



2021 Annual Report to the Community

Connecting You Today, Improving Your Tomorrow.

ADRC/ Home & Community Care In 2021, with the COVID-19 pandemic still a threat, *LifeTime* looked toward normalcy and assisting the community any way we could to achieve it. As vaccines for COVID-19 became available, *LifeTime* staff made a team effort to reach out and inform the individuals we serve that these vaccines were available and to assist with the scheduling process. We made over 1,000 calls and scheduled 579 vaccination appointments for local older adults to get their first dose of the vaccine. The second dose was scheduled through 211.

We also teamed up with the United Way to offer Notes of Encouragement to older adults who were experiencing loneliness and isolation. Community members wrote notes and inspirational quotes that the *LifeTime's* Aging & Disability Resource Center (ADRC) then sent to 621 individuals as a way to lift their spirits and reduce feelings of isolation.



LifeTime launched the Tailored Caregiver Assessment and Referral (TCARE) program with hopes of making an impact on the lives of the caregivers in our community. TCARE identifies and assists caregivers most at risk for depression or burnout and links them to resources such as support groups, respite care, educational information, and counseling services. A Caregiver Specialist then continues to follow up with and assess the caregiver and monitor progress over time.

In an effort to reduce unplanned transitions to nursing facilities, better coordination with local hospitals, and enhance customer service, *LifeTime* entered into a partnership with The Health Collaborative. The partnership allows us to receive data on a regular basis, from a number of surrounding hospitals, regarding hospital admissions and discharge information for those we are actively serving. This data will allow us to make timely changes to individuals' care plans and improve health outcomes.

Nutrition As Senior Nutrition Activity Centers (SNACs) remained closed for the first few months of the year, staff continued to make weekly calls to our SNAC participants to ensure their wellbeing and allow them an opportunity to socialize. In July, the SNACs re-opened, with precautions such as social distancing, masking, and other safeguards to keep everyone safe. Everyone was happy to be able to see friends, share a meal, and participate in activities once again.

Nutrition also created a new partnership with Randolph's Farm in Moores Hill that allowed individuals to use Senior Farmers Market Nutrition Program (SFMNP) vouchers to purchase fresh produce. The owner of the market traveled to Dillsboro and Rising Sun SNACs in 2021. The partnership was a welcome change to the program and a great success.

Catch-A-Ride The safety of our passengers and drivers remained our top priority. *Catch-A-Ride* continued to require passengers to wear masks and remain socially distanced while riding on our vehicles. Drivers, too, continued to wear masks and wipe down seats and high-touch surfaces after each passenger disembarked from a *Catch-A-Ride* vehicle. Since *Catch-A-Ride* is considered an essential service, drivers were considered Front Line Workers and were awarded Rural Mobility Champions Frontline Hero certificates from the Rural and Intercity Bus Transportation Conference for their continued service during the pandemic.



Sentry Services *Sentry Services*, our adult guardianship program, provides the least restrictive representation to incapacitated adults; most of whom do not have anyone else to act in their best interests. In 2021, our Case Managers advocated for a client who was placed on the discharge list at a care facility, even though the client would not be well-suited for any other type of placement due to risk of self-harm or harm to others. After months of continued advocacy, the decision was made to allow the client to stay at the facility. *Sentry* Case Managers were also able to reunite a client with siblings and a nephew after many years of separation. The client now has several family members with whom they can communicate and have visits.

Executive Director

Erin Thomas

Board Members

- Melissa Baker
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- Regina Crouch
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- Doug Garner
- Karen O'Neal
- Carol Rhoads
- Ron Richard
- Frieda Rickerson
- Casey Robinson
- Cindy Rottinghaus
- Doug Rump
- Connie Smith

AGS Board Members

- Suellen Cauble
- Regina Crouch
- Barb Fitch
- Carl Lampton
- Carol Rhoads

Our Mission

Working together to provide services that help people maintain their independence.

Our Values

- Compassion
- Commitment
- Cooperation



Donors 2021

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- Switzerland County Community Foundation
- Town of Dillsboro
- Town of Hanover

- Town of Holton
- Town of Milan
- Town of Osgood
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- Town of Sunman
- Town of Versailles
- Town of Vevay
- United Way of Greater Cincinnati
- York Township-Dearborn
- York Township-Switzerland
- Yvonne Downey

Thanks to all for supporting our mission!



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

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

Total Individual Clients Served by County

Dearborn	1,831
Decatur (<i>Catch-A-Ride</i> Only)	187
Jefferson	1,095
Ohio	223
Ripley	1,197
Switzerland	336
Other Counties	132
Total	5,001

Aging Services Financials

Revenues

Federal & State	\$4,067,215.02
Customer Donations & Fares	\$ 586,593.87
Local Government Support	\$ 240,252.08
Other Support	\$ 266,257.90
Total Revenue	\$5,160,318.87

Expenses

Administration	\$ 249,480.34
Outreach	\$ 13,223.81
Home Care Management	\$ 917,572.08
Community Care Counseling	\$ 346,852.81
Ombudsman Contract	\$ 44,610.13
In-Home Services	\$ 613,507.09
Information & Assistance	\$ 184,876.29
Congregate (SNAC)	\$ 201,232.93
Home Delivered Meals	\$ 84,738.00
Sentry Services	\$ 160,457.12
Legal Aid	\$ 5,753.35
Health & Wellness	\$ 14,521.18
Public Information	\$ 7,324.73
Supplemental (Waiver Nut. & PEST)	\$ 8,274.84
Family Caregiver Program	\$ 45,316.04
Individual Socialization	\$ 14,336.39
Kind Caller	\$ 4,859.66
Care Transitions	\$ 32,364.05
Freestore Foodbox	\$ 519.47
Capital Expenses	\$ 16,799.65
<i>Catch-A-Ride</i>	\$1,758,463.91
Total Expenses	\$4,725,083.87
Net Income	\$ 435,235.00

*Figures Reported are from unaudited financials.
 **Net income is a result of Federal COVID Response grants that will carry over and/or were granted on a fiscal year.

Total Units of Service by Program

Ombudsman	1,523	1 Hour
Legal Aid	110	1 Hour
Home Care Mgmt.	100,063	1/4 Hour
Sentry Services	18,020	1/4 Hour
In-Home Service	106,419	1/4 Hour
Home Delivered Meals	18,772	Meals Served
Congregate (SNAC)	3,955	Meals Served
<i>Catch-A-Ride</i>	38,367	One Way Trip
ADRC	2,243	1 Call or Contact
Health & Wellness	1,762	1 Class/Assessment
Adaptive Aid	1,077	1 Assistive Device
Home Modification	—	1 Home Modification
**Outreach	2,446	1 Contact

*Family Caregiver units are included in several of the above categories. Total Family Caregiver Clients served are 461 Clients.
 **Outreach Units include Public Information and Individual Socialization units.