



2024 Year in Review



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We are proud to present this year in review report, which illustrates the difference Trellis made in the lives of thousands of older adults and caregivers in 2024. Throughout a year of transitions, our partners, volunteers and staff committed themselves to our mission to help people thrive as we age. We are grateful to everyone who helped us show up for the community as a funder, a service provider, an advocate and a leader in aging services.

We look back at 2024 with a sense of accomplishment, and we look forward to a new year full of new **opportunities**, new **beginnings** and new **partnerships**.





Older Americans Act Administration

In our role as the area agency on aging in the seven-county Twin Cities metro area, Trellis' Older Americans Act team works with direct service provider organizations to fund services that meet local needs and preferences. **Highlights:**

- ▶ **\$13.1 million awarded to 39 organizations**
- ▶ 2024 was the first full year of funding in our 3-year cycle and the first year using the SmartSimple Grant Management system to manage those funds
- ▶ Trellis grant management staff and leadership participated in a statewide collaboration between area agencies on aging and the Minnesota Board on Aging to develop Minnesota-specific policies and procedures to come into compliance with new Older Americans Act regulations

Impact Story:

Touchstone is a mental health provider that supports previously unsheltered older adults at their Minnehaha Commons residence. One of their residents has untreated mental health conditions and has lived there for five years. In 2024, Touchstone used Title III-B Special Access funding to help this resident navigate eviction court and access an attorney to establish a payment plan. This funding helps pay for staff to support him with house cleaning and maintaining benefits, which helps keep him housed and independent.

Senior LinkAge Line Services



Trellis supports individuals through the Senior LinkAge Line, a free, statewide service of the Minnesota Board on Aging in partnership with Minnesota’s area agencies on aging. The Senior LinkAge Line is a key resource for older adults who want to optimize well-being as they age.



31,531
calls answered

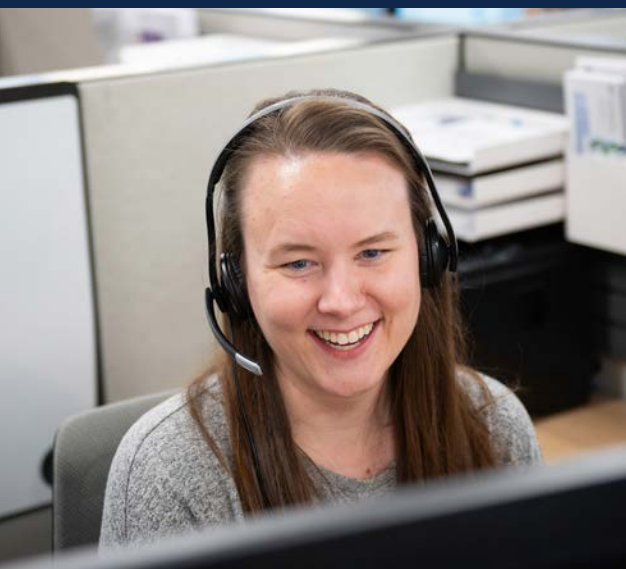


13,640
preadmission screenings



2,151
in-person resource
coordination visits

Impact Stories:



Benefits and options specialist Ryan helped “James” compare Medicare Part D plans during open enrollment. James needed expensive diabetes medications—Ozempic, Farxiga and Tresiba—because he couldn’t take generics. His current prescription drug plan for 2025 would cost \$9,168, since not all his medications were covered. After comparing plans, Ryan found a better option that covered all James’ medications and cost only \$2,070 for the year. Ryan also explained the new Medicare Prescription Payment Plan, which made monthly payments more affordable. James was very thankful for the help from Senior LinkAge Line!

A Senior LinkAge Line caller was referred to resource coordinator Madelyn, who made a home visit and connected the client to a number of resources: transportation, healthy aging classes, technology assistance and help with her immigration status. Resource coordinators followed up with the client over several months, helping her repair a laptop, among providing other resources. Recently, the client shared good news that she would be returning to Canada, which had been her goal. She was appreciative of the support and encouragement she received since her first call to the LinkAge Line.

