

Annual Report to the Community 2017



Connecting
You Today,
Improving Your
Tomorrow

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Home & Community Care Division

From the moment a question or problem comes into our call center, our staff in the Home and Community Care Division join together to find the best options and answers. Working as a team, they provide information, resources, and creative solutions with the singular goal of assisting the client or caregiver. This connectivity allows the staff to approach each unique situation from a variety of angles, resulting in specifically tailored solutions.

Aging & Disability Resource Center (ADRC)

Our Information Specialists in the ADRC are trained and equipped to connect callers with resources, programs, websites, or other individuals who may be able to assist. In 2017, the Information Specialists took over 2,270 calls where they helped resolve a problem by providing information and advocacy.

Options Counseling and Case Management

If our Information Specialists feel that a caller would benefit from more in-depth assistance, they will offer the caller a visit with our Community Care Counselors for Options Counseling. These creative and caring staff members will help the person look at all possible avenues that may assist them in solving their own problems. Each individual situation will be assessed based on the needs of the person or their caregiver and a plan will be developed with those specific needs in mind.

In 2017, our Community Care Counselors connected with 774 referrals for Options Counseling.

If a longer term solution is necessary, we will connect the client with a Home Care Manager, a professionally trained specialist who continues the person-centered approach to assessing needs, solving problems, advocating for their clients, and improving quality of life. In our five county area, 722 clients were served by our Home Care Managers in 2017.

Sentry Services

The purpose of Sentry Services is to protect, advocate, and serve incapacitated adults needing representation with the least restrictive options possible. Sometimes, for a myriad of reasons, a person may need assistance in governing their own lives, from managing finances to making major life decisions. Sentry Services has a number of options to assist, from acting as a Representative Payee all the way to full guardianship. Sentry Services was honored to represent an average of 59 people in 2017.

Our Mission:

Working together to provide services that help people maintain their independence.

Our Values:

Integrity, Quality,
Compassion,
Cooperation

Nutrition & Activities

Senior Nutrition Activity Centers (SNACs) allows individuals 60 and over to stay connected with the community, make new friends, and receive a nutritious meal. Virginia Miller, Osgood, a 20 year SNAC participant told us, "The SNAC helps keep my mind active. I enjoy playing cards and the other activities. I also know that the SNAC serves food that I should eat. If I didn't attend I wouldn't eat a balanced meal." Virginia said that at 95 it would be easier to just stay at home and eat what she wanted, but she knows staying active and eating right is what keeps her going. In 2017, the SNACs served over 22,000 meals to 515 different individuals. At all of our nine locations, guest speakers and musicians come to inform and entertain regularly. Foot care is available on a bi-monthly basis. In some locations, *Catch-A-Ride* helps individuals make the SNAC connection by providing daily transportation.



Catch-A-Ride

In 2017, *Catch-A-Ride* provided 84,382 one-way trips to 2,154 individuals. For many, *Catch-A-Ride* is a vital resource that allows them to maintain their independence and remain connected to and active in the community. *CAR* provides access to medical appointments, employment, shopping, and much more. In addition to the individuals served, *Catch-A-Ride* provides service for a number of community partners. One example is Developmental Services, Inc. (DSI), a not-for-profit organization concerned with the well-being and independence of persons with mental, physical, and emotional disabilities. DSI offers a variety of services that allow individuals with disabilities a way to stay connected to their community, have a safe place for socialization, and learn life skills. *Catch-A-Ride* currently provides transportation for 45 of DSI's clients, ranging from 21 to 82 years of age. *Catch-A-Ride* is proud to be able to work with its community partners to meet the needs of our community members and help them to stay connected within their community.



All services provided by *LifeTime Resources* are provided without regard to race, age, color, religion, sex, disability, national origin or ancestry and are available to individuals of all incomes.

I want to help.

For online donations, volunteer opportunities, or other information, please visit:

www.lifetime-resources.org

Call (812) 432-6200 or (877) 234-3641

Remembering *LifeTime* in your Wills and Memorials is a Lasting and Loving Gift!

Aging Services Financials

Revenue

Federal & State	\$3,285,361.09
Customer Donations/Fees	\$ 384,126.70
Local Gov't Support	\$ 126,919.48
Other Support	\$ 166,603.26
Total Revenue	\$3,963,010.53

Expenses

Outreach	\$2,514.80
Home Care Mgt.	\$672,761.02
Comm. Care Counseling	\$287,253.32
Ombudsman Contract	\$21,317.25
In-Home Services	\$474,465.50
Information & Assistance	\$153,945.72
Sr. Nutrition Activity Ctrs.	\$311,069.60
Home Delivered Meals	\$69,903.25
Sentry Services	\$196,326.03
Legal Aid	\$7,511.89
Health & Wellness	\$10,352.80
Public Information	\$8,224.00
Caregiver	\$5,062.11
Capital Expenses	\$85,945.00
<i>Catch-A-Ride</i>	\$1,656,358.92
Total Expenses	\$3,963,010.53

Total Individual Clients Served

Dearborn	2,310
Decatur (CAR only)	175
Jefferson	1533
Ohio	271
Ripley	1265
Switzerland	327
Other	286
Total	6167

Total Units of Service by Program

Ombudsman	598	1 Hour
Legal Aid	111	1 Hour
Home Care Management	16,623	1 Hour
Sentry Services	4,472	1 Hour
In-Home Service	17,379	1 Hour
Home Delivered Meals	13,756	Meals Served
Sr. Nutrition Activity Ctrs.	22,277	Meals Served
<i>Catch-A-Ride</i>	84,382	One-Way Trip
Age/Dis Resource Ctr.	5,409	1 Call/Contact
Health & Wellness	434	1 Class/Assess
Adaptive Aid/Home Mod	636	1 Device
Outreach/Public Info	1,408	1 Contact

*Family caregiver units are included in several of the above categories. Total Family Caregiver Clients served are 711 Clients.

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