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ANNUAL REPORT

AREA FIVE AGENCY ON
AGING AND COMMUNITY
SERVICES, INC



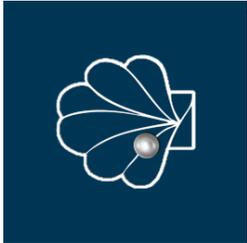
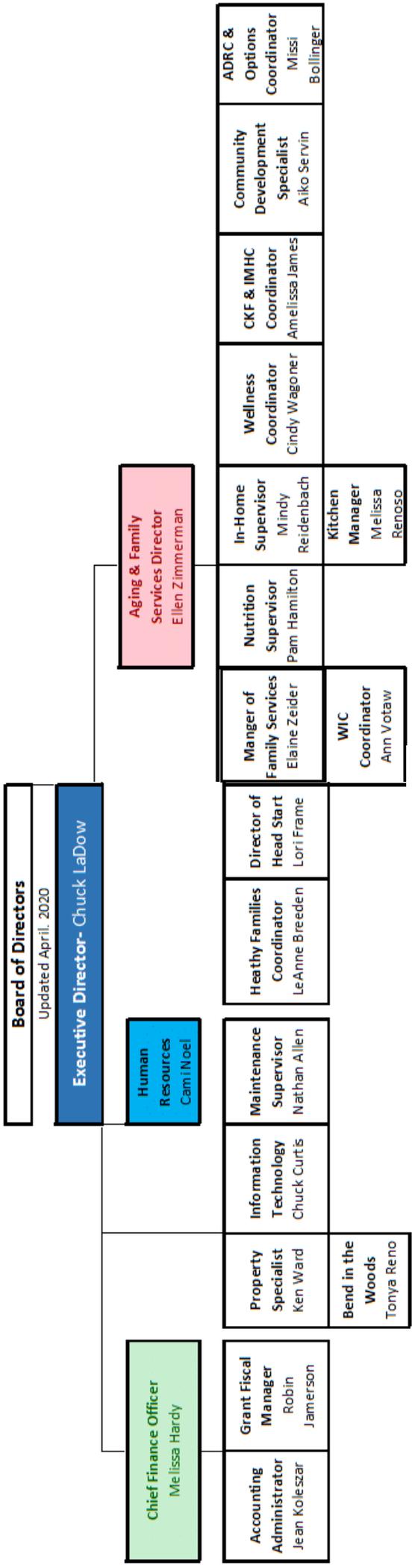
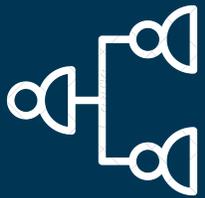


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01

ORGANIZATIONAL CHART



Mission Statement, Core Values & Locations

02



Mission Statement

WE ARE COMMITTED TO PROVIDING PROGRAMS AND SERVICES TO LOW-INCOME, DISADVANTAGED, AND ELDERLY PEOPLE. OUR VISION AT AREA FIVE IS TO IMPROVE THE LIVES OF THE PEOPLE IN OUR COMMUNITY BY EMPOWERING THEM THROUGH EDUCATION, PROGRAMMING, AND THE ELIMINATION OF BARRIERS.