Volunteers and Outreach

The Volunteer and Outreach team delivers education and information throughout the seven-county metropolitan area in partnership with community organizations. Senior LinkAge Line volunteers provide Medicare counseling, give community presentations and serve as ambassadors to their home communities. They are embedded in nearly all departments within Trellis. **Highlights:**



4,393
volunteer hours



1,089
Medicare
counseling hours



150
community
presentations

Volunteer Spotlight

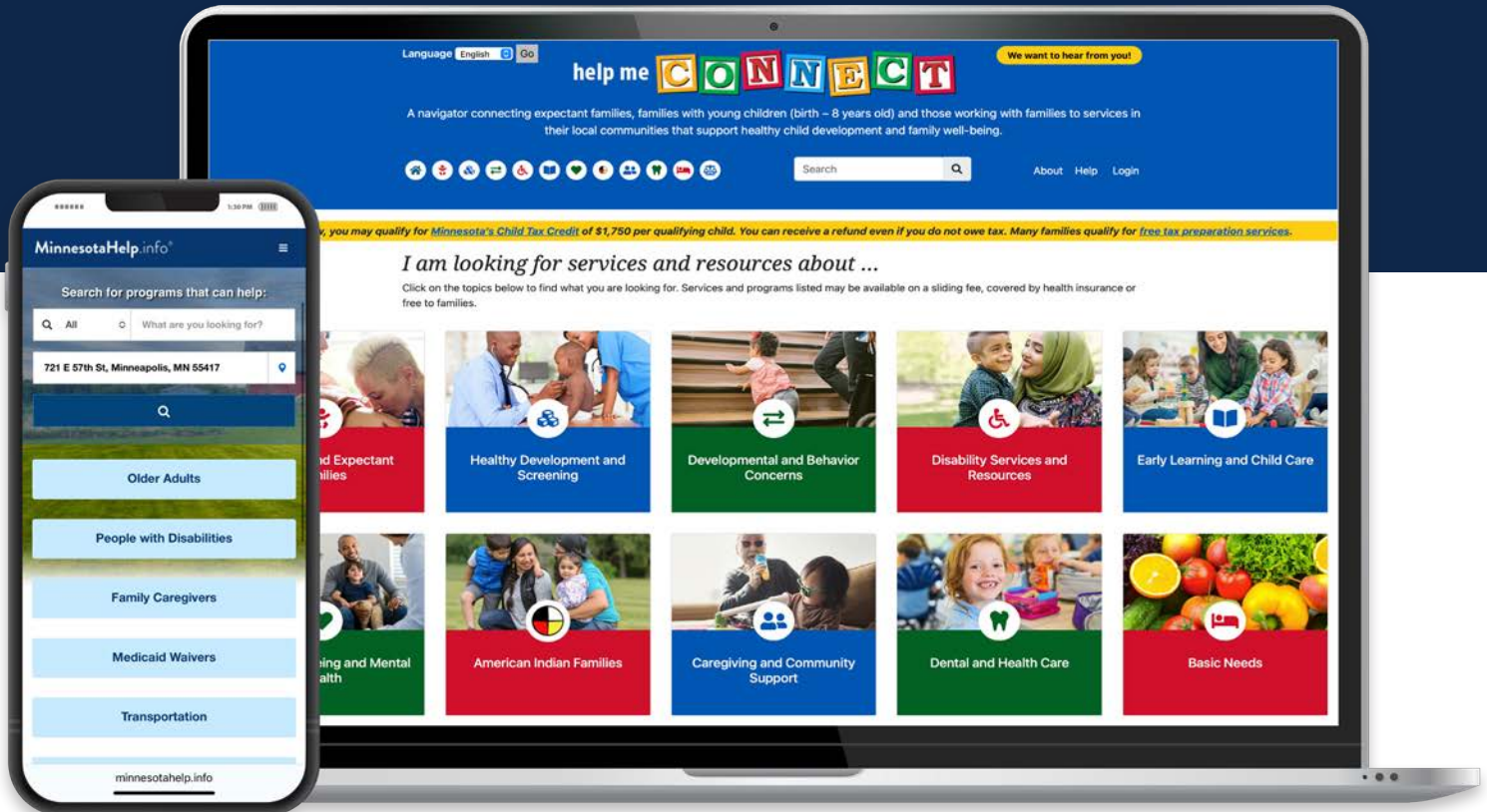
Manuela has been a volunteer at Trellis for two years and holds a variety of roles. She joins many outreach events including those in the Latiné community where she helps to translate outreach materials into Spanish. Manuela has expressed many times that these outings have not just given her the opportunity to be part of the community, but it has also given her a chance to improve and strengthen her English. When Manuela comes into the office to help with administrative tasks, she has described her experience at the office as warm, welcoming and a great way to connect with other volunteers.



Data Management Program

The Data Management Program manages the information that populates the MinnesotaHelp.info and Help Me Connect websites. The database includes listings for social services across Minnesota.

- ▶ **13,502** total agencies in the Data Management Program database
- ▶ **72,764** points of service in the database
- ▶ Developed technology to add direct links to each assisted living facility's report card to be implemented in early 2025
- ▶ Top three MinnesotaHelp.info searches: assisted living facility, transportation, personal care assistance





Juniper

Juniper is Minnesota’s community care hub, working to bridge the gap between health and social care in our state. At the heart of Juniper are wellness classes that help people get fit, live well and prevent falls.



