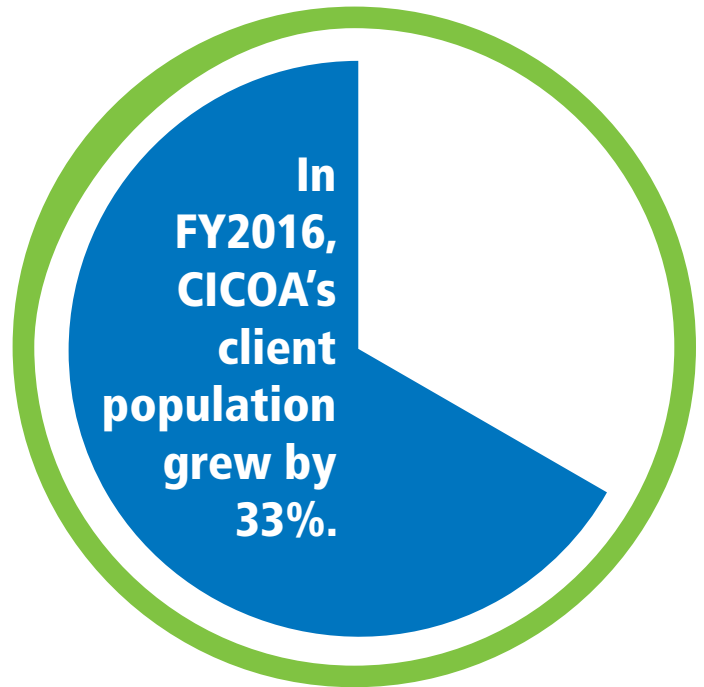


CICOA Aging & In-Home Solutions
Annual Report
FY2016



33%



Leadership

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 Beth Brown, Vice President, Human Resources
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 Doug May, Vice President, Community Programs
 Robert Woods, Chief Financial Officer

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.

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Orion H. Bell IV
President and CEO
CICOA Aging & In-Home Solutions

president's note

The fiscal year that ended on June 30, 2016 included a remarkable statistic about CICOA and the people we serve. Over the course of the year, CICOA provided care management for more than 6,000 seniors and people with disabilities. That's a record for us—an increase of people receiving long-term care services in a home or community-based setting of 33 percent.

How did that happen? One explanation is demographics. The population is aging. Every week, more than 1,200 Hoosiers turn 65. The fastest growing segment of the population is those persons 85 and older. Some have

called this population trend the “silver tsunami.” Writer Ashton Applewhite objects to the term.

“A tsunami is something that strikes without warning and that sucks everything out to sea,” she writes. “In fact, the demographic wave that we’re looking at is a well-documented phenomenon that is washing gently across a flood plain. It’s not crashing on some undefended shore without warning.”

In reality, CICOA and other Area Agencies on Aging in Indiana, in coordination with state policy-makers and providers of long-term care services,

have spent the past several years building the capacity to serve people in a community setting. CICOA’s growth spurt did not just happen. It is a result of planning for the future, capacity-building a commitment to offer consumers choices in how and where they receive long-term supportive services.

It has been a year of remarkable growth. But each data point is more than just a number. It is also a symbol of one person, one caregiver, one family, and their decisions on how to best care for a loved one. It is a sign of personal options and consumer choice, and that is real story behind the numbers.