Core Values



1. **ADVOCACY**



2. **COMPASSION**



3. **PROBLEM SOLVING**



4. **TEAM-WORKING**

Locations



CASS COUNTY

1801 SMITH ST.
LOGANSPOUT, INDIANA
46947
574.722.4471



MIAMI COUNTY

661 E MAIN STREET
PERU, IN 46970
765.472.0713



FULTON COUNTY

925 MAIN STREET
ROCHESTER, INDIANA
46975
574.223.5830



TIPTON COUNTY

341 W. JEFFERSON STREET
SUITE C
TIPTON, IN 46072
765.675.4746



HOWARD COUNTY

107 W. TAYLOR
STREET KOKOMO, IN
46901
765.454.5562



WABASH COUNTY

105 OLIVE STREET
WABASH, IN 46994
260.563.6860

03

Message from the Board of Directors

“IT IS SUCH AN HONOR SERVING AS THE BOARD PRESIDENT FOR AREA FIVE AGENCY. THE PROGRAMS AND SUPPORT THAT WE OFFER ARE BOTH IMPACTFUL AND ESSENTIAL AS THE AGENCY FULFILLS IT’S MISSION OF SERVING LOW INCOME, DISADVANTAGED AND OLDER COMMUNITY MEMBERS.” -
CHAD HIGGINS
 BOARD PRESIDENT



Message from the Executive Director

“IT IS WITH GREAT PRIDE THAT I PRESENT TO YOU OUR ANNUAL REPORT. OUR STAFF CHOSE ADVOCACY, COMPASSION, PROBLEM SOLVING AND TEAMWORK AS OUR CORE VALUES DURING OUR STRATEGIC PLANNING PROCESS. IT IS AMAZING TO SEE HOW THE SUPPORT THESE PILLARS PROVIDE SO MANY OF OUR CLIENTS.”

