall quality of life, and mood while also reducing the burden on caregivers. When available, free round-trip transportation is provided, ensuring accessibility for all.</p>
<p>Comments (Quantity)</p>	<p>Jewish Family Services of WNC (JFS) submits this mid-year report to highlight the exceptional demand for the Faye’s Place Elder Club Group Respite program. The annual HCCBG target for group respite attendance is 137 units; however, by mid-year actual utilization has already reached 338 units, more than double the annual goal and far exceeding original projections.</p> <p>This significant increase reflects rising caregiver strain and the community’s growing reliance on Faye’s Place as a trusted, high-quality respite option for older adults with cognitive and functional challenges. Focused outreach has expanded participation and strengthened partnerships with Memory Care, Mountain Care, and the Council on Aging for Buncombe County. As a result, the program is operating at or near capacity, with consistent waitlists for Tuesday and Thursday sessions and limited availability on Wednesdays.</p> <p>To address continued demand, JFS has explored options to expand services, including extending program hours from 11:00 a.m. to 3:00 p.m. and adding an additional program day in collaboration with Mountain Mobility. While transportation limitations have delayed immediate expansion, JFS remains in active communication with partners to pursue these options as capacity allows.</p> <p>Ensuring program quality amid rapid growth has remained a priority. Faye’s Place is staffed daily by a licensed MSW, a program coordinator, and trained volunteers, providing a safe, structured, and person-centered environment.</p> <p>The sustained overutilization of group respite units underscores the essential role Faye’s Place plays in supporting caregivers and reducing social isolation among older adults. Continued investment is critical to meeting demand while maintaining the high level of care the community depends on.</p>

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Quality and Impact	<p>Quality Based on surveys collected in December 2025</p> <ul style="list-style-type: none"> • 98% of Faye's Place members have indicated that their quality of life and mood have been improved • 98% of Faye's Place members report that the program met their expectations • 98% of Faye's Place members would recommend the program to others • 88% of clients answered at least well when rating the specific elements of the program • 89% of caregivers surveyed reported the program lessened their burden. <p>Impact Based on surveys collected in December 2025</p> <ul style="list-style-type: none"> • 97% of members maintained or improved participation in exercise • 98% of members maintained or improved participation in socialization • 98% 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	\$14,844	1572 248	total # of counseling sessions (FY26 target: 2389) number of counseling sessions supported by HCCBG (FY26 target: 303)
Program Description	<p>Healing Solutions Counseling at JFS (HSC) provides mental health services through licensed counselors and social workers who assess clients' mental health status and engage them in identifying and achieving therapy goals. The therapist uses person-centered treatment theories and specific techniques when indicated. Client outcomes are enhanced by the JFS continuum of care and access to Case Management, and especially Faye's Place, for behavioral activation to reduce anxiety and depression in older adults. A Clinical Director oversees clinical practices. The therapist may refer clients to a physician or psychiatrist for medication management. Most BCBS, Medicare, and other insurance plans are accepted; sliding scale fees provide uninsured individuals with access, and grants for underinsured individuals. Therapists measure and document individual and aggregate outcomes. Client surveys provide a self-report on quality of life and symptom improvement. The overall goal of HSC is to reduce symptoms and improve quality of life. All services in this report were provided both in person and via telehealth.</p>		
Comments (Quantity)	<p>Jewish Family Services of WNC (JFS) submits this mid-year update to demonstrate the continued and growing demand for HCCBG-supported mental health counseling. The annual target for counseling services is 303 units, and by mid-year, JFS has already delivered 248 units, indicating that the program is on pace to meet or exceed its yearly goal.</p> <p>This level of utilization reflects the persistent mental health needs of older adults experiencing anxiety, depression, grief, social isolation, and stress related to aging and life transitions. JFS has fully leveraged its clinical capacity to respond, with five licensed therapists and a clinical director providing services. Most clients are age sixty and older, many of whom rely on Medicare or have limited incomes, making affordable counseling essential.</p> <p>While in-person therapy remains the preferred option for many clients, virtual counseling continues to play a critical role in service delivery. Telehealth allows JFS to reach individuals across Buncombe County who face transportation challenges, health limitations, or geographic isolation, ensuring continuity and accessibility of care.</p>		

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	<p>An increasing number of HCCBG-eligible clients present with complex needs that require more than counseling alone. JFS is uniquely positioned to provide integrated, wraparound support, including case management, food assistance, elder services, financial support, and chaplaincy, enabling clients to address multiple challenges through a single trusted provider.</p> <p>This mid-year data underscores the sustained need for mental health services and the importance of continued investment to ensure timely, accessible care for older adults in our community.</p>		
Quality and Impact	<p>Quality Based on surveys collected in December 2025</p> <ul style="list-style-type: none"> • 95% of clients reported that Healing Solutions Counseling met or exceeded expectations • 98% of clients said they would recommend Healing Solutions Counseling at JFS to others • 88% of our overall clients shared that had it not been for sliding scale fees, they would not be able to receive mental health counseling services they needed on time. <p>Impact Based on surveys collected in December 2025</p> <ul style="list-style-type: none"> • 96% of clients reported improved quality of life • 96% of clients reported improved mood/reduced depression • 95% of clients reported progress toward a mental health goal • 94% of clients reported achievement of a mental health goal. 		
