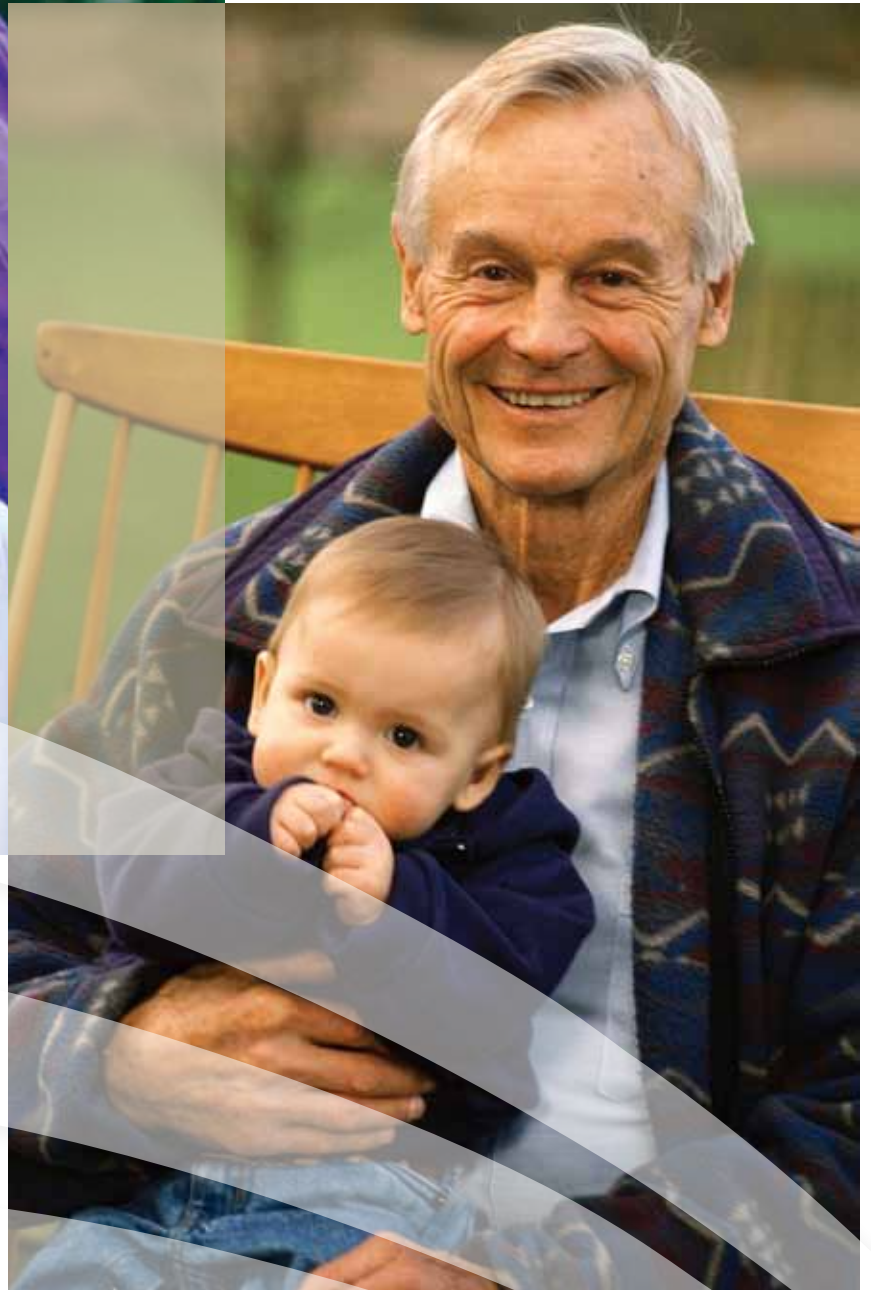




Aging & In-Home Services  
OF NORTHEAST INDIANA



## Combined Annual Report 2009 – 2010

CELEBRATING 35 YEARS OF SERVICE IN NORTHEAST INDIANA

## From the Board Chair



This is an exciting time for the Aging & In-Home Services (AIHS) organization! In 2009 we were faced with a tremendous challenge, replacing a successful director who retired after giving thirty years of service to AIHS. After much consideration, the board members formed a transition committee, chose a top notch transition consultant and the rest is history!