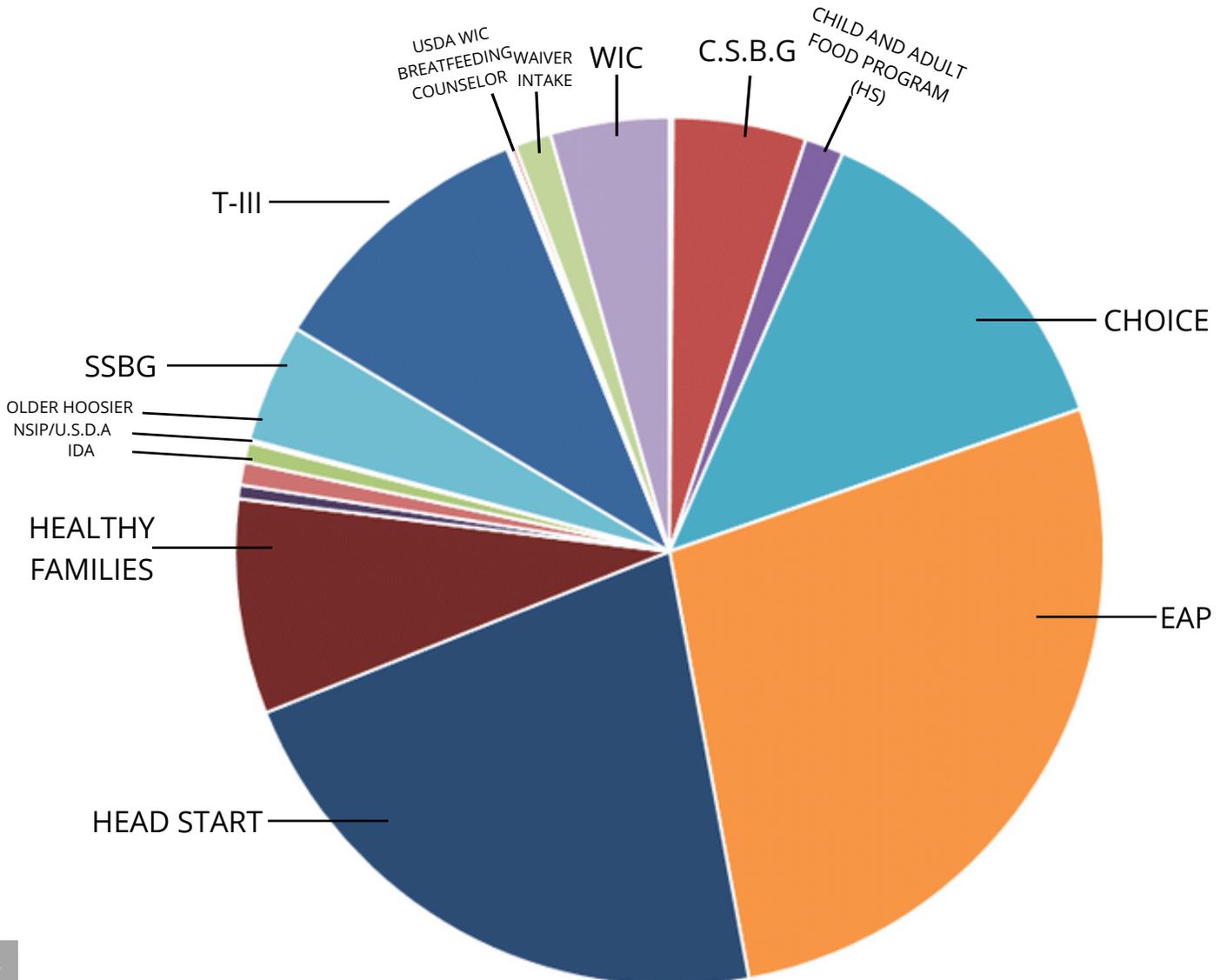


Financial Review



- ASSIST LIV OMBUD \$10,824.38
- CHILD AND ADULT CARE FOOD PROGRAM \$118,236.87
- HEAD START \$1,793,329.00
- INDIVIDUAL DEVELOPMENT ACCOUNT \$42,288.54
- PRE-PAS ASSESSMENT \$8,940.51
- T-III \$846,601.92
- T-VII OMBUDSMAN \$10,824.38
- WIC \$362,097.95
- C.S.B.G. \$406,423.39
- CHOICE \$1,077,510.29
- HEALTHY FAMILIES \$654,937.11
- NSIP/U.S.D.A. \$70,225.60
- SSBG \$362,282.84
- USDA WIC BREASTFEEDING PEER COUNSELOR \$15,326.85
- ENERGY ASSISTANCE \$2,245,575.21
- OLDER HOOSIER \$60,196.17
- WAIVER INTAKE 111,418.30

TOTAL: \$8,197,039.31



05

Highlights

2019



2019

Highlights

05



06

Program Review

Area Five Agency on Aging and Community Services is the grantee for our local Head Start Program, serving children and their families in Cass, Fulton, and Wabash Counties. Head Start is a federally-funded, community-based preschool program that provides free comprehensive services to young children and their families. We provide developmentally appropriate early childhood education in a center-based setting with degreed teachers and certified staff. We are two-generational approach program, which means we provide responsive and respectful school readiness supports for both the child and their family. Eligibility is based on the child's age and the family's income. Parent involvement is encouraged. To apply, you can call the office for an application over the phone. Be sure to have your child's birth certificate, immunization records, and proof of income from the last twelve months available for documentation.

PARTICIPANTS

We have 37 children in Wabash County, 20 children in Fulton County, & 119 children in Cass County.

- About 30 students speak English as a 2nd language.
- About 25% of our students have IEP's
- About 1:5 students do not live with mom and dad
- About 1:5 students have either behavior issues or mental health concerns
- Attendance in school is at 88-90% and we go to homes of families who are absent

- Parent and other adult family members volunteer and help with their child's school readiness in many ways.
- We are fortunate to have a quality program through support of community helpers.
- We get about 75% of what it costs for program operations. The rest is donated from goods, services, and time, called inkind or non-federal match.
- Volunteers can help in the classroom, help from home, and help on field trips, too.
- Donations of school supplies, children's books, and classroom equipment are always appreciated. Services provided for free to Head Start children greatly help, as well (such as donated dental exams).



