



Promoting Independent Living for People of all Ages

A member of the  INconnect Alliance.



2020 Annual Report

MESSAGE FROM LIFESPAN RESOURCES' CEO & BOARD PRESIDENT

A Year of Pivots

Wow, what a year 2020 has been - and no, we certainly did not have the 2020 foresight to see how very turbulent the year turned out to be.



Lora Clark
Lora Clark
Chief Executive Officer



Annette J. Roberts
Annette Roberts
President, Board of Directors

We entered the new decade - the New Roaring Twenties - with hope and optimism, and those outlooks certainly helped us weather the challenges that came our way. And boy, were they substantial - arguably among the heaviest the agency has ever seen.

We started the year off blithely remodeling our case management office space to streamline workstations in order to accommodate a growing staff. The renovations were no sooner completed when Covid-19 hit and our offices had to shut down. As of this writing, they remain closed. Who would have ever known?

We quickly pivoted the majority of our staff to work from home, enlisting the aid of our tech support crew, led by Drew Landreth, our Director of Home and Community Based Services, to insure all case managers had adequate tech support at home to complete their client assessments and be able to submit them to the state on time. It was quite an undertaking. Hats off to Drew and his crew!

In our main offices, we added a thermal walk through temperature scan at the front desk to insure the health and safety of all who entered. Our fiscal and administrative staff continued to work in their offices throughout the year to insure continued and smooth operations – thank you!

At the same time, we began to receive an increasing demand for help, especially for food. Our meals on wheels program, Meals To Go! saw a 75% increase in meals delivered each month beginning in April and continuing throughout the year. Calls to our Aging and Disabled Resource Center (ADRC) were up each month by more than 20%.

Hats off, also, to our front line heroes – our drivers – in our Transportation program, which we knew had to continue. We scrambled to obtain the necessary protective equipment for the drivers, clients and the vehicles. We added plexiglass driver shields, face shields, wipes, hand sanitizer, thermometer scan guns, and medical screening tools to each van. Schedulers and drivers performed health screens for each client and social distancing required no more than two riders on board at a time. While all of this was very costly to implement, we knew how critical Transportation service is to our clients – in many cases, it is a matter of life and death to get to medical appointments. We are grateful for the help we received from community funders, namely, Samtec Cares, Harrison County Community Foundation, Community Foundation of Southern Indiana, Metro United Way, Tarc/5310, New Albany Community Development Block Grant, Scott County United Way and other individual donors who stepped up to help us continue this important program.

Our Fiscal department did a stellar job of managing the multiple funding streams that came in to help cover the increased need due to the pandemic, including new state, federal and local grants – each with their own complicated sets of timelines, regulations and restrictions.

While we reflect on the truly terrible aspects of the pandemic – the family, friends and clients who have been directly affected with either illness, or caring for those who have fallen ill, we also cherish the successes of dealing with the many aspects of a crisis. Even with the often overwhelming challenges of a pandemic that turned out to be worse than we could have even imagined, our staff never missed a beat, overcoming obstacle after obstacle. For proof, just take a look at our list of highlights in this report!

We commend our staff for their passion and commitment to serve society and do whatever it takes to insure clients receive the help they need. That's one thing that will never change at LifeSpan Resources.

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Through April 2020

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2020 HIGHLIGHTS FOR LIFESPAN RESOURCES

Voice and Vino - Virtual Edition:

"Season 3" went virtual! We had well over 300 virtual attendees who were entertained by six talented local performers and three "slightly famous" judges. The event raised \$75,000 in net profits, close to our in-person record the previous year! Congratulations to this year's winner: TC Baker!

V & V was named Southern Indiana's favorite charitable event by the readers of the News and Tribune! And in just three short years!

