




MISSION +  
STRATEGY +  
INNOVATION +  
PARTNERSHIPS =

# SUCCESS

FY 2023  
ANNUAL REPORT



Attitude is the 'little' thing that  
makes a big difference.

WINSTON CHURCHILL



**CONNIE BENTON WOLFE**  
President & CEO

### MESSAGE FROM OUR CEO

Here at AIHS, I think it is safe to say that we embrace the notion that it is our “attitude” that has allowed us as an agency to flourish these past few years. Our belief is that part of our mission is to always continue to innovate – to continue to find **better ways** to serve our clients. This search for better ways has expanded our vision of service to our clients and led us on the journey to provide the best of integrated health care for our clients with complex health and social care needs.

Innovation requires change and for some, change doesn't come easily. I am thrilled to be surrounded by the most flexible and multi-talented individuals in northeast Indiana. Because of that strategic pathway to success, this team, and our wonderful Board of Directors, we were able to implement our strategic pathway to success!

Lately, I've grown a deeper appreciation for “Mission + Strategy + Innovation + Partnerships = Success.” You'll see this theme throughout this year's Annual Report. Our mission remains the driving force behind all decisions we make, but our strategy and innovation to push our mission forward is what sets us apart. When I joined AIHS in 2010, I believed that our agency could become a national model for the Aging & Disability Network. Seeing this vision of “being more” come to life, has been a tremendous gift.

Last Fall, AIHS was designated by HHS and the U.S. Administration for Community Living as a statewide Community Care Hub and we, along with several partner agencies, are playing an important role as the State transitions to a managed long term care plan — *Indiana PathWays for Aging* — that will become active in July 2024.

I can assure you, AIHS will keep our “attitude” exactly where it needs to be... driving us toward excellence, partnership and innovation on behalf of all who we serve within our community.

*Connie Benton Wolfe*



**SEE OUR END-OF-YEAR VIDEO HERE.**

# CORE PROGRAMMING

---

**On average, the ADRC receives over 3,000 calls per month!**

## **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. The ADRC is comprised of two types of professionals — our Information & Referral Counselors and Options Counselors. When calling into the ADRC, you'll typically be connected with one of our IR Counselors who can assist with immediate needs. When enrolling in benefits and services, Options Counselors will complete a comprehensive assessment to review your needs and eligibility for programs.

**The Family Caregiver Center is now located at 3003 Lake Avenue!**

## **FAMILY CAREGIVER CENTER**

The Family Caregiver Center provides support and services to caregivers of individuals aged 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. What is most unique about our Family Caregiver Center is that its services are directed specifically for the Family Caregiver. We have many options that meet the caregiver where they are — in-person service, remote service, and telephonic service.

**As part of the new Produce for Better Health program, our Nutrition Program is reporting decreased blood pressure readings and pounds lost due to the inclusion of additional fresh fruit and vegetable servings!**

## **NUTRITION PROGRAM**

The 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. Additionally, AIHS is pleased to offer Restaurant Vouchers for community-dwelling older adults who are in need of nutritional support.

**AIHS has a robust Population Health department that staffs over 20 Community Health Workers who provide telephonic support to nearly 6,000 referrals each month!**

## **POPULATION HEALTH**

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

**On average, the AIHS Case Management program defers nursing home placement by 3 years!**

## **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. AIHS Case Managers provide person-centered care that empowers aging-in-place by delaying nursing home admissions. AIHS received a 100% on its **third accreditation renewal** from NCQA for Long-Term Services & Supports this fall.

