

Osceola Council on Aging



General Information

Nonprofit
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Mission & Impact

Statements

Mission

The Osceola Council on Aging, Inc. is a 501 (c) 3, non-profit, charitable organization with a mission "to provide services that enable independence and self-sufficiency for seniors, disabled adults, the disadvantaged and families in poverty." Incorporated in 1971, the Council is celebrating our 51st anniversary as the largest social services organization in Osceola County, providing a wide array of services and programs to meet the needs of our community. Though the name implies services for just the elderly, our scope of services extends to families as well, with help during times of crisis, to enable generations of Osceola residents to cope with economic challenges.

Background

The activities of the Osceola Council on Aging began in the late 1960's. A group of local citizens became concerned when seniors and disabled adults were being prematurely relegated to institutional nursing homes. At a huge expense, these citizens became wards of the state, losing their homes, assets, independent lives and often their dignity. The group worked to develop alternatives to institutionalization for seniors and disabled adults able to remain at home with minimal care and assistance. This led to the Osceola Council on Aging incorporating in 1971 as a non profit agency to gain access to funding and community care models developed to help frail seniors and disabled adults to age in place. Since then, the Council has grown from a single-service provider delivering 25 meals a day to homebound clients, into a multi-service umbrella agency. In 1975, the Osceola County Commission designated the Council as the primary agency for all aging programs in Osceola County. Since then, the Council has served as provider agency for all Older Americans Act Programs and in 1980 was designated as lead agency for the State supported Community Care for the Elderly programs. In 1986, the Council on Aging opened the Senior Center in an old redesigned state motor vehicle inspection station. The senior center has become a magnet for local elderly, disabled and disadvantaged families to learn about the services we have available to assist them. In 2004 the Council began operating The Emergency Food Assistance Program

(TEFAP) for Osceola County. In 2006, the Council received formal designation by the State of Florida Office of Community Services to administer local Community Service Block Grant programs for Osceola County. These community action programs are designed to meet the needs of disadvantaged families and ensure progress toward economic self-sufficiency. Today, the Council acts as advocate, clearinghouse and direct service provider of 36 programs assisting the most at risk members of our community to maintain their independence and self-sufficiency. The Council served the needs of over 227,000 clients in 2022, and remains the only local agency offering intergenerational services for disadvantaged families, and the only provider of programs designed specifically to meet the special needs of the elderly.

Impact

1. Received a \$100,000 grant from the Universal Foundation. 2. Received \$200,000 in grant funding from the Bank of America Neighborhood Builders program over the next two years. 3. Received a \$100,000 grant from the Orlando Magic Youth Fund. 4. Broke ground on two new independent living facilities for low income seniors; one in Buena Ventura Lakes, FL and the other in Salisbury, NC. 5. Expanded our congregate meal services by opening another location at Buena Ventura Lakes, FL.

Needs

Nutrition Services: The Council has expanded Nutrition Services through the Emergency & Mobile Food Pantries. These programs bring healthier food to our low-income community. Approximately \$500,000 is needed to purchase food and fuel for distribution in an effort to ameliorate the effects of inflation and high food costs on our community. Rent/Mortgage Assistance: Osceola County residents are the hardest hit in the state in the wake of lay-offs due to the COVID-19 crisis. An additional \$200,000 is still needed to avoid a dramatic increase in homelessness among Osceola County families who have suffered job losses. Utility Assistance: An additional \$100,000 is needed to help Osceola citizens avoid the loss of utility service. Many of our clients are frail and disabled, making utility turn-off a safety issue for them. Staff Training and Education: Practices, technology and medical advances are changing rapidly, and the Council is challenged to provide the most current information and training to our staff. A survey of staff goals revealed that employees need training for them to do their job to the best of their ability. Goal: \$15,000.

Statement from CEO/Executive Director

Statement from Board Chair

Service Categories

Primary Category

Human Services - Centers to Support the Independence of Specific Populations

Secondary Category

Areas Served

All of Osceola County is served through the services of the Council. We also manage the Weatherization Assistance Program in Orange County, as well as in Osceola.

In a specific U.S. city, cities, state(s) and/or region.

Programs

Transportation

Description

Frail and elderly clients are offered door-to-door service and assistance in boarding specially equipped vehicles according to American with Disability Act standards. Transportation is also provided for urgent business and legal matters. Transportation Services coordinates with Osceola County Emergency Management to transport persons with special needs before, during and after a natural disaster or significant emergency. Despite our struggle to provide transportation services since the onset of the COVID-19 pandemic, clients were served with 18,422 trips and transportation drivers pivoted to delivering meals to clients who were formerly transported to congregate dining sites.