One of the questions we asked was, “how do we face the challenge of carrying on the rich heritage of this organization while positioning it to be dynamic and responsive to the current and growing needs of its clients?” It was important to the board that AIHS reflect a deep respect for those it served while providing and promoting a framework of support services that would allow seniors and the disabled to have a strong quality of life.

It is with great honor that the AIHS’ Board of Directors presents Mrs. Connie Benton Wolfe to the City of Fort Wayne and our nine county service area! We feel that she is the right person to move this organization to an unprecedented level of quality service to seniors and the disabled within our community. Our future is bright and we remain committed to our mission of promoting independence, dignity and quality of life for those we serve everyday.

Sincerely,  
Julie Sanchez

## From the President



It is an honor to be taking the helm of Aging & In-Home Services as it celebrates its 35th year of service to Northeast Indiana. Much has been accomplished to develop a foundation of support for older Hoosiers and people with disabilities living in our nine county area and our agency can be proud of the difference it has made in countless lives. We have done our work in partnership with city and county government officials, Councils on Aging, many other nonprofits and thousands of volunteers and advocates and we are grateful that so many have confirmed the importance of our mission.

Like all vital organizations, however, we must continue to evolve and grow. And, while we look back with pride, we also look forward with a renewed sense of purpose and responsibility. Aging & In-Home Services knows that to be successful in our next era, we must be prepared to serve an expanded population of older adults, persons with disabilities and the family members who love and care for them to ensure that all citizens of Northeast Indiana, regardless of age or ability, can thrive in “communities for a lifetime.”

So, we embrace our 35 year history and thank all who have contributed to our success. But we also take this opportunity to pledge that we will not simply “carry on;” we will lead with a commitment to quality, choice, innovation and partnership.

Sincerely,  
Connie Benton Wolfe







## AGING & IN-HOME SERVICES OF NORTHEAST INDIANA, INC.

### Our Mission

To promote independence, dignity and advocacy for all older adults and persons with disabilities.

### Our Vision

Serving as the major resource center and single focal point for the long-term care system, Aging and In-Home Services of Northeast Indiana, Inc. will be a catalyst to achieve optimal quality of life for older adults and persons with disabilities. Their integrity and dignity will be protected, nurtured and respected.

### Our Region

1. LaGrange
2. Steuben
3. Noble
4. DeKalb
5. Whitley



### Serving Northeast Indiana for 35 Years



CREDIBILITY • INTEGRITY • ACHIEVEMENT

Aging & In-Home Services of Northeast Indiana, Inc. is accredited by the Council on Accreditation and the Alliance of Information and Referral Systems.

## Our Impact

# Touching the lives of 34,000 individuals

### THREE PRIMARY AVENUES OF SUPPORT:

- Planning, funding and provision of home and community based services as a regional Area Agency on Aging.
- Streamlined access to information and linkage to care options and benefits through our Aging and Disability Resource Center.
- Long-term care counseling, screening and management providing access to Medicaid Waiver and other local, state and federal resources to extend supported living at home.



## Our Leadership

### BOARD OF DIRECTORS 2010

Julie Sanchez, Chair

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Vice-Chair

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Bill Cunningham

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Roxandra Clemons-  
McFarthing

Nate Schacht

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### EXECUTIVE STAFF 2010

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President (Retired)

Claire Dokmecian,  
Vice-President  
Finance

Ruth Ratzlaff,  
Vice-President  
Case Management



## Our Services

### AGING & DISABILITY RESOURCE CENTER: 2009-2010 HIGHLIGHTS

- Earned designation and accreditation from the State of Indiana
- Earned accreditation through the Alliance of Information & Referral Systems (AIRS)
- Received certification as a Senior Health Insurance Program (SHIP) site
- Launched Chronic Disease Self Management Program & Enhanced Fitness Program
- Partnered with Centers for Medicare & Medicaid (CMS) to provide regional training on Affordable Care Act

#### 2010 SERVICE SUMMARY:

|                                  |              |
|----------------------------------|--------------|
| Information & Options Counseling | 11,825 units |
| Family Caregiver Education       | 21 sessions  |
| Family Caregiver Assistance      | 2,879 units  |
| Respite Care for Caregivers      | 9,378 hours  |
| Caregiver Support Groups         | 18 sessions  |
| Caregiver Supplemental Services  | 345 units    |



