Contents

Contact Us ......................... 2  Leadership ......................... 6  Annual Campaign ............ 10
President’s Note ................... 3  Grant-funded Organizations ... 6  Legacy Donors ................. 12
Mission, Vision, Values ....... 4  Financial Statements .......... 7  Tributes and Memorials ...... 12
Strategic Imperatives ........... 5  2018 Highlights ................. 8

Contact Us

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CICOA Aging & In-Home Solutions
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Indianapolis, IN 46240-4359

Main Office: (317) 254-5465
Main Office: (800) 489-9550
Fax: (317) 254-5494
Office Hours: 8 a.m.-5 p.m.

Aging & Disability Resource Center
(317) 803-6131
(800) 432-2422
Relay Service: 711

CareAwareJourney.org
DementiaFriendsIndiana.org

Let’s Be Social

facebook: cicoa.org/facebook
twitter: cicoa.org/twitter
linkedin: cicoa.org/linkedin
A recent email subject line caught my eye: “She is not one of your donors. You are one of her charities.”

It makes me think about confidence—that feeling or belief we have in ourselves or in another person or institution—and I wonder, what led you to choose CICOA?

There are 2.7 million nonprofit charitable organizations in the United States according to GuideStar, the world’s largest source of information on nonprofit organizations. In Indiana, there are nearly 40,000 charities. All those charities are competing to win you as a donor or volunteer or advocate. But you’re in control. You decide which organization(s) receive your support.

How do you choose?

GuideStar offers these helpful recommendations:

- Identify what issues are important to you.
- Do you want to support a charity that works in your neighborhood or region, or do you prefer a national or international focus?
- Use the nonprofit’s mission to determine what fits best with your own values.

Ultimately, your choice comes down to confidence: “having full trust; belief in the powers, trustworthiness, or reliability of a person or thing” (Dictionary.com). It’s important to me that you have confidence in CICOA; that you believe in our work, the strength of our partnerships, and the expertise of our staff. That you trust us to do what we promise.

I invite you to view CICOA’s annual report for fiscal year 2018. It’s valuable to you because it shows the health of the organization and builds on the confidence you already have in CICOA. It shows our commitment to being a transparent partner as your charity of choice. CICOA has fulfilled the requirements to receive GuideStar’s Gold Seal of Transparency.

If the social needs we address are important to you, we’re pleased. If you’ve chosen to give to CICOA because you want to make a difference in Central Indiana, we’re grateful. If your values match our mission, we’re thrilled. But more than anything, we’re honored by your confidence in us, and we plan to continue earning it.

—Orion Bell

Orion Bell
President and CEO
CICOA Aging & In-Home Solutions
Our Mission

CICOA Aging & In-Home Solutions empowers older adults, those of any age with a disability and family caregivers to achieve the greatest possible independence, dignity and quality of life.

Our Vision

A Central Indiana community where older adults and those of any age with a disability flourish.

Our Purpose

We are the unbiased experts who provide innovative answers, services and support you need to help your loved one remain at home in better health, with better care, at a lower cost.

Our Values

Independence — CICOA supports the exercise of individual initiative to make choices and to enjoy life without unnecessary restrictions.

Dignity — CICOA respects the rights of others, is sensitive to differences and affirms the dignity of all people.

Quality of Life — CICOA strives to enhance people’s lives through the promotion of good physical, social, emotional and mental health and participation in the whole community.

Fairness — CICOA provides equality of opportunity and treats all individuals in an impartial manner, without prejudice and free from all special interests.

Collaboration — CICOA believes that partnering with other organizations creates greater opportunity for accomplishments of its mission than by working alone.

Exceptional Service — CICOA seeks to exceed its clients’ and stakeholders’ expectations with the highest quality programs, outreach, activities and communications.
Strategic Imperatives

Proactively Strengthen Services
- Expand coordinated transportation options
- Develop interactive caregiver program
- Focus on person-centered care
- Develop homecare transition intervention team

Increase Awareness
- Implement locally tailored awareness efforts in all eight counties
- Implement prevention-focused awareness efforts
- Engage in strategic outreach efforts within business community

Build Organizational and Community-Based Infrastructure
- Explore new technology to increase capacity and service
- Recruit and equip an expanded base of volunteers
- Localize services in each county

Increase Financial Capacity
- Explore for-profit business development options
- Expand private pay options
- Strengthen fundraising roles of each board

What are you deeply passionate about?
A person should be able to enjoy independence, dignity and quality of life in their community, regardless of age or ability.