history

- CICOA purchases **four new vehicles for Way2Go** with a matching grant from the Indiana Department of Transportation. Two of the vehicles are mini-buses that seat 10 and can accommodate up to four wheelchair passengers.
- CICOA participates in the **Geriatric Workforce Enhancement Program** in partnership with Indiana University to develop training opportunities in geriatric care.
- CICOA launches its new, easier-to-use **website** in September. The site is now optimized to work on a variety of platforms, including desktop computers, laptops, tablets and smart phones.
- CICOA holds its sixth annual **Safe At Home** event on Sept. 19, engaging 150 volunteers and making home accessibility modifications to 18 homes during National Fall Prevention Awareness Week.
- CICOA is a beneficiary of **Eli Lilly’s annual Day of Service**, in which more than 70 Eli Lilly volunteers made blankets, calendars, organizers and superhero capes for CICOA clients.
- The Oct. 2 issue of the *Indianapolis Business Journal* covers the expansion of the **Healthy Aging Brain Center** at Eskenazi Health. CICOA staff members are part of the multidisciplinary team, and the HABC is led by CICOA Foundation Board member Dr. Malaz Boustani.
- CICOA staff, board and community volunteers deliver **200 holiday baskets** and 100 gift cards to clients. Three hundred households, representing more than 600 people, are served.
- CICOA hosts the first **“Honor Your Father and Mother”** caregiving conference for faith-community partners on March 11 at the Indiana Interchurch Center.
- CICOA hosts its seventh annual **Signature Breakfast** on April 21 with more than 600 attendees, raising a record \$122,000 including \$44,000 in day-of-giving donations and pledges.
- **Caregiver Gayle Towles** is named the 2016 CICOA Caregiver of the Year at the breakfast.
- CICOA launches **CareAware’s Help and Hope for Family Caregivers**, a six-part video series and accompanying workbook to help meet the emotional, physical and logistical demands of caregiving. The program is developed with a grant from the Indiana Family and Social Services Administration.
- At its 2016 Annual Meeting, CICOA presents the Impact Award to **Ken and Krisztina Inskeep**, the Partner Award to **Joy’s House**, and the Spirit Award to volunteer **Sherry Jackson**.
- CICOA care managers coordinate care for 6,290 people in FY2016, the **largest caseload in CICOA’s history** and a **33 percent increase** over the previous year.

key accomplishments

In FY2016 (July 2015-June 2016), CICOA and its network of providers delivered the following services:

Aging & Disability Resource Center

- Fielded 91,283 incoming and outgoing calls.
- Conducted 3,345 telephone assessments.
- Referred more than 17,551 callers to other community resources.
- Participated in 386 health fairs and speaking engagements.
- Engaged 897 volunteers in 19,000 hours of community service.



- Logged 96,392 visits to CICOA's website.

In-Home Services

- Brokered in-home care management services to 6,290 clients.
- Conducted 8,020 nursing facility preadmission screenings.
- Improved the transition of 1,440 individuals from inpatient hospital settings to other care settings through Care Transitions.

Meals & More

- Served a total of 494,453 meals in our eight-county area.
- Served 387,368 home-delivered meals.
- Served 94,275 meals at neighborhood meal sites.
- Served 12,810 meals through the meal voucher program.
- Served 3,680 individuals in Central Indiana.

Caregiver Support

- Conducted 126 caregiver workshops/presentations.

Safe at Home

- Completed 254 home modifications to enhance accessibility and home safety.

Transportation

- Funded or directly provided 58,793 one-way trips, including direct transportation (Essential Needs, Shuttle) and funded trips (Reuben Center, Taxi Discounts, Wheelchair and New Freedom Vouchers).

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 \$44,153

Catholic Charities of Indiana
Amount Awarded \$50,195

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

Hancock County Senior Services
Amount Awarded \$44,398

Hendricks County Senior Services
Amount Awarded \$101,026

Indiana Legal Services
Amount Awarded \$203,859

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

Johnson County Senior Svcs.
Amount Awarded \$54,299

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

The Villages
Amount Awarded \$22,333

financial statements

YEAR ENDED JUNE 30, 2016

CICOA Aging & In-Home Solutions, Inc.
and CICOA Foundation, Inc.
Combined Statements of Financial Position

REVENUE

Federal and state grants	\$13,065,004
Medicaid service fees	5,819,742
Project income	460,703
Contributions and grants	648,808
Fund raising events	122,263
Interest income	1,348
Gain on beneficial interest	(26,782)
Other income	742,752
In-kind contributions	502,671
	<u>21,336,509</u>
Net assets released from restrictions	-
Total Revenue	<u>\$21,336,509</u>

