

Promoting Independent Living for People of all Ages

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



2021 Annual Report

MESSAGE FROM LIFESPAN RESOURCES' CEO & BOARD PRESIDENT

2021: The Year of Remaining Flexible







Annette Roberts
President, Board of Directors

As 2021 progressed, our team remained flexible as the continuing pandemic demanded. We acted nimbly throughout the year to serve our clients and meet our goals.

Early on, we were cautiously optimistic that we might return to normal, but as we all witnessed, the pandemic was not through with us. We moved slowly into a new normal of cautiously reopening and hosting some events in-person, with masks and social distancing. We were thrilled to welcome back our Senior Games participants to an in-person, albeit all-outdoor, event in June. In July, we reopened our congregate sites to ecstatic participants, so happy to be together after more than a year apart. Best of all, we hosted our 4th Annual Voice and Vino in-person to a somewhat smaller crowd at Caesars Southern Indiana in October. It was our most successful fundraiser in history, bringing in \$125,000!

In this year of remaining flexible, we met every goal of both our State Area Plan and our own Strategic Plan, with a slew of impressive accomplishments along the way. Please read through our Highlights listed in this annual report.

We continued to serve an increasing demand for client services, especially for home-delivered meals, case management, care transitions and legal services. Our team performed in a stellar manner, never missing a beat, whether working remotely, on the phone with clients, or in masked, socially distanced settings. No matter which way the client preferred, we were there for them and more than capable of providing for their needs.

We are so proud of our dedicated team of caring individuals who serve well over 3,500 clients in our Southern Indiana area each year. These folks are your allies in the community – they ensure that all Southern Indiana Hoosiers receive the services they need to remain living independently in our towns, cities and rural areas. In spite of the pandemic's demand that they remain nimble and flexible, they are committed to doing whatever it takes to serve our communities.









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

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Not Pictured: Alma Harris - through June 2021 Marquetta Percell - through July 2021

2021 HIGHLIGHTS FOR LIFESPAN RESOURCES

Voice and Vino at the Casino: Season Four!

"Season 4" of our premier gala fundraiser was held inperson this year on Tuesday, October 26 at Caesars Southern Indiana with 500+ attendees, entertained by eight fantastic singers and four local celebrity judges. The event was our most successful ever, raising over \$125,000! Congratulations to this year's winner: Greg Nash!



Senior Games

Seniors were "Moving Forward" with the theme of our 35th Annual Senior Games. The event was held inperson the week of June 7-11 with all outdoor venues. Emcees for the Opening and Closing Ceremonies included Wayne Perkey, Van Vance, and our favorite elected official, State Representative Ed Clere - who is always quick with the jokes! We loved being together with our friends once again for some fun, friendly (but fierce) competition!



Developed new 2022-23 Area Plan that will positively impact access to long-term services and supports, create new health care partnerships, strengthen support to caregivers and facilitate muti-disciplinary coordination of legal and Adult Protective Services with case management. The Plan will also enhance health and wellness and address social isolation.

Successfully completed all 2020-21 Area Plan and 2019-21 Strategic Plan goals.

Participated in robust legislative advocacy blitz with ultimate results of no cuts in State CHOICE funding.

Asked by the Division of Aging to pilot the Hoosier Homebound (HHB) portal. Case Managers entered homebound individuals into the portal for subsequent visits by EMS to administer the COVID-19 vaccine.

Recognized as second in the entire state for initial COVID-19 registration assistance.

One of four agencies initially working with Dual Eligible Special Needs Medicare Advantage Plans, which has directly resulted in receiving hospital and discharge status information from health care plans, which promotes better care coordination.

Added new private health plan contract through enlivIN LLC with Managed Health Services (MHS) to provide care transition services to local residents.

The second Employee Satisfaction Survey was completed with a 99% participation rate. Agency ratings were up 5% over the last survey.