Budget \$280,000

Category Human Services - Poverty Alleviation

Population Served Adults, Aging, Elderly, Senior Citizens, Poor, Economically Disadvantaged, Indigent

Short Term Success Provide critical travel to obtain the essential needs to those who cannot transport themselves or purchase transportation. The Council's annual survey reveals that 99% of transportation clients report participation in social and service programs as a result of using the Council's Transportation Service.

Long Term Success Assure the continued mobility of the elderly, disabled or disadvantaged adult, necessary for independent living. The Council's annual survey found that 99% of clients report increased mobility as a result of using the Council's Transportation Services.

Program Success Monitored By

Nutrition

Description

NUTRITION SERVICES - Over 2020, approximately 1,836,035 pounds of food were distributed to the elderly, disadvantaged and disabled citizens of Osceola County.

Budget \$1,118,882

Category Human Services - Poverty Alleviation

Population Served Aging, Elderly, Senior Citizens, Families, Poor, Economically Disadvantaged, Indigent

Short Term Success By the end of one program year, 94% of clients will report they have maintained/improved their health through nutritious meals as indicated by client survey. By the end of one program year, 90% of clients will report improved awareness of healthy eating as indicated by client survey.

Long Term Success The ultimate goal of Nutrition Services is to improve the quality of life for clients by increasing food and nutrition security so they may avoid malnutrition and decrease their need for institutional placement.

Program Success Monitored By

Healthcare

Description

Health Services aims to eliminate health disparity among the medically underserved and afford them access to quality healthcare. Over 2020, 1,608 individuals who were uninsured adults received free health visits, including medical case management, pharmacy assistance, women's health, medication management and diagnostic, primary and secondary care services.

Budget \$422,129

Category Health Care - Ambulatory & Primary Health Care

Population Served Adults, Aging, Elderly, Senior Citizens

Short Term Success Over the course of one program year, 95% of clients will report

increased health awareness as indicated by client survey.

Long Term Success The goal of the Council's Health Services is to improve the health of seniors, disabled and uninsured adults to decrease the need for emergency care, hospitalization or institutional placement.

Program Success Monitored By

Community Action

Description

As a Community Action Agency, the Council promotes economic self-sufficiency for disadvantaged residents. The Family Self-Sufficiency Program assists families in attaining the skills, knowledge and motivation necessary to achieve self-sufficiency. The Emergency Assistance Program provides eligible households with food packages, shelter, medicine, healthcare, housing, daycare, financial and job counseling. Over 2020, the Council touched the lives of an estimated 217,000 senior citizens, disabled adults, disadvantaged family members through a myriad of Health and Human Service Programs.

Budget \$850,000

Category Human Services - Poverty Alleviation

Population Served Aging, Elderly, Senior Citizens, Families, Poor, Economically Disadvantaged, Indigent

Short Term Success The Council will encourage clients to be accountable and take responsibility for their life, with 85% of clients moving forward based on an established plan for the future within one program year.

Long Term Success The goal of Community Action is to meet the needs of participating low-income families through a case managed, comprehensive and coordinated set of services to ensure and enable progress toward family self-sufficiency. 90% Osceola County seniors will remain independent and age in place. 100% of Osceola County's disadvantaged population will have access to health and social services that lead to economic stability.

Program Success Monitored By

Special Need Shelter

Description

The Barney E. Veal Center, home of the Osceola Council on Aging, also serves as a special needs shelter in times of emergency for medically at-risk individuals. The Barney E. Veal Center is a fortified structure that is capable of withstanding high winds (up to 130 mph) and equipped with high capacity generators to ensure an uninterrupted power supply. The Council's Transportation Services also coordinates with the Osceola County Office of Emergency Management to provide transportation service to medically at-risk individuals before, during and after instances of community-wide emergency.

Budget

Category

Population Served Aging, Elderly, Senior Citizens

Short Term Success

Long Term Success

Program Success Monitored By

Emergency Food Shelter Program

Description

This program provides food boxes and meals to clients affected by natural disasters and economic hardships.

Budget \$31,868

Category Food, Agriculture & Nutrition - Food Banks & Pantries

Population Served Aging, Elderly, Senior Citizens, At-Risk Populations, Families, Poor, Economically Disadvantaged, Indigent, General Public, unspecified

Short Term Success Short term success is that those affected by disasters and pandemics receive nutritious food at no cost to them.