HEAD START ALSO PROVIDES:

- Hot breakfast and lunch,
- development assessments
- Individualized teaching
- Parent involvement opportunities
- Family support with resources
- Speech & hearing evaluations
- School readiness skills

HEAD START

Program Review

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Area Five's Healthy Families has served families in our community since 1994. Our Miami County-based Healthy Families was one of the first sites in the nation accredited by Healthy Families America. We help in locating and addressing appropriate services for families and targeting a child's individual needs. Each family's curriculum activities is designed to encourage positive parent-child interaction and child development, assist the family in accessing appropriate health care, as well as providing health and safety information for the entire family unit. The target population for Healthy Families of Area Five is defined as Cass, Fulton, Miami, and Wabash County residents who are pregnant or who have a child 90 days old or less, and who have screened positive on the 8-item Screen, scored 40 or above on the Parent Survey Tool, are financially eligible (family income cannot exceed 250% of poverty guidelines). The identification of the majority of our families come from referrals from WIC. Referrals are also received from local hospitals, health providers, DCS offices, schools, other community sources, other Healthy Families sites, and self-referrals.

PARTICIPANTS

- Total number of home visits – 2,835
- Total number of families receiving home visits- 216
- Total number of families who received an assessment- 151
- Total number of unduplicated families served by assessments or home visitation- 256

Out of our current 14 staff, 9 have been employed with Healthy Families of Area Five a minimum of 14 years and 4 of those have been employed 20 years or longer!



Program Staff from left to right:

Front row: Abby Waggoner, Mindy Johnson, LeAnne Breeden, Tami Brooks
Back Row: Kristy Lane, Elizabeth Althouse, Vicki Gilsinger, Jill Beall, Esmeralda Leon, Stephanie Yentes

Not pictured: Kathy Garretson, Mary Cole, Sunday Htoo

06

Program Review

PARTICIPANTS

- QUALIFY IF THEIR INCOMES ARE NO MORE THAN 185% OF THE POVERTY INDEX
- WE SERVE A VARIETY OF FAMILIES, SOME WITH BOTH PARENTS WORKING. MANY ARE ON MEDICAID.
- CURRENTLY, WE SERVE A CASELOAD OF 1400, HALF OF THOSE BEING CHILDREN, 1 – 5 YEARS OF AGE, AND AROUND 325 INFANTS.
- THE REST OF THE PARTICIPANTS ARE PREGNANT OR POST-PARTUM WOMEN. IT IS ESTIMATED THAT NATIONALLY, ALMOST HALF OF ALL INFANTS RECEIVE WIC SERVICES.
- AREA FIVE WIC CELEBRATED WORLD BREASTFEEDING WEEK IN AUGUST BY THROWING 3 PARTIES AT LOCAL PARKS WHICH INCLUDED FOOD, GAMES, AND PRIZES FOR OUR MOM'S.

WIC

Area Five first began administering the program in Oct of 2003 for Miami and Wabash Counties. We have maintained the operation of three clinics: Peru, Wabash, and North Manchester. The friendly faces of the WIC staff have changed over the years but we remain united in our focus to serve our clients by listening and tailoring nutrition education and referrals to their individual needs and preferences. WIC participants qualify if their incomes are no more than 185% of the poverty index. We serve a variety of families, some with both parents working. Many are on Medicaid. Currently we serve a caseload of 1400, half of those being children, 1 – 5 years of age, and around 325 infants. The rest of the participants are pregnant or post-partum women. It is estimated that nationally, almost half of all infants receive WIC services.



Program Review

06

Area Five Case Management is provided to Cass, Fulton, Howard, Miami, Tipton and Wabash residents. This service allows the Case Managers to assess individuals who are elderly, or disabled to determine eligibility of a need for assistances with their activities of daily living to be able to remain in their home safely. The goal is to provide services to keep the individual in the community rather than having the person reside in a nursing facility. The average monthly in-home cost to provide services must be lower than the monthly cost of a facility. The assessment consists of a face to face visit, determination of program eligibility, and development of a service plan based on person centered planning to meet the person's needs. The person can qualify for different programs based on their income, and inability to preform self care. These programs are state and federally funded through grants; each program has a different criteria that must be met in order for an individual to be eligible for a program. Some programs have waiting lists for services depending on availability of funds. If an individual does not meet criteria for programs, or if there is a waiting list for programs, the Case Manager will discuss options with the individual needing assistance to see if in-home help can be paid for by a different payer source, such as Medicare, Medicaid, private pay or the Veteran's Administration.

