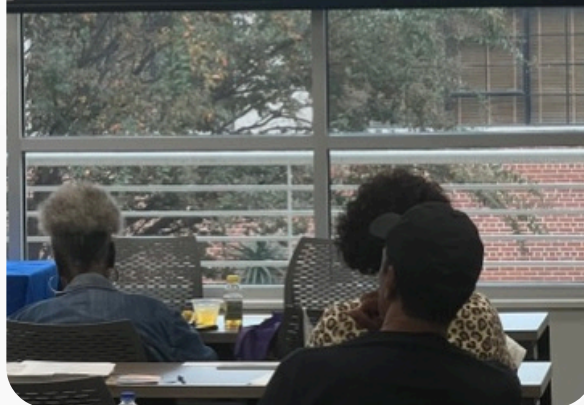


SAGESOLUTIONS

INTERVENTIVE PRACTICE

ATLANTA HABITAT REPAIR WITH KINDNESS



2024

ANNUAL REPORT

INTRODUCTION

SageNavigator is a nonprofit organization that functions as a community-based support system for aging adults and individuals with disabilities. The organization employs a “village model” approach to identify and address unmet needs within the community. Through service coordination and comprehensive assessments, SageNavigator works to enhance the overall well-being of its constituents.

A key partnership with Atlanta Habitat for Humanity’s Repair with Kindness (RwK) program has facilitated a 3-year initiative focused on improving housing conditions for RwK homeowners age 55+ and those living with disabilities. This collaboration directly addresses social determinants of health.

Preliminary findings indicate that home security is a critical factor influencing the physical, mental, and emotional well-being. A safe and comfortable home is essential. It’s a place to relax, recover, and enjoy life without worry. A secure living environment protects against harm, such as falls and injuries, while providing peace of mind. Aging adults deserve to feel safe in their own homes. As part of our comprehensive support services, we prioritize assessing home and health safety concerns by providing tailored resources and assistance.

SageNavigator, in partnership with Atlanta Habitat for Humanity, is committed to creating safe and thriving living environments for seniors. By combining our expertise in senior care with Habitat’s dedication to rebuilding homes, we aim to empower older adults to age in place with dignity and independence. Together, we work to enhance home safety and accessibility, address the social determinants of health, and ensure that seniors can enjoy their golden years in peace and security.

TABLE OF CONTENTS

<u>VISION & MISSION</u>	<u>1</u>	<u>2024 RECAP</u>	<u>12</u>
<u>POPULATION SERVED</u>	<u>2</u>	<u>BARRIERS OF SERVICE</u>	<u>18</u>
<u>ASSESSMENTS & DATA ANALYSIS</u>	<u>3</u>	<u>RESULTS</u>	<u>19</u>
<u>RESOURCES AND REFERRALS</u>	<u>5</u>	<u>RESOURCES</u>	<u>20</u>
<u>IMPACT STORIES</u>	<u>6</u>		



VISION



Aging in place successfully in a safe and comfortable home is essential. It's a place to relax, recover, and enjoy life without worry.



MISSION

Goal 1:

Enhance the well-being of homeowners by conducting comprehensive assessments and connecting them to vital resources that support their health and wellness.

Goal 2:

Strengthen community connections by facilitating participation in community events and programs. This will enhance access to essential resources and support vehicles.

Goal 3:

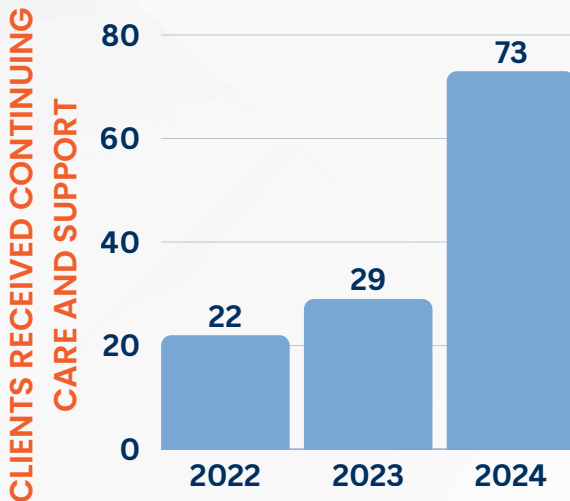
Expand SageNavigator's reach and impact by building strategic partnerships with community organizations and agencies to create a comprehensive support network for older adults.