Hominy Baptist Church			
DayStay Social Club	\$34,000	15	clients (FY26 target: 18)
Program Description	A program for senior adults to receive socialization, activities, lunch, and snacks, Tuesday through Friday from 9:30 am – 3:30 pm.		
Comments (Quantity)	We had 15 clients enrolled for the majority of 2025 (one client dropped out at the end of the year). We provided respite care for older adults in our community and county. We continue to maintain our staff and keep our extended days and hours (Tuesday – Friday from 9:30 am – 3:30 pm).		
Quality and Impact	DayStay continues to be a safe place for families to bring their loved ones for socialization, activities, nutritious food and snacks in Buncombe County. 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 county with services to assist our senior adults.		
Land of Sky Regional Council Area Agency on Aging			
Community Health Worker Program	\$39,583	32 2170 200 76% 22% 1091	events (FY26 target: 85 events) “Neighbor Knocks” visits (FY26 target: 3000 visits) unduplicated clients (FY26 target: 250 unduplicated clients) % of the community receiving food through on-site distribution (FY26 target: 25%) number of the community receiving daily “Neighbor Knock” Services/in-person reassurance check (FY26 target: 8%) total registrations at events (FY26 target: 1500)

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		18%	% of participants registering for more than 10 events (FY26 target: 26%)
<p>Program Description</p>	<p>The Community Health Worker (CHW) Program utilizes a community-based model to address the complex needs of high-risk older adults residing in subsidized senior housing. The program’s core purpose is to mobilize neighbors to support improved health outcomes, strengthen social connections, and enhance overall well-being.</p> <p>Originally implemented at Asheville Terrace Apartments, the program expanded in FY24 to include Arrowhead Apartments, further extending its reach among vulnerable seniors. CHWs focus on key areas including social connectivity, safety, physical activity, nutrition, and the reduction of social isolation. They play a critical role in mitigating health inequities by addressing barriers such as food insecurity, chronic disease management challenges, transportation limitations, and social disengagement.</p> <p>During the first half of FY26, CHWs provided support at both the individual and community levels. Services include:</p> <ul style="list-style-type: none"> •Regular food distributions to reduce food insecurity and promote nutritional health •Health education sessions addressing chronic disease prevention, medication management, and wellness •Social and recreational programs are designed to build trust, support peer networks, and foster community cohesion •On-site clinical screenings coordinated with healthcare partners to improve access to preventive care •Home visits for residents requiring additional support, safety checks, or connection to resources <p>These coordinated activities continue to strengthen the social fabric of each community by facilitating resident engagement and promoting the development of supportive peer networks. The program remains aligned with Volunteer Development eligibility through its ongoing efforts to empower resident leaders, encourage volunteer participation, and expand community-driven support systems.</p>		
<p>Comments (Quantity)</p>	<p>Primary community service activities centered on food security, health outreach, and social engagement. A total of 482 bags of groceries were distributed across 25 food distribution events, ensuring consistent access to nutritious food for residents. In addition, the team hosted one community health fair and facilitated three social engagement events aimed at reducing isolation and strengthening community connections.</p> <p>Community Health Workers (CHWs) continued to expand outreach through the Neighbor Knock program, completing 2,170 home visits to residents. These visits provided vital support in health management and included neighborly check-ins, reassurance visits, technology assistance, and help with transportation. The program remains a critical tool for identifying resident needs and addressing the ongoing challenges associated with social isolation.</p>		
<p>Quality and Impact</p>	<p>Approximately 76% of residents received food assistance through CHW led food distribution events during the reporting period. This percentage was calculated by dividing the total number of food distribution participants by the 295 apartment units within the community. While this measure does not account for resident turnover, it provides a strong indication that current service offerings are appropriately aligned with community needs, highly utilized, and perceived as valuable.</p> <p>In addition to food distribution, the Neighbor Knock program reached 22% of the resident community, providing individualized support through home visits focused on health management, wellness checks, and resource navigation.</p> <p>Community events, including the annual Health Fair and multiple social engagement activities—collectively recorded 1,091 participants, demonstrating sustained interest in programming that promotes health, connection, and overall wellbeing.</p>		

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Land of Sky Regional Council Area Agency on Aging			
Senior Companion Program	\$19,792	1541 7	units of service (FY26 target: 1500) number of volunteers
Program Description	Companion for older adult		
Comments (Quantity)	The volunteer is the identified client for this grant. We have provided services through HCCBG for 2 months. Volunteers continue to provide quality check ins, transportation, and companionship for 14 clients.		
