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Narrative Description of Activities for Social Services Organization

Overview

MAGZ Health Services, Inc. (MAGZ) is a newly formed organization in Georgia and dedicated to working with the underprivileged elderly population, those with developmental disabilities, and individuals. It is our mission to provide much-needed community social services and programs to the underprivileged population such as the elderly, disabled, veterans, and the general public to enhance their lives. This will be done by providing training and resources in our communities. MAGZ is a company with a heart towards the underprivileged, particularly the elderly, it is our aim to protect, love, show compassion and cherish them.

Unfortunately, when some hear the word “elderly” it becomes synonymous with dementia, Alzheimer’s, and disability. The elderly is not revered for their wisdom anymore, a proverb of King Solomon in Leviticus 19:32 exhorts them by stating for us to show respect and honor to them. Unfortunately, this is not the case for many elders, instead of being ensured comfort and care, they are marginalized, isolated, neglected, and abused. They experience hunger, poorly clothed and unable to maintain the standards of hygiene that typified their lives. The very dignity which ought to accompany this station of life has been all but lost, thus was the case four years ago, on April 6, 2016, in Loganville GA. Lisa Williams then a 40-year-old

woman, “was seen on tape hitting an elderly 69-year-old wheel-chair bound victim in the head, kicking her legs, dropping her on the floor and strangling her with her shirt” at an assisted living facility.

She was arrested and was sentenced to 25 years the first four years in confinement and the remainder on probation for two counts of Exploitation of an Elder Person and one count of Aggravated Assault.¹ Not only was this individual an elderly, but she was a disable elderly that could not protect herself. This horrific scene where this elderly individual was abused is one of the reasons, why MAGZ Health Services, Inc., is in existence because the abuse elderly woman is the mother in law of the President of MAGZ Health Services, Inc.

1. Past, Present and Planned Activities

Activities are described in detail below. This organization does not operate under any alternate names.

A. Past Activities:

Given the fact that this is a newly forms organization, our past activities are somewhat limited because the President of this organization was dedicating her time in school, researching, volunteering and finding resources to make MAGZ Health Services a success. Nevertheless, with the knowledge that she acquired, she now makes MAGZ Health Services her top priority in helping the less fortunate in much-needed community social services and programs to the low-income families especially the elderly to offer referral services to Private Home and Health Care Services, Personal Care Homes, Education and Referral Resources that will preserve the joy, value, and health of the elderly population.

- MAGZ Health Services, have given resources to families, individuals, and organizations such as churches about health awareness, helping seniors and individuals with disabilities, by becoming a volunteer Counselor with GeorgiaCare. GeorgiaCare is a public-private partnership, administered by the Georgia Department of Human Services (DHS) Division of Aging Services (DAS). GeorgiaCares provides free, unbiased and factual information and assistance to Medicare beneficiaries and their caregivers with

health and drug plans. GeorgiaCares is the State Health Insurance Assistance Program (SHIP) for Georgia.

As a GeorgiaCares counselor, the president of MAGZ was able to help people with Medicare:

- Understand their health plan choices
- Enroll in a Medicare plan that meets their needs
- Review the Medicare Summary Notice(s)
- Review Explanation of Benefits
- Sort through medical bills and assist in filing Medicare claims and appeals
- Help them apply for financial assistance programs to reduce Medicare out-of-pocket expenses

GeorgiaCares services are provided through Area Agencies on Aging (AAA), Action pact, Inc., The Senior Citizens Council of Greater Augusta and the Central Savannah River Area (CSRA), Georgia, Inc., and the Georgia Legal Services Program (GLSP) in the Atlanta metro area.

- MAGZ was also a part of a Community Program on WGFS 1430 AM in Covington GA that informed the community of resources that was available to them, to help them with specific needs. Such as health information, food assistant, medical benefits, etc. This program would be heard on Fridays at 10 am over the radio and the internet. MAGZ has also been in collaboration with several radio partners such as IRIEATL and Da Power House Radio Show, located in Georgia to broadcast information and events in the communities.