POPULATION SERVED

SAGENAVIGATOR SERVES OLDER ADULTS AND INDIVIDUALS WITH DISABILITIES REFERRED FROM THE ATLANTA HABITAT REPAIR WITH KINDNESS PROGRAM AND THE COMMUNITIES IN THE SOUTHEAST WHO NEED SUPPORTIVE SERVICES.

CLIENT STATUS BREAKDOWN



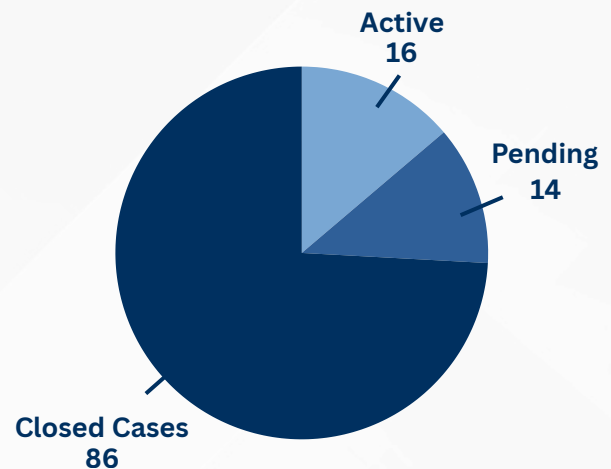
SageNavigator has supported a total caseload of 124 Atlanta Habitat clients across 2022, 2023, and 2024.

- In 2022, **22 clients** received continuing care and support, and their cases carried over into the 2024 cohort.
- In 2023, **29 clients** received continuing care and support, with an additional 29 referrals carried forward into 2024.
- In 2024, **73 clients** are currently receiving care and support.

This year, the Repair with Kindness (RwK) program referred 50 clients, and 29 clients from the 2023 cohort continued with follow-up

SageSolutions resource connections as part of this year's caseload.

CLIENT NUMBERS



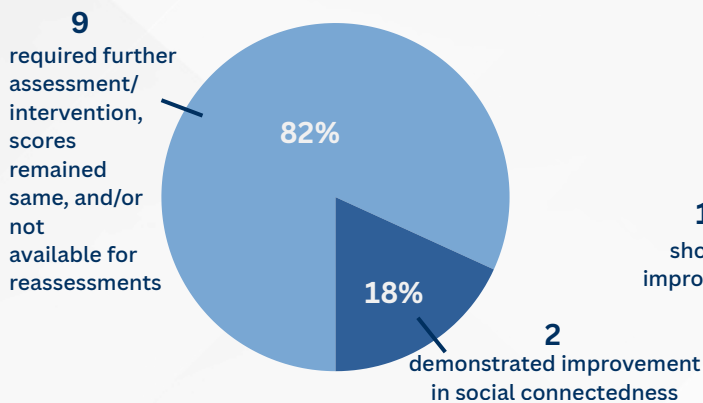
At present, **16 clients** remain actively engaged in services and follow-up support. Another **14 clients** are awaiting their initial assessments and will soon begin receiving assistance.

In addition, **86 clients** have **successfully transitioned out** of the program. These cases were closed following the completion of services, resolution of needs, or referral to other agencies better suited to provide ongoing support.

