



# Area Five Agency

on Aging & Community Services, Inc

**ANNUAL REPORT 2017**



**Enriching lives and improving communities for  
those in need throughout North Central Indiana.**

**~ Cass, Fulton, Howard, Miami, Tipton & Wabash Counties ~**

Area Five Agency on Aging and Community Services, Inc. is an independent, not-for-profit organization, governed by a volunteer board of directors, and dedicated to meeting the needs of the elderly, disabled, and disadvantaged members of the communities we serve.

## Table of Contents

Aging & Disability Resource Center Case Management	<b>3</b>
-----	
Covering Kids & Families Energy Assistance Program Family Caregiver Support Family Support Groups	<b>4</b>
-----	
Head Start Health Promotion & Disease Prevention	<b>5</b>
-----	
Healthy Families Housing/Development Indiana Minority Health Coalition Individual Development Accounts	<b>6</b>
-----	
Legal Services Long-Term Care Ombudsman Pre-Admission Screening Senior Nutrition	<b>7</b>
-----	
State Health Insurance Assistance Program Transportation Volunteer Income Tax Assistance Women, Infants and Children	<b>8</b>
-----	
Board of Directors Agency Sites	<b>9</b>

Area Five Agency is an equal opportunity employer and service provider. All services are provided without regard to race, age, color, religion, sex, disability, national origin or ancestry.

## Executive Director's Report

It is with great pride that we present to you Area Five Agency on Aging and Community Service's 2017 Annual Report. My name is Charles LaDow and I am the new Executive Director of Area Five. I replaced our long time leader, Mike Meagher, who retired after serving our communities for thirty-eight years. I am a lifelong resident of Cass County. I graduated from Purdue University and spent the last twenty-five years working as an educator for the Logansport Community School Corporation. I consider it an absolute honor to be the Agency's Executive Director.

Area Five employs over 180 employees in the six counties that we serve: Cass, Fulton, Howard, Miami, Tipton, and Wabash. We offer services along the entire spectrum of life, from expectant mothers to the elderly. I am so very proud of the programming we offer and the fidelity in which our staff carries out our mission. I hope you find our accomplishments over the past year exciting and insightful. We look forward to continuing to serve the people of our communities.



### Our Mission:

**To provide programs and services that benefit, directly or indirectly, disadvantaged, disabled and aged persons.**



## AGING & DISABILITY RESOURCE CENTER (ADRC)



The purpose of an Aging & Disability Resource Center is to streamline access to public programs and resources with the community. It is the “one stop shop” for people in need. We serve individuals regardless of age, disability, or income level. Service needs vary with each individual, so we provide information and resources available within a client’s community via an initial needs assessment. The ADRC Information and Referral Services point those in need of help in the right direction in regards to food, financial assistance, access to healthcare, medications, long-term care options, mental health services, transportation, and more. Trained caseworkers have an extensive database of information on agencies, services, and programs within the six counties of Cass, Fulton, Howard, Miami, Tipton and Wabash.

⇒ **ADRC had 7,332 contacts with individuals in the past year**

## CASE MANAGEMENT



Case Managers work with the aged and disabled in our communities via regular outreach and ADRC referrals to help clients stay safely self-sufficient in their own homes versus a long-term care facility. Case Managers assess the needs of the client to determine appropriate services and a funding source to meet the client’s needs. Services range from home healthcare, skilled nursing care, respite care for caregivers, housekeeping, durable medical equipment, transportation, personal emergency response systems, home delivered meals, and home modifications such as wheelchair ramps.

Funding sources allocated to provide services include: Social Services Block Grant (SSBG), Community and Home Options to Institutional Care for the Elderly and Disabled (CHOICE), Aged & Disabled Medicaid Waiver and Title III & III-E funds.

