

# ANNUAL REPORT

July 1, 2020 - June 30 2021



# MESSAGE FROM OUR CEO



May of 2021 marked Meritan's 60th anniversary. I do not think anyone could have predicted a full year of operating under a pandemic. While COVID-19 brought many challenges, it has also allowed us opportunities to better serve our communities. Our home health staff worked diligently with the Shelby County Health Department and other agencies to provide free COVID testing. As soon as vaccination became available, we mobilized our staff and many volunteers to assist with community vaccination efforts. We began in December of 2020 by staffing mass vaccination clinics and in March we started COVID vaccinations for Shelby, Tipton, Fayette, and Lauderdale counties for homebound adults. Those vaccination efforts continue to this day and now include COVID-19 boosters, flu shots and monoclonal antibodies. To date, we have administered over 1,000 vaccines to the most vulnerable in our community. This was made possible in part by grants from the Tennessee Association for Homecare, and the Aging Commission of the Mid-South.

Meritan never ceased providing any of our services during the past year. Foster care, residential supports, home health care, senior employment, and in-home support continued. Clinical assessments, emergency housing, and other services were provided to victims of elder abuse. Sadly we have seen the numbers of abuse cases rise as pandemic restrictions began to lift. We are thankful for our partners, the Family Safety Center of Memphis and Shelby County, Tennessee Adult Protective Services, Memphis Police and Fire Departments, Shelby County Sheriff and Fire Departments, the Community Legal Center, and other local agencies who collaborate with us to provide victims of elder abuse the wrap-around services they need.

Throughout the year we successfully served all of our individuals while maintaining appropriate precautions. Our COVID committee continues to meet weekly, review the most recent pandemic-associated information and track COVID cases of staff, family members, and those we support. Our data reflects our diligence and infection control efforts have paid off. The agency has found 0% COVID transmission between staff and those receiving services.

Meritan staff have risen to the challenge and excelled during the most difficult of times. Their dedication and compassion continue to inspire me. Of course, we could not do what we do without the help of our community. We are grateful to our grant funders, including the Assisi Foundation, City of Memphis, Shelby County, the United Way of the Mid South, the Aging Commission of the Mid-South, Nike, and other entities who have provided grants to continue our operations. Our senior employment host agencies worked with us to ensure the safety of our older workers. Individuals contributed financially, adopted Silver Bells at the holidays, sponsored foster children at Christmas, wrote letters to our homebound seniors and so much more. Thank you so much for your support!

Over the past year, we have learned what it means to be resilient. We know for certain that we are all in this together. We also know that together we are stronger and we can make a difference. We look forward to the next 60 years of serving our community with quality and compassionate services.

**MELANIE KELLER, RN, BSN, MHA**

President, CEO

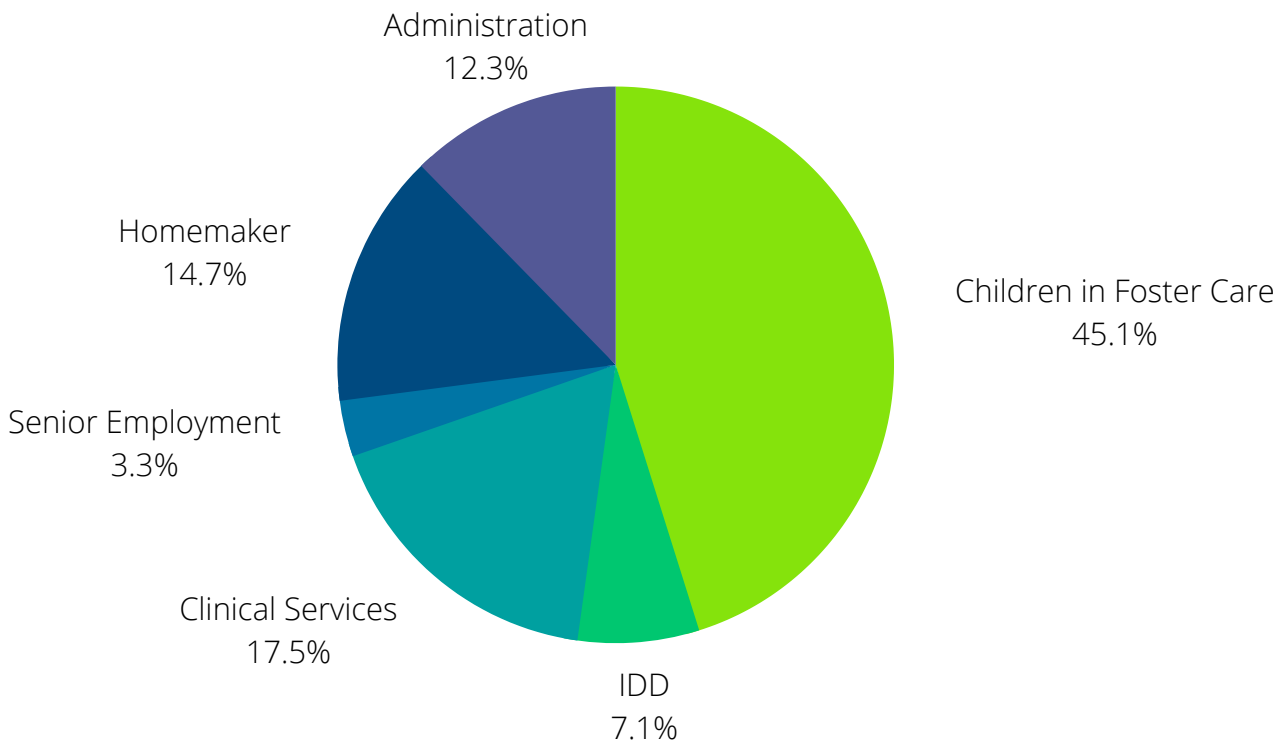
# FINANCIAL OVERVIEW

## Revenue

Federal Grants	\$1,603,338
Fee for Service Programs	\$9,044,798
Other Grants	\$803,019
Private Donations/Other	\$802,914
United Way	<u>\$244,000</u>
<b>Total</b>	<b><u>\$12,498,069</u></b>