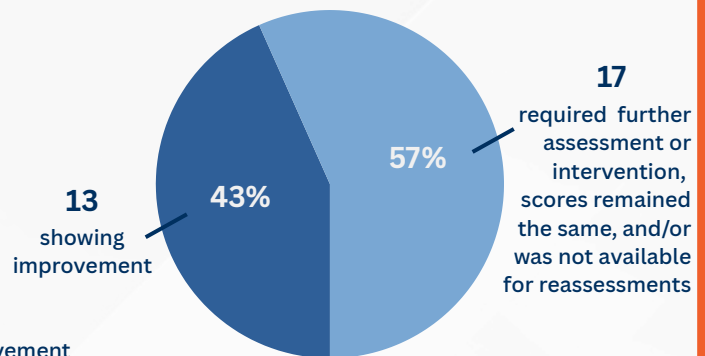


ASSESSMENTS & DATA ANALYSIS

11 CLIENTS IDENTIFIED AS AT RISK FOR SOCIAL ISOLATION



30 CLIENTS EXHIBITING SIGNS OF NEGLECT OR SELF-NEGLECT



➤ LSNS-R (LUBBEN SOCIAL NETWORK SCALE)

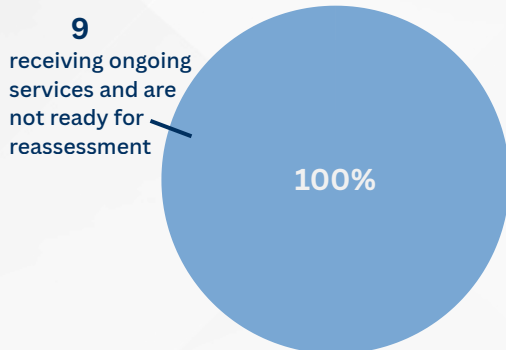
The LSNS-R (Lubben Social Network Scale) is a tool used to measure the level of social engagement of an individual. It assesses the size, frequency, and closeness of social contacts within a person's network, including family and friends. The revised version offers a deeper assessment with scores ranging from 0-60. Higher scores indicate greater social engagement, while lower scores indicate lower social engagement. The LSNS-R is a valuable tool for identifying at risk for social isolation, assessing the impact of social support on health outcomes, and evaluating the effectiveness of social interventions.

➤ VES-13 (VULNERABLE ELDERS SURVEY)

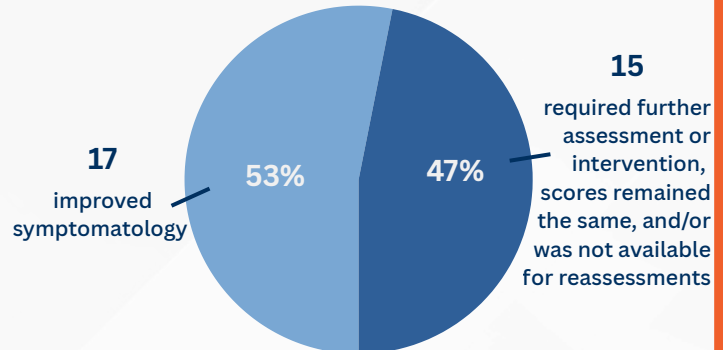
The Vulnerable Elders Survey (VES-13) is a brief assessment tool designed to identify older adults who are at risk for health deterioration. It's a valuable screening instrument to prioritize care and interventions for those most in need. Scores range from 0-10. A score of 3 or higher indicates vulnerability. This tool is crucial for identifying individuals who are at risk of health decline, allocating resources effectively for preventive interventions, and prioritizing care for vulnerable adults.