⇒ **Helped 2,520 households with aged and disabled clients remain at home via services & support**

⇒ **Case Managers logged 9,115 hours of straight client-to-client time**

⇒ **Started an Alzheimer Support Group in Howard County in the Fall**

## Success Story...

*“Katie” is a 35 year old female with multiple sclerosis, confined to a wheelchair or bed for the most part. She and her 10 year old daughter live with her 70 year old mother, who is the primary caregiver. Katie was approved for a Home Health Aide with funding from the Aged & Disabled Medicaid Waiver, but was somewhat timid at first in utilizing help beyond her mother; likewise mom was very protective of Katie. Once they gave the extra help a try they found that their aide was very compatible working with them, and over time they have come to appreciate the extra assistance a Home Health Aide provides to the family. In the fall of 2017, Area Five In-Home Services was able to assist Katie again by having a wheelchair accessible shower installed in the home. Katie and her mother were thrilled and extremely appreciative to have this new addition in their home, as it has given Katie the ability to enjoy nice, long, warm showers once again. :)*

## COVERING KIDS & FAMILIES (CKF)



Covering Kids & Families advocates for healthcare coverage for all Hoosiers. We provide community outreach, education and enrollment for Medicaid, Children's Health Insurance Plan (CHIP), the Healthy Indiana Plan (HIP) and Affordable Care Act Marketplace plans. Finding and applying for health insurance can be intimidating, and that process is often difficult to navigate, but we help individuals find coverage at a price they can afford and help them to successfully complete the application process.

⇒ **CKF assisted 3,395 households over the past year**

## ENERGY ASSISTANCE PROGRAM (EAP)



The Energy Assistance Program helps income-eligible households with their heating expenses during the winter months via a one-time credit on their heating and/or electric bill to offset the high cost of utility bills during the coldest season. A summer benefit is also available to those that qualify. (Cass, Hamilton, Howard, Miami, Tipton & Wabash counties)

⇒ **EAP served 3,188 households with utility assistance & energy education**

## FAMILY CAREGIVER SUPPORT



Family caregiving is the main source of long-term care for the elderly. Our program is provided to caregivers or people over the age of 60 and for grandparents raising their grandchildren. We offer multi-faceted systems of support services for the family caregiver including access information, assistance, individual counseling, support groups, training, respite care, and supplemental services.

⇒ **30 households received assistance and/or support over the past year**

## FAMILY SUPPORT GROUPS



An extra hand when you need it, as raising children can be challenging is what we do. We offer support, networking, education, and coping skills for parents and grandparents raising children. Moms Group (Cass County) and Grandparents Group (Tipton & Wabash Counties) are available, free of charge, to those with kids of any age. Weekly meetings cover topics such as nutrition, health, child development, parenting skills, community resources and more.

⇒ **42 households attended group meetings in 2017**

## HEAD START



Head Start is a federally funded preschool program that provides free comprehensive services to young children ages 3 to 5 and their families in Cass, Fulton & Wabash counties. Eligibility is based on the child's age and the family's income. Parent involvement is encouraged. Classes are Monday through Thursday from August through May. Hot breakfast and lunch are provided. Individualized teaching, speech and language, hearing, vision, dental and developmental screenings, and growth assessments are just some of the services offered. Our teachers track individual and classroom progress in essential domain areas of school readiness goals to show academic and social growth.

- ⇒ **256 households were provided Head Start services throughout the year**
- ⇒ **School readiness goals had a significant increase over the school year, from as low as 25% in August to a high of 95% by May**
- ⇒ **Family outcomes: 96% felt they had a variety of opportunities to be engaged with their child. Parents mostly engaged in continuing skill activities with their child at home, read to their child, or assisted during parent groups**

## Success Story...

### Parents responded to how our program has helped their child and family:

*"It has really helped improve her reading and writing skills, also brings us closer as a family with the projects."*

*"He has made amazing progress and could ALMOST skip Kindergarten."*

*"We learn together like family. We love our teacher. She is always there for us. SHE IS THE BEST! She helped our child and family a lot."*

*"Builds motor skills." "Helps him focus more." "He has improved his language and attitude."*

## HEALTH PROMOTION & DISEASE PREVENTION



This program is designed to help the elderly, disabled, and their caregivers manage chronic diseases and live healthier lifestyles. Programs and classes include: health screenings, physical fitness, nutrition education, information on diagnosis, prevention and treatment of age-related diseases, chronic disease and medication management, along with fall prevention.

