REASSURANCE
ANNUAL REPORT FY2020

bringing hope and comfort to others
Years ago—I think I was 11 or 12 at the time—I was playing little league baseball in the Little Majors division. In my very first at bat, I struck out terribly.

My mom couldn’t see most of my games because of her work schedule, but she was in the stands that day and saw my dejection. That night she sat me down and spoke those words of wisdom we all need to hear in the face of adversity or failure: Don’t give up.

“All you need is practice,” she reassured me, “and the more you practice, the better you’ll get.”

She even went out and bought me a batting tee, so I could learn how to swing the bat level. Although I was ready to quit baseball forever that night, her reassurance gave me the motivation to stay in the game, and I played through high school.

Providing reassurance is what we do best at CICOA, and never was it more needed than in 2020. I joined the organization last January, and two months later sent all employees home to work virtually as the coronavirus pandemic spread across our state. It challenged each of us on a deeply personal level, but also collectively. And the fight is not over yet.

Through it all, you have been and remain by our side, removing doubt and fear from our most vulnerable neighbors through your partnership, advocacy, monthly donations, and—yes!—even making weekly telephone reassurance calls to isolated seniors. Thank you for staying in the game with us, and for bringing hope and comfort to others.
**2020 COMMUNITY IMPACT**

When the call came to shelter in place in March 2020, CICOA clients—who are at the greatest risk of both COVID-19 and social isolation—were disproportionately affected. During the best of times, many live alone, lack access to technology, don’t drive and are in want of food. Because family, friends and neighbors who once stopped by could do so no longer, their situation grew more dire.

We put out the call for help, and many of you stepped up, ready to make a difference for those most vulnerable. With your assistance, we were able to provide much-needed services to reduce anxiety and support better health and well-being.

Consider Meals & More, for example. In a typical month, CICOA serves more than 1,600 seniors via our home-delivered meal option and 875 seniors via the commodity box program. By the end of March, all neighborhood meal sites and hospital/restaurant voucher sites closed following state guidelines. Emergency funding from the Central Indiana Community Emergency Relief Fund (C-CERF) purchased two delivery vans, and with your charitable contributions, we were able to meet the increased need for home-delivered meals.

The pandemic also impacted our volunteer program. Beginning in March, telephone reassurance became the only volunteer opportunity available. Once again, CICOA’s Senior Buddies volunteers stepped up, calling about 200 seniors every week to make sure they were okay.

It not too late to join us. Volunteers are still needed, so please call or email CICOA’s volunteer coordinator at: volunteer@cicoa.org or 317-803-6003.
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Susan Cornacchione, VP, Development
Mary Durell, COO, Interim CEO
Robert Woods, CFO
Dustin Ziegler, VP, Community Programs

GRANT-FUNDED ORGANIZATIONS

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

- Alzheimer’s Association of Greater Indiana
  Amount Awarded: $19,000

- Boone County Senior Services
  Award Amount: $50,387

- Catholic Charities Indianapolis
  Award Amount: $52,000

- Hancock County Senior Services
  Award Amount: $53,545

- Hendricks County Senior Services
  Award Amount: $110,147

- Indiana Legal Services
  Amount Awarded: $51,549

- John Boner Community Center
  Amount Awarded: $3,000

- Johnson County Senior Services
  Amount Awarded: $61,385

- Joy’s House
  Amount Awarded: $42,000

- Little Red Door Cancer Agency
  Amount Awarded: $34,000

- Morgan County Connect
  Award Amount: $34,812

- Oasis
  Award Amount: $5,330

- PrimeLife Enrichment
  Award Amount: $132,725

- Shelby Senior Services
  Award Amount: $94,829

- Shepherd’s Center of Hamilton County
  Award Amount: $14,000

- Still Waters Adult Day Services
  Amount awarded: $12,000

- The Villages of Indiana
  Award Amount: $26,000
## Financial Statements

**YEAR ENDED JUNE 30, 2020**
CICOA Aging & In-Home Solutions, Inc.
and CICOA Foundation, Inc.
Combined Statements of Financial Position

### FY2020 Revenue

1. State and Federal **53%**
2. Program **39%**
3. Other **8%**

### FY2020 Expenses

1. Care Management **54%**
2. ADRC **16%**
3. Nutrition **15%**
4. Administration **6%**
5. Other **3%**
6. Transportation **5%**
7. Fundraising **1%**