What do you do best?
We are an unbiased, client-focused source of information and resources for clients, caregivers, service providers and the community.

What drives your resource engine?
Our services depend upon public funds, charitable donations, volunteer time and gifts in kind.

* Based on Jim Collins’ book, Good To Great. The “hedgehog concept” describes an organization’s ability to focus on three overlapping areas that help it achieve greatness.
Leadership

BOARD OF DIRECTORS
Officers
Anita Harden, Chair
Jim Rosensteele, Past Chair
David Reddick, Secretary
David Marshall, Treasurer
Anne DePrez, 1st Vice Chair
Peter Bisbecos, 2nd Vice Chair

Members
Marc Adamson
Jean Bandos
Case Calvert
Joe Everett
Kathy Frank
Kimberley Garriott
June Holt
Dr. Michin Hong
Kimberli Karmenzind
Brianna Saunders
Michael Simmons
Dr. John Sparzo
Scott Vía

FOUNDATION BOARD
Officers
Rev. David Greene, Chair
Peter Ritz, Past Chair
Anthony Javorka, Secretary
Winnie Mechem, Treasurer
Gail Mitchell, Vice Chair

Members
Rafik Bishara
Jennifer Bolander
Kim Borges
Dr. Malaz Boustani
Mark Flesner
Laura Haynes
Chris Hull
Dr. Tochukwu Iloabuchi
Wess Jackson
Dean Jones
John Kinman
Tony Lloyd
Jean Macdonald
Janice Roberts
Frank Runion

ADVISORY COUNCIL
Officers
Clifton Dennis, President
Patrice Hardy, Vice President

Members
Phil Barrow
Miki Bean
Keith Brown
Debra Buckner
Sonja Buckner-Marion
Kay Burgess
Dr. Frankie Cooper
Sarah Crist
Victoria Dowell
Linda Garrity
Beth Gehlhausen
Sandy Hall
Sheryl Hamer
Cory Hull
Sue Lazar
Jake Maymon
Dean McFarland
Charles McLean

CICOA SENIOR LEADERSHIP
Orion H. Bell IV, CEO
Beth Brown, VP, Human Resources
Susan Cornacchione, VP, Development
Mary Durell, COO
Robert Woods, CFO

Becky McNichols
Liz Mitchell
Rev. William T. Murphy
Vickie Peterson
Buffy Powers
Paul Sandock
Christine Scales
Ralanda Smallfelt
Shane Tyler
Kathleen Vahle

Grant-funded Organizations

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

Alzheimer's Association of Greater Indiana
Amount Awarded $18,000

Boone County Senior Services
Amount Awarded $48,887

Catholic Charities Indianapolis
Amount Awarded $53,500

Hancock County Senior Services
Amount Awarded $47,045

Hendricks County Senior Services
Amount Awarded $104,727

Heritage Place of Indianapolis
Amount Awarded $4,500

Indiana Legal Services
Amount Awarded $205,591

John H. Boner Community Center
Amount Awarded $49,800

Johnson County Senior Srvs.
Amount Awarded $61,385

Joy's House
Amount Awarded $34,000

Little Red Door Cancer Agency
Amount Awarded $28,000

Morgan County Connect
Amount Awarded $34,812

Primelife Enrichment
Amount Awarded $130,075

Shelby Senior Services
Amount Awarded $94,429

The Villages of Indiana
Amount Awarded $25,000
### Financial Statements

**YEAR ENDED JUNE 30, 2018**  
CICOA Aging & In-Home Solutions, Inc.  
and CICOA Foundation, Inc.  
Combined Statements of Financial Position

#### REVENUE

- Federal and state grants: $14,457,387  
- Medicaid service fees: 5,760,671  
- Project income: 569,513  
- Contributions and grants: 607,084  
- Fund raising events: 139,110  
- Interest income: 2,048  
- Gain on beneficial interest: 46,352  
- Other income: 639,774  
- In-kind contributions: 438,843  