- ⇒ **430 households were educated area-wide in 2017**
- ⇒ **304 people participated in Senior Games in six counties last year**

## HEALTHY FAMILIES



This program is to support and encourage parents and assist in reducing the stress of parenting so that parents have time to experience the joys of being a parent. We provide the latest information on child development, what to expect as your baby grows and develops, and activities that encourage your baby's healthy development, all at no cost. Community resources are also available for families. (Cass, Fulton, Miami & Wabash counties)

⇒ **We served 310 households last year with assistance, resources, and information**

## HOUSING/DEVELOPMENT



Our goal is to provide a living environment that is safe, adaptable, and comfortable, increasing the probability that one can remain independent in their home as life circumstances change. Three duplex rental home opportunities are available in Cass County.

⇒ **6 households rented affordable housing**

⇒ **207 households had water tested and 1 household had lead testing**



## INDIANA MINORITY HEALTH COALITION

This coalition exists to eliminate health disparities through research, education, advocacy, and access to health care services for minority populations. Our focus priorities are mental health, oral health, obesity, and health insurance access. Our coalition participates in ongoing meetings, advocacy efforts, health fairs, and presentations and interventions. Free family-centered activities, valuable information on health goals and insurance options and resources. (Cass County)

⇒ **5,822 individual contacts were made during 2017**

## INDIVIDUAL DEVELOPMENT ACCOUNT



Our IDA program allows you to increase your savings while building your assets with a four year matched savings program that assists individuals in achieving self-sufficiency through literacy, along with asset development and retention. Funds can be utilized for college or vocational training, starting or expanding a business, or purchasing or repairing your home. Eligibility guidelines apply based on income and household size.

⇒ **14 accounts were opened in 2017**

## **LEGAL SERVICES**



Our program assists individuals in answering legal questions dealing with issues such as housing, consumer issues, employment, personal decision making, wills and probate, guardianships, and family concern. There is no charge. Legal representation is not provided, but questions can be answered. We have a paralegal on site three hours a week and is available to meet and assist clients.

⇒ **14 households were provided with various legal assistance benefits**

## **LONG-TERM CARE OMBUDSMAN**



An Ombudsman is an advocate who seeks to resolve complaints made by or on behalf of people who are consumers of long-term care services. They advocate for quality long-term care for our clients, identifying conflicts or concerns, addresses and investigates issues, and works toward resolutions. He works with both individuals and their families to answer questions, provide referrals, and coordinate care from the Indiana State Department of Health, physicians, law enforcement, and Social Services. He also helps when residents or family members have questions and concerns about the rights of older consumers receiving long-term care, quality of care or treatment, appeals regarding transfers, discharges, discontinuance or changes in services; and billing charges. There is no fee for using the services of an Ombudsman.

⇒ **402 households received assistance from our ombudsman this past year**



## **PRE-ADMISSION SCREEN**

One of the goals of services we provide is to assist individuals to remain as independent as possible in their home environment. However, there are times individuals require 24 hour care in a skilled nursing facility. Pre-admission screening is a federally mandated program that assists families in determining the appropriateness of nursing facility placement or whether the individual can remain at home with support from in-home and community services.

⇒ **107 households were screened for pre-admission in 2017**

## **SENIOR NUTRITION**



Hot meals are prepared in our commercial kitchen and taken to meal sites or delivered to homes. This program brings together local community members 60 years of age and older to enjoy a nutritious, hot meal, healthy lifestyle activities, an atmosphere for social networking, opportunities for sharing information, entertainment, fun and more. The Farmer's Market vouchers supports local farmers by allowing seniors to purchase fresh fruits and vegetables during the summer season.