PARTICIPANTS

- Title III-E: 13 (all elderly)
- Title III: 83 (all elderly)
- SSBG: 52 (70% are elderly)
- A&D Waiver: 395+ (60% are disabled)
- CHOICE: 106 (~ 50/50%)

PROGRAMS

- Medicaid Waiver Program (Aged & Disabled or Traumatic Brain Injury)—this is a 2 part program because a person applying for this program must first meet Nursing Home Level of Care and the 2nd part of the program is that an individual qualifies for Medicaid. This program is for persons of any age; there are additional program requirements for persons under age 18 and for persons that have a diagnosis of a mental illness or intellectual deficits.

06

Program Review

PROGRAMS

IN-HOME SERVICES

- **CHOICE Program**—this program is for people who do not medically qualify for nursing home level of care, but do have severe health issues; or they do not qualify for Medicaid due to having too much monthly income or having too many assets/resources. In the CHOICE program, both monthly income, assets/resources and medical deductions are looked at to determine if an individual will have to pay out-of-pocket a monthly portion of their in-home care.
- **SSBG (Social Service Block Grant) and Title III Programs**—with both programs, a person must be in need of assistance from others with their day to day activities and independent activities of daily living. For the Title III program, a person must be age 60 years old or older. For the SSBG program a person must be age 18 years old or older.
- **Caregiver Program**—this program is designed to provide short term respite relief to the caregiver. The person the caregiver is providing care to must be 60 years old or older. Health promotion and disease prevention programs focus on keeping people healthy. They aim to engage and empower individuals and communities to choose healthy behaviors, and make changes that reduce the risk of developing chronic diseases and other morbidities.
- **VASIA Program (VASIA=Volunteer Advocates for Seniors and Incapacitated Adults)** completed its second year in 2019 covering three counties: Tipton, Howard, and Cass. Adults who are incapacitated with no family to look out for them and to help make health care decisions now have the opportunity to be served with this Guardianship Program. In 2019, the program doubled in clients appointed and volunteers recruited and trained along with a total of 30 individuals reviewed, assessed, and pending in the process.
- **Pre-Admission Screening (PAS)** is to prevent premature or unnecessary placement in a nursing facility whose long-term care needs do not require nursing facility level of services or can be more appropriately met through in-home and community-based services. In 2019, Area Five performed 51 PAS' on individuals.

Program Review

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INDIANA MINORITY HEALTH COALITION

The Indiana Minority Health Coalition, Inc. (IMHC) is a statewide non-profit organization. IMHC exists to eliminate health disparities through research, education, advocacy, and access to health care services for minority populations. Area Five Agency operates IMHC for Cass County. We do presentations, health screenings, community outreach and more. Our coalition focuses on these health priorities: Oral Health, Mental Health, Obesity, and Access to Health Care Services. The work that we do aims to reduce and eliminate health disparities regarding these health issues.

PARTICIPANTS

- We conducted health presentations to over 500 people.
- We completed community outreach services to over 1,100 Cass County residents.

COVERING KIDS AND FAMILIES

Area Five Agency has been a lead agency within the statewide Covering Kids and Families organization since its inception in 1999. We have expanded over the years to cover the following counties in our service area: Cass, Fulton, Howard, Miami, and Tipton. We conduct targeted outreach efforts to people in our service area to provide information and offer our free, unbiased services. Our staff is certified through the Indiana Department of Insurance as Health Insurance Navigators.