Net assets released from restrictions  
Total Revenue: $22,660,782

#### EXPENSES

- Program services  
  - In-home services: $11,067,603  
  - Transportation: 1,360,662  
  - Nutrition: 3,583,796  
  - Aging & Disability Resource Center: 3,638,712  
  - Other: 585,130  
  - Total program services: 20,235,903  
- Administration: 1,543,000  
- Fundraising: 280,787  
- Total expenses: $22,059,690

Change in net assets: 601,092  
Net assets at beginning of year: $4,797,897  
Net assets at end of year: $5,398,989

#### ASSETS

- Cash and cash equivalents: $453,635  
- Accounts receivable: -  
- Grant reimbursements receivable: 5,443,482  
- Contributions receivable: 120,329  
- Other receivables: 307,939  
- Prepaid expenses: 103,039  
- Beneficial interest in assets held by Central Indiana Community Foundation, Inc.: 852,157  
- Property and equipment: 289,008  
- Total assets: $7,569,589

#### LIABILITIES AND NET ASSETS

**Liabilities**  
- Accounts payable: $1,037,656  
- Accrued payroll and expenses: 407,430  
- Accrued leave: 642,218  
- Due to funding source: 4,498  
- Other liabilities: 78,798  
- Total liabilities: $2,170,600

**Net Assets**  
- Unrestricted: $4,413,536  
- Temporarily restricted: 760,725  
- Permanently restricted: 224,728  
- Total net assets: $5,398,989  
- TOTAL LIABILITIES and NET ASSETS: $7,569,589

A complete financial audit by independent auditors Crowe LLP may be obtained on request.
• CICOA offers free seminars to help seniors get the most out of Medicare benefits during National Medicare Education Week.
• CICOA hosts the third annual Honor Your Father and Mother Conference, a day-long workshop for family caregivers as well as area clergy and lay leaders, to support those in their faith communities who are caring for loved ones.
• The Central Indiana Senior Fund awards CICOA a Key Provider grant totaling $120,000 over three years.
• Staff and volunteers deliver 300 holiday baskets, 100 gift cards, and 171 “Be A Santa To A Senior” gifts.
• CICOA launches careawarejourney.org, a website for its caregiver support program and video series, Careaware: Help and Hope for Family Caregivers.
• CICOA hosts local county presentations of findings from the 2017 Community Assessment Survey for Older Adults (CASOA).
• The Indianapolis Neighborhood Housing Project awards a $20,000 grant to provide home safety and accessibility modifications in Marion County.

• RTV6 News Anchor Rafael Sanchez kicks off the eighth annual Safe At Home day, with 150 volunteers providing home safety modifications in the Martindale-Brightwood neighborhood.
• CICOA launches Pet Therapy and Music Therapy services to homebound care-managed clients.
Clients

8,459 Brokered in-home care management services to 8,459 clients.

2,398 Improved the transition of 2,398 individuals from inpatient hospital settings to other care settings through Care Transitions.

Aging & Disability Resource Center

88,917 Handled 88,917 calls.

328 Participated in 212 health fairs and speaking engagements and conducted 116 caregiver workshops.

22,938 Engaged 244 volunteers in 22,938 hours of community service.

Meals & More

385,266 Served 385,266 meals, including 272,204 home-delivered meals, 88,586 neighborhood meals and 24,476 meal vouchers.

Safe at Home

283 Completed 283 home modification projects to enhance accessibility and home safety with a total expenditure of $1,198,279.

Transportation

49,932 Funded or directly provided 49,932 one-way trips.