4,134
participants in
278 classes



15%
of people served are BIPOC.
Approximately 7% of the statewide
population age 60+ is BIPOC



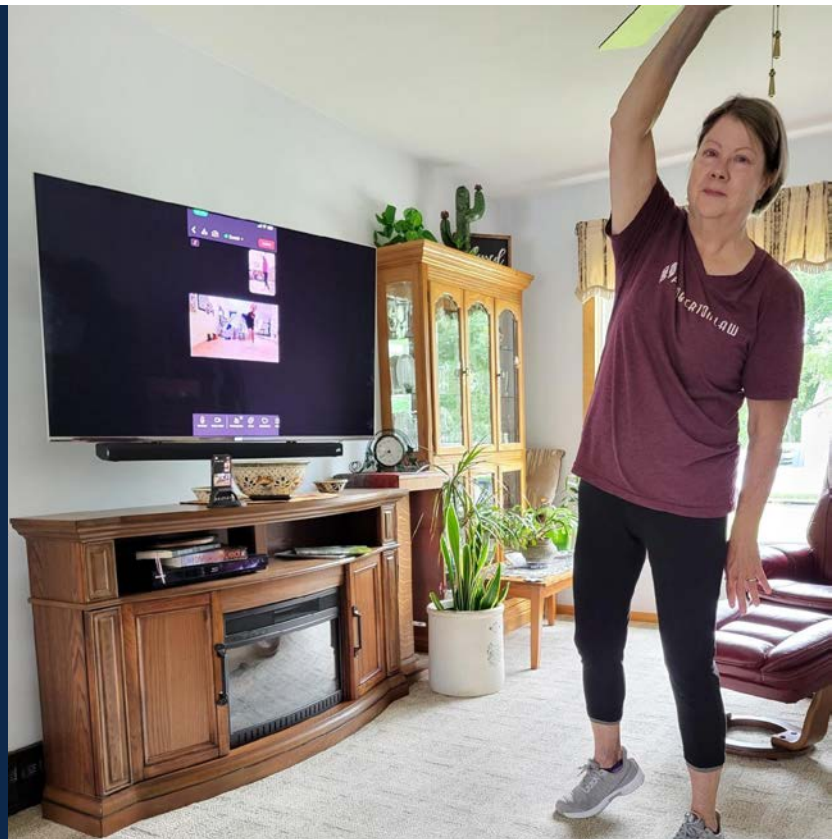
50%
of participants
reside outside of the
7-county metro

\$500,000 community care hub grant from the Minnesota Department of Health

Impact Story:

Karel is 70; she was just 38 when she was diagnosed with type 2 diabetes. Now in her 3rd year of taking Juniper’s Stay Active and Independent for Life (SAIL) class three days a week, Karel says she can’t live without it.

“Between the class and walking two days a week, I’ve been able to keep my diabetes under control and keep my A1C under seven,” she says. “I feel strong, and I have the energy to care for my grandchildren and drive them to their activities. I’m pretty sure I also inspired their parents to exercise! I’m so grateful SAIL is there for me. It’s been a game-changer.”



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ElderCare Development Partnership

Our ElderCare Development Partnership team provides technical assistance for people and organizations to apply for grants serving older adults and offers capacity building consultation on a range of topics such as grant writing, nonprofit management and more.

- ▶ Hosted Phoenix, AZ AAA to deliver “Too Many Treasures” hoarding disorder training
- ▶ Technical assistance for 68 organizations
- ▶ Convened 125 people from across the country in Aging with HIV webinar

Impact Story:

May Vang owns Asian Flame, a small catering business specializing in serving older adults Asian-specific meals. She was looking for ways to expand her business and connected with ElderCare Development Partnership coordinator Diane Graham-Raff. Diane supported May in applying for a Minnesota Department of Health GEAR (Grants, Equity, Access and Research) grant, which she received.

With those funds, May was able to modernize her kitchen with a walk-in cooler, a blast chiller and a state-of-the-art sealing machine. May’s goal was to serve 100 people each week—she is currently serving around 150 per week, meeting a need for serving Asian meals to older adults in the community. Says May, “I couldn’t have done this without Diane’s support. She’s always looking out for me.”





