33%
leadership

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The fiscal year that ended on June 30, 2016 included a remarkable statistic about CICOA and the people we serve. Over the course of the year, CICOA provided care management for more than 6,000 seniors and people with disabilities. That’s a record for us—an increase of people receiving long-term care services in a home or community-based setting of 33 percent.

How did that happen? One explanation is demographics. The population is aging. Every week, more than 1,200 Hoosiers turn 65. The fastest growing segment of the population is those persons 85 and older. Some have called this population trend the “silver tsunami.” Writer Ashton Applewhite objects to the term. “A tsunami is something that strikes without warning and that sucks everything out to sea,” she writes. “In fact, the demographic wave that we’re looking at is a well-documented phenomenon that is washing gently across a flood plain. It’s not crashing on some undefended shore without warning.”

In reality, CICOA and other Area Agencies on Aging in Indiana, in coordination with state policy-makers and providers of long-term care services, have spent the past several years building the capacity to serve people in a community setting. CICOA’s growth spurt did not just happen. It is a result of planning for the future, capacity-building a commitment to offer consumers choices in how and where they receive long-term supportive services.

It has been a year of remarkable growth. But each data point is more than just a number. It is also a symbol of one person, one caregiver, one family, and their decisions on how to best care for a loved one. It is a sign of personal options and consumer choice, and that is the real story behind the numbers.

CICOA purchases four new vehicles for Way2Go with a matching grant from the Indiana Department of Transportation. Two of the vehicles are mini-buses that seat 10 and can accommodate up to four wheelchair passengers.

CICOA participates in the Geriatric Workforce Enhancement Program in partnership with Indiana University to develop training opportunities in geriatric care.

CICOA launches its new, easier-to-use website in September. The site is now optimized to work on a variety of platforms, including desktop computers, laptops, tablets and smart phones.

CICOA holds its sixth annual Safe At Home event on Sept. 19, engaging 150 volunteers and making home accessibility modifications to 18 homes during National Fall Prevention Awareness Week.

CICOA is a beneficiary of Eli Lilly’s annual Day of Service, in which more than 70 Eli Lilly volunteers made blankets, calendars, organizers and superhero capes for CICOA clients.

The Oct. 2 issue of the Indianapolis Business Journal covers the expansion of the Healthy Aging Brain Center at Eskenazi Health. CICOA staff members are part of the multidisciplinary team, and the HABC is led by CICOA Foundation Board member Dr. Malaz Boustani.

CICOA staff, board and community volunteers deliver 200 holiday baskets and 100 gift cards to clients. Three hundred households, representing more than 600 people, are served.

CICOA hosts the first “Honor Your Father and Mother” caregiving conference for faith-community partners on March 11 at the Indiana Interchurch Center.

CICOA hosts its seventh annual Signature Breakfast on April 21 with more than 600 attendees, raising a record $122,000 including $44,000 in day-of-giving donations and pledges.

Caregiver Gayle Towles is named the 2016 CICOA Caregiver of the Year at the breakfast.

CICOA launches CareAware’s Help and Hope for Family Caregivers, a six-part video series and accompanying workbook to help meet the emotional, physical and logistical demands of caregiving. The program is developed with a grant from the Indiana Family and Social Services Administration.

At its 2016 Annual Meeting, CICOA presents the Impact Award to Ken and Krisztina Inskeep, the Partner Award to Joy’s House, and the Spirit Award to volunteer Sherry Jackson.

CICOA care managers coordinate care for 6,290 people in FY2016, the largest caseload in CICOA’s history and a 33 percent increase over the previous year.
key accomplishments

In FY2016 (July 2015-June 2016), CICOA and its network of providers delivered the following services:

**Aging & Disability Resource Center**
- Fielded 91,283 incoming and outgoing calls.
- Conducted 3,345 telephone assessments.
- Referred more than 17,551 callers to other community resources.
- Participated in 386 health fairs and speaking engagements.
- Engaged 897 volunteers in 19,000 hours of community service.

**In-Home Services**
- Brokered in-home care management services to 6,290 clients.
- Conducted 8,020 nursing facility preadmission screenings.
- Improved the transition of 1,440 individuals from inpatient hospital settings to other care settings through Care Transitions.

**Meals & More**
- Served a total of 494,453 meals in our eight-county area.
- Served 387,368 home-delivered meals.
- Served 94,275 meals at neighborhood meal sites.
- Served 12,810 meals through the meal voucher program.
- Served 3,680 individuals in Central Indiana.

**Caregiver Support**
- Conducted 126 caregiver workshops/presentations.

**Safe at Home**
- Completed 254 home modifications to enhance accessibility and home safety.

**Transportation**
- Funded or directly provided 58,793 one-way trips, including direct transportation (Essential Needs, Shuttle) and funded trips (Reuben Center, Taxi Discounts, Wheelchair and New Freedom Vouchers).

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We like numbers because we like people.

