



*Promoting Independent Living for People of all Ages*

A member of the  INconnect Alliance.



# 2019 Annual Report

# Message from LifeSpan Resources' CEO & Board President

2019 has come to an end, and we have entered a new decade: the New Roaring '20s. What we do here at LifeSpan - helping the aging population and individuals with disabilities remain independent - will only become more important in the next decade especially as the impending "Silver Tsunami" arrives.

Keeping seniors healthy and connected will be challenging as there will be fewer younger family members to help care for their aging relatives. In-home services to support needs such as nutrition and personal care will become crucial. To alleviate a senior citizen's loneliness and need for emotional closeness and support, our programs such as congregate senior centers, senior games and transportation will become even more vital.

To meet these challenges, we must grow and improve as an agency, and over the past year we have accomplished both at LifeSpan. We welcomed new board members and advisory council members; increased our Medicaid services and transportation's social program; expanded and promoted staff; and eliminated waiting lists for home-delivered meals. All the while we continue to fulfill our mission of *Promoting Independent Living for People of All Ages* for clients ranging in age from infants to the elderly.

In last year's annual report, we discussed connecting more deeply with you. Over the past year, we have created new ways to share our mission and talk to those in the community. LifeSpan now has an Instagram account (<https://www.instagram.com/lsr14na>) to reach younger people and a YouTube channel to share our client testimonials and other videos. We have revamped our monthly eBlast, the LifeSpan Update and are mailing 500 bulk copies of our newsletter, LifeNotes to public libraries and dialysis centers.

We KNOW we have to be on our "A" game in the next decade to care for the coming "Silver Tsunami," but as we grow to meet these challenges, we won't let go of our personal connections – to each other here at LifeSpan, to our clients, and to the communities we serve.

Thank you!



Lora Clark  
Chief Executive Officer,

*Lora Clark*



James Goldman  
President, Board of Directors

*James Goldman*



Indiana Association of Area Agencies on Aging

A member of the **IN**connect Alliance.





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Christal Stephenson  
*Through May 2019*

*Not pictured: Glen Hammack*

## 2019 Highlights For LifeSpan Resources

**New Client Testimonial:** Produced a new client testimonial video so clients could share LifeSpan's impact on their lives and their ability to remain living independent.

**Community Support:** Received new grants from Samtec, Scott County Community Foundation, Scott County United Way, and transitioned grant from Glick Philanthropies towards vehicle match. Continued receiving support from Metro United Way and City of New Albany Community Development Block Grant (CDBG). New funding from Assured Partners, who won \$10,500 in their national charity golf scramble, the Chubb Charity Challenge, in support of LifeSpan Resources.

**Voice and Vino at the Casino!:** "Season 2" was a huge success. This year 650 attendees watched eight talented local performers and four "slightly famous judges." The event raised \$85,000 in net profits, more fundraiser dollars than any previous gala. Congratulations to this year's winner: Sydney Magers!

**Transportation Is Booming:** Increased Title III B, Social, and Contract trips substantially and hired four new drivers. Received two new vehicles with onboard cameras and ordered two more for delivery in spring of 2020.

**Blasted Off With Senior Games:** Hosted the 33<sup>rd</sup> annual Senior Games. This year's theme was "Seniors Are Out of This World" in honor of the 50<sup>th</sup> anniversary of the Apollo 11 moon landing. "Mr. Louisville," Wayne Perkey, emceed the closing ceremonies.

**Social Media Enhancement:** Created a YouTube channel to share videos and an Instagram account to attract younger followers.

**Congregate Site Change:** Successfully transitioned Riverview Terrace congregate site to Mark Elrod Towers per New Albany Housing Authority's request.

**Dementia Friends:** Launched new Dementia Friends program. Became a Master Champion Agency in July 2019, trained 4 Champion Facilitators, produced training manuals and held local workshops.

**New CM Database:** Implemented new State Case Management database system (CaMSS) across the entire In-Home services department (fiscal, case management, ADRC).

