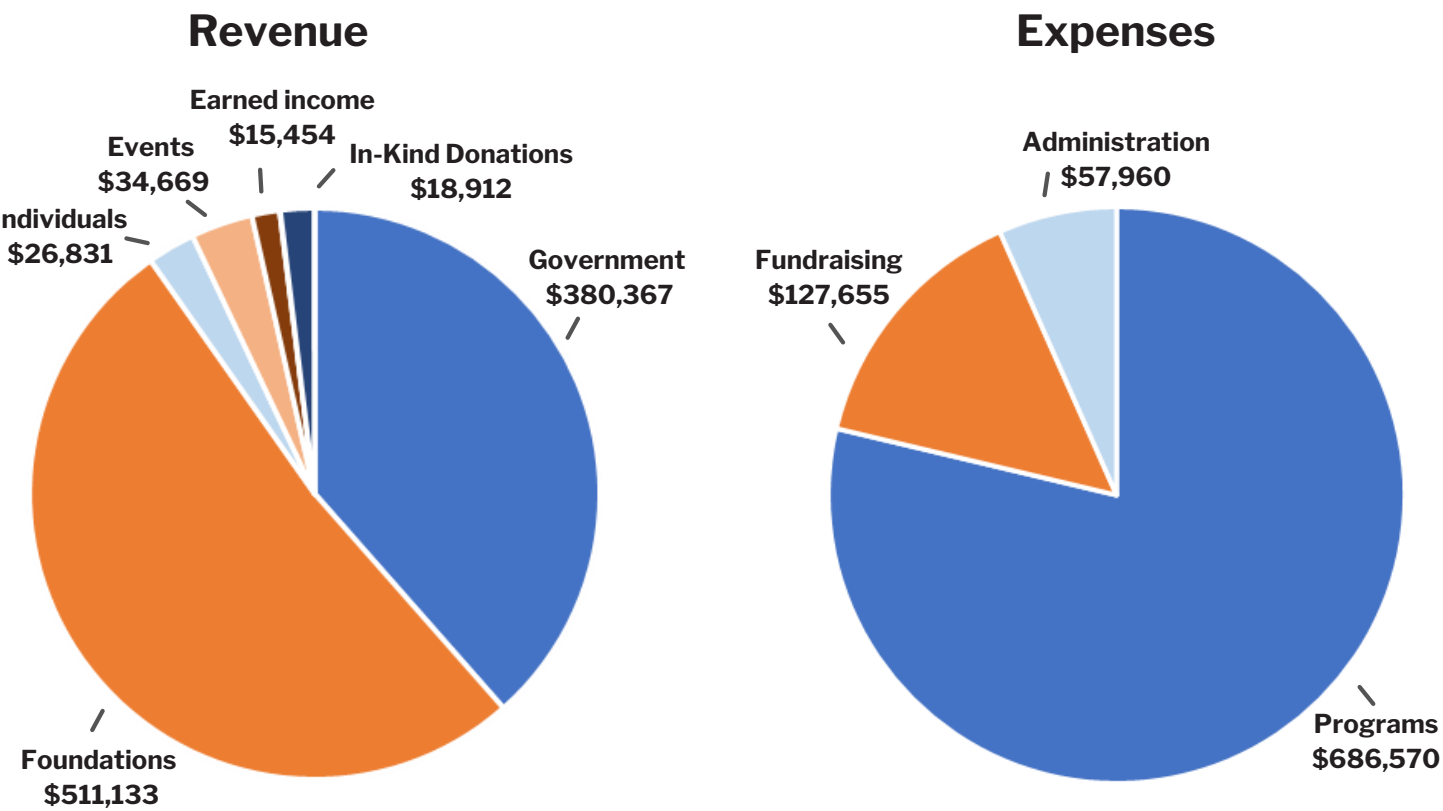


2021 Financial Updates



Policy and Advocacy

VOYCE follows legislation throughout the year to support legislation that will positively impact older adults and those living in long-term care communities.

This past year, VOYCE Policy and Advocacy Manager provided a resource sheet to all legislators in the VOYCE service area. The sheet outlined all our services, the number of Long Term Care (LTC) facilities, the number of residents, and a number of Medicaid beds in their districts.