EXPENSES

Program services	
In-home services	\$10,143,381
Nutrition	4,285,728
Aging & Disability Resource Center	1,218,406
Other	3,643,007
Total program services	<u>19,290,522</u>
Administration	1,131,475
Fundraising	264,604
Total expenses	<u>\$20,686,601</u>

Change in net assets 649,908

Net assets at beginning of year \$3,849,177

NET ASSETS AT END OF YEAR \$4,499,085

ASSETS

Cash and cash equivalents	\$1,429,914
Accounts receivable	800
Grant reimbursements receivable	3,760,031
Contributions receivable	36,861
Prepaid expenses	65,700
Beneficial interest in assets held by Central Indiana Community Foundation, Inc.	732,409
Property and equipment	200,925
	<u>\$6,226,640</u>

LIABILITIES AND NET ASSETS

Liabilities	
Accounts payable	\$892,981
Accrued payroll and expenses	346,644
Accrued leave	480,420
Due to funding source	7,510
Other liabilities	-
Total liabilities	<u>\$1,727,555</u>

Net Assets

Unrestricted	\$3,817,775
Temporarily restricted	456,582
Permanently restricted	224,728
Total net assets	<u>4,499,085</u>
TOTAL LIABILITIES and NET ASSETS	<u>\$6,226,640</u>

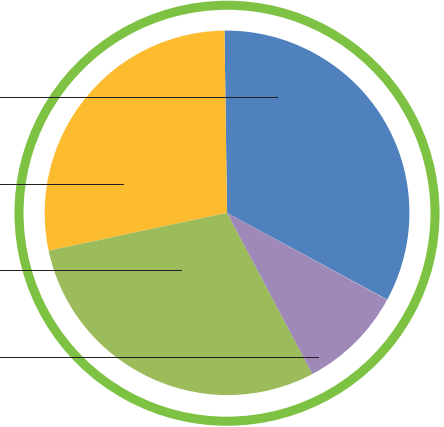
FY2016 Sources of Revenue

Federal **33%**

State **28%**

Program **30%**

Other **9%**



FY2016 Expenses

In-Home Services **49%**

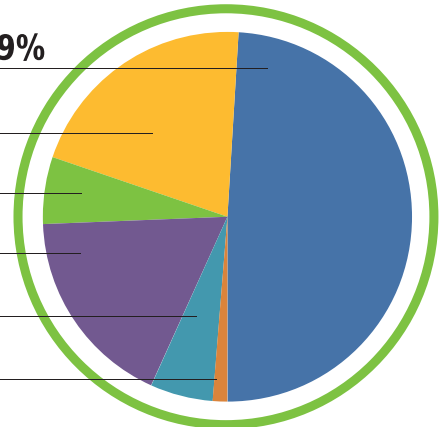
Nutrition **21%**

ADRC **6%**

Other Program **18%**

Administration **5%**

Fundraising **1%**



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
United Home Healthcare, Inc.
United Northeast Community
Development Corp.
United Way of Central Indiana

Leader—\$5,000+

Bugs B Gone
Care Institute Group, Inc.
The Justus Family of Companies

Benefactor—\$2,500+

AARP Indiana State Office
Anthem, Inc.
Caregiver Homes of Indiana
Crowe Horwath LLP
Eastern Star Church
Guardian Medical Monitoring, Inc.
The Health Foundation of Greater
Indianapolis, Inc.
IU Health Plans
Options Behavioral Health
St. Vincent Carmel Hospital