Continuing American Red Cross Blood Drives every other month at the Floyd County YMCA. Over the past 15 years, we have held 76 drives resulting in the collection of 1423 pints of blood with an average of 19 pints of blood per drive, making our blood drive one of the most successful in the entire Louisville/Southern Indiana area.

Concluded the rollout of our new 401K plan. Every employee, whether full-time or part-time, now receives 3% of their pay into the plan and has the option to contribute up to an additional 4%, which will be matched at 100% by the agency.

Ended a very complex fiscal year with a clean fiscal audit and no findings. LifeSpan Resources has over a decade of clean audits both independently and through Indiana Family and Social Services Administration.

Enhanced the recruitment process of the Board of Directors and the Advisory Council for LifeSpan Resources. The Board of Directors added Reverend Tony Toran to its membership. The Advisory Council added four new members this year: Kristin Troyer Ems, Maureen Robinson, Diane Clark and Rev. Dr. Albert Cole.

Improved access to LifeSpan Resources information/data for employees and Board of Directors through the agency's website. A password protected employee portal was added to the agency website. Documents uploaded include on-boarding, payroll and HR documents. An employee Wellness Program that will be housed on the portal is in development.

Conducted a formal feasibility study for the proposed Senior Center. Have taken multiple community leadership groups on tours of state-of-the-art senior centers in other cities. Produced multiple operating budget scenarios, a PowerPoint presentation, and are working with a nationally renowned senior center consulting group to develop a building plan.

Kicked off the new LifeSpan Resources Legacy Circle donor recognition program with an end-of-the-year holiday campaign mailer. Donor events and programs are planned for 2022.

Completed building enhancements at our 5th Street Nutrition and Transportation hub: deck and ramp were power washed and re-stained, new exterior paint, and new plant and hardscape landscaping added around the building - all to enhance the appeal and accessibility of the facility.

Transportation program enhancements: hired four new drivers, purchased five new vehicles, sold six older vehicles, and rebranded the program to the spiffy new "Rides to Go!" moniker. Most importantly, we continued to safely transport clients under constantly changing COVID-19 protocols.

Our meal delivery service was up over 100% as the pandemic continued. Nutrition home-delivered meals (Meals to Go!) program served 961 clients 200.784 frozen home-delivered meals.

Meal sites reopened July 12, 2021, and celebrations were held at all sites. Plexiglass guards were purchased for the service windows. All sites were provided with masks, gloves, sanitizer, and wipes.

Brought in \$318,733 in Grant Allocations.

Produced New Client Testimonial video featuring Senior Games and Gang programs.

Added front lobby display with historical and current leadership, plus one new panel for DEI; also added hallway photo display for board and advisory council leadership and two "special LSR friends."

Made Louisville Business First Book of Lists 2021 Top 25 Non-Profit Organizations (#25).

Sing For Your LifeSpan Resources

Sing For Your LifeSpan Resources was added in February 2021 as a youth fundraising concert. The event was a virtual, live-streamed contest held at Maxwell's House of Music in Jeffersonville, Indiana on February 28, 2021. It showcased some of our area's top youth singing talent ages 8-20 years old. These youth philanthropists went out into the community to obtain sponsorships and donations, and the event received much media attention from local television programs such as WAVE 3 Listens with Dawn Gee and Great Day Live with Angie Fenton. Our top sponsor was Mr. P Express, Inc.; our phenomenal winner was Ella Unruh; and the event raised over \$57,000.





PROGRAMS

Fiscal Year 2021 (July 1, 2020 - June 30, 2021)

ADVOCACY & OUTREACH

We represent senior citizens in many ways in our community through membership in human services organizations and state and national networks. We also sponsor the awesome annual Senior Games and Nursing Home Games, the Golden Hoosier Volunteer Award, Senior Angel Tree Holiday Program, and the Senior Games Gang membership program. Our volunteer Advisory Council acts on legislation that effects the elderly and disabled population and/or the agency and its programs.

110 individuals participated in Senior Games.

30 virtual Nursing Home Games participants.

