CICOA changes its long-time Meals & More service from a daily home meal delivery to a more cost-efficient and sustainable fresh frozen meal option delivered biweekly.

CICOA joins the Transit Drives Indy Coalition, promoting the benefits of an improved transportation system in Central Indiana. Lack of transportation is frequently cited as a barrier to community access for older adults and people with disabilities.

CICOA’s seventh annual Safe At Home day raises $20,500 for home safety modifications in the Mapleton-Fall Creek area. During the event, 150 volunteers improved safety and accessibility in 19 homes.

CICOA hosts its second “Honor Your Father & Mother” conference at Purpose of Life Ministries to share best practices and resources for faith community partners in support of family caregivers.

Staff and volunteers deliver 200 holiday baskets, 100 gift cards, and 135 “Be A Santa To A Senior” gifts to low-income older adults in Central Indiana.

The ADRC network and the Division of Aging, within Indiana’s Family & Social Services Administration, embark on a collaborative effort to bring this network to light. This network is now known as the INconnect Alliance.

CICOA and Walgreens collaborate on a public education campaign during Pharmacy Benefits Week to help older adults maximize their Medicare prescription plan benefits.

Board members and leadership staff participate in training presented by Bill Stanczykiewicz, Director of the Fundraising School at Indiana University’s Lilly Family School of Philanthropy, learning “the gentle art of teaching others the joy of giving.”

CEO Orion Bell and Director of Marketing Dana Robinson present CICOA’s video series, “CareAware: Help and Hope for Family Caregivers,” at the American Society on Aging’s annual Aging in America Conference.

CICOA’s annual Signature Breakfast fundraiser sets new records for attendance and giving, with more than 650 guests and $150,000 raised, an increase of 21% over the previous year.

Maria Dampier is announced the 2017 Caregiver of the Year.

CICOA launches the Dementia Friendly America initiative in Hamilton County to create and support a network of communities across the country that are more dementia friendly.

CICOA establishes a Medical Advisory Council to expand its reach within the medical community and bring greater collaboration between CICOA and healthcare providers in support of older adults and people with disabilities.

At the annual meeting, CICOA presents the Impact Award to United Home Healthcare, the Partnership Award to Bugs B Gone, and the Spirit Award to Elaine Ferree.

CICOA launches the Exceptional Experiences Committee to work alongside the Innovation and Communication Teams in ongoing process improvement initiatives.
Think about all the ways we use the word touch.

- One of the five senses: see, hear, smell, taste and touch.
- A person who is generous with charity or a helping hand is a soft touch.

An athlete’s stats often depend on how many “touches” he has on the ball.

Someone who is good with children or dogs or recalcitrant machinery is said to have the touch.

Friends or family members who are separated by geography or conflicting schedules promise to “keep in touch.”

A moving film or poignant novel or heartfelt note is “touching.”

Need a little more of something in a recipe? Add a touch.

The little tube of enamel that matches the color of my car? Touch-up paint.

Don’t know what’s going on? Then you are out of touch.

And, what family trip doesn’t include at least one refrain of “She’s touching me!” from the kids in the back seat?

Touch is a word that has been around for a very long time. Originally Middle English or older, its first use meant “to knock” and sounded a bit like rapping on a door. Over time, it has taken on a more personal, even intimate meaning. Touch conveys influence, connection and emotion. Touch is what we feel.

I came across this item in a blog post, “Touch is the most prominent language in the caregiving relationship. Every act of caregiving involves touch. Through mindful touching and the development of therapeutic presence, the opportunity to recognize and express tenderness is created. This returns caregiving to a relationship of respect and dignity for both persons involved. The healing touch is reciprocal” (Irene Smith, http://www.everflowing.org).

This year’s annual report provides insights into CICOA, our programs and services, our supporters and the people we serve. It is the story of our impact in the community. It is a chronicle of the people and lives we have touched. Thank you for being part of that story.
touchpoints

In FY2017 (July 2016-June 2017), CICOA and its network of providers delivered the following services:

**Aging & Disability Resource Center**
- Fielded 107,778 incoming and outgoing calls.
- Conducted 3,127 telephone assessments.
- Referred more than 20,941 callers to other community resources.
- Participated in 146 health fairs and speaking engagements.
- Engaged 1,402 volunteers in 13,216 hours of community service.

