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President’s Notes

CICOA’s fiscal year that ended on June 30, 2010, was truly one for the record books—a year of “firsts” and “mosts” as CICOA reached a number of milestones and overcame challenges.

A year of firsts.
The CICOA Foundation held a new fundraising event, the Signature Breakfast, that highlighted the people served by CICOA and provided attendees with the opportunity to offer their financial support for our mission in Central Indiana. We launched a new volunteer program that resulted in more than 8,800 hours of community service, serving at Neighborhood Meal Sites, providing respite for caregivers and reaching out to area seniors. We introduced a new brand and expanded our Aging and Disability Resource Center to better provide options counseling for individuals and families who face important decisions about long-term care.

A year of mosts.
CICOA served a record number of people in our In-Home Services programs, coordinating home and community-based care for more than 3,750 individuals who would otherwise have been in a nursing home or other institution. Through Meals & More, CICOA’s nutrition and health program, we served more than 550,000 meals and provided thousands of hours of nutrition and health counseling. We set new records for the number of telephone calls, website visits and face-to-face contacts through our Aging and Disability Resource Center. In all, more than 26,000 people were served through CICOA and our community partners. And, it was a year for the largest ever financial commitment by CICOA to meeting the needs of older adults and people of any age with a disability here in Central Indiana.

A year of challenges and growing pains.
During 2009, CICOA staff worked tirelessly to eliminate waiting lists for in-home services. As caseloads grew by as much as 30 percent, CICOA added staff, space and equipment to meet the growing demand for home and community-based services. In December 2009, in response to a looming shortfall in tax revenues, the state closed access to the Medicaid A&D Waiver. Other public funds, such as Social Services Block Grants, were reduced by as much as one-third. How could we meet growing needs in a time of tight resources?

Working together.
The answer, as is often the case, required everyone to work together. The staff accepted cuts in salaries and benefits. Our provider agencies continued on with programs, despite reduced funding. Donors came through with additional gifts. Our landlord donated space. The Division of Aging found some additional funding for client services. As a result, CICOA was able to reach the end of the fiscal year with no disruptions in service. This is a testament to the commitment of CICOA’s staff, community partners, donors and clients to our mission to help older persons and those of any age with a disability to live with the greatest possible independence, dignity and quality of life.

Orion H. Bell IV
President and CEO
CICOA Aging & In-Home Solutions
CICOA Aging & In-Home Solutions is Indiana’s largest Area Agency on Aging and serves Boone, Hamilton, Hancock, Hendricks, Johnson, Marion, Morgan, and Shelby Counties, where more than 20 percent of Indiana’s population lives. In FY 2010, CICOA and its network of 300 for-profit and not-for-profit providers delivered the following services for older adults and persons with disabilities:

**Key Accomplishments**

**Aging & Disability Resource Center**
- Handled over 44,000 incoming and outgoing calls providing information and assistance.
- Conducted nearly 3,000 telephone assessments
- Referred more than 3,000 callers to other community resources
- Removed nearly 500 from the CHOICE waiting list
- Participated in 97 health fairs and speaking engagements
- 984 volunteers provided more than 7,000 hours of community service

**In-Home Services**
- Brokered over $5.4 million of in-home care management services, such as homemaker, home health aide and attendant care to 3,561 clients.
- Conducted 7,745 nursing facility preadmission screenings
- Brought 59 people home from nursing facilities with in-home services.

**Meals & More**
- Delivered 555,467 meals in our eight-county area using CICOA drivers and volunteers of other contracted caterers. This is an ALL-TIME high, representing 2,240 meals each weekday.
- Served 449,307 home-delivered meals.
- Served 106,160 meals at neighborhood meal sites.
- Established a voucher program in Hancock County by partnering with the Greenfield Senior Center and Hancock Regional Hospital.
- Increased the number of volunteers in neighborhood meals sites from 56 to 262.
- Developed an ethnic meal alternative for Russian immigrants.

**Caregiver Support**
- Received 356 referrals to the Family Caregiver support program and provided direct respite and supplemental services to 101 caregivers.
- Contracted with nine agencies to provide respite support and supplemental services to an additional 1,500 caregivers.

**Lifelong Living Communities**
- Sold $71,533 in NAP Tax Credits, which were used to fund home modifications for seniors.
- Completed 41 home modifications to enhance accessibility and home safety.
- Advocated for elder friendly communities with local area officials. The Shelbyville Mayor and City Council adopted a resolution to establish a Commission on Aging, which will initiate actions to make Shelbyville a nationally noted Lifelong Living Community.

CICOA helps older persons and those of any age with a disability to live with the greatest possible independence, dignity and quality of life.
YEAR ENDED JUNE 30, 2010
CICOA Aging & In-Home Solutions, Inc.
and CICOA Foundation, Inc.
Combined Statements of Financial Position

REVENUE
Federal and state grants $13,128,493
Medicaid service fees 3,370,565
Project income 298,855
Contributions and grants 373,583
Fund raising events 33,830
Interest income 3,112
Gain on beneficial interest 58,877
Other income 124,684
Other government grants 4,000
In-kind contributions 511,236

Net assets released from restrictions
Total Revenue $17,907,235

EXPENSES
Program services
In-home services $9,860,353
Nutrition 4,329,615
Other 2,142,534
Total program services 16,332,502
Administration 1,228,475
Fund raising 165,722
Total expenses $17,726,699

Change in net assets $180,536
Net assets at beginning of year $2,710,539

NET ASSETS AT END OF YEAR $2,891,075

ASSETS
Cash and cash equivalents $927,846
Grant reimbursements receivable 2,114,983
Contributions receivable 7,152
Prepaid expenses 15,272
Beneficial interest in assets held by Central Indiana Community Foundation, Inc. 500,862
Property and equipment 467,645

$4,033,760

LIABILITIES AND NET ASSETS
Liabilities
Accounts payable $607,532
Accrued payroll and expenses 93,033
Accrued leave 269,669
Due to funding source 172,451
Other liabilities -
Total liabilities $1,142,685

Net Assets
Unrestricted $2,423,203
Temporarily restricted 239,843
Permanently restricted 228,029
Total net assets $2,891,075

$4,033,760

A complete financial audit by independent auditors Crowe Horwath LLP may be obtained on request.
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