### HOME & COMMUNITY BASED SERVICES: 2009-2010 HIGHLIGHTS

- Re-accredited by Council on Accreditation in 2010
- Provided on-going case management to 1,447 community dwelling clients

#### 2010 SERVICES SUMMARY:

|                      |               |
|----------------------|---------------|
| Adult Day Care       | 9,626 hours   |
| Homemaker            | 29,572 hours  |
| Home Health          | 9,646 hours   |
| Attendant Care       | 37,017 hours  |
| Private Hire Service | 4,870 hours   |
| Skilled Nursing      | 438 hours     |
| Respite Care         | 32,375 hours  |
| Nutrition Care       | 164,700 meals |
| Transportation       | 52,345 rides  |
| Home Health Supplies | 542 units     |
| Other                | 508 hours     |



## Our Services

## LONG-TERM CARE MANAGEMENT: 2009–2010 HIGHLIGHTS

- Achieved Quality Assurance results that exceeded expectations/requirements at state and local level
- Created formalized training system to attain and maintain Case Management certifications
- Diverted 175 nursing home placements allowing clients to remain at home with supportive services

### 2010 SERVICES SUMMARY:

|                         |                    |
|-------------------------|--------------------|
| Pre-Admission Screening | 5,674 applications |
| Case Management         | 228,973 units      |

### Our Clients: A profile

|                      |              |               |
|----------------------|--------------|---------------|
| Age range            | Under 1 year | 102 years     |
| 85+                  | 18%          |               |
| 75-84                | 24%          |               |
| 65-74                | 16%          |               |
| Under 65             | 42%          |               |
| Gender               | 27% Male     | 73% Female    |
| Ethnicity            | 18% Minority | 82% Caucasian |
| Living Below Poverty | 53%          |               |
| Living Alone         | 44%          |               |

### Special recognition & appreciation goes out to our caring and committed service vendors

|  |   |                                     |   |
|--|---|-------------------------------------|---|
| A Day Away Adult Day Care, Inc.          | Community Transportation Network          | Huntington Co. Council on Aging     | Samuel Walker Community Center                  |
| A New Day Adult Day Services             | Companion Lifeline/Gerig Enterprises, Inc | Interim Healthcare of Fort Wayne    | Seasons Home Care                               |
| Absolute Angels Senior Care              | Critical Signal Technologies              | Irish Home Care                     | Senior Helpers                                  |
| Adams Co. Home Health Care               | Crossroads Home Care, Inc.                | Isiorho, Edna                       | Stay Home Senior Care, Inc.                     |
| Adams County Council on Aging            | DeKalb County Council on Aging, Inc.      | Kaup Pharmacy, Inc.                 | Steuben County Council on Aging                 |
| Adaptive Mobility                        | Dossiec Home Care                         | LaGrange County Council on Aging    | Summit Lifeline                                 |
| ADT Security Services, Inc.              | Easter Seals Arc of NE Indiana            | League for the Blind & Disabled     | Sunshine Home Assistance Services, Inc.         |
| Advantage Home Health Care, Inc.         | Englewood Health & Rehabilitation Center  | LS2 Ventures, LLC                   | Sunshine Home Care Services, Inc.               |
| Advantage Personal Services              | Granite Ridge Builders                    | Majors Medical Supply               | Surehands Lifts                                 |
| Agape Respite Care, Inc.                 | Guardian Medical Monitoring               | Maxim Healthcare Services, Inc.     | Trinity Home Health Care, Inc.                  |
| Allen County Council on Aging            | Hamilton Health Aid Service               | Momper Construction Corp.           | Turnstone Center for Disabled Children & Adults |
| Angel Corps                              | HDIS                                      | New Horizons Home Health Services   | Wells County Council on Aging, Inc.             |
| At Home and At Play - Senior Support Svc | Help At Home, Inc.                        | Noble County Council on Aging, Inc. | Whitley County Council on Aging                 |
| Cameron Home Health Care & Hospice       | Home Care Services, Inc.                  | Paragon Home Care, Inc.             | Wings As Eagles Senior Care Services            |
| Comfort Keepers                          | Home Is Where the Heart Is                | ResCare Adult Day Services          |   |
| Community Home Health Care               | Home Nursing Services, Inc.               | ResCare Home Care                   |   |
|  | HomeCare Network                          |                                     |   |
|  | HomePointe                                |                                     |   |
|  | HomePointe Health Care                    |                                     |   |