**In-Home Services**
- Brokered in-home care management services to 7,743 clients.
- Improved the transition of 3,289 individuals from inpatient hospital settings to other care settings through Care Transitions.

**Meals & More**
- Served 841,000 meals in our eight-county area.
- Served 262,625 home-delivered meals.
- Served 93,175 meals at neighborhood meal sites.
- Served 21,781 meals through the meal voucher program.
- Served 465,268 meals through the Medicaid Waiver.
- Served 4,267 individuals in Central Indiana.

**Caregiver Support**
- Conducted 114 caregiver workshops/presentations.

**Safe at Home**
- Completed 285 home modification projects to enhance accessibility and home safety with a total expenditure of $1,043,218.

**Transportation**
- Funded or directly provided 60,007 one-way trips. This includes direct transportation trips (Essential Needs, Shuttle) and funded trips (Reuben Center, Taxi Discount Coupons, Wheelchair Vouchers, New Freedom Vouchers.)

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grant-funded organizations

CICOA provided grants to the following organizations through the Older Americans Act:

**Alzheimer’s Association of Greater Indiana**
Amount Awarded $18,916

**Boone County Senior Services**
Amount Awarded $47,879

**Catholic Charities of Indiana**
Amount Awarded $55,279

**Coordinated Aging Services for Morgan County**
Amount Awarded $33,130

**Hancock County Senior Services**
Amount Awarded $44,398

**Hendricks County Senior Services**
Amount Awarded $101,027

**Indiana Legal Services**
Amount Awarded $197,248

**John H. Boner Community Center**
Amount Awarded $45,827

**Johnson County Senior Svrs.**
Amount Awarded $54,300

**Joy’s House**
Amount Awarded $30,156

**Little Red Door Cancer Agency**
Amount Awarded $27,849

**Primelife Enrichment**
Amount Awarded $125,777

**Shelby Senior Services**
Amount Awarded $93,312

**The Social of Greenwood**
Amount Awarded $3,601

**Stillwaters Adult Day**
Amount Awarded $11,000

**The Villages**
Amount Awarded $22,333
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CICOA Aging & In-Home Solutions, Inc. and CICOA Foundation, Inc.

Combined Statements of Financial Position

**REVENUE**

Federal and state grants $13,487,301
Medicaid service fees 4,991,434
Project income 401,469
Contributions and grants 701,001
Fund raising events 140,993
Interest income 739
Gain on beneficial interest 73,396
Other income 699,910
In-kind contributions 529,792

Net assets released from restrictions -
Total Revenue $21,026,035

**EXPENSES**

Program services
In-home services $10,561,244
Transportation 989,743
Nutrition 3,450,249
Aging & Disability Resource Center 3,122,280
Other 1,052,397
Total program services 19,175,913
Administration 1,287,564
Fundraising 263,746
Total expenses $20,727,223

Change in net assets 298,812
Net assets at beginning of year $4,499,085

**NET ASSETS AT END OF YEAR**

$4,797,897

**ASSETS**

Cash and cash equivalents $1,793,595
Accounts receivable 800
Grant reimbursements receivable 3,998,237
Contributions receivable 283,929
Prepaid expenses 13,862
Beneficial interest in assets held by Central Indiana Community Foundation, Inc. 805,805
Property and equipment 207,793

$7,104,021

**LIABILITIES AND NET ASSETS**

Liabilities
Accounts payable $1,377,635
Accrued payroll and expenses 384,601
Accrued leave 533,238
Due to funding source 10,650
Other liabilities -
Total liabilities $2,306,124

Net Assets
Unrestricted $3,678,651
Temporarily restricted 894,518
Permanently restricted 224,728
Total net assets 4,797,897