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grant-funded organizations

CICOA provided grants to the following organizations through the Older Americans Act:

- **Alzheimer’s Association of Greater Indiana**
  - Amount Awarded $18,916

- **Boone County Senior Services**
  - Amount Awarded $44,153

- **Catholic Charities of Indiana**
  - Amount Awarded $50,195

- **Coordinated Aging Services for Morgan County**
  - Amount Awarded $33,130

- **Hancock County Senior Services**
  - Amount Awarded $44,398

- **Hendricks County Senior Services**
  - Amount Awarded $101,026

- **Indiana Legal Services**
  - Amount Awarded $203,859

- **John H. Boner Community Center**
  - Amount Awarded $45,827

- **Johnson County Senior Srvs.**
  - Amount Awarded $54,299

- **Joy’s House**
  - Amount Awarded $30,156

- **Little Red Door Cancer Agency**
  - Amount Awarded $27,849

- **Primelife Enrichment**
  - Amount Awarded $125,777

- **Shelby Senior Services**
  - Amount Awarded $93,312

- **The Social of Greenwood**
  - Amount Awarded $3,601

- **The Villages**
  - Amount Awarded $22,333
financial statements

YEAR ENDED JUNE 30, 2016
CICOA Aging & In-Home Solutions, Inc.
and CICOA Foundation, Inc.
Combined Statements of Financial Position

REVENUE
Federal and state grants $13,065,004
Medicaid service fees 5,819,742
Project income 460,703
Contributions and grants 648,808
Fund raising events 122,263
Interest income 1,348
Gain on beneficial interest (26,782)
Other income 742,752
In-kind contributions 502,671
Net assets released from restrictions 21,336,509
Total Revenue $21,336,509

EXPENSES
Program services $10,143,381
In-home services 4,285,728
Nutrition 1,218,406
Aging & Disability Resource Center 3,643,007
Total program services 19,290,522
Administration 1,131,475
Fundraising 264,604
Total expenses $20,686,601

Change in net assets 649,908
Net assets at beginning of year $3,849,177

NET ASSETS AT END OF YEAR $4,499,085

ASSETS
Cash and cash equivalents $1,429,914
Accounts receivable 800
Grant reimbursements receivable 3,760,031
Contributions receivable 36,861
Prepaid expenses 65,700
Beneficial interest in assets held by Central Indiana Community Foundation, Inc. 732,409
Property and equipment 200,925
Total assets $6,226,640

LIABILITIES AND NET ASSETS
Liabilities
Accounts payable $892,981
Accrued payroll and expenses 346,644
Accrued leave 480,420
Due to funding source 7,510
Other liabilities -
Total liabilities $1,727,555

Net Assets
Unrestricted $3,817,775
Temporarily restricted 456,582
Permanently restricted 224,728
Total net assets $4,499,085
TOTAL LIABILITIES and NET ASSETS $6,226,640

FY2016 Sources of Revenue

Federal 33%
State 28%
Program 30%
Other 9%

FY2016 Expenses

In-Home Services 49%
Nutrition 21%
ADRC 6%
Other Program 18%
Administration 5%
Fundraising 1%

A complete financial audit by independent auditors Crowe Horwath LLP may be obtained on request.
annual campaign

BUSINESSES AND FOUNDATIONS

**Champion**—$10,000+
Central Indiana Senior Fund, a CICF Fund
Comfort Keepers
United Home Healthcare, Inc.
United Northeast Community Development Corp.
United Way of Central Indiana

**Leader**—$5,000+
Bugs B Gone
Care Institute Group, Inc.
The Justus Family of Companies

**Benefactor**—$2,500+
AARP Indiana State Office
Anthem, Inc.
Caregiver Homes of Indiana
Crowe Horwath LLP
Eastern Star Church
Guardian Medical Monitoring, Inc.
The Health Foundation of Greater Indianapolis, Inc.
IU Health Plans
Options Behavioral Health
St. Vincent Carmel Hospital

**Advocate**—$1,000+
Alpha Home Physical Therapy & Vertical Home Health
Anita A. Harden Elder Care Law Office
At Home Health Services, LLC
Barnes & Thornburg, LLP
CarDon & Associates
Caregivers, Inc.
ComForCare Home Care
Eskenazi Health
Etelcare Home Services Unlimited, Inc.
Flanner and Buchanan Funeral Centers
Foster Healthcare
Franciscan St. Francis Health
Herman & Kittle Properties, Inc.
Indiana Minority Health Coalition (IMHC)
Joy Health Services, LLC
Law Office of Claire E. Lewis
Managed Health Services (MHS)
Marion County Public Health Department
The National Bank of Indianapolis
North Central Church of Christ
Nurses and More, Inc.
Printing Partners
Second Presbyterian Church
The Eugene and Marilyn Glick Family Foundation
Wharton Insurance and Financial Services

**Supporter**—$500+
12 Stars Media Productions
ARM Specialists, LLC
Acme Health Services, Inc.
Adaptive Nursing and Healthcare
Assurance Health System
Community Health Network

SIGNATURE BREAKFAST

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Anita A. Harden Elder Care Law Office
Anthem
Assurance Health System
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Bugs B Gone
CarDon & Associates
Care Institute Group, Inc.
Caregiver Homes of Indiana
Caregivers, Inc.
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Comfort Keepers
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Flanner and Buchanan Funeral Centers
Foster Healthcare
Guardian Medical Monitoring, Inc.
Joy Health Services, LLC
The Justus Family of Companies

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