**Employee Engagement:** Conducted our first Employee Satisfaction Survey, out of which came an Employee Engagement Committee. From committee suggestions, agency has placed employee suggestion boxes around the office, created LifeSpan Agency Calendar, and implemented Agency Messaging System.

### LifeSpan Resources' Congregate Centers

These centers offer a hot, nutritionally balanced lunch, along with evidence-based health and wellness programs, nutrition education and socialization activities to older adults and individuals with disabilities: weekdays, Monday—Friday.

*Please call our Nutrition Department for more information at 812-941-5785.*

#### **Clark County:**

Yellowwood Terrace,  
2100 Greentree North, Clarksville, IN, 47129

#### **Harrison County:**

Joe Rhoads Senior Center,  
123 S. Mulberry Street, Corydon, IN, 47112

Palmyra Senior Center,  
13584 Greene Street NE, Palmyra, IN, 47117

#### **Floyd County:**

Mark Elrod Towers,  
1 Wolfe Trace, New Albany, IN, 47150

#### **Peggy's Place:**

1730 Audubon Place, New Albany, IN, 47150

#### **Scott County:**

Bacala Senior Center,  
69 E. Wardell, Scottsburg, IN, 47170



## Programs

*Fiscal Year 2019 (July 1, 2018 - June 30, 2019)*

### Advocacy and Outreach

Our agency represents senior citizens through membership in human service associations and state and national legislative networks. It also sponsors the LifeSpan Golden Hoosier Award, Senior Games and the Senior Games Gang membership organization. The Advocacy Committee, as part of the Advisory Council, acts on legislation that affects the elderly and disabled population and/or the agency and its programs.

**293 individuals participated in Senior Games.  
123 Senior Games Gang Members**



*"Seniors Are Out of This World!"*

### Aging and Disability Resource Center

The ADRC is a trusted place where people can turn for information on a full range of long-term support options. As such, it provides an unbiased and enhanced level of information and assistance to the community improving their ability to make informed choices. Options Counselors focus on individual needs and preferences by providing information, assistance and referrals to persons seeking solutions to their specific long-term care issues.

**4,621 contacts were made through the ADRC. 2,019 of these were for Options Counseling via telephone or in person.**



*Client Sheri Marble with her dog, Charlie.*

### Care Management

LifeSpan Resources serves as the single entry point into a variety of supportive services for frail older persons and individuals with disabilities who have multiple health care needs. The Care Manager helps identify needs and links persons with home and community-based services so they may remain in the community.

**2,392 clients received Case Management for a total of  
46,288 hour**

### Community-based Care Transition Program

LifeSpan Resources has partnered with an Indiana Medicaid Managed Care Entity, to provide care transition services to their Hoosier Care Connect program members who are at high risk of readmission to the hospital. Our Managed Care Options Counselors conduct face to face in-home assessments, work closely with nurse case managers, educate patients about the benefits of the health plan and refer them to community resources.

**33 patients were referred for Care Transitions assistance.**



## Family Caregiver Program

LifeSpan Resources connects caregivers to community resources particular to their caregiving needs including Respite Care services, caregiver education, and other supportive services.

**6,801 contacts were made.**

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## In-Home Services

The In-Home Services Program provides at-risk older persons and persons with disabilities with an array of services to enable them to live independently. Eligibility varies based on funding sources utilized. Attendant care, home delivered meals, adult day care, respite care, homemaker, home health aide, transportation, minor home modifications and adaptive aids and devices are among services provided.

**In-Home Services provided 121,271 units**

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## Legal Services

Lifespan connects individuals to an attorney who provides legal assistance to persons age 60 and over.

**387 units (Pro-Bono included) in Legal Services were provided.**

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## Money Follows The Person (MFP)

The Money Follows the Person program (MFP) was developed to help individuals living in institutional settings such as nursing homes to move back to home and community-based settings. Care Coordinators provide transition support, intensive follow up for six weeks after the initial move, and then on-going care coordination.