ASSESSMENTS & DATA ANALYSIS

9 CLIENTS PRESENTED WITH DEPRESSIVE SYMPTOMATOLOGY



32 CLIENTS PRESENTED WITH DEPRESSIVE SYMPTOMATOLOGY



**2024 clients were assessed using this tool*

➤ GDS-15 (GERIATRIC DEPRESSION SCALE)

The Geriatric Depression Scale (GDS) is a self-reported questionnaire used to assess depressive symptoms in older adults. It consists of "Yes" or "No" questions. The 15-item version was used to complete assessments due to its practicality. In previous years, SageNavigator utilized the Patient Health Questionnaire (PHQ-9) as its assessment tool. The PHQ-9 is also a self-reported questionnaire used to assess the severity of depression symptoms in adults. While both the PHQ-9 and GDS-15 are utilized to assess depressive symptomatology, the GDS-15 was deemed more appropriate for the identification of depressive symptoms in the geriatric population. The GDS provides a more accurate snapshot of their mental health compared to general depression scales. A score of 3 or higher on the GDS typically indicates the presence of depression.

➤ PHQ-9 (PATIENT HEALTH QUESTIONNAIRE)

THE HEALTH QUESTIONNAIRE

The Health Questionnaire is a needs assessment tool that identifies the needs of individuals in these key areas:

- Health: Vaccinations, general health conditions
- Food Security: access to and availability of food.
- Home medical equipment: requirements for medical devices or supplies
- As an agency-developed evaluation tool, it offers a snapshot of an individual's current needs and priorities.

RESOURCES AND REFERRALS

A summary of client referrals to external resources is presented below. This data encompasses all referrals made during the calendar year 2024. It is essential to note that this summary focuses solely on new referrals made this year and does not include clients who continued to receive services from previously referred Cohorts.

Nehemiah Project	24	RiverLife	6	SSA	1
DeKalb County Community Development Office	14	Terminix	1	Mom Meals	6
Fulton County Homeowner Rehabilitation Program	15	GA Food Stamps	3	Right Touch Cleaning Service	5
HopeWorks	16	Hosea Helps	16	Veteran Crisis	2
Rebuilding Together	14	1st Care Management	3	Atlanta VA Healthcare System	4
Habitat for Humanity	15	Affordable Housing Resource Fair	1	Emory Healthcare Veterans Program	2
Meals on Wheels ATL	14	NIH/NIA	3	Wounded Warrior Project	2
RampIt Now	15	United Way 2-1-1	4	Georgia Homestead Exemption	4
LIHEAP	2	National Family Caregiver Association	1	SageNavigator	101
Atlanta Legal Aid	1	Senior Saturday with AH	45	Friends of Disabled Adults and Children (FODAC)	19
HouseProud	8	Aging Well Expo	40	Open Hands Atlanta	8
Atlanta Habitat for Humanity RwK Program	8	Centerwell	2	National Suicide Prevention Lifeline	1
Good Hands Handyman	1	Holiday Cheer	43	Mobile Crisis Intervention Services	1
Empowerline	8	AARP Digital Skills	9	Building Resilient Leaders Budgeting/M Meal Planning Worksheets	1
Fulton County Financial Management and Edu.	1	Kroger Delivery	20	Grady Hospital	1
STARline	15	Fulton County Mobile Market	18	Emory Hospital	1
GA Power EASE Program	7	Lions Lighthouse	2	MARTA Mobility	5
Invest Atlanta	9	Center for Visually Impaired	2	Eating Healthy Guide	1
Visiting Nurses Healthcare System	4	Medicaid/Medicare	5	Depression Guide	1
Mental Stimulation Games	1	Home Rehab Program (Fulton/MOW Atl)	4	Rosalynn Carter Institute/Alter DWD Workop	9



IMPACT STORIES

INSURANCE CRISIS

One of our clients experienced a significant crisis when her homeowners' insurance was unexpectedly canceled due to a late payment. Overwhelmed by stress and anxiety, she reached out to SageNavigator for assistance. Through active listening and empathetic support, we were able to understand the depth of her distress. By coordinating resources for plumbing repairs, home security upgrades, and new homeowners' insurance, we provided tangible solutions to her immediate needs. Our collaborative approach not only resolved the insurance issue but also restored a sense of security and well-being. The client expressed immense gratitude for our support, emphasizing the importance of being heard and understood during a challenging time. This experience underscores the value of SageNavigator's person-centered approach and our commitment to empowering clients to overcome obstacles.