- CICOA’s ninth annual Signature Breakfast raises just under $140,000. Caregiver Darla Israel receives the Caregiver of the Year Award.
- The Alzheimer’s Foundation of America awarded $5,000 in grant funding to add Spanish subtitles to CICOA’s CareAware: Help and Hope for Family Caregivers video series.
- CICOA launches the My Freedom transportation voucher program in partnership with CIRTA, the Central Indiana Regional Transit Authority, to provide transportation vouchers across county lines for medical and non-medical appointments.
- CICOA rebrands its In-Home Services department as Flourish Care Management.
- CICOA receives $10,000 grant from the Hoover Family Foundation for home safety and accessibility modifications for low-income senior homeowners.
- CICOA presents the Impact Award to the Hoover Family Foundation, the Partner Award to Connect2Help 2-1-1, and the Spirit Award to Jean Ross of Fishers.
**Annual Campaign**

**Tribute and Memorial Gifts**

- In honor of Duane and Jewell Etienne
- Donor: Anthony and Anne K. Ricchiuto
- In honor of Jim Rosensteele
- Donor: Tom and Mary Ann McKenna
- In honor of Eric Berry
- Donor: Ashlyne Berry
- In honor of Virginia Bertram
- Donor: Anonymous
- In memory of Jerry Botsheller
- Donor: Keith Pitzer
- In memory of Frankie Dattilo
- Donor: Nicki Haglund
- In honor of Angela J. and Marlene Crager
- Donor: Capstone Retirement Group
- In memory of James Lipp
- Donor: Boone County Council on Aging
- In memory of Kelly Stergar-Dattilo
- Donor: Duane and Jewell Etienne
- In memory of Edward and Carol Johnson
- Donor: Duane and Jewell Etienne

**Signage Community**

- Christina Accornero
- Margaret E. Adam, Ph.D.
- Melissa Agustin
- Daniel Amont
- Kanisha Amos
- Nicole Annen
- Chad Bales
- Mindy S. Balka
- Stephanie Balusik
- Fallon Banebela
- Donata Barnes
- Miki Bean
- Orion H. Bell IV
- David Berry
- Connie Betzoune
- Peggy Blackard
- David and Mary Bodle
- Jennifer Bolander
- Carla Borden
- Carla Brackins
- Jason R. Beaux
- Bonnie Brentz
- Beth Brown
- Sonja Buckner-Marijn
- Rochelle Burosh
- Case Calvert
- Nancy Carpenter
- Susan Carr
- Walter Castro
- Kelsey Chance
- Sheila Colley
- Susan and Matt Comacchione
- Tiffany Cox
- Sarah Crist
- Tara Debbo
- Sarah Deuser
- Teresa Donelson
- Michael Donlan
- Michael J. Dorris
- Victoria Dowell
- Mary Dunel
- David E. Duval
- Beth Edwards
- Kristin L. Enzor
- Kathy Farrow
- Larry Fennerty
- Mark O. Fleener
- Diana Freeman
- Kim Garrett
- Beth Gehhausen
- Emily Golofth
- Phyllis Graham
- Kimberly Greemore
- Jennifer Grimes
- Jonathan Haag
- Jamie L. Haire
- T. Jeffrey and Therese A. Hannah
- Patrice Hardy
- Wanda Harlin
- Amy Harris
- Betty Hayes
- Cynthia Heimlich
- Lindsey Heist
- Alyssa Herrmesch
- Janet Hertler
- Jessica Herzog
- Cassie Hixon
- Dr. and Mrs. Robert Holt
- Home Safe Homes
- Hoosier Senior Solutions
- InHome Primary Care
- Dorine Jenkins
- Sandra Juckno
- Kim Karmenzind
- Dee Dee Katzman
- Carrie L. Kincaid
- Dusko Kolkoi
- Monique G. Krider
- Kate Kunk
- Sue Lazor
- Jim Leich
- Janet Lewis
- Maureen Lindsey
- Theresa Livingston
- Susan Long
- Loving & Caring Home, Inc.
- N. Jean Macdonald
- Tanya Martinez
- Kristine Matel
- William H. and Janet S. McCully
- Tanya McNeil
- Winnie Mechem
- Gail Dickson Mitchell
- Lesa Moore
- Sarah Moore
- Emily New
- Jack and Deborah O’Donnell
- Nicholas Pennington
- Deanne Persinger
- Holly Cunningham Piggott
- Michelle A. Prendergast
- David Ramey
- David Reddick
- Jo Rhodes
- Ed and Carol Richard
- Julie L. Riess
- Lynn Robertson
- Dana and Dale Robinson
- Tonya Robinson
- Sandra M. Rogers
- Andrea Rosenfeld-Mountain
- James and Rita Rosensteele
- Amy Russell
- Blak Sang
- Darnae Scales
- Don Schaffer
- Lisa Schnekkloth
- Erica Seabough
- Lauren Sergent
- Natascha Sharma
- Steven and Leah Shattuck
- Susan Shepard
- Judy Smith
- Karen Sondrini
- Nicole Southerland
- John Spizzo
- Natalie Anderson Stafford
- Todd Stallings
- James Stewart
- Charlotte Stiddom
- Julie Stoelting
- Renee Stout
- Linda Straub
- Jim Stuber
- Touch of Love
- Shane Tyler
- Ethel A. Urbi
- Tami Vernon
- Susan Wack
- Kristine Wallace
- Sydney Webb
- Robyn Weisbach
- Rachel Weissmann
- Joe Weldon
- Louanna White
- Ellen Williams
- Roosevelt Winston, Jr.
- Sharon Lynne Zee
- M. Dustin Ziegler