Quality and Impact	Both volunteers and clients benefit from weekly companion visits, transportation for clients, and community engagement. In January 2026 we will complete our survey with clients to determine actual data about their feelings of impact with the program. In our monthly check in- in service training, volunteers are positive of their community impacts, feelings of belonging and purpose.		
Meals on Wheels of Asheville & Buncombe County			
Home Delivered Meals	\$173,172	23,063 23,342 80,925 227 968	meals served (HCCBG funded) (FY26 target: 25,000) meals served which included HCCBG funded meals (above) and weekend meals not funded by HCCBG total meals served unduplicated clients (HCCBG funded) (FY26 target: 180) total unduplicated clients
Program Description	MOWABC provides hot, nutritious meals to homebound seniors to alleviate food insecurity and isolation while helping these seniors remain independent.		
Comments (Quantity)	<p>Meals on Wheels of Asheville and Buncombe County remains a high-volume, low-cost producer of home-delivered meals for older adults. We are currently serving nearly 700 meals per day, and demand for this service continues to grow significantly as more seniors seek support to remain safely in their homes.</p> <p>In response to this growing need since Hurricane Helene, we have added six new meal delivery routes to reduce wait times and prevent seniors from going without meals. Despite this expansion, we continue to maintain a waiting list of approximately 50 seniors at the time of completing this report.</p> <p>Given this context, we were especially concerned to learn that our HCCBG funding was reduced as the result of a local decision by the HCCBG committee. This reduction occurred despite a documented increase in the number of seniors served and our consistently low per-unit meal cost compared to other HCCBG-funded providers. From a cost-effectiveness perspective, the dollars and cents clearly support continued investment in our home-delivered meal program.</p> <p>Meals on Wheels of Asheville and Buncombe County is the most economical provider of senior home-delivered meals in Buncombe County, and reductions in funding directly impact our ability to meet growing community needs and prevent longer waiting lists for vulnerable older adults.</p>		
Quality and Impact	Client surveys for the current year will be conducted in January, and we will be better positioned to report updated outcomes at year-end. However, results from last year's client survey demonstrate strong satisfaction with Meals on Wheels services. Among seniors who responded, 97.2% reported that they enjoy the meals, and 98.8% stated they would recommend the program to others.		

