



Trey Fletcher
P.O. Box 589
Pflugerville, Texas 78691

April 16, 2020

Dear, Mr. Fletcher,

What a difference this quarter has been... Senior Access started out the quarter rapidly increasing our drives and adding more routes for our seniors. The Pflugerville Van ride had grown tremendously and out did all other areas that we served. Our board was working on purchasing a new 14 passenger van to expand services.

Our program dramatically changed as the rest of the world on March 14, 2020. With the outbreak of Covid 19, Senior Access had to stop providing our van and one on one rides. As you know, our seniors are in the most vulnerable categories and encouraged for their safety to stay home. But we know you have needs and are assuring we are able to help. We created a new Senior Buddy program. Our staff worked very hard to contact all 1600 of our clients that are currently on our services to see how everyone was doing. To see if they had help during this time and to determine if they needed or wanted a Senior Buddy.

Our Senior Buddy has been amazing and we have had tremendous success with it. A volunteer or staff person calls the senior twice a week to check on them and to determine if they need any groceries or prescriptions and goes and gets these items for them. We have opened our Buddy service to any senior in our area that needs help getting groceries or prescriptions. The connections have been amazing. This last week we had one senior that is reliant on her scooter to get around due to her severe health limitations, her scooter broke and she was stuck. We were able to get one of the scooters in our Ollies' closet and fix it up by purchasing new batteries and brought it to her. She now can get around her apartment complex and remains independent. Another senior told her buddy that she is so grateful for the weekly calls and it is what she looks forward to each week. They visit 45 minutes each call. One senior that hadn't used our services for a few years, started crying and stated, "I didn't know what I was going to do, I prayed and you called to help." These are just a small sample of our new buddy system and the reactions. Not only are we continuing our buddy program but we are continuing helping with drives. We are not having our volunteers drive but if a client's doctor need to see them or patient has chemo or essential appointment, we are paying and arranging for a lyft service for them to get to their appointment. We are finding most doctors are canceling the appointments or doing a phone or virtual appointment instead.

Thank you for providing Senior Access the funding needed to serve more seniors in Pflugerville.

Attached are the statistics for services for January – March payment. We appreciate the support which helps us to serve more Pflugerville residents.

Thank you for also continuing to support the seniors.

Sincerely,

Serita Lacasse
Executive Director

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www.senioracesstx.org

Senior Access 2020					
	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Total
Quarterly Services Provided					
Point to point transportation trips	3202				3202
Community/educational seminars	151				151
Information and referral services	250				250
Support services					
Home visits	90				90
Minor home repairs	7				7
Senior Buddy	1711				1,711
Volunteer service coordination activities	50				50
Older adult clients					
Enrolled to receive services at end of quarter	1505	1572			
Newly enrolled for the quarter	67				67
Volunteers					

Total volunteers as of end of quarter	531	556			
New recruits for the quarter	25				25
Volunteer & Community Volunteer Hours*	9172				9,172