⇒ **1,127 households were provided meals: 72,691 congregate & 27,123 home delivered in 2017**

⇒ **340 individuals were given vouchers for the Farmer's Market last year**



## **STATE HEALTH INSURANCE ASSISTANCE PROGRAM**



Counselors assist individuals in answering questions about Medicare, Medicare Supplement Insurance, Medicare Advantage Plans, Medicaid, long term financing options, and prescription coverage. We provide educational materials, a long term care insurance self-assessment guide, and current listings of insurance companies approved to sell various policies. We show how to evaluate the various Medicare supplement and long term care and prescription insurance policies currently available. We can help individuals understand and organize Medicare records, educate on how claims are filed, and how to appeal decisions.

⇒ **2,171 households were helped with various types of benefits assistance last year**

## **TRANSPORTATION**



For many, transportation is a vital resource, one that allows individuals aged 60 and older to maintain their independence and remain active in the community by providing access to medical appointments, life-sustaining therapies, nutrition sites, social service organizations, banks, employment, shopping, and more. We refer clients in our six county area to the nearest subsidized transportation service available. While there is no charge under our program for riders 60 years and older, donations are welcome. Transportation operates Monday - Friday, and the hours vary by county. Reservations should be made in advance.

⇒ **5,324 individuals used transportation services in six counties totaling 123,821 rides in 2017**

## **VOLUNTEER INCOME TAX ASSISTANCE**



We offer free basic income tax preparation with electronic filing in partnership with the United Way of Howard County. We can do federal and state tax preparation and filing for income under \$60,000 for all ages. Individuals receive 100% of refunds with no fees or interest. Drop off necessary information from February through April.

⇒ **365 individuals had tax returns completed by 4 IRS-certified volunteers in 2017**

## **WOMEN, INFANTS & CHILDREN**



The Special Supplemental Nutrition Program for Women, Infants, and Children is a federally funded program that is designed to provide services to low-income pregnant, postpartum and breastfeeding women, along with infants and children up to age 5 who are at health or nutritional risk. WIC provides prenatal education, nutrition education, healthy foods, health screenings, referrals to resources, and breastfeeding support. (Miami & Wabash counties)

⇒ **2,644 individuals utilized WIC benefits throughout the past year**

## BOARD OF DIRECTORS

Area Five is governed by a volunteer board of directors, representing each county we serve, who volunteer many hours of their time for the success of the organization.

Jason Mitchell, President	Cass County
Chad Higgins, Vice President	Cass County
Kayla Cook, Secretary	Fulton County
Don Zehner, Treasurer	Cass County
Virginia Baker	Tipton County
Berta Black	Miami County
Jo Ann Burke	Tipton County
Maureen Felkey	Howard County
Linda Hoff	Fulton County
Kathy Kirtlan	Miami County
Barb Lochner	Wabash County
Sandy Markert	Howard County
Diane Skillen	Miami County
Michele Starkey	Cass County
Sherry Van Meter	Fulton County

## AGENCY SITES

### **Cass County** *(Main Office)*

1801 Smith St.  
Logansport, IN 46947  
574-722-4451 or 800-654-9421

### **Howard County**

107 W. Taylor  
Kokomo, IN 46901  
765-454-5562

### **Tipton County**

314 W. Jefferson St., Suite C  
Tipton, IN 46072  
765-675-4746

### **Fulton County**

925 E. Main St.  
Rochester, IN 46975  
574-223-8699

### **Miami County**

661 E. Main St.  
Peru, IN 46970  
765-472-0713

### **Wabash County**

105 Olive St.  
Wabash, IN 46992  
260-563-6860

*Enriching Lives and Improving Communities*

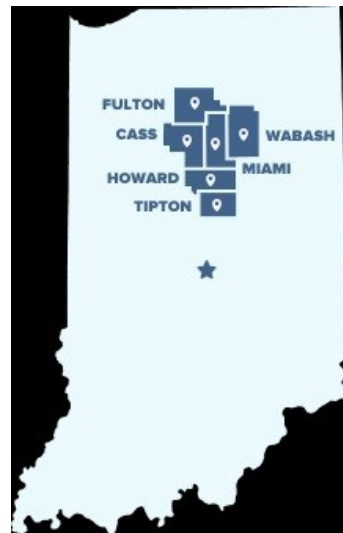


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areafive.com



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