HOARDING CHALLENGES

Hoarding is a complex behavioral pattern characterized by the persistent difficulty in discarding or parting with possessions, resulting in clutter and accumulation that significantly impairs daily life. This condition often stems from a deep-rooted emotional attachment to objects, fear of loss, and a perceived need for security. For many seniors, hoarding can evolve from a lifetime of collecting and saving, often accompanied by declining physical and cognitive abilities. The psychological underpinnings of hoarding are multifaceted. Individuals may struggle with anxiety, depression, or obsessive-compulsive tendencies. Additionally, a sense of loss or grief, often associated with aging, can contribute to hoarding behaviors as individuals cling to tangible reminders of the past. As hoarding progresses, it can lead to social isolation, physical health risks, and financial strain. For seniors, the challenges are compounded by age-related limitations in mobility and cognitive function. This can create a vicious cycle where the inability to manage possessions exacerbates feelings of overwhelm and helplessness. Moreover, the fear of judgment or rejection can deter individuals from seeking help, further isolating them.

IMPACT STORIES

DEMENTIA SUPPORT

SageNavigator collaborated with ALTER and the Rosalynn Carter Institute for Caregivers (RCI) to expand dementia support services for the African American community in Georgia. This partnership addressed a critical lack of resources and awareness surrounding dementia within African American and faith-based communities across the state, due to them being twice as likely to be diagnosed with dementia in comparison to their white counterparts. The RCI, a recognized leader in Alzheimer's and dementia caregiver support, was a key partner. Through their established Dealing with Dementia (DWD) workshops, over 120 caregivers received essential training and resources, including a guide on best practices for behavior management and caregiving tips. Furthermore, it enhances support and engagement within the African American community, as this collaboration aims to identify strengths, barriers, and opportunities for a culturally tailored dementia caregiving course and guide now in the hands of over 460 new care partners statewide who identify as Black/African American to close the gap in caregiver education. In addition to the DWD workshops, SageNavigator curated the inaugural ALTER Dementia Summit (April 25-27, 2024), which featured over twelve educational sessions on spiritual connectedness, brain health awareness, research, community resources, and practical tools for caregivers and faith leaders. The summit's goal was to equip faith communities nationwide with the resources needed to support individuals impacted by dementia. Over 325 attendees, 75 exhibitors and sponsors, 29 speakers, and 45 volunteers were present.

IMPACT STORIES

ROOF REPAIRS

Funding is a significant obstacle that often delays critical services. One client encountered substantial challenges related to their home's roof. A paid contractor had attempted repairs, but the work exacerbated the issue, raising suspicions of financial exploitation. Due to the extensive damage, Atlanta Habitat was compelled to remove the client from the program as repair costs exceeded budget limitations. The client's frustration was understandable. SageNavigator assisted the client in locating additional resources for home repairs. After multiple unsuccessful attempts to secure funding, SageNavigator successfully connected the client with Invest Atlanta, an organization specializing in neighborhood revitalization and investment. Not only did the client face significant home repair challenges, but they were also grappling with suicidal ideation. A home should be a sanctuary, not a source of distress. SageNavigator connected the client with the 988 Suicide and Crisis Lifeline for immediate support. Additionally, a crisis safety plan was developed and implemented to address potential mental health crises. The plan outlined warning signs, coping mechanisms, support systems, and relevant agencies. SageNavigator is continuing to follow this client's case. She is expected to receive repair services from Invest Atlanta. This case has been tiresome for all parties involved due to retaining the appropriate city permits for certain tasks to be done. It is no secret that the longer this repair is delayed, the more damage the house could incur. SageNavigator stands as an active advocate for our client as we navigate through this storm together.