06

Program Review

PARTICIPANTS

- 792 applications for health insurance were completed
 - This included Medicaid applications for elderly and disabled people, Medicare Savings Program applications for Medicare beneficiaries who are low-income, Hoosier Healthwise applications for children and pregnant women, and Healthy Indiana Plan applications for low-income adults.
- In addition to these health insurance applications, we completed 1732 assists and problem resolutions.

INFORMATION AND REFERRAL

Area Five Agency has an Aging and Disability Resource Center, and one of the functions of the ADRC is to provide Information and Referral services to anyone, regardless of age or disability status. The most common needs identified in 2019 included food, financial assistance, and health insurance access. Our staff is also certified as SHIP counselors through the Indiana Department of Insurance, assisting people with Medicare and Medicaid issues. We provide information on community resources, benefits programs, and help link people to appropriate services.

PARTICIPANTS

- We recorded over 10,000 assistance contacts with people in our service area.

IMHCG, GKF AND I&R

Program Review

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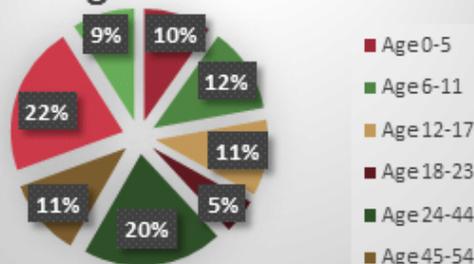
ENERGY ASSISTANCE PROGRAM

During the 2019 program year, Energy Assistance helped 3608 households with an average benefit of \$531.26. Households were under 150% Federal Poverty Level. We educate our consumers on the efficient use of energy through energy education materials accessible online, sent in the mail, and in the office. Approved applicants, once the Energy Education Survey is complete, gain access to an energy saving kit that includes items like energy efficient light bulbs and nightlights, freezer thermometer, faucet aerator, and literature that help with understanding other conservation ways in the home. We encourage consumers to continue paying on their bills and make arrangements with their vendors, if they should get behind, to keep utilities on, we share other agency and community resources that further enhance our consumers' ability to connect with their local resources. This year State Homeowner benefit ended, no Summer Cool benefit was issued, and crisis was the only available help in the summer. We were driven to provide a courtesy call to our consumers for awareness of these changes and to connect them to other community resources for which they may qualify. During these calls, we reviewed energy education information.

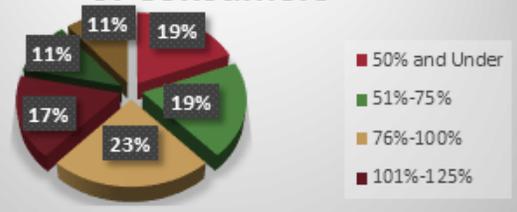
PARTICIPANTS

- During the heating season, we repaired/replaced 11 households' furnaces with the Emergency Repair and Replace pilot project under EAP.
- We issued 10 new air conditioners (AC) on a first come, first serve basis for those who fit the eligibility criteria. The AC opportunity requires proof of medical necessity, being considered an "At-Risk" household, and not receiving a unit within the last 5 years.
 - *At-Risk households are defined as being 60 years or older, disabled, or having children 5 years old and under.
- We were able to connect Energy Education to 2477 households of the eligible 3608 households.
- This was the last year our homeowners received an additional benefit,
- State EAP, which equated to an increase in crisis benefit of \$105.74 on average. Homeowners had access to an additional \$100 towards their primary heat source.
- Through the years, IDA have empowered 469 participants to save dollars with Area Five Agency's guidance.
- The multistate mortgage settlement fund was depleted with 2019 program year.

Age of Consumers



Federal Poverty Level of Consumers



06

Program Review

INDIVIDUAL DEVELOPMENT ACCOUNT

We have had IDA's for 21 years. These IDA's have provided clients access to financial literacy and asset development training through a magnitude of community partnerships from housing, budget counselors, bankers, high school and college academic offices, business development groups, relators and investment brokers to name a few. These dollars were matched by both State and Federal dollars and were utilized to increase our participants' net worth. Access to information has empowered them to take control of their future with new found financial freedom and knowledge. This asset development has increase their financial worth, enhanced their asset retention, and empowered them to control their own future.