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	<p>In addition to survey data, recent qualitative feedback from seniors and family members highlights the broader impact of our home-delivered meal program on food security, safety, and social connection.</p> <p>One client, who requested to remain anonymous, shared the following when asked about the Meals on Wheels delivery program: <i>“My income is very low. I am trying to keep my house and manage my groceries. This was a family home, and I want to keep it. I cannot drive or go to the store. Now, I forget things on the stove, so I cannot cook safely. There are lots of things I forget. The meals that come to me are balanced meals that I can heat up in the microwave. I also get to see someone every Tuesday morning. Bryan is a breath of fresh air during the visit. ...and the cat food is an awesome addition. That is so expensive, but now I don’t have to worry about it. They are my support animals, and I can feed them now.”</i></p> <p>We also received the following note from a client’s granddaughter after we reached out to place her grandmother on a delivery route: <i>“I just wanted to reach out to say thank you for the quick response and for assisting my grandmother. She expressed a lot of relief and appreciation after receiving the phone call this morning. Like many others, this past year has been very difficult for our family. I have been unable to assist my grandmother the way she needs due to having to move an hour and a half away. I am actively working on a place for her to move in with me, and in the meantime your assistance provides a lot of relief to the both of us. Thank you for all you do!”</i></p> <p>Together, these responses reflect the critical role Meals on Wheels plays in supporting older adults’ nutrition, safety, independence, and emotional well-being, while also providing peace of mind to family caregivers.</p>		
MemoryCare			
Caregiver Support	\$60,000	174 58	total units of service provided (FY26 target: 237) units of service provided with BCSAF funds (FY26 target: 79)
Program Description	Care management for low-income individuals 60 and older who live in Buncombe County and have cognitive disorder and their family caregivers.		
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 6-month period, there averaged 3 caregivers for every PWD enrolled. Fifty-eight(58) units of service were provided with supplemental county funds reaching 231 individuals (58 PWDs and 173 caregivers).		
Quality and Impact	<p>MemoryCare is successfully supporting enrolled families with tailored comprehensive care planning. Each plan addresses diagnostic outcomes, prognosis, and staging. This includes cognitive and ADL functional level; decision-making capacity, mood, behavior, medication, safety, nutrition, and financial – legal issues topics. End of life care planning; caregiver stress and health needs are also addressed. Needed resources are provided with guidance and support from specialty trained providers and care managers as to how best utilize the resources.</p> <p>MemoryCare is projected to meet the quality and performance measures for this project.</p>		

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	Thank you for supporting community members by ensuring that they have access to the critical services and support needed to address the challenges related to dementia and cognitive impairment.		
Mountain Aging Partners			
Adult Day Care	\$74,217	132 98%	unduplicated Adult Day Care clients (FY26 target: 236) % of participants satisfied with overall program (FY26 target: 90%)
Program Description	The Adult Day Care program offers a safe, engaging space for older adults, providing socialization, cognitive stimulation, and respite for caregivers.		
Comments (Quantity)	2025 survey data shows that 98% of participants were satisfied with the overall programs provided.		
Quality and Impact	<p>Participant engagement is a key indicator of service quality in MAP’s Adult Day Care/Health program. Our 2025 surveys showed increased social connection and participation, both of which directly improve quality of life. Many older adults experience isolation, particularly when caregivers are limited in their ability to provide interaction during the day. Adult Day offers a structured, supportive environment where participants benefit emotionally from engagement while caregivers receive much-needed respite.</p> <p>Among participants, 97% said they enjoy being around others, and another 97% said they enjoy the activities. During a recent tour, we entered the art studio where three women were quietly working. When asked if they had anything to share about the program, one participant smiled and said, “This is the best place on earth,” then looked to her friends for confirmation. While her comment may not be objectively measurable, it captures the profound sense of safety, connection, and belonging that participants experience.</p> <p>Through those meaningful connections, participants are less likely to withdraw or decline prematurely. This contributes directly to aging in place while maintaining overall well-being. In fact, 94% of caregivers report that Adult Day allows their loved one to remain at home longer, delaying the need for long-term care. The feedback reinforces that participants are not only safe, but also thriving in an environment designed to support independence and well-being.</p>		
Day Health	\$113,799	132 100%	unduplicated Adult Day Health clients (FY26 target: 236) % of caregivers likely to recommend Adult Day to others (FY26 target: 80%)
Program Description	The Adult Day Health program provides a structured, medically supervised environment in which older adults with disabilities receive health monitoring, personal care, and social engagement to support their well-being and independence.		
Comments (Quantity)	Both caregivers and participants are surveyed annually to assess service quality and outcomes. In the 2025 caregiver survey, 100% of respondents said they would recommend MAP’s Adult Day program—a strong endorsement of its trustworthiness and effectiveness.		