Senior Games At-Home Edition:

The New Roaring Twenties wasn't the 34th annual Senior Games we expected, but it was certainly unusual. After delaying the event to the second week in September, the decision was made to pivot to the "At-Home Edition." Seniors completed their activities each day either at home or in small groups. "Mr. Louisville," Wayne Perkey, emceed the opening ceremonies and our fave, Representative Ed Clere, emceed the closing - all via Zoom of course.



NCQA Accreditation: LifeSpan Resources was awarded a prestigious 3-year Accreditation of Case Management for Long-Term Services and Supports from the National Committee for Quality Assurance. This is a major accomplishment led by our Chief Operating Officer, Angela Marino.

Best Social Services Agency: LifeSpan Resources was named Best Social Services Agency by the readers of the News and Tribune; proof that our focus on enhanced communication and fundraising initiatives from the past several years is paying off.

Finalist in the One Southern Indiana ONCE awards for Non-Profit Program of the Year: Our Social Transportation Program didn't win, but we were honored to be named one of the three finalists in this prestigious program.

Case Management and ADRC: After completing a planned case management office renovation in February, we sent all case managers home with the technology needed to complete assessments and file required documents from home. At the same time, we sent our Aging and Disability Resource Center (ADRC) Options Counselors home to complete intakes and assessments via phone - all while experiencing a 20 percent increase in calls for help during the pandemic. This major operation was led successfully by our Home and Community-Based Services Director, Andrew Landreth.

Transportation: We are proud that our program continued uninterrupted as the pandemic raged on. We procured much personal protective equipment (PPE) and implemented new procedures for health screens for clients and staff (masks, face shields, plexiglass screens, gloves, sanitizers, thermometers, and on-board social distancing). Kudos to Transportation Director Ramona Miller for seamless operations during a very trying year.

New Communications: We successfully converted an outdated website platform (Muse) to a system used by the majority of organizations (WordPress). This major project was completed smoothly and in a timely manner. We also developed a brand new agency brochure, which focuses on our clients and their stories. A new corporate video focusing on our Transportation program was produced to debut at our Voice and Vino event in October. Thanks to Chief Business Development Officer, Lucy Koesters, and her team for directing these new outreach initiatives.

Planned Giving: We kicked off an initiative to research and implement a strategic donor program involving planned giving; and produced a new attention-getting donation envelope distributed to area funeral homes.

Dementia Friends: After launching this important program in 2019, we pivoted the workshops to virtual utilizing the Zoom platform in mid-summer 2020. Nearly 100 new Dementia Friends took the workshops.

Nutrition Programs: In mid-March, we pivoted all nutrition programs to home-delivered meals, which included delivering packets of nutrition and health education and socialization activities. We implemented Facebook Live and “Alley” tai chi sessions at our Corydon meal site. We added 500+ new Covid-Emergency home-delivered meal clients across our four counties. All congregate sites remained closed all year.

Friendly Caller Program: We successfully pivoted furloughed drivers and meal site staff to a “Friendly Caller” Program to call on our clients with well-check and socialization phone calls. This was a great program to not only keep tabs on our clients, but also to keep our staff working and eliminate any job losses!

Employee Inclusion and Engagement: Building on the engagement program we began in 2019, the Inclusion initiative created a staff committee and engaged the services of Al Cornish, a respected community leader to ensure our agency presents a welcoming and inclusive environment for our staff and clients.

Red Cross Blood Drives: LifeSpan Resources successfully held several community blood drives during the pandemic, when most all drives across the country were shut down and a critical need for blood developed. Thanks to CFO, Leslie Meek, for managing these drives.

Completed our Area and Strategic Plans: We met all goals and initiatives for both plans which ended in 2020; and then we created a new Three Year Strategic Plan to begin in 2021!

