

FLEXIBILITY

IS OUR GREATEST STRENGTH

FY 2020
ANNUAL REPORT



Flexibility is our Greatest Strength



CONNIE BENTON WOLFE
President & CEO

MESSAGE FROM OUR CEO

AIHS launched into 2020 when we announced in October 2019 our upcoming 45th anniversary of serving older adults, people with disabilities and family caregivers throughout northeast Indiana. We shared this upcoming milestone with over 600 friends and supporters of the agency at the Parkview Mirro Center with featured speaker Mike Farrell aka Captain B.J. Hunnicutt. And we had much to celebrate - new programming in our Family Caregiver Center; new Meals on Wheels delivery trucks to accommodate the increased requests for service; new contracts expanding our Population Health footprint; and a new headquarters as we vacated our former office space at 2927 Lake Avenue for remodel into our PACE Center (Programs of All-Inclusive Care for the Elderly).

In March 2020, all our new excitement came to an abrupt halt as we learned of the global pandemic caused by COVID-19. The pandemic created some complicated situations we never even imagined. We serve some of the most vulnerable populations – older adults, people with disabilities – those especially susceptible to COVID-19 due to underlying health conditions and living situations. Plus, we were seeing a huge influx of community-dwelling individuals requesting services from us for the very first time.

AIHS had to quickly adapt its strategies to meet the increased needs of our current clients and new clients now in need of our assistance. This was especially challenging. We were taking all our skills and abilities in working with these high-risk populations and adapting them to fulfill our mission while keeping our clients and staff safe. Our staff was now working remotely and adapting to telephonic interventions and not providing the in-the-home high-touch services we were used to. That was difficult. We missed getting to physically see our clients and we were worried about them – and they missed us! We knew we had to be flexible and adapt.

And we did. While COVID-19 is not done with us, we have developed mitigation protocols for service delivery and implemented telehealth offerings to put the high-touch back into services. In a time of severe uncertainty, AIHS has withstood the challenges and continued to fulfill our mission. I often say, “flexibility is our greatest strength,” and I am so proud that our staff had the ability to turn our operation around 180 degrees without missing a beat. I am so proud of them. I am so grateful that we continue to meet the needs of our community and set a standard worthy of national recognition.

Connie Benton Wolfe

AGING & DISABILITY RESOURCE CENTER (ADRC)

The ADRC provides streamlined access to information, care options, short-term case management and benefits enrollment across a spectrum of long-term care services and supports. Options Counselors can refer as well as connect you to an array of services.

FAMILY CAREGIVER CENTER

The Family Caregiver Center provides support and services to caregivers of individuals age 60 or over or an individual of any age who has dementia or a related disorder. The goal of the program is to reduce caregiver stress and to support the individual's ability to remain in the community with loved ones rather than be institutionalized.

NUTRITION PROGRAM

Aging & In-Home Services' (AIHS) Nutrition Program is funded by the Older Americans Act. (OAA) The OAA supports congregate and home-delivered meals for people aged 60 and older to address the problems of food insecurity, promote socialization and promote health and well-being of older adults through nutrition and nutrition-related services.

POPULATION HEALTH

Population Health focuses on the Social Determinants of Health by meeting people where they are. These individuals are typically people who have had a recent hospital discharge or a complex diagnosis. Our Care Transitions Coaches help empower individuals struggling with the gaps — gaps from lack of knowledge, services, time, preparedness or support.

GERIATRIC & DISABILITY CASE MANAGEMENT

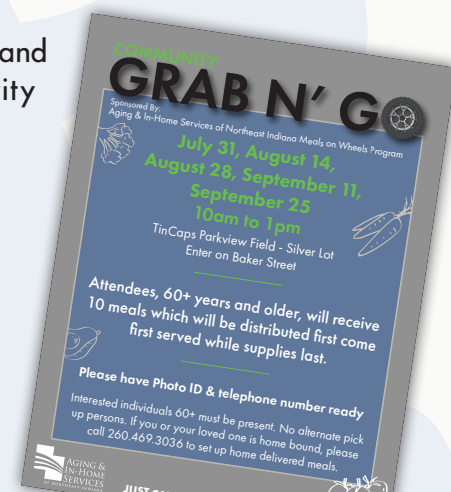
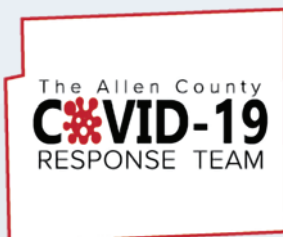
Geriatric & Disability Case Management is a comprehensive approach to promote health and safety in a community-based setting through continuity and quality of services.