Quality and Impact	<p>Caregivers also reported measurable improvements in their ability to manage daily life: 97% said they have more time to maintain work and personal responsibilities, 96% reported increased energy for caregiving, and 100% expressed confidence in the care their loved one receives. Importantly, 94% said the program helps their loved one remain at home.</p> <p>Participant experience also reflects the program’s impact. In a recent survey, individuals were asked, “How much do you feel cared for or valued by others at MAP?” Ninety-five percent said they feel cared for “quite a bit” or “a great deal,” with 71% selecting “a great deal.” This emotional affirmation underscores the program’s warm, person-centered culture and illustrates that participants feel deeply connected</p>		

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	<p>and respected. When adults feel genuinely valued, they are more likely to participate actively and benefit from the full range of supports the program provides.</p> <p>Together, these results demonstrate that MAP’s Adult Day services not only deliver high-quality care but also promote emotional well-being, family stability, and successful aging in place.</p>		
Transportation	\$65,311 (HCCBG)	9 n/a	unduplicated transportation clients (FY26 target: 30) stabilized care and living situation (FY26 target: 50%)
Program Description	Transportation services ensure that older adults do not face barriers in accessing essential adult day programs, allowing them to receive services that support social connection, as well as their caregivers by allowing them to age in place.		
Comments (Quantity)	As of now, 9 clients are utilizing transportation services, with a target of 30 for the year. Progress has been slower than anticipated due to ongoing challenges with Mountain Mobility (MM) route availability. We are actively working with MM to schedule consistent routes for 5 additional clients. Additionally, the current reimbursement rate does not fully cover the cost of service delivery, and the program is operating at a deficit year to date.		
Quality and Impact	<p>Transportation plays a vital role in ensuring that older adults can consistently access Adult Day services, remaining engaged in a supportive, structured setting. Access to reliable transportation provides meaningful respite for caregivers, with 97% of caregivers reporting that Adult Day services allow them to meet personal and work-related responsibilities. In addition, 96% of caregivers report having more energy to care for their loved ones upon returning home, contributing to reduced stress and a stabilized family environment.</p> <p>We have not yet surveyed caregivers on the performance measures indicated in the application. We will do so in the coming months. But we know that eliminating transportation barriers help prevent increased isolation, health decline, hospital readmissions, and premature long-term care placement. Supporting older adults’ access to affordable, reliable transportation connects them to services that improve quality of life and emotional well-being.</p>		
Transportation	\$33,000 (BCSAF)	8 n/a	unduplicated transportation clients (FY26 target: 15) stabilized care and living situation (FY26 target: 50%)
Program Description	Transportation services ensure that older adults do not face barriers in accessing essential adult day programs, allowing them to receive services that support social connection, as well as their caregivers by allowing them to age in place.		
Comments (Quantity)	We have not yet surveyed caregivers on the performance measures indicated in the application. We will do so in the coming months.		
Quality and Impact	Easily accessible transportation is essential to older adults’ ability to age in place. Often residing in rural areas with limited transportation resources, many participants live with both cognitive and physical impairments. Limited capacity and funding create additional barriers to accessing services that reduce isolation and supporting the health, independence, and emotional well-being of older adults. Impacts beyond participants include the respite provided to caregivers, with recent surveys reflecting that 96% of caregivers reported reduced stress after enrolling their loved ones in Adult Day. Reliable transportation strengthens caregivers’ ability to provide care at home, providing stability that improves quality of life, and supports older adults as they age in place.		

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Mountain Area Health Education Center (MAHEC)			
Home-Based Primary Care (HBPC) Program	\$28,000	60	home assessments (FY26 goal: 160)
Program Description	<p>Serve homebound or mobility-limited older adults at high risk of requiring long-term care placement or other high-cost healthcare services. Serve individuals 60 years old or older and identified by external agencies such as the Buncombe County Department of Social Services. Criteria for referrals include those who need continuity in a primary care provider, patients who would benefit from the supportive services provided by the interdisciplinary team, or those in need of yearly FL2 services that require face-to-face visits.</p> <p>Individuals referred to the program do not need to be patients of MAHEC at the time of referral; however, they need to become patients of MAHEC to enroll in the program. MAHEC subcontracts with InSIGHTful Rehab (IR) for occupational therapy. InSIGHTful Rehab is responsible for employing 0.18 FTE of an Occupational Therapist who provides occupational assessments to evaluate clients' function and needs. In addition, the occupational therapist completes home safety assessments and recommends modifications to ensure homes are accessible for patients.</p>		
Comments (Quantity)	From September 2025-December 2025 MAHEC contracted with InSIGHTful Rehab OT Services provided by Sandra Winner. During that time Winner completed 60 unique patient assessments. We expect to meet our goal of 160 assessments by the end of June 2026. We want to note that we had delays in our subcontracting process and our OT provider did not start assessments until September 2025.		