LIFESPAN RESOURCES' CONGREGATE CENTERS

These centers have traditionally offered a hot, nutritionally balanced lunch, along with evidence-based health and wellness programs, nutrition education and socialization activities to older adults and their caregivers, and to individuals with disabilities. Normally they operate Monday-Friday from 9:00 AM - 1:00 PM. However, during most of the year, due to the pandemic, the centers have been closed to in-person activities. Congregate participants were added to the home-delivered meals routes and provided with weekly packs of frozen, microwaveable meals, along with packets of activities and health education. The Joe Rhoads Center in Corydon offered Tai Chi in the alleyway behind the center along with Facebook Live sessions. We hope to be back in our centers sometime in 2021.

Clark County

Yellowwood Terrace
2100 Greentree North, Clarksville, IN 47129

Harrison County

Joe Rhoads Senior Center
123 S. Mulberry Street, Corydon, IN 47122

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 Wardell St. Scottsburg, IN 47170

PROGRAMS

Fiscal Year 2020 (July 1, 2019 - June 30, 2020)

ADVOCACY & OUTREACH

Our agency represents senior citizens through membership in human service associations and state and national legislative networks. It also sponsors the LifeSpan Resources' Golden Hoosier Award, Senior Games of Southern Indiana, Senior Angel Tree Program, 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.

110 individuals participated in Senior Games.
120 Senior Games Gang Members.
40 Angel Tree Boxes delivered to needy clients.



Senior Games
At-Home Edition



40 boxes were filled
with goodies for our
neediest clients.

AGING AND DISABILITY RESOURCE CENTER (ADRC)

The ADRC is a trusted place where people can turn for information on a full range of long-term support options. It provides an unbiased and enhanced level of information and assistance/referral 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.

5529 contacts were made through the ADRC.
818 of these were for Options Counseling via telephone or in person.



"How May We Help You?"
-LaQuaysha Greenwell, Options Counselor



LifeSpan Resources is doing
everything to keep me at
home! -Millie E.



CASE 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 Case Manager helps identify needs, links persons with home and community-based services so they may remain in the community, and creates person-centered careplans.

3,009 clients received Case Management for a total of 41,101 hours of service provided.

COMMUNITY-BASED CARE TRANSITION PROGRAM

LifeSpan Resources partners with an Indiana Managed Care Organization, 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. LifeSpan Resources is now offering this service to commercial members of this Indiana health plan company as well.

35 patients received for Care Transitions assistance.



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 267,063 units of service.



Sheri M. receives home-delivered meals, transportation, and in-home housekeeping services.

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.

5,560 units of service were provided.



LEGAL SERVICES

Our agency funds an attorney who provides legal assistance to persons age 60 and over.

234 units (hours) of Legal Services were provided.

“

*Mother is happy at home with family.
Thank you, LifeSpan Resources!
-Waheed (daughter) and Habeeb S. (Mother)*

NUTRITION PROGRAM

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

146,443 total meals served (31,847 hot congregate and 114,596 frozen home-delivered). The nutrition program also distributed farmers' market vouchers to the elderly, which allows them to purchase fresh produce at farmers' markets.



*I have nothing but praise
for LifeSpan Resources!*
-John G., Meals to Go! client



PREVENTATIVE HEALTH

LifeSpan Resources 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.

13,733 contacts (screenings, information or programs provided) were made in total through these programs, which includes 2,028 units of evidence-based wellness programming.



Joe Rhoads Senior Center, Alley Tai Chi



Frankie Able, SHIP Counselor

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.

2,716 clients were helped with various types of benefits assistance.

TRANSPORTATION

LifeSpan Resources Transportation operated continuously throughout the pandemic. The program provided trips to life-sustaining therapies, medical appointments, congregate centers, social service organizations, grocery stores, pharmacies, and other locations for persons age 60+ and persons of any age with disabilities. LifeSpan Resources also provides Medicaid-funded trips through the state's transportation broker, Southeastrans.

Transportation provided 22,702 trips.



Masks and PPE were abundant during the pandemic.



Volunteer Amy King worked at our main office reception desk and made masks for staff in the early days of the pandemic.