COVID-19 Response



15% increase in services

- **Immediately Implemented COVID-19 Mitigation Protocols**
 - Ensure safety of clients and staff in-office and remote workers
 - No interruption in services to clients
- **Revamped Delivery of Services to COVID-19 Mitigation Protocols**
 - All Departments trained in COVID-19 FAQs
 - Implemented no-contact and virtual service delivery
- **Created Allen County COVID-19 Senior Response website**
 - Provided Department of Health with office space for COVID testing
- **Significantly Expanded Home Delivered Meal Services**
 - Reconfigured existing routes to double capacity and allow expansion to accommodate new service requests in real-time
 - Delivered combination of frozen and shelf-stable meals and nutrition supplements to reduce hunger and food insecurity
- **Community-Dwelling Older Adult Outreach: Created Grab n' Go**
 - Drive-thru sites in **8 counties**
 - **2,500** individual participants
 - **100,000** meals served
 - **55%** of participants reported no access to food without GnG





PROGRAMS OF ALL-INCLUSIVE CARE FOR THE ELDERLY (PACE)

COVID-19 has delayed but not deterred our integrated care offering – PACE of Northeast Indiana. Our 2927 Lake Avenue location has transformed from our former headquarters into an inviting center at the heart of PACE services. One location for both clinical and social services. One location with an integrated care team delivering person-centered care for safe and independent living outside of an institution for as long as possible. AIHS will be only the fourth organization in Indiana to open a PACE, and the first AAA in the nation to be the sponsoring organization of a PACE. We are pleased to be at the forefront of bringing this CMS-approved model of care to eligible greater Allen County residents. We look forward to the day we can open our doors and welcome our first participants!

- **Began Accepting & Fulfilling Requests for “Unmet Needs”**
 - Delivering Groceries, Household Supplies and PPE
 - Delivered 3,178 COVID-19 Precaution Kits
 - Delivered Caregiver ‘Survival Kits’ that Included Activities and Health Products to Caregiver Clients
- **Conducted COVID-19 Risk Assessments on All Clients**
 - Identified most At-Risk Clients
 - Established new Person-Centered Plan of Care to Address identified Needs
 - **3,557** Wellness Checks Performed
- **Offered Virtual Programs to Support Family Caregivers, and those with Chronic Disease**
- **Piloted secure “Hi-Tech” Solutions to Replace “High-Touch In-Home” Client Assessment**
 - Transitioned to HIPAA-compliant All-Telephonic Assessments
 - Partnered with Indiana University School of Medicine 3rd year students to provide additional telephonic support and clinical information to identified high-risk clients in coordination with case manager
- **Piloted Telehealth Platforms for Video Assessments**
 - Provided 100 age-friendly tablets (GrandPads®) to clients at no charge for use on virtual “face-to-face” case management and with PCP or family



THANK YOU!

Special thanks to the individuals and organizations who recognized the additional threat COVID-19 posed to our community’s already at-risk older population. Without their support, we could not have met the needs of so many people in so many ways.

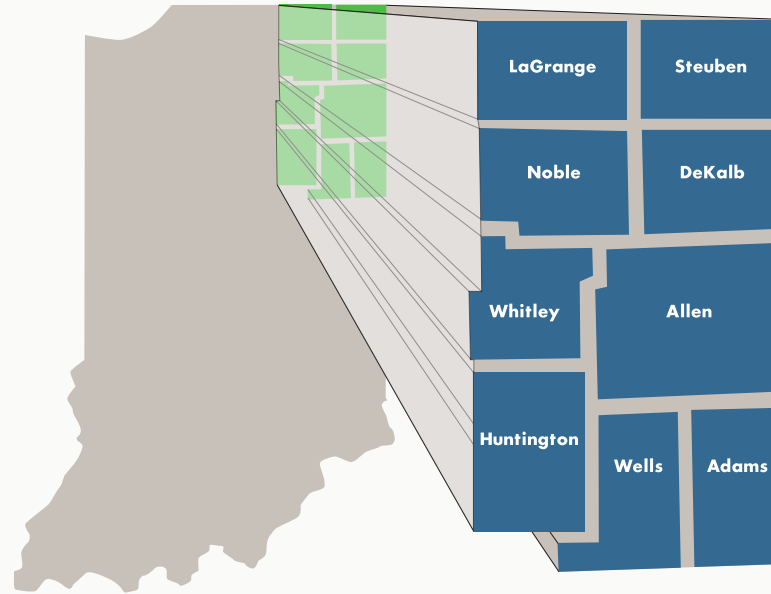
OUR CLIENTS

- 65% Female
- 35% Male
- 29% Minority
- 71% Caucasian
- 45% Living alone
- 58% Below poverty level (below poverty = \$12,490 or less per year for one person)
- 106 Age of oldest client
- <1 Age of youngest client