B. Present Activities:

At present we are a resource center that offers community information and referral services to other agencies that can assist the elderly, individuals, families and the general public in acquiring the resources that will enable them to get the help they need to feel safe, be healthy,

and be happy. Currently, we are still volunteering with GeorgiaCares by referring individuals and families to their agency by becoming Partner and Educator Volunteer.

GeorgiaCares Partner Volunteer: Under the direct supervision of the local coordinator, the primary role and responsibility of the GeorgiaCares Partner Volunteer are to promote and market community awareness of health insurance information, assistance and referral services provided by GeorgiaCares.

Educator Volunteer: Under the direct supervision of the local coordinator, the primary role and responsibility of the GeorgiaCares Educator Volunteer are to instruct the community on the purpose and goals of GeorgiaCares, changes in Medicare, and current issues affecting people with Medicare.

GoodRx: We refer low-income families to sources that offer free or low-cost health services, such as low-cost prescription through GoodRx or other pharmacy discount companies.

American Cancer Society: We also refer females in getting free mammograms or pap tests through the American Cancer Society.

Other Non-Profit Organizations: We are working with other nonprofit organizations such as MESEPP Community, Inc. (EIN 42-1652852), Hope Redemption Worship Center (EIN 45-4076866), and Hosanna Ministries, Inc. (EIN 23-2259014) which are U.S., based, nonprofit, nonpartisan 501 (C)(3) tax-exempt charitable organizations in helping the less fortunate who offers outpatient mental health and chemical dependency services for children, veterans, elderly, and adults.

These activities are conducted throughout the year in Conyers and Jasper Georgia. This activity further our tax-exempt purposes because this is an organization that provides references to help the uninformed about healthcare services that are available to help them. The percentage of time dedicated to this activity is about 40%, the material and activity is funded by the existing companies and reflected on MAGZ's website.

B. Planned Activities:

As a charitable organization, MAGZ Health Services, Inc. will focus on providing a variety of much-needed community support services and programs to underprivileged adults and the elderly population. Our dedicated care team will provide exceptional service and support to preserve the joy, value, and health of the elderly population to live the life they choose.

Our Services and Activities will be included as following:

To provide professional services, and a comprehensive resource database for information and referral services, to serve the needs and interests of the elderly, disabled persons, veterans, and the general public. We will establish this by establishing a Private Home Care Agency, for the elderly; to provide Non-medical transportation; to provide Group/Personal Care Homes; to provide Consultation Service; to provide Adult Day Care Services; to provide Home Modification and Repair services; to provide Health Education and Training classes in the areas of Certified Nurse Assistant (CNA), Personal Care Assistants (PCA), Home Health Aide (HHA), and the establishment of a Health Resource Center for individuals.

The Population Factor

Adult Daycare Center

According to the Census Bureau, the older population is expected to continue to grow significantly in the future. The population aged 65 and over has increased from 37.2 million in 2006 to over 49 million in 2016 and the 2017 Population Projections, by 2035, there will be 78.0 million people 65 years and older. The United States Census Bureau also stated that the population estimate of Georgia by July 2018 was slightly over 10.5 million. During the 2010 census, the population of the state was 9,687,653. Persons over 65 years make up 13.5% of the total population. This means that approximately 1.5 million people in this state are the elderly.² Some of these elderlies are left with no one to take care of them when these people are working, and therefore they have to rely on Adult daycare which provides frail seniors and persons with supervision and care in a structured setting during daytime hours allowing their primary caregivers to work or take a break from their caregiving responsibilities.³ Adult day services offer an ideal alternative to caregivers by providing daytime care.