Long Term Success Long term success of this program is contingent on receiving the necessary amount of funding in order to continue.

Program Success Monitored By Progress is monitored by tracking numbers of people receiving food.

Program Comments

CEO/Executive Director/Board Comments

As we support our seniors in their efforts to age in place, the most requests we receive are consistently related to nutrition. The Council is currently enhancing the Nutrition Services we currently provide to increase access to healthier foods for these elders through an egg & dairy program as well as a Mobile Food Pantry. The funding indicated in the previous section for Nutrition Services will be used primarily toward the purchase of food with a smaller percentage used to purchase fuel for the Mobile Food Pantry.

The high numbers of requests for Transportation Services closely follow those for nutrition, as transportation is essential to meeting basic needs. The seniors requesting Transportation Services are not able to afford a car, nor are they able to drive due to frailty or disability. Transportation is essential for them to obtain food and medical care, but these seniors also need transportation to attend to personal business that includes banking, legal issues and insurance matters. The funding indicated for transportation in the previous section will be used to purchase fuel and pay drivers that will allow the Council to provide Transportation Services that support basic needs for frail seniors that are unable to drive.

Governance

Board Chair
Company Affiliation
Term
Email

Rick Fiechter
 Connection Church
 January 2024 - December 2024

Board of Directors

Name	Affiliation	Status
Abismael Abreu	City of St. Cloud	Voting
Judge Christina Arendas	Osceola County	Voting
Jon Arguello		Voting
Mary Arrington	Osceola County Supervisor of Elections	Voting
Mr. Fred Cumbie	Retired	Voting
Sonya Deese Byrnes	Walt Disney World Company	Voting
Olga Gonzalez	Community Volunteer	Voting
Kim Goodwin	Goodwin Realty & Associates, Inc.	Voting
Reginald Hardee	State of Florida Turnpike Enterprises	Voting
Sam Haight	Wild Florida	Voting

Bob Healy	Funeraria San Juan	Voting
Rayelynn Ketchum	Stewart Title Company	Voting
Eric Larsen	CenterState Bank	Voting
Vianca McCluskey	City of St. Cloud	Voting
Craig Moore		Voting
Ms. Pam Nabors	Career Source	Voting
Denita Pimienta		Voting
Jessica Reid	Orlando Health, Community Volunteer - Private Sector	Voting
Katrina Scarborough	Osceola County Property Appraiser	Voting
Michael Sweeney PhD.	Toho Water Authority	Voting
Lisa Thompson	City of St. Cloud, Fire Rescue	Voting
Kolby Urban	City of St. Cloud - Public, Elected	Voting
Pastor Edgar Vasquez	Iglesia Bautista Central de Kissimmee	Voting
Bruce Vickers	Osceola County Tax Collector	Voting
Major Dan Weis	Osceola County Sheriff	Voting

Board Demographics - Ethnicity

African American/Black	4
Asian American/Pacific Islander	0
Caucasian	18
Hispanic/Latino	3
Native American/American Indian	0
Multi-Racial	0
Other	0

Board Demographics - Gender

Male	13
Female	12
Unspecified	0

Governance

Board Term Lengths	5
Board Term Limits	2
Board Meeting Attendance	75%
Does the Organization have written Board Selection Criteria?	Yes
Does the Organization have a Written Conflict of Interest Policy?	Yes
Percentage Making Monetary Contributions	80%
Percentage Of Board Members Making In Kind Contributions	100%
Does the Board include Client Representation?	Yes
Number of Full Board Meetings Annually	10

Standing Committees

Management

Executive Director

Email

Wendy Ford

fordw@osceola-coa.com

Term Start

July 2019

Wendy's Experience: Wendy Ford, 20-year veteran of OCOA and former Director of Housing and Finance, is a graduate of the University of Central Florida's Business College; holds Housing and Urban Development (HUD) certifications along with Assistant Housing Manager and Housing Credit Certified Professional designations. Ford was recently awarded two Certificates of Achievements from HUD for superior Real Estate Assessment Center outcomes; recognized for implementing the 'Senior/Kid Companion' program at the State of Florida National Community Service Conference, a recognition designated by former Secretary of State, Colin Powell. Additionally, Ford is a member of the City of Kissimmee Affordable Housing Advisory Committee, a member of the Kissimmee Police Department's Crime Free initiative program, and a graduate of the University of Florida LeadingAge Leadership Academy and Leadership Osceola