## Our Financial Summary

### REVENUE AND EXPENSE STATEMENTS: JULY 1, 2008 TO JUNE 30, 2010

#### Revenue: July 1, 2008 to June 30, 2009

|                         |              |
|-------------------------|--------------|
| Federal Funds           | \$ 3,213,830 |
| State Funds             | \$ 2,739,615 |
| Local Funds             | \$ 75,002    |
| Medicaid Waiver Revenue | \$ 806,238   |
| Client Contributions    | \$ 165,818   |
| Other Revenue           | \$ 947       |
| In-Kind Revenue         | \$ 125,455   |

**Total Revenue: \$ 7,126,905**

#### Expenditures: July 1, 2008 to June 30, 2009

|                         |              |
|-------------------------|--------------|
| In-Home Services        | \$ 2,257,379 |
| Meals & Delivery        | \$ 605,332   |
| Personnel & Benefits    | \$ 2,678,706 |
| Office Rent             | \$ 221,246   |
| Equipment & Maintenance | \$ 222,394   |
| Contracted Services     | \$ 643,742   |
| Other Expense           | \$ 206,487   |
| Other Office Costs      | \$ 161,315   |
| In-Kind                 | \$ 125,455   |

**Total Expenditures: \$ 7,122,054**

**Net Revenue: \$ 4,851**

#### Revenue: July 1, 2009 to June 30, 2010

|                         |              |
|-------------------------|--------------|
| Federal Funds           | \$ 3,079,032 |
| State Funds             | \$ 3,103,243 |
| Local Funds             | \$ 34,085    |
| Medicaid Waiver Revenue | \$ 1,079,599 |
| Client Contributions    | \$ 147,677   |
| Other Revenue           | \$ 771       |
| In-Kind Revenue         | \$ 134,014   |

**Total Revenue: \$ 7,578,422**

#### Expenditures: July 1, 2009 to June 30, 2010

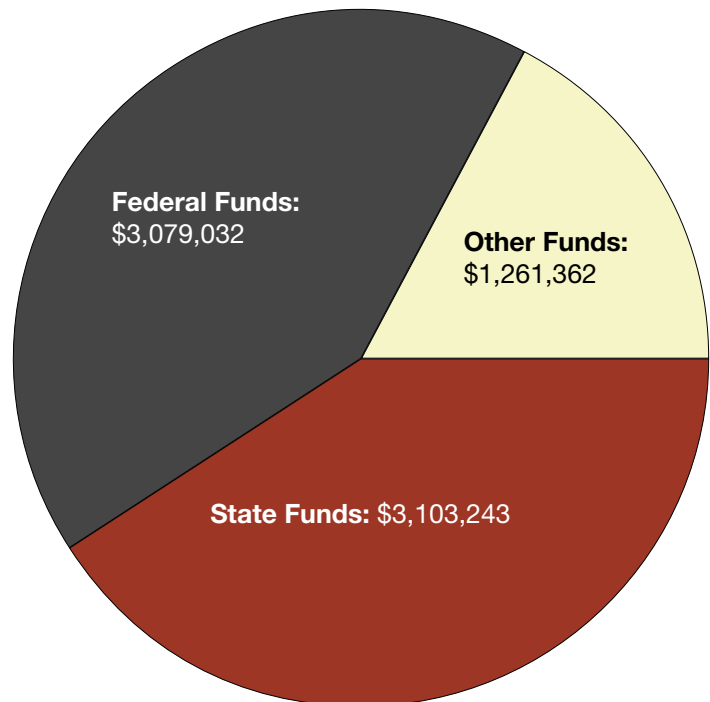
|                         |              |
|-------------------------|--------------|
| In-Home Services        | \$ 2,386,850 |
| Meals & Delivery        | \$ 612,752   |
| Personnel & Benefits    | \$ 3,021,731 |
| Office Rent             | \$ 209,367   |
| Equipment & Maintenance | \$ 47,602    |
| Contracted Services     | \$ 624,867   |
| Other Expense           | \$ 258,677   |
| Other Office Costs      | \$ 181,291   |
| In-Kind                 | \$ 134,014   |