There are approximately 65 adult day care centers in Georgia, and most of them are in major cities such as Atlanta, Columbus, Macon, and Augusta. Some of these cities have less than

five daycare centers.⁴ Adult daycare refers to the provision of different services under a social model of care that meet the needs of aging adults. This care encompasses the primary social and recreational activities needed for aging adults, personal care assistance for every aged individual in the center, supervision, and support essential for sustaining the daily activities of these people.⁵ These programs of care are based on individual plans of care and are provided for less than 24 hours a day. Although adult day services offer an ideal alternative to caregivers by providing a daytime care environment outside of the home, it is clear that there is a shortage of daycare services in many regions in Georgia. According to Care Georgia.org, “Adult day centers have had a difficult time surviving because of public apathy. In many areas, the services would be used but they are simply not available to families”.⁶ The few centers available are also far apart. This fact means that people seeking daycare services have to travel for long distances to get to a center which raises the need for more centers to be put up, also the need for proper transportation of these aged individuals to and from the centers.

Although the state covers adult day health services under two Medicaid waiver programs. The Service Options that use resources in a community development program and the Community Care Service Program. (CCSP) which is also called the Elderly and Disabled Waiver and Service Options Using Resources in Community Environments.⁷ The problem is that individuals must meet both financial and medical qualifications to participate in them and this is not a fast process. It will take a minimum of 2-3 months from start to finish assuming that everything proceeds perfectly.⁸

MAGZ Health Service plans to offer temporary or permanent Adult Day Care Services to the elderly at a discount rate or free of charge. MAGZ will be a temporary center for Adult Day Care Services to family members who applied to CCSP and Source to start services privately before there is a Medicaid approval, this will help lower stress levels and help maintain current health conditions of their loved one. We will offer Adult social daycare which will offer basic health services, meals, and activities. The costs of adult daycare facilities in Georgia generally range between \$600 and \$2,550 monthly, with median costs running about \$15,600 per year.

The monthly national average cost is about \$1,950. According to the GENWORTH Cost of Care Survey 2019 for Georgia, adult day health services cost \$17,225 annually compared to \$40,020 for assisted living, \$45,760 for in-home care, and \$ 85,775 for private nursing home

care.⁹ For the cost of 3 hours of home care at \$125 per hour, individuals can have 6 hours of nursing services, delicious meals, and social activities at our center, since the average rate of Day Care cost is at \$66 per hour.

This service will be only 5 days a week and significantly less expensive than assisted living and in-home care. The activity will be conducted in Snellville Georgia, the percentage of time dedicated to this activity would be 70% for paid staff to manage the day center and 30% for volunteers. This activity will be funded by fundraising activities, grants, donations and workplace giving programs.

Any funds donated to us will be used to subsidize the cost of service for those who are not able to pay the full price. Donations and grant funding will allow us to subsidize approximately 40% of our future clientele. Our goal is to not turn anyone away for inability to pay.

Nonmedical Homecare Services

Rosalynn Carter the wife of President Jimmy Carter stated that "There are only four kinds of people in the world: those who have been caregivers, those who are currently caregivers, those who will be caregivers, and those who will need caregivers."¹⁰ There are rampant numbers of people with disabilities in Georgia. According to the CDC website, disability costs in healthcare expenditures are \$10.2 billion per year in Georgia. However, 27.2% of adults in Georgia have some disability as compared to the nation's average of 25.6%. Despite progress, adults with disabilities in Georgia and across the country continue to experience significant differences in health characteristics and behaviors compared to adults without disabilities. Adults with disabilities are more likely to, be inactive, have high blood pressure, be obese, have mobility problems, experience cognition behavior, have independent living issues, and having issues with self-care.¹¹

Since those with disabilities in Georgia are inactive, this percentage means that they may need caregiving services. These numbers are proof that Georgia needs home care services for individuals who are incapacitated by their disabilities. The Georgia Department of human services acknowledges the state's aging population and the need for family caregivers. Homecare can be defined as personal care support provided to patients at the comfort of their homes, by assisting them with daily activities that the elderly might find challenging to do. Some

of the activities that they assist in include; bathing, dressing, preparation of meals, and monitoring and administering medication. This is one of the most reliable ways to reduce costs in healthcare while still maintaining the quality of care. Families in Georgia have constantly had to struggle to keep up with the cost of healthcare for their senior and loved ones. There is a need to help such families reduce the cost of providing care to guarantee better outcomes and access to proper care. There is a high risk of having senior citizens of Georgia go through the challenges due to a lack of good health systems in place. These are people who have shaped our community to what it is right now. With the rising cost of living in our state, we have identified an area where assistance is required to make life less expensive.