IMPACT STORIES

FOOD SECURITY

To address food insecurity, SageNavigator distributed 16 \$50 Kroger gift cards to clients. This approach was selected over providing fresh produce to better accommodate the diverse needs of our senior population. By offering gift cards, seniors can select groceries aligned with their specific dietary requirements and meal plans. This ongoing need is prevalent among our aging community, which includes individuals with varying levels of mobility and independence. Some seniors maintain active lifestyles and prepare their own meals, while others rely on meal delivery services to meet their nutritional needs. To bridge this gap, SageNavigator is offering comprehensive support. In addition to gift cards, we are providing demonstrations and assistance with online grocery ordering, empowering clients to utilize technology and acquire new skills.

COMMUNITY CARE SERVICES PROGRAM

While many of our clients' needs fall within SageNavigator's service scope, there are instances when a client's situation necessitates a higher level of support and/or care. In such cases, SageNavigator plays a crucial role in identifying and connecting clients with appropriate resources. One client, in particular, required a comprehensive suite of services beyond our capabilities. After a thorough assessment, it became evident that Visiting Nurses Health System's (VNHS) Community Care Services Program (CCSP) would best meet their needs. CCSP offers a holistic approach, integrating medical care, case management, and long-term health services within the client's home environment. This referral aligns with SageNavigator's commitment to aging in place, a core principle shared by VNHS.



IMPACT STORIES

SENIOR SATURDAY

SageNavigator partnered with Atlanta Habitat to host Thrive Senior Saturday on November 9th. This in-person event aimed to foster community support and connect seniors with essential resources. A variety of vendors were present, offering services related to home repair, medical care, dental health, and more. Additionally, seniors had the opportunity to participate in a thought-provoking discussion on "Dating While Aging." This session provided a platform to share experiences of relationship loss, discuss common barriers and triggers, and learn from one another. SageNavigator also collaborated with the Rosalyn Carter Institute and Alter Dementia Program to offer a "Dealing with Dementia" course for caregivers. This comprehensive course, which SageNavigator helped develop and train peer trainers, provided valuable insights and practical strategies for supporting individuals with dementia. During this event, SageNavigator raffled off several unique prizes such as home medical equipment and Kroger gift cards, in addition to Atlanta Habitat prizes.

HOLIDAY CHEER

To cap off the year, SageNavigator hosted our annual Holiday Cheer event at the Christian City Recreation Center. This beloved tradition brings our seniors together for a joyous celebration of camaraderie and holiday spirit. The event featured a variety of activities, including painting, nail and hair services, bingo, and live music. Seniors showcased their dance moves and two-stepped to classic holiday tunes. Each attendee received a special gift, delicious food, and cozy bedroom slippers. Additionally, lucky raffle winners took home extra prizes. Holiday Cheer with partners for seniors aims to support older adults who have outlived their family or children, or those who are separated from family, that cannot join them for the holidays.



IMPACT STORIES

AGING WELL EXPO

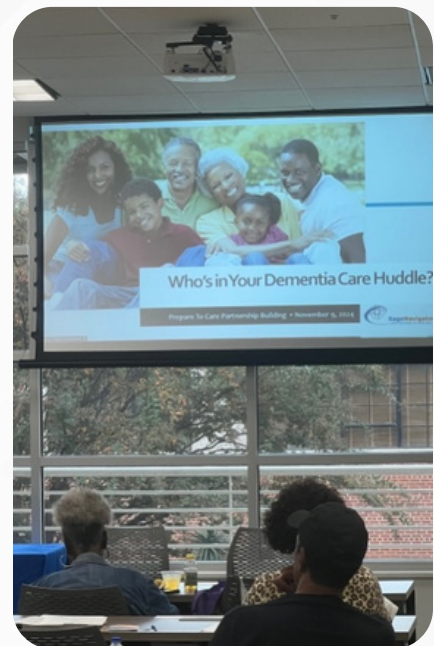
Last but not least, SageNavigator hosted our 7th annual Aging Well Expo in East Point, GA. This community event brought seniors together to connect with one another and explore various resources and services. Over 200 participants registered both online and in person at local senior centers. The expo offered a variety of activities, including live music, dancing, Medicare 101 seminars, dental screenings, caregiving assistance, Dealing with Dementia workshops, opportunities to receive gifts, and food with cooking demonstrations with local chefs. At SageNavigator, we believe in aging independently and thriving. By fostering social engagement and entertainment, we empower our seniors to maintain their self-worth and live fulfilling lives.



