



Connecting You Today, Improving Your Tomorrow!

Annual Report to the Community 2020

Working Together to Provide Services that Help People Maintain Their Independence.

LifeTime adapted and rose to the occasion during the pandemic so our clients could depend on quality service.

ADRC The Aging and Disability Resource Center (ADRC) is the point of entry for *LifeTime* and the services we provide. As a way to enhance the overall effectiveness of the ADRC, a warm transfer process was implemented, allowing individuals to seamlessly flow from Information and Assistance to Options Counseling, an interactive process where individuals receive guidance in order to make informed choices about long-term services and supports. We received 3,346 calls and made 807 referrals for Options Counseling. We also improved our onsite Resource Library by reorganizing, adding new materials, and adding computers with internet access for public use. One of our Information Specialists became certified by the Alliance for Information & Referral Services (AIRS) and we trained three additional staff members to become State Health Insurance Program (SHIP) Counselors and help Medicare-eligible individuals, their families, and caregivers make informed decisions about health insurance and optimize access to care and benefits.

Home & Community Care The coronavirus pandemic highlighted the need for home and community based services and our responsibility to ensure the safety and well-being of those we serve. Throughout the pandemic, 1,495 Wellness Check phone calls were made to our high risk individuals to monitor each individual case and address any evolving needs. In addition, 407 Healthy Ideas Depression Screenings were completed and 380 Person Centered goals were achieved; both essential in a time of increased isolation. The number of home delivered meals increased and we addressed the unique needs of caregivers through a new program, Tailored Caregiver Assessment and Referral (TCARE). Options Counselors and Home Care Managers completed Person-Centered Training, virtually, through IUPUI's ECHO Series. While the need for services increased significantly, the average cost of an annual service care plan was \$3,881, saving area residents thousands of dollars compared to nursing home placement.



Health & Wellness A few Senior Nutrition Activity Centers (SNACs) started the year off with a new program called Bingocize, which got people moving while doing one of their favorite activities, Bingo! Shortly thereafter, though, the coronavirus hit and we had to make the tough decision to close the SNACs to ensure the safety of our participants. Those who needed a meal began receiving home delivered meals and the SNAC Directors ensured that our participants had an opportunity to socialize through weekly well-check calls. Their minds were kept active by completing monthly activity packets that were mailed and included word searches, puzzles, crafts, and more. As concerns of social isolation grew throughout the nation, *LifeTime* developed a Kind Caller program, which matches volunteers with participants who have similar interests for regular phone calls. Not only is it an opportunity to socialize, but volunteers are also trained to make referrals if they are made aware of any unmet needs. Once it was safe to do so, participants began meeting up with friends, outdoors, for a socially distanced Walk With Ease.

Sentry Services Since many *Sentry Services* clients live in nursing facilities, our staff had to get creative with their visitation procedures to keep in compliance with monthly meetings. Many meetings were done through windows, via facetime or phone, or socially distanced meetings outside, which was important to the clients as we are often their only contact outside the facility. Due to the pandemic, the National Guardianship Association Conference was held virtually for the first time, allowing both Sentry Case Managers to attend. One of our Case Managers was able to attend the virtual WINGS Guardianship Retreat. In addition, *Sentry Services* was able to add two clients to the Adult Guardian Services (AGS) grant, one as full guardian and the other as healthcare representative.

Catch-A-Ride Access to healthcare, grocery stores, work and other community resources remained crucial throughout the pandemic. *Catch-A-Ride* took action to ensure the safety of its passengers and drivers, including screening for exposure to and/or symptoms of the coronavirus, requiring the use of masks and social distancing, installing protective shields behind the drivers, disinfecting the vehicles between rides, waiving cash fares to limit the spread of germs until fare boxes could be installed, and even limiting travel for critical or essential needs when the severity of the community spread of the virus warranted doing so. *Catch-A-Ride* also secured its first Medicare contract with Access2Care, became a Medicaid Waiver provider, and added WellTrans as its third managed care contract.



