



# ANNUAL REPORT

**July 1, 2019 -  
June 30, 2020**



# Message from our CEO



The past year has been fraught with challenges unlike any year in our history. We saw social injustices brought to the forefront and the beginning of a pandemic we are still grappling with as we move into 2021.

Throughout this time we have continued to provide services to the most vulnerable. Despite COVID-19, Meritan never stopped providing services. Some visits moved to virtual, many administrative staff work from home, but our front line direct care staff in the community never slowed down. In fact, they have not only provided our routine services but also helped with mass testing for the virus and now are helping with vaccinations. They have risen to the challenge!

Thank you to everyone that has given their resources, time, and talents over the past year. We could not do all of these things without your help and we appreciate your support. We are grateful for the opportunity to serve our communities and look forward to another year of helping people to live as independently as possible with quality and compassionate care.

*Melaine A Keller*



1,638  
Individuals Served



THE  
COMMERCIAL APPEAL



Chessie Biggam Hayes  
Director of Development  
Association of Fundraising  
Professionals-Global  
Outstanding Young Professional

Kyle Eaton  
Quality Improvement Officer  
Memphis Business Journal  
Top 40 Under 40



Over 600 individuals  
served





# Senior Employment

Providing on-the-job training to low-income senior citizens over the age of 55

195 senior participants

47 Host Agencies

52 placed in permanent jobs



# Home & Community-Based Services

Services for the low-income home-bound to remain living independently in their own homes.

323 low-income clients served

# Home Health

Delivering the most in-home comprehensive care possible

612 Patients served

Quality Star Rating: 4 out of 5

Patient Satisfaction

Star Rating: 4 out of 5



# Coordinated Response to Elder Abuse

Providing intervention and emergency services to victims of elder abuse

38 Elder Abuse Victims Served  
331 hours of In-home Services  
29 Nursing Visits & 7 MD Visits  
\$27,400 in emergency housing & personal care  
320 nights of emergency housing



## Foster Care

Providing homes of nurturing and healing to foster children in Tennessee, Arkansas & Georgia

Over 1,454,160 hours of service to children in foster care.

## Residential Services

Allowing individuals with intellectual and developmental disabilities to live in a home environment with full autonomy while still receiving the care and services for which they need.

22 Individuals served with round-the-clock care in a loving home



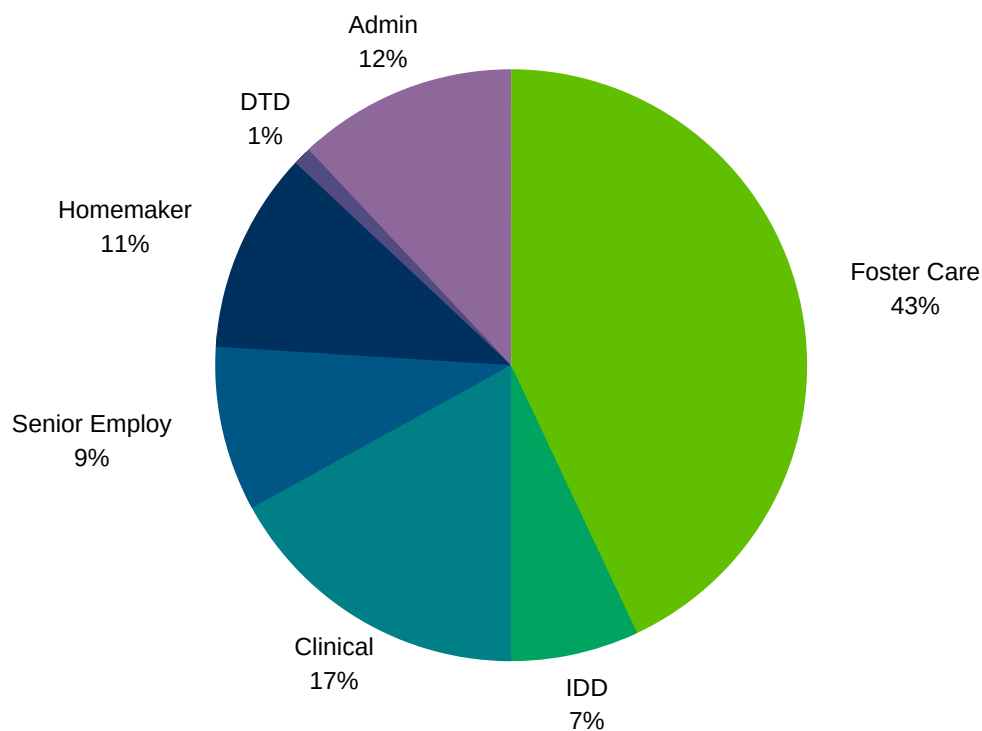


# Revenue

Grants from Federal Grants	\$1,692,221
Fee for Service Programs	\$9,364,148
Other Grant Programs	\$867,333
Private Donations/Other	\$1,293,353
United Way	\$351,634
<b>Total</b>	<b>\$13,568,689</b>

# Expenses

Program		Percent
Children in Foster Care	\$5,119,576	43%
Intellectual & Developmental Disabilities	\$878,709	7%
Clinical Services	\$1,952,845	17%
Senior Employment	\$1,027,997	9%
Homemaker Services	\$1,284,871	11%
Driving the Dream	\$116,587	1%
Administrative Expense	\$1,439,924	12%
<b>Total</b>	<b>\$11,820,509</b>	



# Community Involvement



- United Way of the Mid-South
- University of Memphis
- Gift of Life
- Habitat for Humanity
- Germantown Education Commission
- Boys and Girls Club
- Mid-South Food Bank
- National Association of Social Workers
- Shelby County Health Department
- Local churches

Employees volunteered at over **60** community organizations

Employees held leadership positions at over **38** community organizations

- St. Jude
- Memphis Athletic Ministries
- Junior Achievement
- National Organization for Women
- Boys and Girls Club
- World Strides
- Salvation Army
- Madonna Learning Center
- American Civil Liberties Union
- Sacred Heart Southern Missions
- American Red Cross
- Mississippi Blood Services

- AARP
- Tennessee Community Organization
- Association of Fundraising Professionals
- Grant Professionals Association
- Juvenile Justice Initiative
- Junior League of Memphis
- Habitat for Humanity of Greater Memphis
- Victorian Village
- LeBonheur Club
- TN Alliance for Child and Families
- National Association for Home Care and Hospice

Employees donated to over **51** community organizations