



**“Helping Area Neighbors Daily”**

# Who We Are

- Began in 1972 as Services for the Elderly- serving Austin for over 40 years
- Serve over 550 clients each year
- Employ over 275 staff
- Provide Medicaid services as well as private pay and sliding scale for low income



# Our clients

- 69% female
- 63% over age 65
- 38% White
- 34% Hispanic
- 25% Black
- ***All clients are at or below 200% poverty***



# Our Staff

- 275+ Part time employees
- Reflective of client diversity- 45% Hispanic, 39% Black
- 43% over age 55
- 84% female
- Low wage workers
- Struggling with issues ie: financial, transportation, health, psychosocial with minimal resources





# Services We Provide

- In-home personal care
- Social Work
- Transportation
- Volunteers
- Hays County Resource Center
- Aspire Workforce Development



# Person-centered care

- Began organizational culture change in 2011 looking at clients more holistically
- Added expanded programming: social work, transportation, volunteers, home safety
- Developed the Aspire Workforce Development program
- Completed a five year strategic plan with new mission, vision and core values
- Added Interdisciplinary team meetings



# Our Mission

Providing exceptional, innovative care and support for those who need assistance with daily living, while inspiring others to do the same.



# Our Values

- **Dignity**

We believe that all individuals have inherent worth and are entitled to respect, inclusion, nurture, and independence.

- **Leadership**

We lead our community through high standards, continuous learning and open communication, with a willingness and commitment to share what we know.

- **Quality**

We adhere to high ethical and professional standards in our work and relationships.

- **Community**

We are an organization that sees our services as part of the greater whole. We support the community through collaboration, support, and resourcefulness

- **Integrity**

We continuously strive to do things right and do the right things every day for our clients, our staff and our community.





# Foundational Belief

We believe that everyone has the capacity for personal growth and change and has the right to quality of life on their own terms.



# Consider my whole family



- Added Social Work services to look at the entire situation, not just daily tasks
- Began deep collaboration with other agencies ie: AGE, Family Eldercare, MOW who can provide additional supports to the whole family like respite and caregiver support
- Aspire model helps with issues of daily life that impact work



# Provide services where I am



## HOME

**New added services focus on targeted areas of town or the region that have higher identified needs:**

**East Austin  
Southeast Austin  
North and North East Austin  
Hays County  
Future: Bastrop/Williamson**



# Provide services where I am

## WORK

A cornerstone of the Aspire workforce development model is to make services like counseling, food pantry, training, wellness classes, and more available at the place you have to go everyday anyway.

This increases the likelihood of utilization!



# Develop a system that works for me

- Choice about how and when services are provided
- Regularly having input into new programming and how it is developed
- Being able to refuse programs that don't fit my lifestyle



# Measuring Success



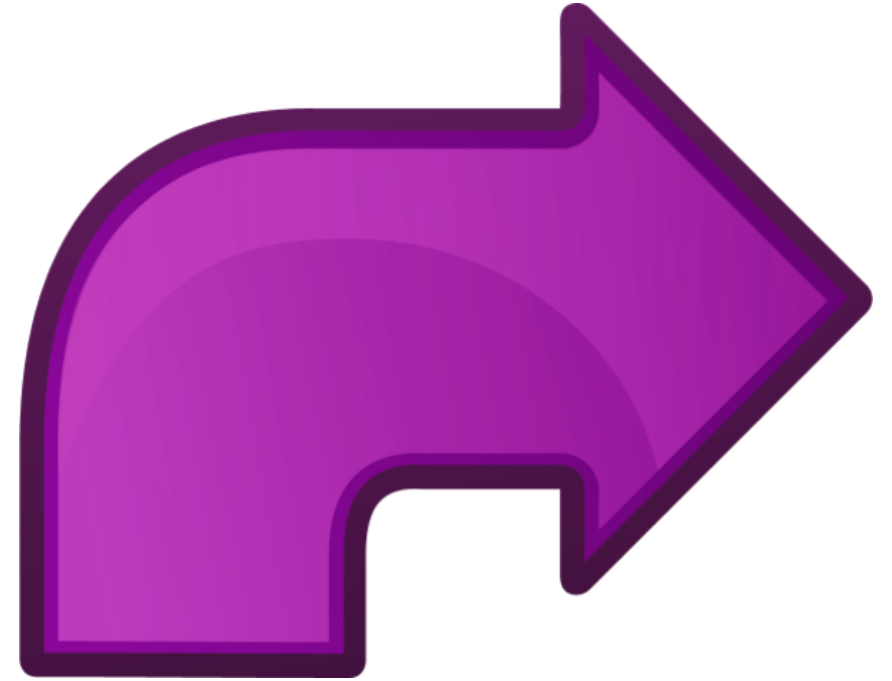
*Quality of life is hard to measure as it is subjective*

- Satisfaction surveys
- New tools being developed through research with UT



# Common Referrals

- AGE of Central Texas
- Family Eldercare
- Meals on Wheels and More
- Drive a Senior
- Capital Area Counseling Center
- Goodwill
- TDADS



# Funding

- TDADS/Medicaid
- Grants
- Individual and corporate gifts



# 3 Wishes

Increased awareness & funding

More volunteers

Engaged communities supporting older adults and people with disabilities



# How the Community Can Help

## Volunteers

- Home safety
- Friendly visitor
- Neighborhood Ambassador