Aging Services Financials

Revenues	
Federal & State	\$4,375,493.87
Customer Donations & Fares	\$ 430,557.07
Local Government Support	\$ 112,284.37
Other Support	\$ 70,544.34
Total Revenue	\$4,988,879.65

Expenses	
Administration	\$ 543,129.82
Outreach	\$ 376.56
Home Care Management	\$ 926,917.55
Community Care Counseling	\$ 224,771.16
Ombudsman Contract	\$ 45,090.03
In-Home Services	\$ 652,750.24
Information & Assistance	\$ 221,286.25
Congregate (SNAC)	\$ 216,214.94
Home Delivered Meals	\$ 97,598.05
<i>Sentry Services</i>	\$ 190,813.57
Legal Aid	\$ 9,287.50
Health & Wellness	\$ 12,571.85
Public Information	\$ 5,224.67
Supplemental (Waiver Nut. & PEST)	\$ 20,813.52
Family Caregiver Program	\$ 11,933.87
Individual Socialization	\$ 15,689.77
Kind Caller	\$ 3,301.46
Capital Expenses	\$ —
<i>Catch-A-Ride</i>	\$1,791,108.84
Total Expenses	\$4,988,879.65

Total Units of Service by Program

Ombudsman	1,333	1 Hour
Legal Aid	35	1 Hour
Home Care Mgmt	68,713	1/4 Hour
<i>Sentry Services</i>	18,204	1/4 Hour
In-Home Services	106,136	1/4 Hour
Home Delivered Meals	23,836	Meals Served
Congregate Meals (SNAC)	3,982	Meals Served
<i>Catch-A-Ride</i>	45,017	One-Way Trips
ADRC	3,346	1 Call or Contact
Health & Wellness	1,237	1 Class/ Assessment
Adaptive Aid	1,218	1 Assistive Device
Home Modifications	6	1 Home Modification
**Outreach	4,102	1 Contact

*Family caregiver units are included in several of the above categories. Total Family Caregiver served are 595 Clients.
 **Outreach units also include total units for Public Information and Individual Socialization.

Executive Director

Erin Thomas

Board Members

- Melissa Baker
- Diana Barry
- Brent Bascom
- Duane Covington
- Steve Crabtree, II
- Regina Crouch
- Doug Garner
- Donnie Hastings, Jr.
- Carol Poling
- Carol Rhoads
- Ron Richard
- Freida Rickerson
- Casey Robinson
- Cindy Rottinghaus
- Doug Rump
- Connie Smith
- Lani Valas

AGS Board Members

- Regina Crouch
- Barb Fitch
- Carl Lampton
- Sandy Fairfield

Our Values

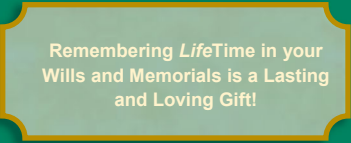
- Compassion
- Commitment
- Cooperation



Referrals and donations from the community are vital to our work. Without private and public funding, *LifeTime* could not accomplish our mission and provide the level and quality of service that we do for our area residents on a daily basis. If you or someone you know would like to make a donation, please contact the ADRC at 812-432-6200 or 877-234-3641 or visit www.lifetime-resources.org.

LIFETIME RESOURCES, INC.

13091 BENEDICT DRIVE
 DILLSBORO, IN 47018



Total Individual Clients Served by County

Dearborn	1,334
Decatur (CAR Only)	145
Jefferson	822
Ohio	153
Ripley	819
Switzerland	201
Other Counties	197
Total	3,671

Donors 2020

- Amber Walker
- Barbara Anderson
- Brenda Thayer
- Casey Robinson
- Center Township (Dearborn Co.)
- Center Township (Ripley Co.)
- Christy Elbright
- City of Batesville
- City of Greendale
- City of Lawrenceburg
- City of Madison
- City of Rising Sun
- Community Foundation of Madison & Jefferson County
- Cynthia Rottinghaus
- Dearborn Co. Community Foundation
- Dearborn County
- Decatur Co. United Fund
- Decatur County
- Diana Barry
- Diana Stott
- Dorothy Hudson

- Douglas Garner
- Erin Thomas
- First Baptist Church of Aurora
- Greg Townes
- Hannah Harding
- Hanover Township
- Jackson Township (Ripley Co.)
- Jackson Township (Dearborn Co.)
- Jamie Lutes
- Jefferson County
- Jefferson Co. United Way
- Jennifer McClellan
- Jerry Doenges
- Jessica Dixon
- Joseph Fleming
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- Ohio County

- Otter Creek Township
- Patrick Lanman
- Patty Mueller
- Pleasant Township
- Ripley County
- Ronald Richard
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- Teresa Noland
- Town of Dillsboro
- Town of Hanover
- Town of Holton
- Town of Milan
- Town of Osgood
- Town of Vevey
- United Way of Greater Cincinnati
- York Township (Dearborn Co.)
- York Township (Switzerland Co.)
- Yvonne Downey