PARTICIPANTS

- Collectively, our participants have saved over \$484,572.71 dollars from their earned income. The collective match awarded to the same group of participants is \$1,850,045.46 in State and Federal funds. We presently have 13 accounts available for clients to gain access to this match opportunity through saving money
 - Through the years, IDA have empowered 469 participants to save dollars with Area Five Agency's guidance.
 - Collectively, our participants have saved over \$484,572.71 dollars from their earned income. The collective match awarded to the same group of participants is \$1,850,045.46 in State and Federal funds. We presently have 13 accounts available for clients to gain access to this match opportunity through saving money
- We also distribute Senior Farmers Market Vouchers. We served 460 individuals in that program last year.

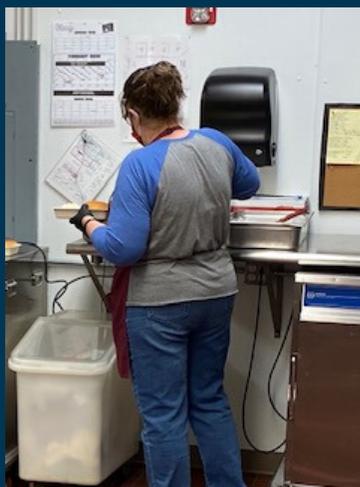
FUND USE DURING PROGRAM DURATION

	Individual Saved Funds	State Funds	Federal Funds	Grand Totals
Education	\$150,078.84	\$319,524.91	\$278,098.93	\$747,702.68
Home Purchase	\$89,495.97	\$198,662.75	\$160,322.95	\$448,481.67
Business Startup/Expansion	\$38,353.14	\$84,349.60	\$75,197.70	\$197,900.44
Vocational Training	\$3,904.45	\$7,634.22	\$6,722.97	\$18,261.64
Home Rehabilitation	\$202,740.31	\$382,217.98	\$337,313.45	\$922,271.74
Grand Total of Funds Used	\$484,572.71	\$992,389.46	\$857,656.00	\$2,334,618.17

FAMILY SERVICES

Program Review

06



PARTICIPANTS

- To qualify for the nutrition meal program, you must be 60 years of age and older.
 - This is not an income based program. The program does strongly suggest donation. But we do not turn anyone away if they don't have money.
- To qualify for home delivered meals, the clients must go through our case management program where they receive a visit to see if they qualify

The First Meal Site was opened in 1975 at the Miami County YMCA. 42 years ago! Nutrition is one of the oldest programs within Area Five. After struggling with caterers and having control over quality of the food, it was decided to put in a central kitchen in the child care building. Our kitchen has been serving our own Nutrition and Head Start meals for 15 years. Some of the clients this is the only meal or the only balanced meal they receive daily. It's our way of encouraging a healthy lifestyle and providing what is often the only warm, comforting meal of the day. We prepare hot, healthy meals in our commercial kitchen and then deliver them to the homes of senior citizens. Our Senior Nutrition Program is available in Cass County, Fulton County, Howard County, Miami County, Tipton County and Wabash County.