**Legacy Donors**

- Timothy J. and Melissa A. Bender
- Duane J. and Jewell D. Etienne
- E. Wayne and N. Ruth Overmyer
- Jean and Lamar Richcreek
- Jim and Rita Rosensteele
- Laurinda Swank
- L. Eugene and Nancy A. Summers
- Barbara J. Wilder

Kelly Mitchell
Julie Moore
John T. Nevett
Jennifer Norton
Greta Notz
Anita Oakley
Julie Pain
J. Richard and Barbara A. Panasuk
John and Virginia Patterson
Katherine J. Pellman
Nicholas A. Penington
Vickie Peterson
Rosie I. Pettigrew
Keith Pitzer
Melanie Priest
Ken and Fran Prince
Kendra Purvis
Beth Rabideau
Tricia Rak
Kevin Ramsey
Jill Ray
Rodric K. Reid
Terry Renick
Steve and Cheryl Ridge
Cheryl Robb
Jan Roberts
Tiffany Robinson
Tonga Robinson
Jill Robisch
Crystal Lynn Rose
Katherine Rushing
Amy Russell
Jean Sanders
Wesley L. and Linda R. Sanders
Paul Sandock
Darnae Scales
Greg and Claudia Schenkel
Christopher Schineldauer
Steve Schmidt
Maggie Schrage
Clara Schutt
Erik Schwarz
Janet Sedam
Lauren Sergeant
Ashley Settle
Steven and Leah Shattuck
Ruth C. Shaw
Susan Shepard
Patrick Singleton
Ryan Skinner
Judy Smith
Kimberly Smith
John and Lena Nast Ntshneni
Nicolle Southlander
Todd Stallings
Julie Stoeveling
Jim Stuber
Rita T. Summers
Laura E Syoen
Michael and Elizabeth Terry
David Thompson
Dee Thornton
Nancy Tijikian
Teresa L. Tillery
Lisa Parrett Treadwell
Shane Tyler
Rachelle VanBuskirk
Shelley Vaughn
Tami Vernon
Susan Wack
Zach Wagner
Mark Wallis
Max Walton
Mrs. Leah Ward
Susan Wacheswick
Kimberly R. Watts
Amy Webb
Paula A. Webber
Beth Welch
Anna M. Wells
Nikki Wenck
Scott M. Wharton
John Whittaker
Danielle White
Carole Wilburn
Michael D. Wilhelm
Ellen Williams
Kathryn Williams
Kimberly L. Williams
Melinda Winnie
Roosevelt Winston, Jr.
Susan Wirthwein
Tammy Elaine Wolsiffer
Sharon Lynne Zee

**SIGNATURE COMMUNITY**

- Christina Accornero
- Margaret E. Adam, Ph.D.
- Melissa Agustin
- Daniel Amont
- Kanisha Amos
- Nicole Annen
- Chad Bales
- Mindy S. Balka
- Stephanie Balusik
- Fallon Banebela
- Donata Barnes
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- Jamie L. Haire
- T. Jeffrey and Therese A. Hannah