TOTAL LIABILITIES and NET ASSETS $7,104,021

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

BUSINESSES AND FOUNDATIONS

Champion—$10,000+
Central Indiana Senior Fund, a CICF Fund
Comfort Keepers/Heart at Home
Hoover Family Foundation
Indianapolis Neighborhood Housing Partnership
James Proctor Fund for Aged Men and Women, a fund of The Indianapolis Foundation, a CICF Affiliate
Juanita M. Smith Foundation, Inc.
Mauer Family Foundation, Inc.
Morgan County Board of Commissioners
United Home Healthcare, Inc.
United Way of Central Indiana

Leader—$5,000+
Alzheimer's Foundation of America
American Senior Communities Care Institute Group, Inc.
Eskenazi Health
Individual Support Services, Inc.
The Justus Family of Companies

Benefactor—$2,500+
Anthem, Inc.
Caregiver Homes of Indiana
Crowe Horwath LLP
Guardian Medical Monitoring, Inc.
JEWEL Human Services - Eastern Star Church
Managed Health Services
Nurses and More, Inc.
Printing Partners

Advocate—$1,000+
12 Stars Media Productions
AARP Indiana State Office
Adaptive Nursing and Healthcare Services
Anita A. Harden Elder Care Law Office
Anthem Blue Cross and Blue Shield
Arthur J. Gallagher & Co.
Assurance Health System
Barnes & Thornburg LLP
Caregivers, Inc.
Central Home Health Services, Inc.
CNO Financial Group, Inc.
Comforcare Senior Service-N. Metro Indy
First Horizon Home Care Inc.
Forest Creek Village
Hendricks Regional Health
Herman & Kittle Properties, Inc.
IINAmerica
IUCAR
Law Office of Claire E. Lewis
Marion County Public Health Department
The National Bank of Indianapolis
North Central Church of Christ
Options Behavioral Health
Purpose of Life Ministries
Raymond James/Wetzel Investment Advisors
Hollingsworth & Zivia

Renovations for Life, LLC
Salin Bank
Salin Bank & Trust Company
Second Presbyterian Church
Strategic Capital Partners
The Barrington of Carmel

Supporter—$500+
Acme Health Services, Inc.
Bugs & Gone
The Capital Group Companies Charitable Foundation
Carlson & Associates
Chef for Hire, Inc.
Commercial Works

SAFE AT HOME
Adaptive Nursing and Healthcare Services
CarDon & Associates
CNO Financial Group, Inc.
Eskenazi Health
IU Health Plans
Managed Health Services
Marion County Public Health Department
Numotion
Renovations for Life, LLC
Salin Bank
United Home Healthcare, Inc.

SIGNATURE BREAKFAST
12 Stars Media Productions
AARP Indiana State Office
Acme Health Services
Adaptive Nursing and Healthcare Services
American Senior Communities
Anita A. Harden Elder Care Law Office
Anthem Blue Cross and Blue Shield
Arthur J. Gallagher & Co.
Assurance Health System
Barnes & Thornburg LLP
Bugs & Gone
CareDon & Associates
Care Institute Group, Inc.
Caregiver Homes of Indiana
倡导者
Caregivers, Inc.
Central Home Health Services, Inc.
CNO Financial Group, Inc.
Comforcare Senior Service-N. Metro Indy
ComforCare Home Care - South Indy
Comfort Keepers/Heart at Home
Commercial Works
Community Health Network
Community PointSource
Crowe Horwath, LLP
DeFur Voran LLP
Dove Printing Services, Inc.
Etelcare
Everett, Joseph H
First Horizon Home Care Inc.
Flanner and Buchanan Funeral Centers
Guardian Medical Monitoring, Inc.
Hancock Regional Hospital
Help At Home LLC
Hendricks Regional Health
Herman & Kittle Properties, Inc.
Humana, Inc.
Drs. Toshukawa & Ekene Iloabuchi
Indiana Energy Association
Indianapolis Neighborhood Housing Partnership, Inc.
Individual Support Services, Inc.
IINAmerica
JEWEL Human Services - Eastern Star Church
Justus Family of Companies
Kit Media
Law Office of Claire E. Lewis
Managed Health Services
Marion County Public Health Department
National Bank of Indianapolis
North Central Church of Christ
Nurses and More, Inc.
Options Behavioral Health
Pacers Sports & Entertainment
Pillar Group Risk Management
Preferred Home Health Care
Senior Check-In
Senior Helpers, Heart in Home, Inc.
Solutions4eBiz
Synergistic Evolution LLC
Touchpoint Senior Services / Community Health Network
Williams Barrett & Wilkowski, LLP