Quality and Impact	<p>These 60 individuals received the OT assessment at no cost, helping them to assess home safety and modifications to continue to stay in the home. In addition to providing full primary care services to a population who would otherwise not be receiving them, one hundred percent of program participants engage in a structured conversation to identify their health outcome goals and care preferences. These goals are reviewed, refined, and updated continuously over the course of subsequent visits. Many of our patients identify functional goals as their highest priority, and our interdisciplinary team is uniquely well positioned to support their achievement. A key contributor to this success is the inclusion of an occupational therapist with expertise in assessing home environments and addressing functional barriers within the home. By combining a patient-centered approach that places individual goals at the forefront of care with a high-functioning interdisciplinary team equipped to address barriers to goal attainment, we are able to support patient success; defined as helping individuals achieve the goals that matter most to them.</p> <p>Data we have collected on program participants suggest significantly less healthcare system utilization and cost, meaning fewer avoidable hospitalizations and ER visits for participants, as well as lower costs for them and our communities.</p>		
Mountain Housing Opportunities			
Emergency Home Repair	\$49,478	60	total number of unduplicated clients (FY26 target: 140)
		11	unduplicated clients (HCCBG) (FY26 target: 25)
Program Description	The primary goal of the Essential Home Repair Program is to reduce imminent threats to life, health, safety and mobility/accessibility in homes owned and occupied by low and very low income "special needs" persons living in Buncombe County. For the HCCBG funding program, clients must be a minimum of 60 years old. Other than age, there are no restrictions for clients using HCCBG funding for repairs.		
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 may include administrative, material, and contractor costs.		

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Quality and Impact	As of December 31, 2025, 11 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	\$30,000	99 166	number of unduplicated clients (FY26 target: 300) units of service (hours) (FY26 target: 415)
Program Description	Financial literacy services that support the financial well-being of older adults in Buncombe County.		
Comments (Quantity)	Within the first six months, we served 33% of our unduplicated individuals' goal and 40% of our hours-of-service goal. We tend to see demand for our services slow down slightly toward the end of the year due to holiday closures and the conclusion of our tax services in September. Our Age Friendly services ramp up with tax season, and we remain confident that we'll meet our 2025-2026 target. Our clients have participated in budget, credit, debt, homebuying, and foreclosure prevention counseling, as well as money foundations, understanding credit, debt, money visioning and goal setting, and preparing for homeownership workshops.		
Quality and Impact	<p>Our older adult clients continue to inspire us with their tenacity and dedication to their money and housing goals. We're pleased to report that 94% of class attendants aged 60+ reported an increase in knowledge—with an average increase in knowledge of 92%.</p> <p>Here's what clients had to say about our workshops:</p> <p><i>"My credit score has increased, my amount of savings has increased, and a lot of money anxiety issues have gone away."</i></p> <p><i>"I really like your classes and especially your instructors. They are very knowledgeable and caring."</i></p> <p>70% of participants report making progress toward their financial and/or housing goals since their first session with OnTrack WNC.</p> <p>In addition to providing robust and compassionate services, our counseling team continues to participate in community outreach efforts like providing information and resources at Care Partners PACE events. Our Director of Programs continues to build partnerships with other organizations in our region to ensure our counselors gain relevant knowledge and experience to better serve older adults in Buncombe County.</p> <p>We're honored to continue our work, and we are deeply grateful for the support we receive from Buncombe County Aging Services.</p>		
Pisgah Legal Services			
Elder Law Program	\$14,844	226 69	total units of service provided (FY26 target: 87) total number of unduplicated clients served (FY26 target: 35)
Program Description	Free legal services for seniors.		

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Comments (Quantity)	Pisgah Legal Services has been providing free civil legal services in Buncombe County for decades and is a trusted source for seniors in need of legal help. Requests for services exceeds the units provided with HCCBG funding. In July we helped 69 senior clients in Buncombe County with 226 hours (units) of legal services, thus fully expending the 87 HCCBG units in the first month of the grant and utilizing other funding to meet the needs for our clients. Pisgah Legal Services is dedicated to serving seniors who are unable to afford an attorney, and we utilize other funding to do so. During the 6-month period we helped 661 seniors in Buncombe County total, we have units that are not funded by other sources that we could bill to OAA if funding is reverted from other organizations.		