07

What Our Clients Say

- "Thank you for the help to keep on my utility bills. I wanted to send this and say "Thanks" to you people. This will help me, since I live on Social Security. God Bless you". – Cass County, IN
- "I always have a good time learning new things"- Cass County, IN
- " I really want to thank you and your staff for helping me out with this new furnace. I can't believe I have heat now! Been two years with no heat and I can't thank you enough for what you have done for me. God bless you and hope you have a nice year in 2019." – Tipton County, IN
- "I am 83 years old. I want to give my whole hearted "Thank You" to Area Five for my new furnace. What a wonderful Christmas gift as it was installed the day after Christmas. The old furnace went out just as winter was approaching. I used 2 heaters which heated my tiny kitchen, living room, and bathroom. I slept on my couch for over 2 months, but God gave us very nice weather and I was comfortable. I am so cozy and thank for all of you." – Wabash County, IN
- "I love the Healthy Families program! I need that hour sometimes-it's my stress reliever."- Cass County, IN
- "Thank you for your kindness by taking the time to listen to my heart and concerns, but most of all thank you for caring. I thank God and everyone who took the time to help me in my time of need to reach you in receiving my new furnace and Energy Assistance. The workers were proficient in the installation of the furnace and drain pipes and patient towards me in answering my questions. God's blessings of life, health, and strength with protection as he continually warms your souls with his love for caring for his people. Once again: "Thank you." I will never forget your kindness" – Howard County, IN

OUR CLIENTS



MANY THANKS TO YOU!

We wouldn't be here without your support.

ORGANIZATIONS



"Thank you to our Community Partners for supporting Head Start children and their families on their journeys towards school readiness."

- Fulton County Lion's Club [Operation Kid Sight]
- Cass, Fulton, and Wabash County Health Departments
- Community Behavioral Health
- Fulton County Hope
- The Bridge
- Purdue Cooperative Extension Offices in Cass, Fulton, and Wabash Counties
- WIC
- Healthy Families
- Wabash County YMCA
- Bruno's Pizza
- Wabash Tobacco Free Coalition
- Cass County Transit
- Fulton County Transit
- Area Five Agency Governing Board
- All Local School Corporations:
- Fort Wayne Children's Zoo
- Honeywell Center
- Tri Kappa
- Bowen Center
- Logansport Memorial Hospital
- Logansport, Rochester, Wabash, and North Manchester Public Libraries

INDIVIDUALS

- Kathy Graham
- Betty Chambers
- Pam Stout
- Cathy Wilhelm
- Dr. Craig M. Pawlowski, MD
- Dr. William Frounfelter, DDS
- Gordon Bohs
- Stephanie Helton
- Jeremy Aleshire
- Mindy Mayes
- Sara Anguilm
- Linda Hoff
- Zach Szmara
- Lorena Shaffer
- Faith Kingery
- Nancy Visceglie



MANY THANKS TO YOU!

We wouldn't be here without your support.

GRANT FUNDING

- T-III FEDERAL
- T-III B (ACCESS) FEDERAL
- T-III B (IN-HOME)
- T-III B (OTHER PRIORITY SERVICES)
- T-III C1 (CONGREGATE)
- U.S.D.A- CONGREGATE
- T-III C2 (HOMEBOUND)
- U.S.D.A- HOMEBOUND
- T-III (PREVENTATIVE HEALTH)
- T-III (FAMILY CAREGIVER)
- T-IV OMBUDSMAN
- OMBUDSMAN SERVICES
- SOCIAL SERVICES BLOCK GRANT
- PRE-ADMISSION SCREENING
- MONEY FOLLOWS THE PERSON-FEDERAL
- WAIVER INTAKE
- COMMUNITY SERVICES BLOCK GRANT
- CSBG CARRYOVER AWARD
- ENERGY ASSISTANCE PROGRAM
- HEAD START CONTINUATION GRANT
- HEAD START U.S.D.A
- OLDER HOOSIER
- SOCIAL SERVICES BLOCK GRANT ADMIN
- CHOICE
- SHIP- SENIOR HEALTH INSURANCE PROGRAM
- I.D.A STATE
- HEALTHY FAMILIES-STATE
- ADULT GUARDIANSHIP VASIA PROGRAM
- COVERING KIDS AND FAMILIES OF INDIANA
- INDIANA MINORITY HEALTH COALITION/ LMHF
- LEVERAGING INCENTIVE
- I.D.A FEDERAL
- HEALTHY FAMILIES FEDERAL
- WOMEN-INFANT & CHILDREN

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SERVICES, INC