Homecare services allow for the delivery of caregiving services to an individual at the comfort of their home. This care is for individuals such as the aged, people suffering from chronic illnesses, people recovering from surgery, and disabled persons. The services include personal care such as bathing and dressing, cooking or delivering meals and home-based health care. Research conducted by the Georgia Division of Aging Services reveals that Georgian adults, especially geriatrics, require close monitoring and attention. Homecare support is therefore necessary for this population because it provides the basic fundamental template for attending to the needs of the elderly. Homecare is multifaceted and thus can be used to solve complex problems manifesting among the elderly population, which is one of the contributing factors of condition debilitation among the elderly.

The monthly median costs for in-home care for Georgia is \$3,813 for homemaker services which are \$45,760 annually, and \$3,909 monthly for home health aide services, which is \$46,904 annually.⁹ MAGZ aim is to start a private home care agency that can provide services for those who are elderly and disabled free or at a lower cost. This service will be 7 days a week, the activity will be conducted in several counties in Georgia, the percentage of time dedicated to this activity is 100% for paid staff. This activity will be funded by Medicaid Waiver patients through SOURCE or CCSP, Veterans Administration, Private Pay clients, some with Long-Term Care Insurance.

“The cost of long-term care said Jean Accius, senior vice president of thought leadership at AARP, cited data from the Genworth Cost of Care Study stating that, “While the median household income for older adults was just \$43,696 in 2019, the annual median cost for a private

room in a nursing home was \$102,204; \$48,612 for assisted living; and \$35,880 for 30 hours of home care a week”. The need for health aides at home and in medical settings is soaring, even as low wages and poor working conditions discourage workers from applying for or staying in these jobs. Kaiser Health News said that an Altering social infrastructure is needed since social and physical environments play a role in healthy aging, experts are calling for significant investments in this area over the next decade.¹²

For those who cannot pay for the Nonmedical Homecare Service, even with assistant, donations will be solicited from local businesses and organizations such as charities. It typically takes 2-4 months from start to finish for a client to be enrolled in CCSP.¹³ Clients will be given home care services until their application is processed, we will cover the cost depending on how many funds donated to us which will be used to subsidize the cost of service for those who are not able to pay the full price. Donations and grant funding will allow us to subsidize approximately 40% of our current clientele, again our goal is to not turn anyone away for inability to pay.

Personal Care Homes

This organization would like to provide personal care homes for the elderly and will be licensed and governed by rules and regulations established by the Department of Healthcare Facility Regulations of Georgia. A personal care home defined by the Georgia Department of Labor is a residence offering protective care and oversight of a person who needs a watchful environment but does not have an illness, injury or disability requiring chronic or convalescent care, such as medical or nursing services. in general, seniors are appropriate for this level of care if they:

- No longer can maintain independent living
- Need supervision
- Require personal care services
- Have physical or cognitive impairments
- Require assistance with medication management ¹⁴

Our personal care homes will offer to the residents of the home, room, three meals, and snacks daily, activities, and the amount of personal care and supervision needed by each resident. We will provide laundry services and arrange for transportation services. This will be provided to senior citizens that are on a very low fixed income. It will be a relief to the poor and underprivileged. Many seniors who require some assistance with daily living routines prefer a smaller, more home-like setting rather than a large senior housing complex.

This activity further our tax-exempt purposes because it will provide housing to the poor and underprivileged elderly individuals and the percentage of time that is dedicated to this activity is 100% for the staff to manage the facility and care of the resident's needs. This activity will be funded through Private Pay funding, Medicaid waiver programs such as CCSP, SOURCE, ICWP, COMP (developmentally disabled) waiver, the Veteran's Administration, and long term insurance.