70 Senior Games Gang Members.

50 Angel Tree Boxes delivered.



Senior Games Toss 'Em



Becky Jaenichen, LifeSpan Resources Golden Hoosier Volunteer 2021

50 Senior Angel Tree boxes were filled with holiday goodies for our neediest clients.

AGING AND DISABILITY RESOURCE CENTER (ADRC)

LifeSpan Resources offers this trusted local resource where people can turn for information on a wide array of long term support options. Options Counselors (OCs) in the center offer unbiased information and assistance to help individuals and families make informed choices. The OCs focus on individual needs and preferences to anyone seeking solutions to their specific long term goals.

5,095 contacts were made through the ADRC. 882 of these were for Options Counseling via telephone or in person.



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



LifeSpan Resources' Case Managers enjoy a retreat. They care for over 3,000 clients a year!

CASE MANAGEMENT

LifeSpan Resources serves as the single entry point into a variety of supportive services for older adults and individuals with disabilities of any age. Our case managers identify needs, link clients with home and community-based services, and create person-centered care plans - all so that the individual may remain living independently.

3,244 clients received Case Management for a total of 44,282 hours of service provided.

IN-HOME SERVICES

In-home services include Attendant Care, Home-Delivered Meals, Respite Care, Adult Day Program, Home Health Aide, Transportation, Home Modifications, Adaptive Aids and Devices and other supports to help individuals in their homes remain independent.

In-Home Services provided 210,179 units of service.



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.

84 patients received Care Transitions assistance.



It has been amazing...such a blessing!
-Kathleen Wallace, of the bathroom
remodel LifeSpan Resources provided
for her daughter, Karsyn.

FAMILY CAREGIVER PROGRAM

This amazing program connects caregivers to community resources particular to their caregiver needs. It includes Respite Care, Caregiver Education and other supportive services.

5,566 units of service were provided.

LEGAL SERVICES

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

413 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

While Covid-19 raged on during the first half of the year, we continued to deliver a substantially increased number of homebound clients with frozen meal boxes. All congregate centers reopened in July, serving hot meals once again.

200,784 total meals served to 961 clients. 94,571 nutrition education and activity sheets sent with meal deliveries.





PREVENTATIVE HEALTH

Monthly health screenings, twice monthly nutrition education programs and a host of socialization activities, along with evidence-based wellness programs are offered throughout the year at our congregate centers and other community partnership locations.

94,571 contacts were made throughout the year, providing nutrition education, health and wellness information and socialization activities.
456 units of evidence-based health programming were provided.



Client, James, receives his first dose of the COVID-19 vaccine.



Frankie Able, SHIP Counselor

STATE HEALTH INSURANCE ASSISTANCE PROGRAM (SHIP)

Our SHIP Counselors offer a wonderful resource for the local community: help navigating the ins and outs of Medicare and health insurance. Counselors can help obtain financial assistance for medications, copays, deductibles and premiums; and they provide non-biased plan comparisons.

2,830 clients were assisted with Medicare or health insurance benefits.

TRANSPORTATION

Our transportation drivers continued to provide this vital service throughout the pandemic, often putting only one passenger on board at a time for safety and social distancing. Our clients continued to be able to get to their critical medical and life giving destinations. Our drivers are truly frontline heroes.

Transportation provided 423 clients 12,573 trips.
7,247 medical trips for 394 clients.
5,326 social trips for 100 clients.

Rides
Rides To Meet Your Needs

Driver Larry Morris transported clients, James and Evelyn, to receive their first dose of the COVID-19 vaccine in January.

Rhonda James, SHIP Volunteer



VOLUNTEER PROGRAM

At LifeSpan Resources we LOVE our volunteers! Volunteers perform any number of tasks year round including administrative/data entry, SHIP and Medicare counseling, serving meals at congregate centers, serving on our boards and advisory council, and delivering Angel Tree holiday boxes. Thank you!

89 volunteers donated a total of 1,256 hours.

DEMENTIA FRIENDS

LifeSpan Resources offers the Dementia Friends workshops, which are 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.