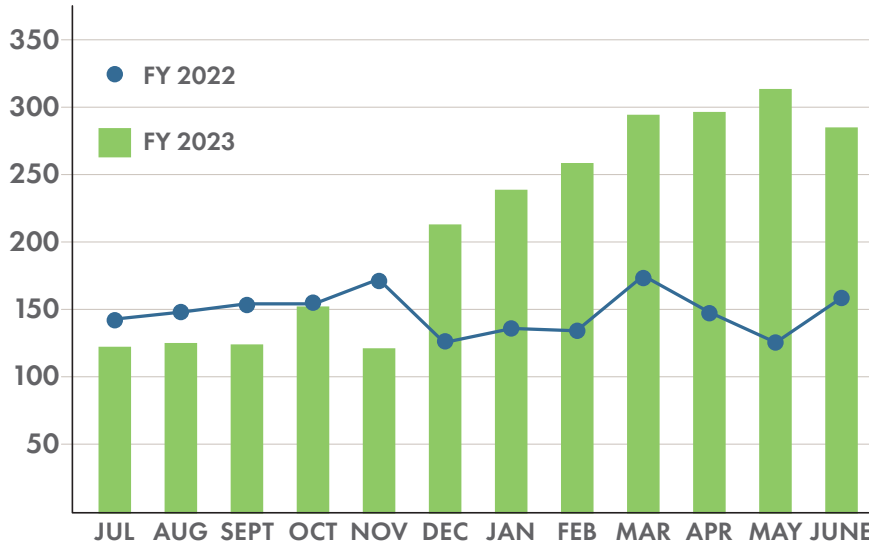
**In FY23, PACE doubled enrollment of Participants receiving the PACE benefit.**

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

Our integrated care offering, PACE of Northeast Indiana, is located at 2927 Lake Avenue in the heart of downtown Fort Wayne serving older adults who live within Allen County. The center provides one location for both clinical and social services offering a multi-disciplinary integrated care team delivering person-centered care for safe and independent living outside of an institution for as long as possible. AIHS was the fourth organization in Indiana to open a PACE program, and the first AAA in the nation to be the sponsoring organization of a PACE program.

# THE EXPANDING NEED FOR SERVICE

## REFERRALS TO SERVICES & SUPPORTS BASED ON A PERSON-CENTERED ASSESSMENT OF NEEDS



### REFERRALS FOR SERVICES SUCH AS:

- Aging & Disability Resource Center (ADRC)
- Case Management
- Nutrition
- Family Caregiver Center
- Population Health
- Program of All-Inclusive Care for the Elderly (PACE)

## ELEVANCE HEALTH FOUNDATION — FOOD AS MEDICINE GRANT SUB-RECIPIENT

Awarded to the I4A Education Institute, Inc., to help combat food insecurity through community partnerships that address hunger and other social factors that prevent individuals from living a healthy life. Grant funds are used to support partnerships with local food banks, food pantries and producers to obtain fresh produce, which are provided to participating seniors at senior meal sites or as part of home delivered meals in addition to information and tips on preparing healthy meals.



## ACL — ALZHEIMER'S DISEASE PROGRAM INITIATIVE (ADPI) GRANT

Awarded by ACL to AIHS to replicate the successful evidence-informed Hospital2Home (H2H) model developed by Nevada Senior Services to provide intensive short-term support to caregivers and their care recipients with Alzheimer's Disease or related dementias immediately following hospital discharge or an Emergency Room visit. H2H offers a care transition featuring immediate response, crisis intervention and respite coaching for each family.



## USAging's AGING & DISABILITY VACCINATION COLLABORATIVE (ADVC)

Funded through a grant from ACL, this grant was awarded by USAging to AIHS to support an array of vaccination education and promotion activities, including community vaccine clinics, in-home vaccinations, transportation to vaccination sites and outreach and education for older adults and people with disabilities.



Aging & In-Home Services (AIHS) designated as Community Care Hub for the State of Indiana November 2022 by the U.S. Health & Human Services / Administration for Community Living (ACL) in partnership with the CDC.

Community Care Hub Indiana (CCHI) works to provide support to AAA's and other CBO's in Indiana to lift barriers to contracting with healthcare systems and managed care organizations to ensure Social Drivers of Health (SDOH) are addressed to assist the citizens of Indiana and maximize their overall health outcomes.

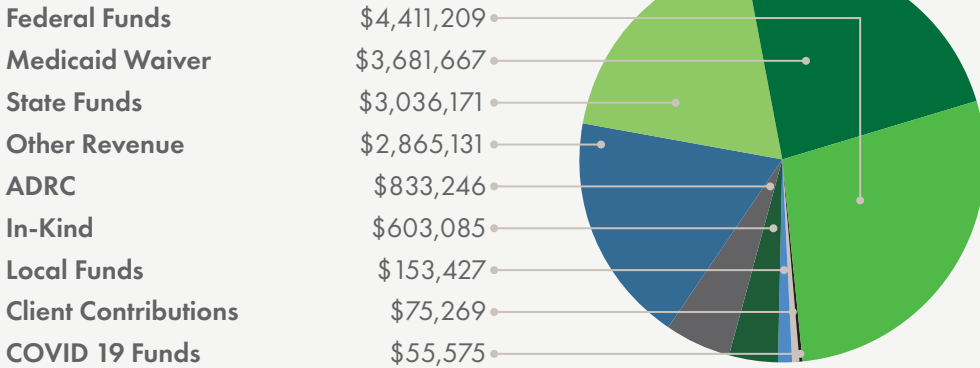
CCHI transitioned to a separate nonprofit joint venture between AIHS and CICOA Aging & In-Home Solutions, based in Indianapolis. Indiana Association of Area Agencies on Aging (i4a) officially voted to utilize CCHI as its contracting arm for Indiana Pathways for Aging (mLTSS).