2024 RECAP

This year has been a remarkable one for SageNavigator. We've been proud to offer a range of services and events to our clients, including:

- Alter Dementia Summit
- Dealing with Dementia workshops and trainings
- Holiday Cheer
- Senior Saturday with Atlanta Habitat
- Distribution of retail grocery gift cards
- Face Masks/PPE
- Installation of shower grab bars for 10 clients by RamplIt Now
- Aging Well Expo
- Terminix Solutions for pest control
- Roof Repairs Match Funding



2024 RECAP CONTINUED

SageNavigator is a resource connection agency for 25 Two Sparrows Village residents and participants who are neurodiverse and living with intellectual and/or developmental disabilities, to live and thrive in the community using our service coordination network.



2024 RECAP CONTINUED



2024 RECAP CONTINUED



2024 RECAP CONTINUED



2024 RECAP CONTINUED



BARRIERS OF SERVICE

One of the most significant obstacles in connecting with our target population has been overcoming barriers to community engagement. Factors such as limited access to affordable transportation, prevalent depressive symptoms, and physical mobility challenges have hindered many older adults from participation in community events. This has led to disparities in access to essential resources and information, particularly among minority and low-income communities.

Moreover, the digital divide has exacerbated these challenges. Many seniors, especially those from marginalized groups, possess limited technological proficiency, making it difficult to navigate online platforms and access digital resources. This lack of digital literacy can hinder their ability to learn about available services and participate in virtual events, further isolating them from support networks.

Addressing these issues requires a multifaceted approach that combines outreach, accessibility, and digital inclusion strategies.

Due to the multifaceted and often complex needs of aging adults, maintaining consistent engagement in care coordination can be challenging. Several factors contribute to this dynamic:

- **Lack of motivation for preventive services:** Many seniors prioritize immediate needs over long-term well-being, resulting in delayed engagement in preventive care.
- **Insufficient resource funding:** Limited financial resources for referral services can hinder access to critical support and create barriers to care coordination.
- **Overwhelming care needs:** When faced with multiple, complex health conditions, clients may feel overwhelmed and disengaged from the care planning process.
- **Cognitive decline:** Memory impairment or cognitive changes can impact a client's ability to participate in care coordination and follow through on recommendations.
- **Transportation challenges:** Difficulty accessing transportation can limit a client's ability to attend appointments or access necessary services.

These challenges underscore the importance of building strong, trusting relationships with clients and providing ongoing support and education.

This is why SageNavigator is here to be that trusted voice and source for older adults and individuals living with disabilities to thrive.



RESULTS

SageNavigator employs a person-centered approach to assessment and intervention. Our SageSolutions program effectively aligns client needs with appropriate resources, demonstrating a commitment to individualized care. Key areas of resource connection and support encompass:

1. FOOD SECURITY

6. TRANSPORTATION

2. HOME & HOME
HEALTH SERVICES
COORDINATION

7. HEALTHCARE &
INSURANCE
NAVIGATION

3. HOME MEDICAL
EQUIPMENT

8. HOME
MODIFICATIONS
AND REPAIRS

4. LEGAL AID

9. HOME
INSURANCE
NAVIGATION

5. FINANCIAL &
UTILITY
ASSISTANCE

10. MENTAL
HEALTH SERVICES
COORDINATION



RESOURCES

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 **1040 Willingham Drive East Point, GA 30344**

 **404-883-1841 Office**

 **info@sagenavigator.org**

 **www.sagenavigator.org**