

# Area Five Agency on Aging & Community Services

2018 Annual Report



## Our Mission:

*To provide programs and services that will benefit low income, disadvantaged and older persons.*

## Our Vision:

*Improving the lives of the people in our community by empowering them through education, programming and the elimination of barriers.*

## Annual Report 2018



Area Five Agency on Aging and Community Service has four core values that drive our mission and vision: **Advocacy, Compassion, Problem Solving and Teamwork.**

## Executive Director's Report

It is with great pride that we present to you Area Five Agency on Aging and Community Service's 2018 Annual Report. My name is Charles LaDow and I am the Executive Director of Area Five. It is both an honor and a privilege to lead such an amazing and committed staff as we pursue our mission and our vision. I am a lifelong resident of Cass County and a 1993 graduate of Purdue University. I spent twenty-five years working as an educator for the

Logansport Community School Corporation. I consider it an absolute blessing to be Area Five'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 programs we offer and the fidelity in which our staff carries out our mission.

I hope you find our accomplishments over the past year informational and insightful. During this year, we answered over **55,000** calls and served over **15,000** clients. We look forward to continuing to serve the people of our communities.



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 (ADRC)	<b>3</b>
Woman, Infants & Children	
Covering Kids & Families	
Energy Assistance Program (EAP)	<b>4</b>
Family Caregiver Support	
Family Support Groups	
Head Start	<b>5</b>
Healthy Families	<b>6</b>
Housing/Development	
Indiana Minority Health Coalition	
Individual Development Accounts	
Financial Report	<b>7</b>
Legal Services	
Pre-Admission Screening	
Transportation	<b>8</b>
Long-Term Ombudsman	
Senior Nutrition	
State Health Insurance Assistance Program	<b>9</b>
Case Management	
Volunteer Income Tax Assistance	
Board of Directors	<b>10</b>
Agency Sites	

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.

## Aging & Disability Resource Center (ADRC)



The purpose of our 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.

⇒ **The ADRC department had contact with 8,103 individuals in the past year**

“No one has ever become poor by giving”  
– Anne Frank

## Woman, 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)

⇒ **3,282 individuals utilized WIC benefits throughout the past year**



## 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 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 607 households over the past year**

## Energy Assistance Program (EAP)



The Energy Assistance Program (EAP) is made available to you by Indiana Housing and Community Development Authority (IHCDA), facilitated through Area Five. Energy Assistance Program provides low-income individual and families with a one-time benefit assistance to their electric and heating bills during the winter months, with potential to access crisis funding if they are up for disconnect or already disconnected. They do not pay any deposits, but funding does allow to cover reconnection and connections fees. Clients are routinely provided education on energy conservation. Individuals and families are armed with the tools and information to help reduce their energy use, and in turn, their energy burden.

⇒ EAP served 4,340 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



“No one is useless in this world who lightens the burdens of another.”

— Charles Dickens

## 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.



⇒ 63 households attended group meetings in 2019

## 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 Friday from August to May. Hot breakfast and lunch are provided. Services offered through Head Start include individualized teaching, speech and language, hearing, vision, dental and developmental screenings, and growth assessments. Our teachers track individual and classroom progress in essential domain areas of school readiness goals to show academic and social growth.

⇒ 336 households were provided Head Start services

### Success Story– Meet Scarlett Gonzalez

She is an Area Five Agency Head Start student who will be graduating high school this year in the top ten of her class as an academic honors student. She will be one of the first in her family to attend college.

Scarlett was just awarded the Daughters of American Revolution Good Citizenship Award. Her extra activities include Book Club, Logansport Children's Choir, and Logansport Winter Percussions Ensemble. She founded a new student club called Students Speak.

This new group of students volunteered for an adoption event at the local Humane Society, organized a "March for Our Lives" gun control event in our town, participated in the Women's March in Indy, spoke this year in Indianapolis at their Climate Strike, and spoke at a local rally for children of immigration last summer. Scarlett hopes these experiences will help her on her journey to earning a bachelor's degree, and an eventual master's degree, at New York University this fall, where she will be majoring in Public Policy and Environmental Studies. She also hopes to one day start a non-profit business that will help others. Her father joined her in the interview. They added that her big brother also attended our Head Start program here and is also attending college.

They appreciate that children get a "Head Start" on education in our community.

Scarlett has even agreed to help give back to the Head Start children by helping them with their preschool garden this summer.

Please join Area Five Agency and Head Start in congratulating Scarlett on her academic accomplishments and on her good citizenship.





## 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 available for families. (Cass, Fulton, Miami & Wabash counties)

⇒ We served 304 households last year with assistance, resources, and information

“There is no exercise better for the heart than reaching down and lifting people up.”  
— John Holmes

### 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, a single family home, and Bend in the

Woods, a 48 unit senior housing complex are available in Cass County.