**LifeSpan Resources has assisted 11 eligible persons to transition back into the community.**

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*Mark Elrod Congregate Center staff.*

## Nutrition Program

The nutrition program has two components: Congregate and Home Delivery. The Congregate Program provides a hot nutritionally balanced lunch Monday through Friday to older adults at six congregate centers. Homebound clients receive a 7-pack of frozen meals weekly through our Meals to Go! program. Menu choices include diabetic, soft foods, breakfast and puree.

**In 2019, we served a total of 111,842 meals: 45,482 Congregate Meals and 66,360 Home Delivered Meals. The nutrition program also distributed 640 farmers market vouchers to the elderly, which allows them to purchase fresh produce at farmers' markets.**





*Tai Chi at Joe Rhoads Senior Center.*

## Preventative Health

LifeSpan provides monthly health screenings, evidence-based wellness programs, nutrition education and socialization activities at congregate centers and community locations. An emphasis has been placed on adding more socialization programming.

**16,918 contacts (screenings, information or programs provided) were made in total through these programs, which includes 1,943 units of evidence-based wellness programming.**

## State Health Insurance Assistance Program (SHIP)

Our SHIP Counselors screen clients for financial assistance programs that help to pay for medications, Medicare co-pays, deductibles and premiums. They also provide non-biased prescription plan comparison reviews each year to Medicare beneficiaries during the Part D Open Enrollment Period.

**2,241 clients were helped with various types of benefits assistance.**



## Transportation

LifeSpan Transportation furnishes transportation to life-sustaining therapies, medical appointments, congregate centers, social service organizations, grocery stores, pharmacies, and other locations for persons age 60+ and persons with disabilities. LifeSpan provides Medicaid-funded trips through the state's transportation broker, Southeastrans.

**Transportation provided 19,180 trips.**

## Volunteer Program

LifeSpan offers volunteer opportunities in a variety of programs including Nutrition (congregate centers), Administrative, Advocacy, Board of Directors, Fundraising and Senior Games.

**LifeSpan utilized 175 volunteers in 2019 who donated a total of 5,678 hours.**



*Joyce Meiers is our stellar administrative volunteer.*

# Voice and VINO at the casino

LIFESPAN RESOURCES  
ANNUAL  
GALA



October 29, 2019



# Voice & Vino 2019 Sponsors

## TITLE

Caesars Southern Indiana

## PLATINUM

Kaiser Home Support Services  
Schuler Bauer Real Estate Services/The David  
Bauer Team

## GOLD

Adaptive Nursing & Healthcare Services and Hospice  
German American Bank  
Hellenic Senior Living  
Schmitt Furniture  
The Marketing Company  
Underproduction Multi-Media  
UPS

## SILVER

Amedisys Hospice  
Applegate Fifer Pulliam LLC  
Assured Partners  
Axiom Financial Strategies Group of Wells Fargo Advisors  
Black Diamond Pest Control  
Caesars Foundation of Floyd County  
Carefirst Rehab  
Commerce Bank  
Dr. Mike Bittenbender  
Duke Energy  
First Harrison Bank  
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Gould's Discount Medical  
Ivy Tech  
Lincoln Hills --- CardOn

LL&A Interior Design  
Maple Manor Christian Home  
Masterson's Catering  
Mathes Pharmacy  
McNeely Stephenson  
Neville & Seabrook Funeral Homes  
Pediatric Plus Home Healthcare  
Roby Advisor Group  
Ruth Heideman  
Samtec  
Signature Mortgage  
Southern Indiana Realtors Association  
State Representative Ed Clere  
Timmel Law  
Top Shelf Tactical  
Trilogy --- The Villages at Historic Silvercrest  
Williams Brothers

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Clark Memorial Health  
H & H Design-Build  
HR Affiliates  
MAC Construction  
MCM CPAs

Momentum Title Agency  
Ohio Valley Home Health  
Ramoni Family  
Rodefer Moss  
Silver Tech Solutions  
Truesdell Custom Builders Inc.  
Wigs by Kim

## WINERIES



For more information and photos, visit [lsl14.org/voice-and-vino-html](http://lsl14.org/voice-and-vino-html)  
To watch 2019 performances, check out LifeSpan's YouTube page