# DEMOGRAPHICS/FINANCIALS

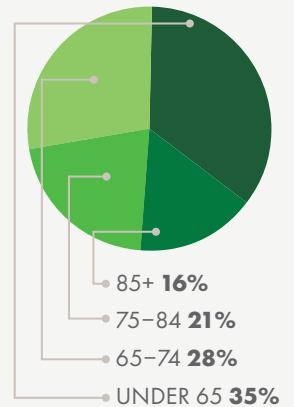
## REVENUES FY 2023

Total Revenue: \$15,714,780 (unaudited)



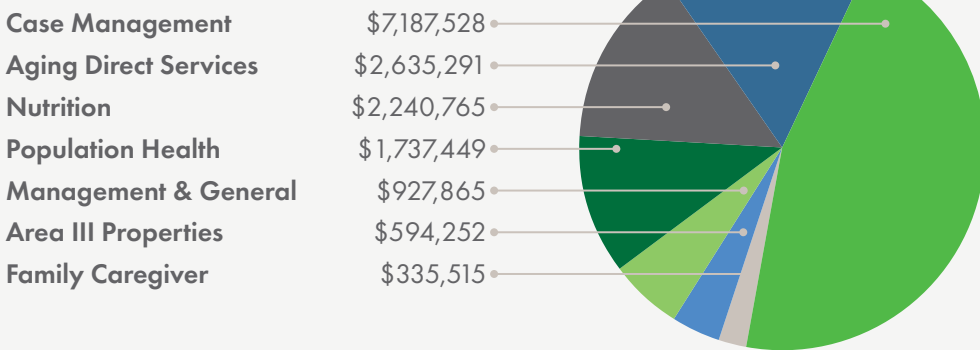
## OUR CLIENTS

**AGE RANGE**  
(>1 year–109 years old)

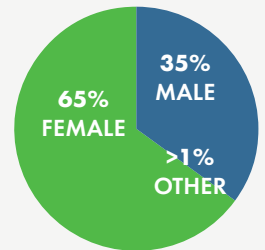


## EXPENSES BY PROGRAM FY 2023

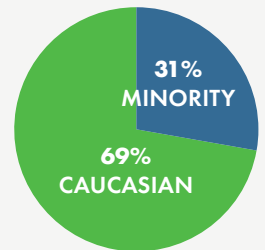
Total Expenditures: \$15,658,666 (unaudited)