Advocate—\$1,000+

Alpha Home Physical Therapy & Vertical
Home Health
Anita A. Harden Elder Care Law Office
At Home Health Services, LLC
Barnes & Thornburg, LLP
CarDon & Associates
Caregivers, Inc.
ComForCare Home Care
Eskenazi Health
Etelcare Home Services Unlimited, Inc.
Flanner and Buchanan Funeral Centers
Foster Healthcare
Franciscan St. Francis Health
Herman & Kittle Properties, Inc.
Indiana Minority Health Coalition (IMHC)
Joy Health Services, LLC
Law Office of Claire E. Lewis
Managed Health Services (MHS)
Marion County Public Health Department
The National Bank of Indianapolis
North Central Church of Christ
Nurses and More, Inc.
Printing Partners
Second Presbyterian Church
The Eugene and Marilyn Glick Family
Foundation
Wharton Insurance and Financial Services

Supporter—\$500+

12 Stars Media Productions
ARM Specialists, LLC
Acme Health Services, Inc.
Adaptive Nursing and Healthcare
Assurance Health System
Community Health Network

Community Touchpoint
Dove Printing Services, Inc.
Fuzion
Home Instead Senior Care South
Indiana Energy Association
Integrity Home Care, LLC
Kit Media
Nelson Oil Company
Pillar Group
Renovations for Life, LLC
SarahCare of Indianapolis
Select Home Health Services, Inc.
Solutions4eBiz
The Benevity Community Impact Fund
Together Homecare
Walmart Neighborhood Market

\$100+

Attentive Home Healthcare
Christ Church Cathedral
Community Management Services
DeFur Voran LLP
First Horizon Home Care Inc.
Freedom Ramp Systems
Geist Christian Church
Home Instead Senior Care North
Kelley Hardesty Smith and Co
Lumina Foundation for Education
Maurer Family Foundation, Inc.
Regions Financial Corporation
Senior Helpers, Heart in Home, Inc.
Senior Life Transitions Inc.
Southeastern Church of Christ
State Employees' Community Campaign,
The Indiana Association of United
Ways
Tendercare Home Health Services, Inc.
Touch of Love Home Care LLC
United Student Aid Funds, Inc.
United Way of Bartholomew County
United Way of Midland County

Up to \$99

AmazonSmile
Caring Care Home Services, LLC
Communications Workers of America
Local 4900
Decatur County United Fund
Duke Energy Foundation
Friends of the Family
Mid-American Football Officials
Association

SAFE AT HOME

Bugs B Gone
CarDon & Associates
IU Health Plans
Joy Health Services, LLC
National Bank of Indianapolis
Nurses and More, Inc.
Renovations for Life, LLC
United Home Healthcare, Inc.
United Northeast Community Develop-
ment Corp.

SIGNATURE BREAKFAST

12 Stars Media Productions
AARP Indiana State Office
Acme Health Services
Adaptive Nursing and Healthcare
Alpha Home Physical Therapy, Inc.
Anita A. Harden Elder Care Law Office
Anthem
Assurance Health System
Barnes & Thornburg, LLP
Bugs B Gone
CarDon & Associates
Care Institute Group, Inc.
Caregiver Homes of Indiana
Caregivers, Inc.
ComForCare Services
Comfort Keepers
Community Touchpoint
Crowe Horwath, LLP
Eskenazi Health
Flanner and Buchanan Funeral Centers
Foster Healthcare
Guardian Medical Monitoring, Inc.
Clyde and Kaye Hall
Herman & Kittle Properties, Inc.
Indiana Energy Association
Indiana Minority Health Coalition
Dick Ingebrand
IU Health Plans
JEWEL Human Services - Eastern Star
Church
Joy Health Services, LLC
The 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
Pillar Group
Printing Partners
Edwin A. Richard
James and Rita Rosensteele
SarahCare of Indianapolis
Second Presbyterian Church
Select Home Health Services, Inc.
Solutions4eBiz
St. Vincent Carmel Hospital
Together Homecare
United Home Healthcare, Inc.
Wharton Insurance and Financial Services

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Mac Fehsenfeld

Leader—\$5,000+

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