**Total Expenditures: \$ 7,477,151**

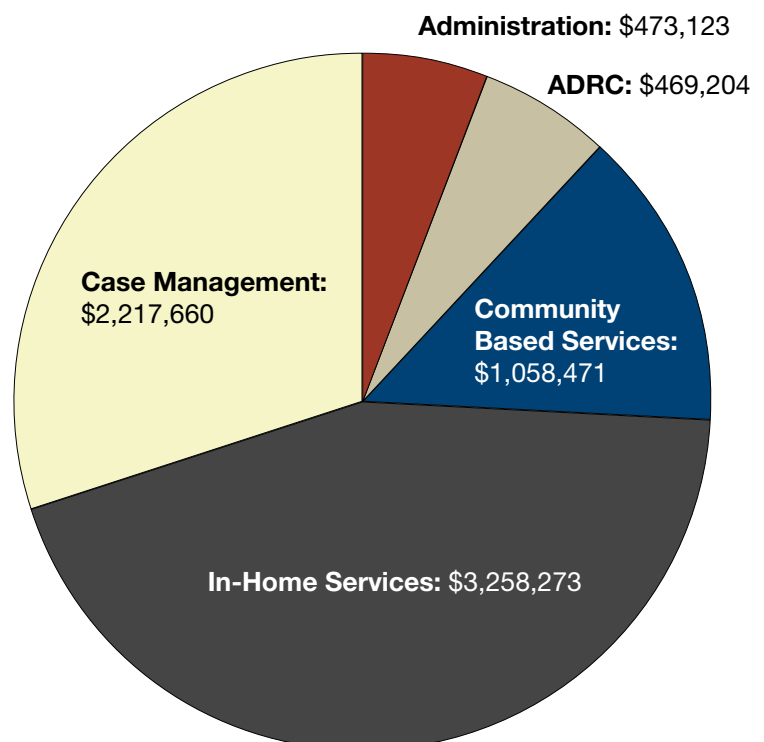
**Net Revenue: \$ 101,271**

\*Unaudited figures

### FUNDING SOURCES: 2010 FISCAL YEAR



### EXPENSE BY TYPE: 2010 FISCAL YEAR



## Our Generous Funders, Donors & Partners

### GOVERNMENT

U.S. Administration on Aging  
State of Indiana

### FOUNDATIONS

D. O. McComb & Sons Family  
Foundation, Inc.  
Lincoln Financial Foundation,  
Inc.  
United Way

### GROUPS & ORGANIZATIONS

#### Groups

Clear Lake Lutheran Church  
South Suburban Neighbor  
Association  
Sisters of St. Francis Health  
Services, Inc.

#### Corporations

AARP  
Angel Corps  
Beers Mallers Backs & Salin,  
LLP  
Cardinal Fluid Management  
Chef for Hire, Inc.  
Community Home Health  
Care  
Dale, Huffman & Babcock,  
Attorneys at Law  
Granite Ridge Builders  
GuideOne Insurance  
Herman & Kittle Properties,  
Inc.  
Help at Home, Inc.  
Ingram Book Company  
League for the Blind &  
Disabled, Inc.  
Lincoln Financial Foundation  
Loving Care Agency, Inc.  
Maxim Healthcare Services  
Northeast Indiana Public  
Radio 89.1 FM  
Star Insurance Agency  
Sunshine Home Health Care  
Tower Bank  
Universal American  
Corporation – Today's  
Options

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Kristi Harkenrider  
John Rogers  
Julie Sanchez  
Paul & Karen Wolfram

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Carol Ellinger  
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Mary Beth Truman  
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Bernard Woenker  
Julie Young  
Wesley & Joan Young

### IN MEMORY OF

Stas Choka  
Benjamin Eady  
Leon Horstman  
M. Kelble  
Trish Liebmann  
Ruby O'Connor  
Herschel Pickett  
Robert Selner  
Edna Slusher  
Elmer Spreen  
Eulalia Todoran  
Milo & Ruth Troyer  
Leonard Wolfram  
Helyn Good Young

### IN HONOR OF

Sharon Burke  
Bruce Choka  
James R. Ryan  
Helen Wolfram



Aging & In-Home Services  
OF NORTHEAST INDIANA

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Fort Wayne, IN 46805

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[mwidner@agingihs.org](mailto:mwidner@agingihs.org)

#### Office Hours:

Monday – Friday 8:00 a.m. to 4:30 p.m.

[www.agingihs.org](http://www.agingihs.org)