For those who do not qualify for SOURCE or CCSP or but need affordable housing options, we will offer a sliding scale based on their monthly income, contributions from organizations, fundraising activities, grants, loans, and residents will pay a monthly rent on a sliding scale according to their monthly income and their living expenses.

Non-Emergency Medical Transportation Vehicles

Transportation is an important concern for the elderly. Most of the elderly have chronic illnesses that make it hard for them to drive. Such illnesses include; arthritis, asthma, cancer, and diabetes among others. Transportation is necessary for the seniors who need to access health care services such as visit a doctor for an appointment, go for therapy, and run errands that they would require. However, the Georgia Department of Human Services (DHS) is determined to provide remedies to the difficulties facing the elderly by providing affordable and reliable transport system. One of the notable efforts made by the government in helping the target population is creating training for a Certified Defensive Driving.

According to the evaluation of the transportation status of the elderly population, statistics reveal that more than half of the elderly population depends on private care to give them freedom and independence. This pattern hints that the elderly population will need more

adjustments in the transportation sector to counter the deficits. There is also a need to deal with the transport crisis by providing more efficient transport systems for the elderly in need of these services. According to a 2017 article by Johnny Edwards and Anastacia Ondieki, in The Atlanta Journal-Constitution, the state of Georgia pays LogistiCare, the nation's largest manager contractor of non-emergency medical transportation tens of millions of taxpayer dollars a year to make sure frail and elderly Medicaid patients get to their doctors safely and on time. However, since "the privatized system is structured so the contractor sets its rates with subcontractors — the mom-and-pop van companies that push wheelchairs, carry stretchers, lock safety restraints and navigate traffic. LogistiCare keeps more if the subcontractors are paid less."¹⁵

There were numerous complaints and fines that were issued against LogistiCare that mechanical problems have put patients at risk. Patients who weren't restrained properly in moving vehicles or weren't guided properly while entering or exiting vans. Consistent late arrivals and pick up of patients failed to show up for a patient, botched dialysis trips. Since 2012, LogistiCare has paid \$210,000 for more than 400 instances of its subcontractors being late or keeping patients riding for too long. When LogistiCare passes along fines to the transport companies. Some companies said they're so financially squeezed by the system, they can't afford to operate more vehicles or pay drivers much more than minimum wage., this causes some local transportation companies that previously provided rides were reluctant to sign with LogistiCare because the company offered drastically reduced rates.

However, as of April 2019, LogistiCare and Avaya Communications formed a collaborative partnership in the form of a full spectrum of communication and collaboration technology that truly create experiences that matter the company focuses on three key areas to provide a superior customer experience in the form of Innovative Technology, Stringent Oversight: and "We Care" Service.¹⁶ Nevertheless, with these past issues with transportation companies working under LogistiCare, we see the need to purchase vans to provide reliable and safe transportation for the elderly that needs the services that we offer.

MAGZ wants to provide transportation to appointments, an adult day center, and activities in the community, we need vehicles with wheelchair lifts and ramps. This activity furthers our tax-exempt purpose because we will be meeting the transportation needs of the poor

and underprivileged residents that do not own a car or have transportation to take them to their appointments. The percentage of time that is dedicated to this activity is 100%, funding for these services will be done by contributions from other organizations, fundraising activity, loans or grants. The high numbers of disabled people also cement the need for a competent transport system to move these people to places they need to go. Transport can help move these people from their homes to schools, health facilities, social centers, and to meetings of their support groups and organizations.

Home Modification and Repair for the Elderly

Home modification and repair promote independence allowing older persons to remain in their homes. Studies show that some 70 percent of older adults live in single-family detached homes, and nearly 90 percent intend to remain in their homes. Over 35% of older adults reported having some type of disability (i.e., difficulty in hearing, vision, cognition, ambulation, self-care, or independent living). Millions of these individuals live in homes that lack accessibility features that support the ability to live safely and independently. The Census Bureau reveals that 1 in 3 older adults has trouble using some feature of their home.