AIHS CLIENTS BY AGE

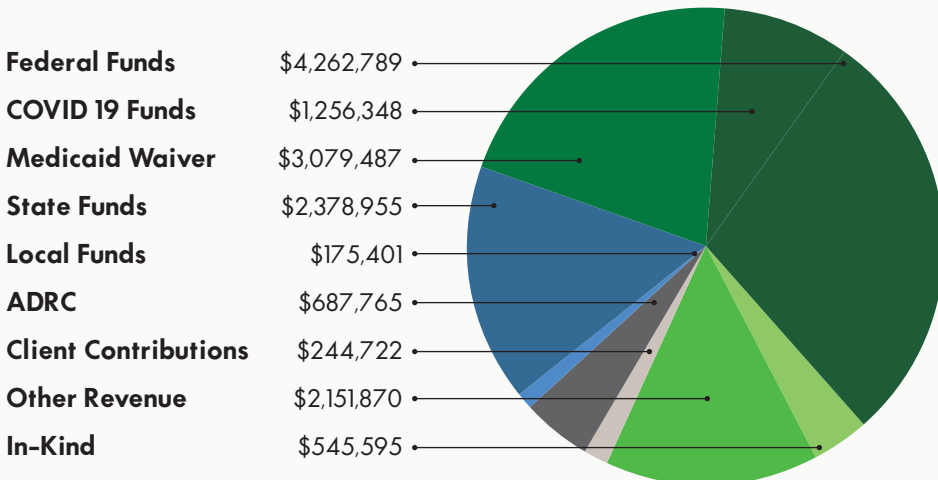
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| 85+ | 15% |
| 75-84 | 21% |
| 65-74 | 28% |
| Under 65 | 36% |

AREA WE SERVE



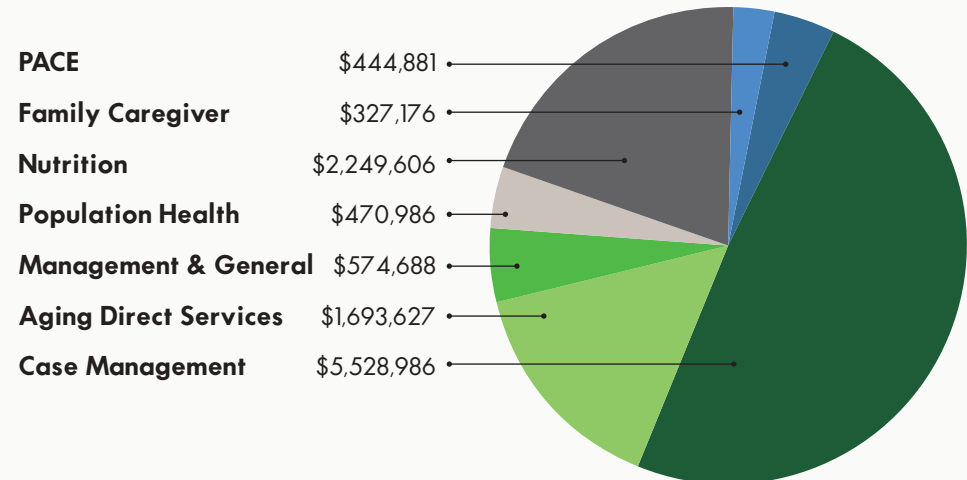
REVENUES FY 20 BY FUNDING

Total Revenue: \$14,782,932



EXPENSES FY 20 BY PROGRAM

Total Expenses: \$11,289,950



SPONSORS & DONORS

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Adaptive Nursing
Advanced Systems Group (ASG)
American Senior Communities
Beers, Mallers, Backs & Salin, LLP
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Beth Watkins
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Caregiver Homes
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Silver Birch Living
Stewart Frances
Sunshine Home Health Care
Suzanne Western
Sweetwater Sound
TLC Management
TRIO Meals
United Healthcare
Visiting Nurse

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Al Fishburn

IN MEMORY OF CHERI SORRELL

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Shannon Mantica
Stewart Francies
Suzanne Western
Vonda Johnson

GRANTS

Administration on Community
Living - No Wrong Door
Aged and Disabled Resource
Center
Council on Senior Services
Federal Older Americans Act
Indiana Assisted Living
Ombudsman
Indiana Association of Area
Agencies on Aging
Indiana Community and Home
Options to Institutional Care
for the Elderly and Disabled
Program
Indiana Older Hoosiers
Indiana State Health Insurance
Assistance Program
Lincoln Financial Foundation
Nutrition Services Incentive
Program
Social Services Block Grant

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COVID-19 GRANTS

Delta Dental Foundation
Huntington County Community
Foundation Federal Cares Act
Federal FFCRA Act
Lincoln Financial Foundation
United Way of Allen County



United Way of Allen County