Dementia Friendly Initiatives

Trellis leads three dementia friendly community initiatives across Minnesota: ACT on Alzheimer's, Dementia Friends Minnesota and The Remember Project. These initiatives strive to make communities good places for people with memory loss to live and thrive. Highlights from 2024 include:

- ▶ Adding nearly 2,500 Dementia Friends, the most in one year since 2019
- ▶ Hosting the Dementia Friendly Changemakers Summit to celebrate 10 years of Dementia Friends Minnesota
- ▶ Trellis received a two-year grant from the Delta Dental of Minnesota Foundation to expand the work of Dementia Friendly Dental Practices. In partnership with the U of M, Trellis is working to train 600 dental office staff by 2026 and is launching a six-hour advanced clinical training for dentists. The online modules will be live in the summer of 2025
- ▶ The Remember Project hosted 1,713 attendees at 17 events

▶ **91%** of participants have an increased understanding of memory loss because of The Remember Project

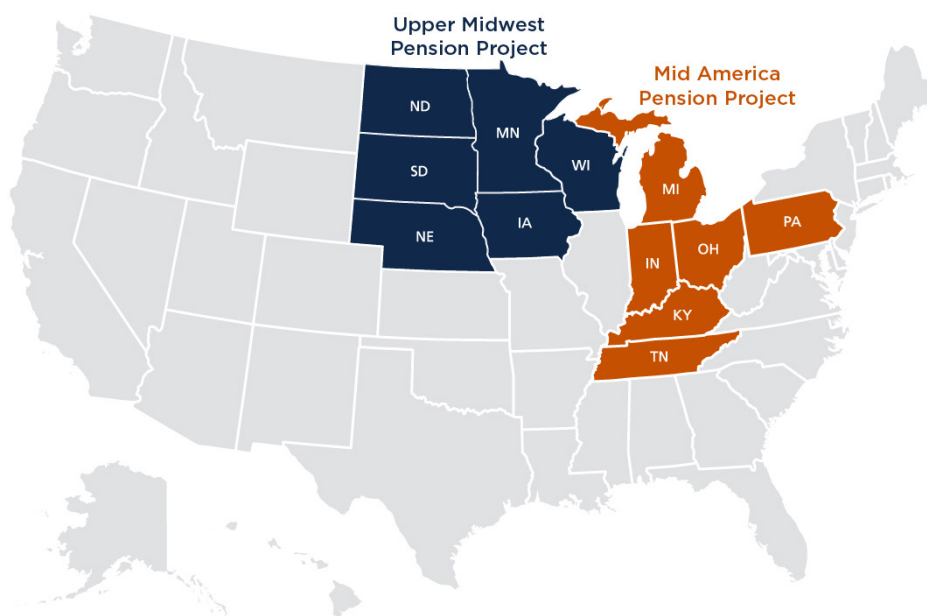
- ▶ State of Wisconsin BOLD funding made possible an adaptation of The Remember Project play, "Fortune Cookies" featuring deaf actors, voice-over actors and ASL interpreters. Additional events are being coordinated around Wisconsin



Attendees of the Dementia Friendly Changemakers Summit.

Trellis Pension and Retirement Rights

Trellis Pension and Retirement Rights provides legal services to ensure workers, retirees and their families receive their retirement funds. In 2024, Trellis was awarded a second pension project in addition to renewing our existing project. The Mid-America Pension Project serves Michigan, Indiana, Ohio, Pennsylvania, Kentucky and Tennessee.



Impact Story:

A client was receiving a pension for over four years when she was suddenly notified that the pension plan had made an error in calculating her monthly annuity. As a result of the plan's error, the client received an overpayment of \$31,000.

The plan demanded that the client return that money. The client filed a claim on her own, which was denied. The client then contacted the Upper Midwest Pension Project for assistance with an appeal. The project contacted the plan, obtained documents and other important information to review. Trellis attorneys were able to confirm that the overpayment was entirely the fault of the plan and its third-party administrator.

The pension project filed an appeal on behalf of the client, arguing that the plan should cease its recoupment action against the client and instead seek recoupment from the third-party administrator. As a result of the Project's advocacy, the pension plan abandoned its recoupment action against the client, thus saving her \$31,000 that she could rely on for the rest of her retirement.

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Advocacy and Equity

In 2024 we gained additional support and momentum for the Volunteer Driver Coalition. We picked up five House co-authors and two Senate co-authors. We hosted visits with Representative Ilhan Omar and Senator Tina Smith regarding the importance and impact of the Older Americans Act. **Highlights from our equity work in 2024 include:**

- ▶ Awarding funds to two new Title III providers as a result of targeted outreach
- ▶ Our strategic plan includes commitments to explore an equity fund and welcome an indigenous person to the board
- ▶ We provided forms assistance for low-income older adults through grants from City of Minneapolis and National Council on Aging





Trellis provides services, connections and innovations that meet the changing needs of a growing population of older adults. We help people optimize well-being as we age.



trellisconnects.org

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