VOYCE provided written testimony on bills that provided liability immunity to nursing homes for any wrongdoing during COVID that leave residents at their families without many legal options. Unfortunately, this bill passed. But this bill assisted us in developing a significant relationship with the MO Association of Trial Attorneys.

As the 2022 session starts, we're promoting the Essential Caregivers Bill which could make sure residents are never completely closed away again.

Social Media



TOP POST
Post about Celebration and Compassion of Care!
40% Increase in followers
@VOYCESTL



TOP POST
Post about Celebration and Compassion of Care!
28% Increase in followers
@VOYCESTL



TOP POST
Post recruiting for new volunteers!
16% Increase in followers
@VOYCESTL



From the Desk of Our EXECUTIVE DIRECTOR

Dear Friends,

As we close the door on 2021, the challenges our world and community face loom large. We saw both glimmers of hope and great sorrow...2022 holds immense uncertainty.

Long-term care communities in Missouri have reported 27,472 cases and 3,948 deaths from COVID-19 as of mid-January 2022. This combined with record breaking staff shortages and supply chain issues have made the decision to live in and stay in a long-term care community a fraught one for residents and their families.

VOYCE works with long-term care residents in 21 counties in 350 long-term care communities. VOYCE Ombudsmen Staff and Volunteers lift the most vulnerable voices and protect people living on the long-term care continuum. The VOYCEconnect information and assistance line and our educational webinars are the principal source of long-term care information for many residents and their families.

To spread a little joy and connect long-term care residents to our community, VOYCE collected and distributed over 15,000-holiday cards to residents this winter. The success of Project Holiday Cheer program belongs to volunteers throughout our community.

None of this is possible without your unbroken support. I pledge that in 2022, VOYCE will continue to provide these needed services and innovate to ensure long-term care residents are never forgotten.

Your Friend,
Marjorie Moore



SPEAKING UP FOR QUALITY LONG TERM CARE

VOYCE'S MISSION:

Our mission at VOYCE is to educate and empower individuals and their families for quality living across the continuum of long-term care. VOYCE helps to ensure a quality life for people living on the long-term care continuum. Our goal is to become the principal source of information and advocacy for these individuals and their families.





Words from our Board Chair

If you do not approve of how seniors are marginalized, mistreated, unheard, or silenced, now is the time to do something about it. As MLK said, “The time is always right to do right.”

Understanding things won’t be any different for you or your loved ones in your golden years if you sit back and choose to do nothing or believe or even hope someone else will make it better. We ALL are responsible for standing up, voicing our concerns, and making the changes necessary now rather than later.

Gandhi says it perfectly, “The future depends on what we do in the present,” Simple powerful words that can revolutionize how we look at aging.

Thank You,

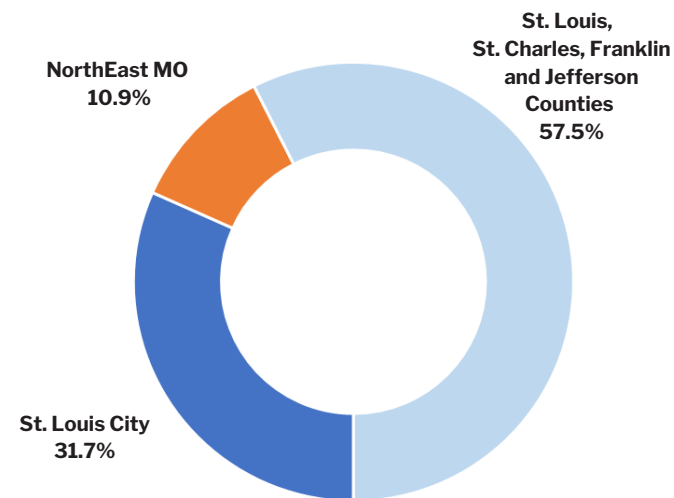
Lauree Peterson-Sakai

Education:

You're Learning! 100 more people joined us for community and professional educational webinars in 2021!

VOYCE believes that in order for all long-term care residents to make the greatest use of their rights, it is crucial that families and professionals have up-to-date knowledge. VOYCE educates businesses and communities too, ensuring that everyone has current and relevant information about the rights and care of our most vulnerable neighbors.