Staff

Number of Full Time Staff	95
Number of Part Time Staff	110
Volunteers	1,402
Contractors	2
Staff Retention Rate	90%

Plans & Policies

Fundraising Plan?	No
Strategic Plan?	Yes
Years Strategic Plan Considers	5
When Strategic Plan Adopted?	December 2017
Management Succession Plan?	Yes
Policy and Procedures Plan?	Yes
Nondiscrimination Policy?	Yes
Whistle Blower Policy?	Yes
Document Destruction Policy?	Yes

Senior Staff

Name

Chuck Berkau

Christin Hougland

Johnola Morales

Mylika Morton

Warren Hougland

Wilda Belisle

Title

Senior VP of Operations

Senior VP of Health Services

Senior VP of Case Management and In-Home Services

Senior VP of Accounting and Finance

Senior VP of Community Action Services

Senior VP of Nutrition

Formal Evaluations

Is there a formal evaluation for...

CEO/Executive Director Yes

Senior Management Yes

Non-Management Yes

Frequency

Annually

Annually

Annually

CEO/Executive Director/Board Comments

The Non Discrimination Policy is too large to upload, but the Council has made our Title VI Non-Discrimination Policy available on our website. The plan was updated on 12-2018.

Financials

Financials

Fiscal Year Start

2024-01-01

Fiscal Year End

2024-12-31

Projected Revenue

14401563

Projected Expenses

14401563

Detailed Financials

Revenue and Expenses

Fiscal Year	2022	2021	2020
Total Revenue	\$15,633,321	\$12,220,909	\$12,371,494
Total Expenses	\$15,424,859	\$12,601,564	\$11,177,240
Revenue Less Expense	\$208,462.00	(\$380,655.00)	\$1,194,254.00

Revenue Sources

Fiscal Year	2022	2021	2020
Foundation and Corporation Contributions	\$0	\$0	\$0
Government - Federal	\$8,686,475	\$0	\$0
Government - State	\$0	\$0	\$0
Government - Local	\$0	\$0	\$0
Government - Unspecified	\$3,602,748	\$7,946,475	\$8,196,736
Individual Contributions	\$647,045	\$1,259,618	\$747,121

Indirect Public Support	\$129,085	\$152,073	\$151,898
Earned Revenue	\$2,220,300	\$2,517,855	\$2,749,188
Investment Income, Net of Losses	\$2	\$2	\$4
Membership Dues	\$0	\$0	\$0
Special Events	\$47,666	\$94,886	\$276,547
Revenue In-Kind	\$300,000	\$250,000	\$250,000
Other	\$0	\$0	\$0

Expense Allocation

Fiscal Year	2022	2021	2020
Program Expense	\$14,846,416	\$12,258,349	\$10,683,494
Administrative Expense	\$405,774	\$178,702	\$203,995
Fundraising Expense	\$172,669	\$164,513	\$289,751
Total Revenue/Total Expenses	101%	97%	111%
Program Expense/Total Expenses	96%	97%	96%
Fundraising Expense/Contributed Revenue	1%	1%	3%

Top Funding Sources

Fiscal Year	2022	2021	2020
Top Funding Source & Dollar Amount	Federal Government - \$8,686,475.00	Government - Unspecified - \$7,946,475.00	Government - Unspecified - \$8,196,736.00
Second Highest Funding Source & Dollar Amount	Government Unspecified - \$3,602,748.00	Earned Revenue - \$2,517,855.00	Earned Revenue - \$2,749,188.00
Third Highest Funding	Earned Revenue -	Individuals - \$1,259,618.00	Individuals - \$747,121.00

Source & Dollar Amount	\$2,220,300.00	0	
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Assets and Liabilities

Fiscal Year	2022	2021	2020
Total Assets	\$15,117,437	\$13,037,734	\$13,084,436
Current Assets	\$3,563,613	\$1,450,230	\$1,230,549
Long-Term Liabilities	\$1,033,615	\$2,294	\$0
Current Liabilities	\$1,797,968	\$654,479	\$322,760
Total Net Assets	\$12,285,854	\$12,380,961	\$12,761,676

Endowment Info

Do you have an endowment?

Yes

Endowment Value

\$11,898.85

Spending Policy

Percentage

Percentage (if selected)

Capital Campaign Info

Currently in a Capital Campaign?

No

Solicitation Permit Info

State Charitable Solicitations

Permit

Yes

CEO/Executive Director/Board Comments

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