

## Annual Report to the Community 2018

Connecting You Today, Improving Your Tomorrow



This is a story about Frank, an 83 year old gentleman who was living alone in his longtime home. Like many of our clients, he needed some assistance to remain safe in his home and active in his community. Frank has no physical limitations except profound hearing loss that makes communication challenging. Frank was a natural fit for the services *LifeTime* offers.



In 2012, Frank began using *Catch-A-Ride* (CAR), our public transit service, for travel to/from the Senior Nutrition Activity Center (SNAC). He also relies on CAR for transportation to the grocery store and doctors' appointments. He's one of the "regulars" and has a great rapport with several drivers.

SNACs allow individuals 60 and over to stay connected with the community, make new friends, and receive a nutritious meal. Frank attends 5 days a week, has a close friendship with the SNAC Director, and likes socializing and participating in the activities offered. One Wednesday, after enjoying a hot lunch and Bingo, he informed the CAR driver that he had no heat and couldn't return home. The driver took him to a nearby hotel that graciously provided a room. The driver ensured that Frank had food and anything else he needed to get through the night. Over the next several days, Frank stayed in various local hotels. But clearly Frank needed a long term solution.



Frank's next step was to meet with one of our Counselors from the Aging and Disability Resource Center (ADRC). The staff of the ADRC draw on a database of resources and services to guide individuals to unique solutions. Some needs are met by no more than a listening ear and direction to resources the individual can access or purchase on their own. Others need help connecting with our services and services offered through other community organizations.

Frank shared that his fuel tank was empty and would cost several hundred dollars to refill. The Counselor also learned that Frank didn't want to return to his home. After discussing several options, Frank decided he wanted to find an apartment and would stay in the hotel in the meantime. In many situations, the Counselor would help with locating an apartment and assuring a smooth transition, but one of Frank's SNAC companions told him there was a unit available at a local senior apartment community and offered to let him stay in her home until it was ready.

The SNAC Director assisted with the rental application and Frank was on his way to a new home.

In many cases, the next step would be to connect the individual with a Home Care Manager to develop a plan of care that could include any number of home care services. Plans of care are person centered, tailored to the specific needs of each individual and their family caregivers. The goal is to empower individuals to remain independent which means providing no more and no less than an individual needs.



At some point in our journey with Frank, we learned that he needs help with bill paying, which is something that our Sentry Services program can do. Sentry Services' purpose is to protect, advocate, and serve incapacitated adults needing representation. It offers a number of options from Representative Payee all the way to full guardianship. However, Frank has a friend at the local post office that helped him set up an auto-pay option through his bank and assists him with bill paying. So once again, Frank's community was there to help.

### The Rest of the Story

Frank became unsure about moving and the SNAC Director offered to take him to see the apartment before making a final decision. He loved it; he even commented that he couldn't wait to move in. A CAR staff member provided some furniture and the SNAC Director and her family helped with the move. After the first night, Frank told the SNAC Director it was great and so warm! Frank continues to enjoy his new home, socialize at the SNAC, utilize CAR, and remain an active member of his community.



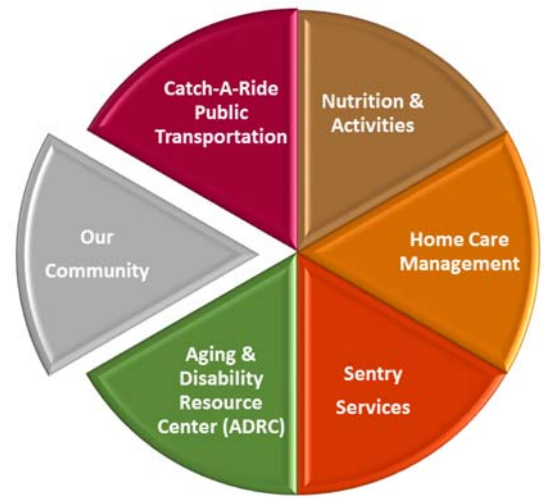
## Connecting You Today, Improving Your Tomorrow

The Community (the final piece of the pie), not only supplements our limited resources, but also allows us to offer individuals the unique solutions they need. Working together with our community, just like with Frank, *LifeTime* is able to assist individuals to maximize their personal assets and identify ways to fill the gaps. Assisting our citizens to remain independent, active members of their community continues to be our most important function.

Frank's story is unique, but not unusual. The individuals *LifeTime* serves all have different needs and require different solutions, solutions that *LifeTime* cannot meet alone. Only with the support of the community organizations and individuals can we continue our vision of, "Connecting you today, Improving your Tomorrow".

**If you have questions about any of our services, or would like additional information, please call us at 877-234-3641.**

*All services provided by LifeTime Resources are provided without regard to race, age, color, religion, sex, disability, national origin or ancestry and are available to individuals of all incomes.*



# I want to help.

For online donations, volunteer opportunities, or other information, please visit:  
[www.lifetime-resources.org](http://www.lifetime-resources.org)

**13091 Benedict Drive  
Dillsboro, IN 47018**

Remembering *LifeTime* in  
your Wills and Memorials is a  
Lasting and Loving Gift!

### Total Individual Clients Served by County

Dearborn	1,824
Decatur (CAR only)	192
Jefferson	1,202
Ohio	212
Ripley	949
Switzerland	256
Other	353
<b>Total</b>	<b>4,988</b>

### Aging Services Financials

#### Revenue

Federal & State	4,200,570.78
Customer Fees/Donations	455,926.72
Local Gov't Support	219,719.61
Other Support	280,596.94
<b>Total Revenue</b>	<b>5,156,814.05</b>

#### Expenses

Aging & Disability Services	2,272,398.35
Sentry Services	246,430.11
Capital Expenses	603,145.00
Catch-A-Ride	2,034,840.59
<b>Total Expenses</b>	<b>5,156,814.05</b>

### Total Units of Service by Program

Ombudsman	598	1 Hour
Legal Aid	151	1 hour
Home Care Mgt.	62,058	1/4 Hour
Sentry Services	20,584	1/4 Hour
In-Home Service	87,648	1/4 Hour
Home Delivered Meals	13,097	Meals Served
SNAC	20,900	Meals Served
Catch-A-Ride	82,751	One-Way Trip
ADRC	5,111	1 Call/Contact
Health & Wellness	200	1 Class/Assess.
Adaptive Aid	785	1 Device
Outreach/Public Info	1,045	1 Contact

\*Family caregiver units are included in several of the above categories. Total Family Caregiver Clients served are 795 Clients.

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Sally Beckley

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