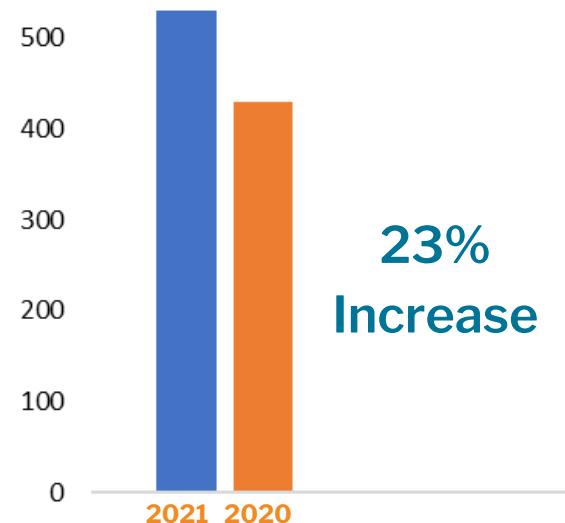
Our Ombudsman aided in problem-solving 3,717 times! 37% of those interactions were resident complaints.



In the middle of 2021, VOYCE Ombudsmen were thrilled to be able to visit residents in person again after a year of providing services through calls, letters, and virtual visits. After a year of experimenting, we know that some things are just better face to face.

VOYCE Ombudsman Program covers twenty-one Missouri counties, including Greater St. Louis and Northeast Missouri up to the Iowa border. More than 350 skilled nursing, residential care, and assisted living communities serve as homes to roughly 28,000 residents.

530 Webinar Attendees



A personal reflection from our Board Vice-Chair

Throughout my childhood, I was extremely close to my grandparents. I watched my grandparents age and utilize rehabilitation, skilled nursing, and hospice facilities. The relationship with my family shaped my value of quality long-term care for older adults and those with disabilities.

My journey in supporting VOYCE started in 2017 when I began volunteering as an Ombudsman. I took pride in working with VOYCE staff, nursing home residents, and long-term care administration to identify systemic issues preventing quality care. Now, as the Board Vice-Chair, I can continue supporting the organization in educating and empowering individuals to take charge of their long-term care.

We all have experienced firsthand or witnessed someone needing nursing home care. We also know that disability is the only category of diversity we can enter at any age. When thinking of organizations to support, VOYCE should be top of mind. Supporting VOYCE with your time, talent, and treasure can truly make a difference in the lives of residents and the communities that love them.

Thank you,

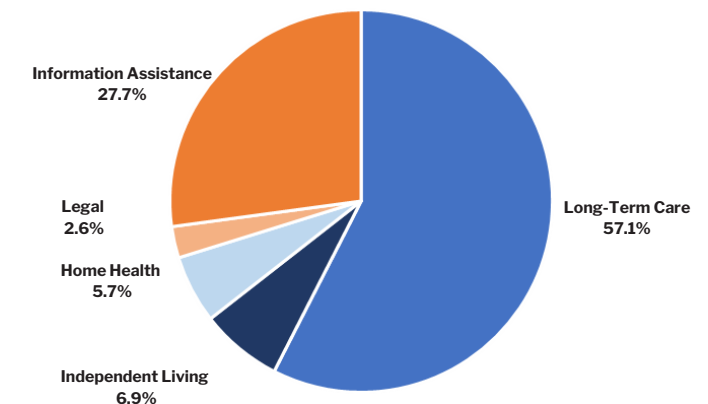
Dr. Maurya D. Cockrell

Project Holiday Cheer Success

This past holiday season, VOYCE worked to make sure that every skilled nursing resident in St. Louis received a holiday card. Approximately 15,000 residents received a card signed by a community member so they knew the community of St. Louis was thinking of them!

VOYCE worked alongside some great community partners to produce and deliver the cards to the facilities. The project was a huge success and generated a lot of media coverage throughout the area. Together with the help of our donors, community residents, and partners, we celebrated by exhibiting remarkable kindness to those in need.

Our VOYCEconnect information and assistance line received 683 calls in 2021, 57% of callers needed help as they or a loved one was considering moving into long-term care.



VOYCEconnect helps callers understand the long-term care system so they can make the right decision themselves or for a loved one. Our staff listens and provides resources to meet each individual's specific needs.



There was a 40% increase in volunteers throughout our organization in 2021. Volunteer recruitment is a year-round endeavor to seek out qualified individuals passionate about making a difference. VOYCE volunteers receive ongoing training and support to understand the nursing home industry and strategies for maintaining their well-being.