SIGNATURE COMMUNITY
Christina Accornero
Daniel Amonett
Nicole Ann Allen
Chad Bales
Fallah Banebele
Donata Bames
Miki Bean
Mollie Bean
Joyce Beaven
Orion H. Bell IV
David Berry
Connie Betourne
Peggy Blackard
Mary Bode
Carla Borden
Carlena Brackins
Beth Ann Brown
Sonja Buckner-Marion
Cari Calvert
Amber Campbell
Nancy Carpenter
Susan Carr
Walter Castro
Kelsey Chance
Shea Colley
Susan Comacchiene
Tiffany Cox
Tara DeBoo
Sarah Deuser
Teresa Danielson (Holzer)
Michael Doran
Victoria Dowell
Mary Durell
David E. Duval
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Kristin L. Erazor
Kathy Michelle Farrow
Larry Fennerty
Mark Flesner
Beth Gehlhausen
Phyllis Graham
Kimberly R. Greer
Jennifer Grimes
Jonathan Haag
Jamie L. Haire
Stephan Hall
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Patrice Hardy
Betty Hayes
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Dee Dee Katzman
Kate Kunk
Sue Lazar
Jim Leich
Maureen Lindsey
Theresa Livingston
Jean Macdonald
Billie Martin-Johnson
Kristine Matel

Up to $99
AmazonSmile
Attentive Personal Care, LLC
AYS, Inc.
Cornerstone Home Healthcare
DAC Group
Greenwood Village South
Happychoice Home Care LLC
Hess Hess & Donnelly LLP
Home Care Assistance
Home Safe Homes
Home Services Unlimited, Inc.
Horizon Bank
JustGive
Salesforce.org
Still Waters Adult Day Center
United Way of Central & Northeastern Connecticut
Mrs. Leah Ward
Sharon M. Wardrip
Rick D. Warwick
Bradley Watkins
Sydney Webb
Joe Weldon
Amelia West
Patti Whipple
John and Janice Wilkins
Dr. John F. and Janice O. Williams
Pamela D. Wise
Dr. Barbara L. Wolf

Up to 599
Anonymous-21
Adam Adler
Jackie Albers
Shirley Alexander
Evelyn Alexander-Davis
Zorina S. Ali
Mekin Armstrong
Melissa Arnold
Larry and Jane Aspaas
Mary Rabbit
Linda Baker
Robert B. Baker
Fallah Banebeila
Marilyn Barber
Ruth Clay Bargo
Mandy Barksdale
Alexandrea Barnes
John Barth
Megan Bastin
Gary and Sally Baxter
Pervis Bearden
Yvonne Beasley
Christina Bentley
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Peggy Blackard
Carla Borden
Kim Bowden
Robin Bowen
Carlena Brackins
Philip E. and Mildred E. Brady
Kathryn Brown
Mary Ellen Brown
Joe Brubaker
Dodd and Delores Buchanan
Jeanne Spellman
Jesamyn Sparks
Stan Sowder
Karren Sondrini
Patrick Singleton
Michael L. Sheward
Susan Shepard
Ruth C. Shaw
Lisa Patrick Schroeder
Steve Schmidt
Darnae and Stacey Scales
Denise Saxman
 amendment to CICOA’s mission as outlined in the CICOA Vision Statement.

TRIBUTES & MEMORIALS

IN HONOR OF

Tanya Vonnegut Beck
DONOR
Mary Macmanus Ramsbottom

IN HONOR OF

Julia K. Dunnell
DONOR
Mary Dunnell

IN HONOR OF

Melissa Gaddo
DONORS
Genevieve and Dan Gaines

IN HONOR OF

Nathan Scott
DONOR
The Capital Group Companies
Charitable Foundation

IN MEMORY OF

Frank J. Dantillo III, Bessie Pryor, Hazel and Earl Ettienne
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Duane and Jewell Ettienne

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