Quality and Impact	<p>Of the 69 cases with activity in July, 49 already have legal outcomes reported in them as of December 31. We helped 22 senior clients prevent or delay evictions, 6 seniors prevent or delay foreclosures, 13 seniors protect essential property, and 16 seniors to secure FEMA payments to aid in their recovery from Hurricane Helene.</p> <p>Pisgah Legal has been able to help seniors like Faith (name changed). Faith reached out to our Disaster Recovery Hotline after Hurricane Helene left her home's foundation severely damaged by floodwaters. Her homeowner's insurance wouldn't cover the damage because she lacked flood insurance. Although FEMA initially provided some assistance—\$1,200 for home repairs, \$750 for serious needs, and \$3,514 for her displacement—Faith's appeal for additional repair funds stalled for months. Meanwhile, a contractor estimated foundation repairs would cost more than \$26,000, and new cracks were forming. Pisgah Legal attorney Kate Merlin stepped in, reviewed her case, and contacted a FEMA liaison on Faith's behalf. That advocacy led to an appeal inspection and ultimately secured an additional \$14,000 in FEMA assistance. While Faith also worked with other programs like Renew NC and Habitat, our intervention ensured she received every dollar available to stabilize her home. Faith's story shows how Pisgah Legal can fight for clients who would otherwise be left waiting in uncertainty.</p>		
UNETE			
Mi Vida Program, Latino Elders Club	\$12,000	0	sessions /units predetermined by the granted funds (FY26 target: 19)
		0	participants per session (FY26 target: 10)
Program Description	MiVida is a weekly wellness program for Latino elders combining physical activity, health education, and cultural connection. It promotes healthy aging, emotional support, and community building.		
Comments (Quantity)	UNETE is preparing to launch the next cycle of the MiVida program on February 3, 2026 building on the successful model implemented during its first season. During this mid-year period, our efforts have focused on planning, outreach, and program readiness, including community engagement and refining session content centered on whole-person wellness.		
Quality and Impact	The upcoming Mi Vida sessions will be facilitated by bilingual, NC-Certified Community Health Workers and will continue to emphasize physical, mental, and emotional well-being in a culturally responsive and supportive environment. Based on outcomes from the first season, we anticipate participants will experience improved wellness knowledge, reduced social isolation, and stronger connections to community resources, leading to an overall improvement in quality of life.		
Working Wheels			
Vehicle Repair Program	\$33,000	15	number of Vehicle Repair Program participants (FY26 target: 16)
Program Description	Provide deeply discounted vehicle repairs to Buncombe County's aging community.		

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<p>Comments (Quantity)</p>	<p>During the first half of the grant term, we served 15 participants and are on track to reach 16 by the end of January. Because several cases came in under budget, we will be able to serve one additional individual, for a total of 17 participants supported with the awarded funds. We anticipate fully expending the grant by the end of the first quarter (March 2026).</p> <p>Demand for this program remains strong, and we are eager to continue this work. If additional county funds become available, we would welcome the opportunity to be considered.</p>
<p>Quality and Impact</p>	<p>We survey participants after their cases close to assess satisfaction and program impact. Of the surveys submitted from 1 July to Dec 31st, 88% of respondents awarded a 5-star rating, and the remaining 12% awarded 4 out of 5 stars.</p> <p><i>I can now drive safely to and from work - 60+ Vehicle Repair Program Participant (Aug 2025)</i></p> <p><i>I can now get to various healthcare appointments. I have numerous doctors. Using Lyft/Uber would be financially impossible on my very limited income. - 60+ Vehicle Repair Program Participant (Sept 2025)</i></p> <p><i>Working Wheels staff were, I believe, outstanding. If it had not been for this program, I'd be in harm's way again. My life would be back down to a place a lot of other people couldn't and wouldn't want to be. - 60+ Vehicle Repair Program Participant (Nov 2025)</i></p> <p><i>Thanks to this program, I've moved into an apartment and returned to the employment market - 60+ Vehicle Repair Program Participant (Nov 2025)</i></p>