119 Dementia Friends.





Dementia Friends Workshop Participants



Voice & Vino 2021 Sponsors

TITLE

Caesars Southern Indiana

PLATINUM

Adaptive Hospice
Edward Jones
German American Bank
Kaiser Home Support Services
Mathes Pharmacy

GOLD

Hosparus Health
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Hoopsters
L & D Mail Masters
Kentuckiana Machine and Tool
Scott & Andrea Olinger
Trilogy

WINERIES & BREWERIES









For more information and photos, visit voice.lsr14.org.

To watch the 2021 Season 4 of Voice & Vino at the Casino, check out LifeSpan Resources' YouTube channel.



LifeSpan Resources' 35th Annual Senior Games June 7—11, 2021

This year's theme "Moving Foward" was a reference to moving past 2020, COVID-19, social distancing and all the trials and tribulations that came with the year. In 2021, we celebrated looking forward to no masks, being together in person, and getting back to normal. Although this year's Senior Games weren't totally normal, they were held all outdoors and minus a few games that are normally played.









2021 Was "Moving Forward!"

Senior Games Participants: 110 | Nursing Home Games (Virtual): 30
TOTAL Participants: 140
Senior Games Gang Members: 70

Senior Games 2021 Sponsors

PLATINUM
Senior Games Gang
Masterson's Catering
Hellenic Senior Living
Communicare

DIAMOND

Adaptive Nursing & Healthcare Services and Hospice
Kaiser Home Support Services
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GOLD

State Representative Ed Clere
Brightwell Behavioral Health
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Brightwell Behavioral Health
City of Charlestown
City of New Albany
Communicare

Naville & Seabrook Funeral Homes
Ohio Valley Home Health
Premier Hospice
Trilogy
Visiting Angels

IN KIND

Floyd County Parks & Recreation
Hellenic Senior Living
Masterson's Catering
Newcomer Funeral Homes
NARFE
Pilot Club
Westminister Village

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 monthly "Members-Only" events throughout the year.

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



FINANCIALS FISCAL YEAR 2021 (July 1, 2020—June 30, 2021)

Contract/Program Income \$7,996,743 84.11% Grant Income \$380,834 4.01% Donations \$53,070 0.56% In-Kind Income \$173,415 1.82% Fundraising Income \$206,264 2.17%
Donations \$53,070 0.56% In-Kind Income \$173,415 1.82%
In-Kind Income \$173,415 1.82%
Fundraising Incomo \$206.264 2.17%
Miscellaneous Income \$697,042 7.33%
TOTAL \$9,507,368 100.00%

Expenditures

 Information & Assistance Transportation Medicaid Transportation Case Management Options Counseling In-Home Services Medicaid Waiver Legal Services Health Screenings/Education Ombudsman Congregate Meals Meals To Go Administration Fundraising Family Caregiver Senior Health Ins. Asst. Program Anthem COVID-19 Related 	\$17,598 \$479,559 \$201,448 \$386,296 \$460,666 \$714,770 \$1,989,680 \$11,165 \$13,011 \$35,032 \$220,524 \$1,092,122 \$215,584 \$55,359 \$166,271 \$2,391 \$5,323 \$718,457
• Other	\$542,590
TOTAL	\$7,327,887

Balance Sheet

ASSETS:

Cash and Grant Receivable Medicaid Receivable Other Assets Fixed Assets TOTAL ASSETS	\$7,144,912 \$19,875 \$312,085 \$354,442 \$7,831,313
LIABILITIES: Accounts Payable Payroll Witholdings Accrued Expenses TOTAL LIABILITIES	\$130,082 \$39,598 \$214,492 \$304,976
NET ASSETS: Temporarily Restricted Unrestricted Unrestricted Assets	\$106,072 \$5,463,316 \$354,442
TOTAL NET ASSETS	\$7,526,337
TOTAL LIABILITIES & NET ASSETS	\$7,831,313