## *LifeSpan's 33<sup>rd</sup> Annual Senior Games*

*June 3—7, 2019*

*This year's theme was "Seniors are Out of This World" —a look back and celebration of the 50th anniversary of the first man on the moon.*



***These Seniors were "out of this world" in 2019!***

**Senior Games Participants: 242 | Nursing Home Games: 51**

**TOTAL Participants: 293**

**Senior Games Gang Members: 123**



# Senior Games 2019 Sponsors

## *PLATINUM*

Senior Games Gang  
Masterson's Catering  
Hellenic Senior Living  
Communicare

## *DIAMOND*

Adaptive Nursing & Healthcare Services and Hospice  
American Senior Communities  
Kaiser Home Support Services  
Timmel Law

## *GOLD*

State Representative Ed Clere  
Amedisys Hospice  
German American Bank  
Guardian Medical

Hosparus Health  
Republic Bank  
UPS  
Westminster Village

## *SILVER*

Bennet Place  
Caregiver Homes  
Clark Memorial Health  
Caesars Southern Indiana  
Humana, Inc.

Kentucky Elder Law  
Naville & Seabrook Funeral Homes  
Newcomer Homes  
Southern Indiana Rehab Hospital  
Trilogy – The Villages at Historic Silvercrest

## *IN KIND*

Amedisys Hospice  
Best Stamp Co & Sign Design  
Caregiver Homes  
City of Charlestown  
Communicare  
Floyd County Family YMCA  
Floyd County Parks and Recreation

Hellenic Senior Living  
Kaiser Home Support Services  
Masterson's Catering  
National Active & Retired Federal Employees Association  
Newcomer Homes  
Nu-Yale Cleaners  
Pilot Club of New Albany  
Westminster Village



## *Join "THE GANG!"*

The Senior Games Gang is LifeSpan's membership program for area adults age 55+. The program offers an outlet for socialization and friendship development plus health and wellness activities. Members receive free registration in the upcoming Senior Games and six special "Member-Only" events throughout the year.



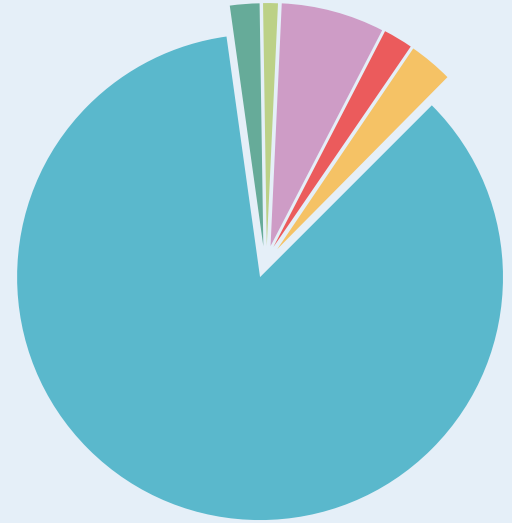
# Financials

## Fiscal Year 2019

(July 1, 2018—June 30, 2019)

### INCOME

Contract/Program Income	\$6,557,722	87.36%
Grant Income	\$267,534	3.56%
Donations	\$26,441	0.35%
In-Kind Income	\$411,774	5.49%
Fundraising Income	\$127,083	1.69%
Miscellaneous Income	\$115,667	1.54%
<b>TOTAL</b>	<b>\$7,506,221</b>	<b>100.00%</b>



### Expenditures

Information & Assistance	\$21,770
Transportation	\$493,732
Medicaid Transportation	\$186,729
Scott County Outreach	\$30
Case Management	\$450,915
Options Counseling	\$552,859
In-Home Services	\$505,035
Medicaid Waiver	\$1,946,653
Legal Services	\$27,000
Health Screenings/Education	\$20,051
Ombudsman	\$49,848
Congregate Meals	\$566,267
Meals To Go	\$668,482
Administration	\$243,934
Fundraising	\$44,331
Family Caregiver	\$178,850
Senior Health Ins. Asst. Program	\$2,853
Anthem	\$2,330
Other	\$255,132
<b>TOTAL</b>	<b>\$6,216,801</b>