VOLUNTEER PROGRAM

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

127 volunteers donated a total of 5,369 hours.

DEMENTIA FRIENDS

LifeSpan Resources joined the Dementia Friends Indiana movement by offering workshops designed to advance the education and awareness of dementia. The program also aims to reduce the stigma associated with the disease and create community environments that are welcoming and conducive for those living with dementia.

97 Dementia Friends.



Dementia Friends Workshop Participants

VOICE and VINO

virtual edition

LIFESPAN RESOURCES
ANNUAL
GALA



October 27, 2020

Voice & Vino 2020 Sponsors

TITLE

Robertson Crushed Stone

PLATINUM

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GOLD

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Samtec
SIRA
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Doug Helm
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Ecolane
Guardian Medical Monitoring
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Harris Construction Services, LLC
HR Affiliates
Jesse Ballew Enterprises
Leslie Robertson

Maxwell's House of Music
Meijer Store #167
PC Home Center
Pints & Union
Ready Electric
Rodefer Moss & Co., PLLC
Senator Ron Grooms
Underproduction Multi-Media
Vitor Bueno
Will Robertson
Williams Bros. Pharmacy

WINERIES



For more information and photos, visit lsl14.org/voice-and-vino-html

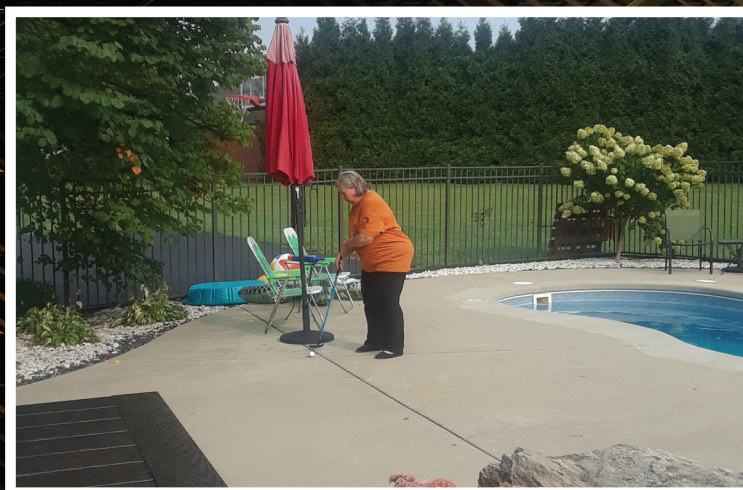
To watch the 2020 Season 3 of Voice & Vino Virtual Edition, check out LifeSpan Resources' YouTube channel.



LifeSpan Resources' 34th Annual Senior Games At-Home Edition

September 14—18, 2020

This year's theme was "The Roaring Twenties," and my, oh my, was it ever?! This year, the event was delayed until September and then was pivoted to the "At-Home Edition." Events were completed at home and winners were announced via Zoom in order to comply with the stay-at-home mandate and social distancing.



2020 Was "One Big Mask-arade!"

Senior Games Participants: 110 | Nursing Home Games: 0

Nursing Home Games cancelled due to Covid-19

TOTAL Participants: 110

Senior Games Gang Members: 120

Senior Games 2020 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
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Caretenders
Guardian Medical

Hosparus Health
Senior Solutions
UPS
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Westminster Village

SILVER

Baptist Health Floyd
Caesars Southern Indiana
Caregiver Homes
Clark Memorial Health

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Humana, Inc.
Naville & Seabrook Funeral Homes
Trilogy – The Villages at Historic Silvercrest

IN KIND

Adaptive Hospice
Best Stamp Co & Sign Design
Caretenders
Communicare
Hellenic Senior Living
Hosparus Health

Masterson's Catering
Newcomer Homes
Pilot Club
Southern Indiana Rehab Hospital - Vibra Health
VNA Home Health

**SENIOR GAMES
GANG 2021**
moving forward



Join "THE GANG!"