## Expenses by Program

Children in Foster Care	\$5,246,914
Intellectual & Developmental Disabilities	819,554
Clinical Services	2,031,301
Senior Employment	378,507
Homemaker	1,713,319
Driving the Dream	3,175
Administration	<u>1,431,856</u>
<b>Total</b>	<b><u>\$11,624,626</u></b>



## Home Health

Served 519 clients in their homes with services such as wound care, physical therapy, occupational therapy and more.



Beginning March 16, 2020, until June 30, 2020, administered 431 COVID vaccinations to homebound clients in Shelby, Tipton, Lauderdale, and Fayette counties in West Tennessee.



## Senior Employment

Provided 154 low-income senior citizens with on-the-job training and career services with 36 receiving new permanent positions.



## Foster Care

Provided 205 children in foster care in Tennessee, Arkansas, and Georgia with homes of refuge and health with over 1,460,000 hours of service.





# Intellectual & Developmental Disabilities

Provided 23 adults living with developmental and intellectual disabilities residential home placement with 24/hr, 7 days a week care.



# Homemaker Services

Served 237 low-income homebound elderly and/or disabled clients.



# Elder Abuse

Provided services such as medical assessments, housing, and homemaker services to 35 victims of elder abuse in the Memphis/Shelby County metro area.



# AGENCY ACCOMPLISHMENTS



**Celebrated 60 years of service to the Mid-South.**



Named a Top Workplace for the 7th time voted on by our employees.



90.1% client satisfaction rate



100% of Silver Bells adopted



Held virtual fundraiser and online auction.

# COMMUNITY INVOLVEMENT

**Meritan staff donated over \$68,000 to other nonprofits.**

## **Staff volunteered at**

Association of Executives of United Way Agencies  
Association of Fundraising Professionals - Global  
Association of Fundraising Professionals - Memphis  
Ben F. Jones Chapter of the National Bar Association  
City of Germantown (Vaccine Site, Historic Commission, Education Commission)  
Community Justice Board  
Delta Sigma Theta Sorority, Inc.  
Eastern Star Brown Baptist ACT Career Program  
Family Focused Treatment Association  
Farmington Elementary  
Feed the City  
Fellowship Memphis  
Gamma Phi Beta Alumnae Assoc.  
Germantown Heights HOA  
Gift of Life Mid-South  
Grant Professionals Association  
Junior League of Memphis  
Juvenile Court of Memphis & Shelby County–Youth Court  
Juvenile Justice Commission  
Leadership Germantown  
LeBonheur Club  
Medical Service Corps  
Memphis Civilian Law Enforcement Review Board  
Miss Memphis/Miss Shelby County Volunteer Pageant  
New Memphis CAP Project  
Ole Miss Alumni Band Association  
Omega Psi Phi Fraternity  
Queen of Peace Catholic Church  
Sacred Heart School Parent Advisory Board  
Sacred Heart Southern Missions  
Society of Corporate Compliance & Ethics  
Shelby County Community Justice Panel  
Shelby County District Attorney's Office  
Shelby County Health Department  
Shelby County Mayor's COVID-19 Community Council  
Temple United Methodist Church  
Tennesseans for Alternatives to the Death Penalty (TADP) Capital Punishment Ad Hoc Committee  
Tennessee Alliance for Children & Families  
Tennessee Association for Home Care  
Tennessee Community Organizations  
Tennessee Community Organizations  
Tennessee Conference on Social Welfare  
TN Board of Law Examiners Investigatory Committee  
TN Board of Professional Responsibility Disciplinary Hearing Committee  
tnAchieves  
United Way of the Mid-South  
University of Memphis Institute for Philanthropy & Nonprofit Leadership  
School of Urban Affairs and Public Policy  
University of Memphis MHA advisory Committee

## **Staff held leadership positions at**

AFP Global Emerging Leaders Taskforce  
AFP Memphis Membership Chair  
Association of Executives of United Way Agencies-President  
Downtown Memphis Rotary New Member Committee Chair  
Eastern Star  
Family Focused Treatment Association  
Gamma Phi Beta Alumnae Assoc  
Germantown Education Commission  
Germantown Heights HOA  
Germantown Historic Commission  
Gift of Life Mid-South  
Grant Professionals Association Mid-South  
Junior League of Memphis  
Juvenile Court of Memphis and Shelby County–Youth Court  
Leadership Germantown  
Memphis Civilian Law Enforcement Review Board  
Memphis Pets Alive!  
MS Association of Child Care Agencies (MACCA)  
Ole Miss Alumni Band  
Queen of Peace Catholic Church - Finance Committee  
Sacred Heart School Parent Advisory Board  
Tennessee Alliance for Children & Families  
Tennessee Association of Homecare  
Tennessee Community Organizations  
Tennessee Community Organizations  
United Way of the Mid-South