ORGANIZATIONAL DONORS

ACE Hardware
Adaptive Hospice
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Arni's Pizza Assured Partners Baptist Health Floyd Bearno's Pizza

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Boombozz Pizza Bottles Unlimited

Brightwell Behavioral Health

Bubba's 33

Cadella's Keepsakes

Caesars Foundation of Floyd County

Caesars Southern Indiana

Caldwell Tanks
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Covered Bridge Golf Course Culbertson Home for Old Ladies

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Finish It Fistful of Tacos

Floyd Co. Democratic Central Floyd County Parks and Recreation

Floyd Memorial Foundation Fox Law Offices, LLC French Lick Resort & Spa

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Tina Stith

Keith & Lezli Stormes

Todd Strause Kevin Strother Kerry Stroup Irvin Stumler Andrea Stumler Eric Stumler Mills Sublett

Chris & Katie Sutter Meredith Sweeney Brian Swidrovich Susan Swint Bill Sykes Doris Tabor William Tabor

William Tabor
Connie Taylor
Nel Taylor
John Taylor
Paula Terrell
Ann Terwilliger
Joyce Thomas
Laura Tilford
Angie Timberlake
Everett Timberlaks

Janet Timberlake
Sallie Jo Tomes
Michelle Trowell
Phyllis Tucker
Scott Tyler
Kelly Ueding
Jason Uhl
Cade Unruh
Chad Unruh
Jean Unruh

Victor Unruh Cammie Unruh Victor Unruh Scott Utterback

Lori Unruh

Corey Vallandingham Kayla VanMeter

Dottie Verwest Scott & Ann Vetter

Phil Vogt Joe Wafford Porter Walker Ruth Wallace

Kimberly C. Wallshield Jude & Betty Walter

Letty Walter Jason Walters Patty Walters Alicia Warren Darren Washausen Victoria Waterbury Carie Watkins

Ed Weber

Cara Weichens Theresa Welch

Matt & Maria Wheatley

Cecilia Wheeler CJ Wheeler Reba Wheeler Greg Wheeler

James & Cheryl Whelan

Brian Whiteman
Shelleta Whitlatch
Lisa Whitlow
Wanda Whobrey
D. Bryan Wickens
Whitney Wickens
Rose Marie Wilbert
Donna Wilkins

Rose Marie Wilber Donna Wilkins Bruce Williams Daniel Williams Josh Williams Tammy Williams Diane Williamson Vicki Williamson Kristen Wilson Darryl Wilt Lisa C. Wilt Rob Winkler Bryan Winslow

Andrea L. Woods

Karen Wrenn

Earl Wright
Deborah Wyatt
Annette Yarbrough
Joy Yeager
Cynthia York
Amber Young
Teia Young
Sara Zakel
Raymond Zoeller

Laura Zook Eiman Zuberi Amanda & Jeff The Olmsteads

GRANT FUNDING RECEIVED — Thank You!

Metro United Way:

Received funds for Transportation services. We also received additional funds to cover increased meals costs during COVID-19.

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.

Duke Energy:

Duke Energy provided LifeSpan Resources a Community Impact Grant to provide meals for our Meals to GO! clients during COVID-19.

Glick Philanthropies:

Donation to LifeSpan Resources through Glick Philanthropies was used by our transportation program for matching funds for the purchase of new vehicles.

Samtec Cares:

Samtec Cares provided matching funds to our transportation program for the purchase of new vehicles.

Federal Transit Administration Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310): Funds provided to purchase five (5) new Ford Transit vans for our Rides To GO! program.

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.

















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 (Rides To Go!), 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.

LIFESPAN RESOURCES' CONGREGATE CENTERS

These centers offer a nutritionally balanced lunch each weekday. Daily programs include health and wellness programs, nutrition education and many fun socialization activities including arts and crafts, cards, games and puzzles, bingo, music and much more. Registration is required (free) and donations accepted. See our website for more information.

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 69 E. Wardell Street, Scottsburg, IN 47170