The Senior Games Gang is LifeSpan Resources' 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.

For more information, contact Melissa Richardson, Director of Development at 812.206.7960.

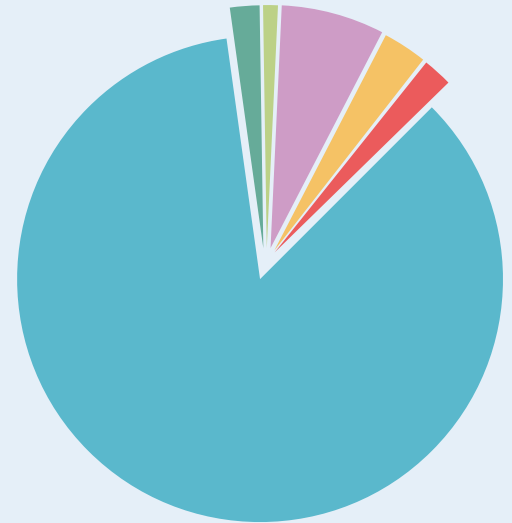
FINANCIALS

FISCAL YEAR 2020

(July 1, 2019—June 30, 2020)

INCOME

Contract/Program Income	\$7,967,066	92.32%
Grant Income	\$98,470	1.14%
Donations	\$14,077	0.16%
In-Kind Income	\$372,846	4.32%
Fundraising Income	\$143,634	1.66%
Miscellaneous Income	\$33,601	0.39%
TOTAL	\$8,629,693	100.00%



Expenditures

Information & Assistance	\$16,245
Transportation	\$475,549
Medicaid Transportation	\$119,795
Scott County Outreach	\$30
Case Management	\$394,902
Options Counseling	\$533,997
In-Home Services	\$679,784
Medicaid Waiver	\$2,393,840
Legal Services	\$20,419
Health Screenings/Education	\$20,372
Ombudsman	\$59,120
Congregate Meals	\$325,558
Meals To Go	\$787,732
Administration	\$190,188
Fundraising	\$25,257
Family Caregiver	\$161,695
Senior Health Ins. Asst. Program	\$3,006
Anthem	\$1,536
Other & additional COVID	\$643,511
TOTAL	\$6,852,537

Balance Sheet

ASSETS:

Cash and Grant Receivable	\$6,062,032
Medicaid Receivable	\$39,351
Other Assets	\$30,890
Fixed Assets	354,442
TOTAL ASSETS	\$6,486,716

LIABILITIES:

Accounts Payable	\$139,242
Payroll Withholdings	\$6,036
Accrued Expenses	\$338,464
TOTAL LIABILITIES	\$483,743

NET ASSETS:

Temporarily Restricted	\$23,123
Unrestricted	\$4,238,342
Unrestricted Assets	\$354,442
Excess of Revenue Over Expenditures	\$1,387,066
TOTAL NET ASSETS	\$6,002,973

TOTAL LIABILITIES & NET ASSETS	\$6,486,716
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ORGANIZATIONAL DONORS

1816 Modern Kitchen & Drinks
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 EUMC Willing Workers
 Feed the City
 First Harrison Bank
 First Miracle Winery
 First Savings Bank
 Fox Law Offices

George's Pharmacy
 Geraldine's Kitchen
 German American Bank
 Golden Guardians
 Grayson Funeral Home
 Guardian Medical Monitoring
 Hampton Oaks Healthcare
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 Mitcher's Distillery
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 NB Develop
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 Newcomer Funeral Home & Cremations
 Ohio Valley Home Health
 Ongle Home Inspections
 O'Shea's
 Panera Bread
 Parlour Pizza
 PC Home Center
 Periago Orthodontics
 Pilot Club
 Pints & Union