**Statistics: We housed 48 senior individuals and seven families last year**

## 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 are many of the things we offer our clients.

4,441 individual contacts were made during 2019

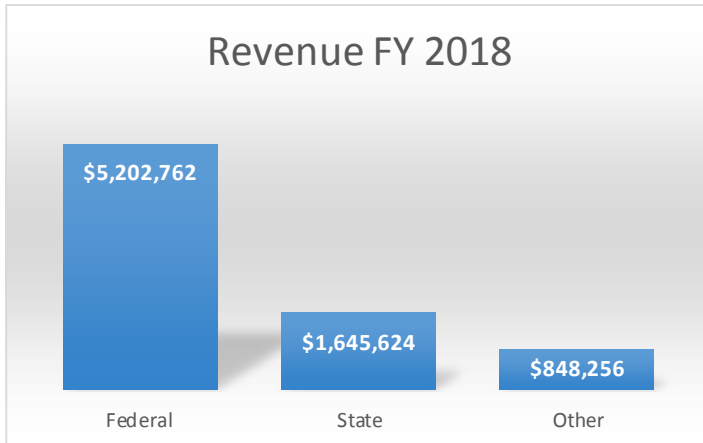
### Individual Development Accounts

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

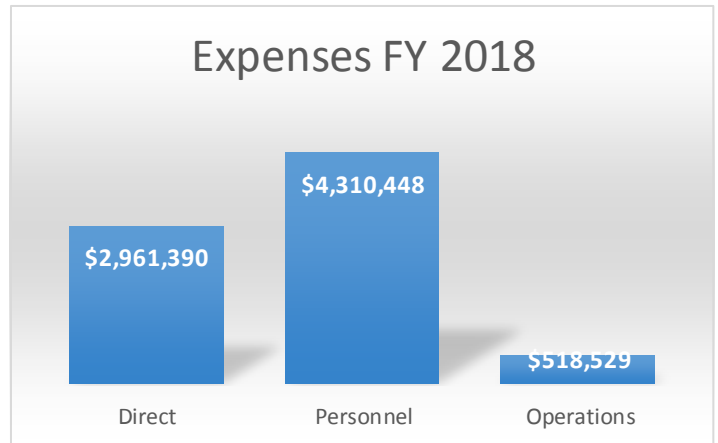
⇒ 8 accounts were opened in 2019

Area Five  
By Ervin J. Edson (One of our clients)  
What is Area 5? Well it is a company that helps people stay alive. It does not matter if it is a man or a woman. They always do what they can. They go the extra mile, just to see you smile. If you have a special need, they will want you to succeed. They will even come to your home and brush your hair with a comb. They are there for that special care, even if you are unaware. Even if you are on a waiting list, life can be fun and light as a mist. So loosen up your life and smile. No better yet go that extra mile. And never let yourself get weak. Plan ahead for fun next week. So that you can meet other people and look at the beautiful steeple. Oh oh look out for that bee hive, but be sure to look up Area Five.

## Condensed Financial Report for 2018



Total Revenue \$7696642 (Unaudited)



Total Expenses \$7790367 (Unaudited)

### 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. While legal representation is not provided, questions are answered and clients are given direction. We partner with the law firm of Michael and Stevenson which provides a lawyer on site five hours monthly who is available to meet and assist clients.



⇒ 103 households were provided with various legal assistance benefits



### Pre-Admission Screening

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.

⇒ 80 households were screened for pre-admission in 2019

“Non nobis solum  
 nati sumus.  
 (Not for ourselves  
 alone are we born.)”  
 — Marcus Tullius  
 Cicero

## 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.



**Statistics: 127,576 rides were provided in our service area in 2018**

## Long Term Care OMBUDSMAN

### Long-Term Ombudsman

“A kind gesture can reach a wound that only compassion can heal.”

— **Steve Maraboli**

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.

⇒ **780 households received assistance from our ombudsman this past year**

## 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 support local farmers by allowing seniors to purchase fresh fruits and vegetables during the summer season.

**Statistics: 100,729 meals were served in 2018**





## 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.

### Statistics:

**1704 SHIP contacts were made for the past year**



“You have not lived today until you have done something for someone who can never repay you.”  
— **John Bunyan**

## 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.

## 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.




⇒Statistics: **345 individuals had tax returns completed by IRS-certified volunteers in 2018**

### Board of Directors

<b>Chad Higgins, President</b>	<b>Cass County</b>
<b>Kayla Cook, Vice President</b>	<b>Cass County</b>
<b>Jason Mitchell, Secretary</b>	<b>Cass County</b>
<b>Don Zehner, Treasurer</b>	<b>Cass County</b>
<b>Virginia Baker</b>	<b>Tipton County</b>
<b>JoAnne Burke</b>	<b>Tipton County</b>
<b>Anthony Campbell</b>	<b>Howard County</b>
<b>Barb Lochner</b>	<b>Wabash County</b>
<b>Van Taylor</b>	<b>Howard County</b>
<b>Linda Hoff</b>	<b>Fulton County</b>
<b>Michele Starkey</b>	<b>Cass County</b>
<b>Diane Skillen</b>	<b>Miami County</b>
<b>Berta Black</b>	<b>Miami County</b>
<b>Sherry VanMeter</b>	<b>Fulton County</b>
<b>Terri Riley</b>	<b>Cass County</b>

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.



[Areafive.com](http://areafive.com)

### 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