### Revenue

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federal and state grants</td>
<td>$17,498,143</td>
</tr>
<tr>
<td>Medicaid service fees</td>
<td>12,295,800</td>
</tr>
<tr>
<td>Project income</td>
<td>452,008</td>
</tr>
<tr>
<td>Contributions and grants</td>
<td>1,576,195</td>
</tr>
<tr>
<td>Fund raising events</td>
<td>46,416</td>
</tr>
<tr>
<td>Interest income</td>
<td>12,080</td>
</tr>
<tr>
<td>Loss on beneficial interest</td>
<td>(1,177)</td>
</tr>
<tr>
<td>Other income</td>
<td>693,275</td>
</tr>
<tr>
<td>In-kind contributions</td>
<td>311,976</td>
</tr>
</tbody>
</table>

Net assets released from restrictions  -

**Total Revenue** $32,884,716

### Expenses

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program services</td>
<td>$16,233,106</td>
</tr>
<tr>
<td>In-home services</td>
<td>17,035,833</td>
</tr>
<tr>
<td>Transportation</td>
<td>1,521,521</td>
</tr>
<tr>
<td>Nutrition</td>
<td>4,489,189</td>
</tr>
<tr>
<td>Aging &amp; Disability Resource Center</td>
<td>5,003,283</td>
</tr>
<tr>
<td>Other</td>
<td>793,781</td>
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</table>

**Total Program Services** $28,043,880

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration</td>
<td>1,687,541</td>
</tr>
<tr>
<td>Fundraising</td>
<td>444,270</td>
</tr>
</tbody>
</table>

**Total expenses** $30,175,691

Change in net assets 2,709,025

Net assets at beginning of year $6,302,604

**Net assets at end of year** $9,011,629

### Assets

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash and cash equivalents</td>
<td>$7,527,684</td>
</tr>
<tr>
<td>Grant reimbursements receivable</td>
<td>5,244,202</td>
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<tr>
<td>Medicaid service fees receivable</td>
<td>764,789</td>
</tr>
<tr>
<td>Contributions receivable, net</td>
<td>298,701</td>
</tr>
<tr>
<td>Other receivables</td>
<td>286,743</td>
</tr>
<tr>
<td>Prepaid expenses</td>
<td>197,961</td>
</tr>
<tr>
<td>Beneficial interest in assets held by Central Indiana Community</td>
<td>886,291</td>
</tr>
<tr>
<td>Foundation, Inc.</td>
<td>192,430</td>
</tr>
</tbody>
</table>

**Total Assets** $15,398,801

### Liabilities and Net Assets

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts payable</td>
<td>$1,511,400</td>
</tr>
<tr>
<td>Accrued payroll and expenses</td>
<td>679,176</td>
</tr>
<tr>
<td>Accrued leave</td>
<td>865,329</td>
</tr>
<tr>
<td>Grant Advance Liability</td>
<td>3,295,280</td>
</tr>
<tr>
<td>Other liabilities</td>
<td>35,987</td>
</tr>
</tbody>
</table>

**Total Liabilities** $6,387,172

### Net Assets

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unrestricted</td>
<td>$6,767,891</td>
</tr>
<tr>
<td>Board designated</td>
<td>484,545</td>
</tr>
</tbody>
</table>

**Total Net Assets without restrictions** $7,252,436

With donor restrictions 1,809,193

**Total Net Assets** $9,011,629

**Total Liabilities and Net Assets** $15,398,801

A complete financial audit by independent auditors Crowe LLP is available on request.
ANNUAL CAMPAIGN

BUSINESSES AND FOUNDATIONS

Champion—$10,000+
Anonymous
Buchanan Group, Inc.
Care Institute Group, Inc.
Central Indiana Senior Fund, a CICF Fund
Comfort Keepers/Heal at Home
George’s Family Pharmacy, Inc.
Glasswater Creek of Plainfield Healthcare Initiatives, Inc.
Hoover Family Foundation
Independent Adult Day Care Centers
Indiana University Health Methodist Hospital
Indianapolis Power & Light Company (PL)
Meals on Wheels America
Morgan County Board of Commissioners
Qsource Community Partnership
The Glock Fund
Touch Of Love Home Care, LLC
United Home Healthcare, Inc.
United Way of Central Indiana

Leader—$5,000+
American Senior Communities
Citizens Energy Group
Community Foundation of Boone County
First Horizon Home Health Care, Inc.
Health and Hospital Corporation of Marion County
The Justus Family of Companies
Marion County Public Health Department
Oak Street Health