Ready Electric Company
 RecBar 812
 Regalo
 Resch Construction
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 Robert Mattingly, DDS
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 Robertson Insurance & Financial LLC
 Rodefer, Moss
 Ronald Receveur DDS
 Royal Pampering Day Spa
 Rudd Equipment Company
 Sacred Heart Church
 Sam's Club
 Samtec
 Schimpff's Confectionery
 Schmitt Furniture
 Scott Funeral Home
 Seeds & Greens Natural Market & Café
 Senior Solutions
 Southern Indiana Realtors Association
 Squire Boone Caverns
 Starlight Foundation/Koetter
 Woodworking
 State Representative Ed Clere
 State Senator Ron Grooms
 Sukhino Float Center
 Sulphur Pentacostal Church
 Sweet Stuff Bakery
 TAP Automotive, LLC
 That's My Dog
 The Exchange
 The Marketing Company
 The Orange Clover LLC
 The Root Coworking Space
 The Sprigler Company
 Timmel Law
 Trend Designs
 Trilogy
 Turtle Run Winery
 Union Restaurant & GameYard
 UPS
 VFW Auxillary 3281
 VNA Home Health
 Westminster
 Wild Eggs
 Williams Bros. Pharmacy

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Raymond Branham	Jill Dirbas	David Graf	Brian Jackey
Richard Brier	Angela Doan	Evelyn Gray	Becky Jaenichen
Rita Brier	Joe & Karen Dones	Dan & Sarah Griffin	Jayna Jamison
Sandra Briles	Richard Donlon	Betty Gunn	Katie Jewell
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GRANT FUNDING RECEIVED — *Thank You!*

Metro United Way:

Funding to support the transportation needs of the elderly and disabled in Clark, Floyd and Harrison counties.

Caesars Foundation of Floyd County:

Funding to provide vehicle match funds to purchase new wheelchair accessible vans for our Transportation Program supporting clients in Floyd County.

Community Foundation of Southern Indiana:

COVID-19 Response Grant was provided by the Board of Directors of the Community Foundation of Southern Indiana. This grant was used to support LifeSpan Resources' transportation program during the pandemic.

Glick Philanthropies:

Donation to LifeSpan Resources through the Glick Community Relief Fund, a grant program to help local nonprofit organizations continue to respond to the coronavirus pandemic.

Harrison County Community Foundation:

Emergency grant to support our continuing transportation service for the elderly and disabled in Harrison County.

Scott County Community Foundation:

Funding from the Scott County Community Foundation and the Morgan Family Endowment Fund to support our transportation efforts in Scott County during the pandemic.

Samtec Cares:

Samtec Cares provided funds for toilet paper for clients during the early days of COVID-19.

Federal Transit Administration Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310)

Administered by Transit Authority of River City/TARC: Funds provided to purchase three (3) twelve passenger, dual wheelchair, lift equipped vehicles and one (1) standard eight passenger van.

City of New Albany Community Development Block Grant:

The City of New Albany awarded LifeSpan Resources a Community Development Block Grant to provide transportation to those in need through the New Albany Rides program.



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ABOUT LIFESPAN RESOURCES

OUR MISSION

Promoting Independent Living For People of All Ages

OUR VISION

“LifeSpan Resources will be the key organization in Southern Indiana supporting independence and quality of life for all persons through advocacy, education and client centered services.”

Clients include the elderly and persons with disabilities of any age. Some of our services include home delivered meals (Meals to Go!), Transportation and numerous in-home services. (Please visit our web site for more information on any of these services.)

Our service area includes Clark, Floyd, Harrison and Scott counties. LifeSpan Resources is one of 15 state designated Area Agencies on Aging in the state of Indiana. We are funded by state, federal and local sources, in addition to private and community foundation grants, United Way, client and private citizen donations and fundraising events. In addition, we rely on volunteers to help in many of our programs.

To access information about services and supports, or to volunteer, please contact LifeSpan Resources at 812-948-8330 (toll free: 888-948-8330), or email us at: info@lsr14.org.