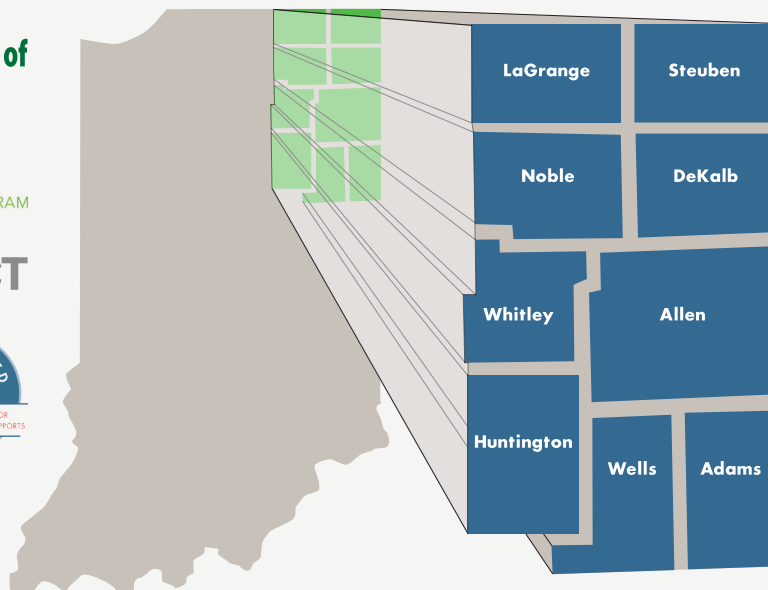
## GENDER



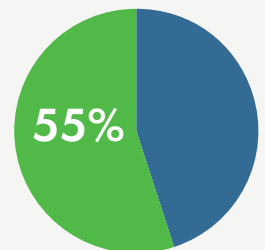
## ETHNICITY



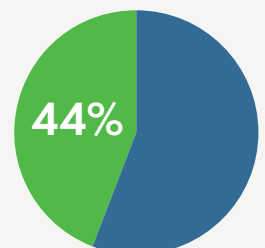
## AREA WE SERVE



## LIVING BELOW POVERTY



## LIVING ALONE



## SPONSORS & DONORS

Evans Branigan  
Joseph Rager  
ISI Enterprises LLC (Aflac - Derrick Jackson)  
Marcy Chabina  
Kelly Abouhalkah  
Tracy Kocks (Salon St. Thomas)  
Nancy J. Orman  
Michelle Hipskind  
Melissa McKown  
Kristi J. Harkenrider  
Mary J. Wiemann  
Mary Stepp  
Cherish Smith  
Virginia Watkins  
Ron Fish  
Anthony Forcucci  
Todd Hunnicutt  
Maureen Musi  
Kim Michael  
Barbara Lloyd  
Jennifer King  
Lisa Gaff  
Samuel Bostater  
Philip Davich  
Megan Clouse  
Liz Delaney  
Heather Heal  
James Royse  
Waynedale United Methodist Church  
Kathy White  
Theresa McCoy  
Silver Birch Living  
American Senior Communities  
TLC Management  
Old National Bank  
PHP  
Advanced Systems Group  
Sunshine Home Health Care  
United Healthcare  
Stillwater Hospice  
Lutheran Life Villages  
Dale, Huffman & Babcock  
Caregiver Homes  
Beers Mallers  
North Woods Village  
TRIO Meals  
Koler Law Office  
MKM architecture + design  
George's Pharmacy  
IU School of Medicine

SYM Financial Advisors  
Senior1Care  
Sweetwater Sound  
Aflac – Derrick Jackson  
PNC Bank  
OFFSET One Printing  
Troyer & Good  
Senior Life Newspapers

## IN MEMORY OF AARON MCCOY

Theresa McCoy

## IN MEMORY OF MARY ANN ROYSE

James Royse  
Kathleen White

## GRANTS

Administration on  
Community Living —  
Alzheimer's Disease  
Program Initiative  
Federal Older Americans  
Act  
Indiana Older Hoosier  
Indiana State Health  
Insurance Assistance  
Program  
Aged and Disabled  
Resource Center  
Indiana Assisted Living  
Ombudsman  
Anthem Foundation — Food  
as Medicine  
USAgging — Aging &  
Disability Vaccination  
Collaborative  
Lincoln Financial Foundation  
NANASP

## AIHS BOARD OF DIRECTORS



### KEITH HUFFMAN

Board Chair

Kristi Harkenrider, Board Vice-Chair

Julie Fleck, Board Secretary

Sarah Earls, Board Treasurer

Kelly Abouhalkah

Zachary Benedict

Fen-Lei Chang

Barbara Frymier

Abraham Schwab

Mitchell Stucky

Jessica Thorson

## SENIOR ADVISORY COUNCIL

Michelle Lengerich	Wilma Litzau
Zanzy Lewis	Cherish Mishleau
Karen L. Richards	Pam Straessle
Laura Lindsay	Jami Stout
Becky Weimerskirch	Cheryl Irwin
Allen R. Lauer, Sr.	Betsy Collier
Tracy Bell	Susie Ehlerding
Chris Karlin	Leslie Blakley
Dick Murray	Jane Holliday
Cheri Perkins	



Follow us on Facebook @agingihs

8101 W. Jefferson Blvd., Fort Wayne IN 46804 • 260-745-1200 • 800-552-3662

[www.agingihs.org](http://www.agingihs.org)



Stay up-to-date with AIHS  
Scan the QR code  
to join our monthly  
e-newsletter list