Benefactor—$2,500+
Anonymous
101 Mobility
Adaptive Nursing and Healthcare Services
Ascension St. Vincent Hospital
Franciscan Health VHS Home Care & Hospice
Guardian Medical Monitoring, Inc.
ITINerica
Lake Meadows Assisted Living
The National Bank of Indianapolis
PFM Automotive Management, Inc.
Project Brilliant, LLC

Advocate—$1,000+
AARP Indiana
At Home Health Services, LLC
Dove Printing Services, Inc.
Enter Point Faith Community
InHouse Primary Care
Managed Health Services (MHS)
Rebecca W. Geyer & Associates, PC
Renovations for Life, LLC
Scripps Howard Foundation
Second Presbyterian Church
Senior Check-In
Walmart Foundation #6290

Supporter—$500+
Bank of America Charitable Foundation Employee Giving Program
Britton Falls
Brownwood Health Care Center
Capstone Retirement Group
Kaybee Us
Miller’s Health Systems
My House Home Modifications
Schrage Development Co.
Together Homecare of Indianapolis
YourCause, LLC Trustee for Duke Energy Foundation

$1000+
Acme Health Services, Inc.
Always at Home, Inc.- Senior Helpers
AmazonSmile
Assurance Health System
Buck Creek Winery
Clover Senior Care
Connect America
Conner Prairie
CSX Foundation
Family Fuzz
Geist Christian Church
Hitzfeld Group
Home Instead Senior Care Foundation
Home Services Unlimited, Inc.
Hoosier Senior Solutions
Ideal Heating AC & Refrigeration Inc
Indianapolis Children’s Choir
Meridian Medical Services
Papa John’s International
Printing Partners
Purpose of Life Ministries
Richmond Consulting LLC
Sarah Care Adult Day Care Centers
Southeastern Church of Christ
St. John Lutheran Church & School
SVT Consulting
The Law Office of Jane Langdon
Transformational Solutions
Urban Vines, LLC

Up to $99
A Senior Retreat LLC
Absolute Caregivers, LLC
Access Mobility, Inc.
Angels of Hope Home Agency, LLC
Basl Boutique
The Benevity Community Impact Fund
Better Business Bureau
Blissglass, LLC
Caring Hands Spa
Copper Still Kitchen & Bar
Cornerstone Home Healthcare
The Enclave Senior Living at Saxony
Grissold Home Care North Suburban
HCR ManorCare
Home Care Assistance
Indiana Masonic Home
Laris-IFY Home Care
Law Office of Jennifer Durham
Law Office of Julie Fred, LLC
Marco’s Restaurant
Massage Heights Iron Works
Morgan County Council on Aging
Nurse Next Door Fishers
Partners in Healthcare
Prime 47 Carmel
Senior Helpers, Heart in Home, Inc.
Smoothing Transitions of Indiana
Soma Church
Symcare Rehabilitation Services

Hendricks County Arc, Inc.
Westside Village Nursing Center
Worthington Place
Wright & Associates, PC

SAFE AT HOME SPONSORS

Adaptive Nursing and Healthcare Services
First Horizon Home Health Care, Inc.
Health and Hospital Corporation of Marion County
Individual Support Services
Managed Health Services
The National Bank of Indianapolis
Renovations for Life, LLC
Together Homecare
United Home Healthcare, Inc.

INDIVIDUAL GIFTS

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Leader—$5,000+
Dr. John and Wendy Kindig
Tony and Angé Lloyd
Denise Saxman

Benefactor—$2,500+
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Anne DePież
Wess Jackson
David and Robin Miner

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Jo E. Waggaman
Joi Walker
Sylvia Wallace
Leslie M. Walls
Barbara A. Walters
Leah Ward
Lisa Ward
Jeri Watts
Kristi Webber
Angela Wenz
Dawn Westerhous
Rose Wiggly
Ruby Williams
Olivia Williamson
Rene L. Williamson
Melinda Wminne
Judith Winslow
Rosewell Winslow Jr.
Sally A. Worrell
Cathy Wray
Heather Wyant
Mindy Yater
David J. York
Susan E. Young
Matthew Ziss
Marianne Ziegler
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At Home Health Services, LLC
Clover Senior Care
Hoosier Senior Solutions
IHouse Primary Care
Richmond Consulting LLC
Touch of Love Home Care, LLC
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Melissa Agustine
Darais Amennett
Kanisha Amos
Nico A. Annen
Tom Ayer
Chad Bales
Fahah Banebela
Donata Barnes
Eddie Beagles
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