### Balance Sheet

#### ASSETS:

Cash and Grant Receivable	\$4,270,876
Medicaid Receivable	\$155,101
Other Assets	\$242,752
Fixed Assets	\$126,661
<b>TOTAL ASSETS</b>	<b>\$4,795,390</b>

#### LIABILITIES:

Accounts Payable	\$118,481
Payroll Withholdings	\$0
Accrued Expenses	\$285,064
<b>TOTAL LIABILITIES</b>	<b>\$403,545</b>

#### NET ASSETS:

Temporarily Restricted	\$26,843
Unrestricted	\$4,238,342
Unrestricted Assets	\$126,661
<b>TOTAL NET ASSETS</b>	<b>\$4,391,846</b>

<b>TOTAL LIABILITIES &amp; NET ASSETS</b>	<b>\$4,795,390</b>
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## Organizational Donors

18<sup>th</sup> Street Brewing  
 Adaptive Hospice  
 Adaptive Nursing & Healthcare Services  
 Amedisys Hospice  
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 American Senior Communities  
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 Chuy's  
 Cincinnati Life Insurance  
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 Culbertson Home for Old Ladies  
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 David Bauer Team  
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 Duke Energy  
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Edwardsville United Methodist Church  
 Ehrlers Ice Cream  
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 Masterson's Catering  
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*Disclaimer: Every effort has been made to list all donors. If your name is not here, please let us know and accept our sincere apologies.*

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 Newcomer Homes  
 New Hope Services  
 Nu-Yale Cleaners  
 O'Sheas  
 Ohio Valley Home Health  
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 Pacers & Racers  
 Parlour  
 Panera Bread  
 Pearl St. Game & Coffee House  
 Pearl St. Taphouse  
 Pediatric Plus Home Healthcare  
 Pilot Club of New Albany  
 PRIMOS Deli  
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***LifeSpan Resources is very proud  
and appreciative of the support our agency  
receives from our donors.***



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# Grant Funding Received — *Thank You!*

**Caesars Foundation of Floyd County:**

Funding to divert Floyd County clients from the Meals to Go! waiting list.

**City of New Albany:**

Funding from Community Development Block Grant (CDBG) to support medical and social transportation to New Albany Residents who are 60+ or who are individuals with disabilities.

**Community Foundation of Southern Indiana:**

Gift from CFSI fund holders to provide a vehicle match to purchase new Lift-equipped Wheelchair-Accessible Vehicle for transportation needs.

**Family and Social Services Administration/Indiana Division of Aging:**

To support the needs of the elderly and individuals with disabilities in Clark, Floyd, Harrison, and Scott Counties, Indiana.

**Federal Transit Administration Enhanced Mobility of Seniors & Individuals with Disabilities:**

Section 5310 (through Transit Authority of River City), funds to purchase two wheelchair-accessible vehicles to support the transportation needs of clients in Clark, Floyd, and Harrison Counties.

**Glick Philanthropies:**

Funding to divert Clark County clients from Meals to Go! waiting list, and funding to provide vehicle match to purchase new lift-equipped wheelchair-accessible vehicle for transportation.

**Greater North Clark Foundation:**

Funding to provide vehicle match supporting the transportation needs of clients in North Clark County.

**Harrison County Community Foundation:**

Funding to divert Harrison County clients from the Meals to Go! waiting list.

**Metro United Way:**

Funding to support the transportation needs of clientele in Clark, Floyd, and Harrison Counties.

**Samtec:**

Funding to provide a vehicle match to purchase two new lift-equipped wheelchair-accessible vehicles for transportation needs.

**Scott County Community Foundation, Inc.:**

Funding to provide vehicle match to purchase a new lift-equipped wheelchair-accessible vehicle supporting the transportation needs of clients in Scott County.

**United Way of Scott County:**

Funding to support outreach efforts in Scott County to promote awareness of services we provide to enable residents to remain living independently with emphasis on reaching families with children and reaching healthcare professionals serving medically fragile children.