Home modifications and repairs can help older adults age in place and maintain their independence. In many cases, home modifications can also help prevent falls and other accidents in the home, since more than one out of four older people fall each year. Modifications can make it easier for older adults to navigate through and live in their homes, including brighter lighting, grab bars, stairlifts, and ramps.¹⁷⁻¹⁸

The cost of home modifications can range from very low to thousands of dollars while the majority of the home modifications are paid for out-of-pocket which makes many adaptations out of reach for many low-income older adults, who tend to have higher rates of disability and may live in older homes. We aim to develop and implement an outreach plan that raises awareness and educate older adults and their caregivers about the benefits of home modifications, which will help seniors and disabled individuals to get a sense of security and independence. We will love to offer free services to these individuals, after acquiring grants, donations, and funding for this program. We will hire licensed contractors to modify the homes to assist older individuals to remain healthy and independent in their homes.

Training and Education Center

Another of our mission is to provide training, knowledge, and resources to help the less fortunate in our communities to succeed and live a healthy life. We planned to offer online courses, videos, and downloadable guides to support the community in a variety of educational areas such as health, mental health, financial training, substance abuse, elder abuse, CNA, PCA, etc. All training and materials will be from licensed professionals. This activity furthers our tax-exempt purposes because it provides relief to the poor and the underprivileged. The percentage of time that is dedicated is 30% for volunteers and paid professionals to prepare instructional materials and 40% to conduct training and counseling. This activity will be funded by donations, other agencies, fundraising, and grants.

Health Resource & Referral Center

We know that community support is needed to uplift and support others to be their best. We believe that teamwork, integrity, collaboration, and passion are the key elements in making a significant difference in families and individual lives; thereby enabling people to become health promoters for themselves and their families. Our health and referral center is incorporated in our services now by our President who started this service out of the needs that she saw within her community to help the underprivileged find resources and services that can help them. She attained her Masters in Business Administration in Healthcare Management and her Graduate Certificate in Health Promotion from Liberty University, and is currently attending Georgia State University for her Graduate Certificate in Gerontology.

We want MAGZ to be a resource and referral center that is community-based, family-focused and be a culturally sensitive facility that provides programs and services based on the needs of individuals. We are serving diverse populations and have collaborated with a variety of community partners, including churches, medical offices, and other agencies to promote health issues through formal and informal support. MAGZ Health Services, Inc. is dedicated to supporting the health education needs of the community, it will be a place to obtain information when making healthcare decisions, where the community can browse our collection of health information, which will be free of charge to help them find the health resources they need.

Conclusion

There is a need to help the less fortunate and underprivileged in Georgia, especially the elderly population which is growing in Georgia. This translates to the relative increase of the special services offered to them, most importantly, Homecare, Transportation, and Adult Day Center. Although Georgia Department of Human Services, Division of Aging Services are making efforts to coordinate the aging organizations to provide sustainable services to the elderly, a gap of inaccessibility of the services by a larger population still manifests. MAGZ wants to be a part of the Altering social infrastructure, in recognizing the role that social and physical environments play in healthy aging, by investing in making “transportation more readily available, build more affordable housing, modify homes and apartments to help seniors age in place, and create programs to bring young and old people together”.¹²

With the rising cost of living in our state, we have identified an area where assistance is required to make life less expensive. Homecare, transportation, resource center, and adult day care are good initiatives that we can embark on to ensure that it does not lower the productivity of the people who have to care for the seniors. We require investing in them by lowering the rates for the services. Therefore, MAGZ Health Service, Inc., is determined to create leverage in the services offered to the elderly patients to rejuvenate their status in society, we want to create a system of care for frail and infirm seniors. Having MAGZ Health Services become a 501(c)(3) organization can accomplish so much to help those in need. As a nonprofit, our organization we will be contributing to the economy by providing services that for-profit organizations do not.