

A NOTE FROM GENERATIONS

Generations is the local Area Agency on Aging and Disability Resource Center(AAA). We are one of sixteen in the State of Indiana and 622 in the nation. An Area Agency on Aging (AAA) is a public or private nonprofit agency designated by a state to address the needs and concerns of all older persons at the regional and local levels. We were established under the federal authority of the Older Americans Act in 1973 to respond to the needs of Americans 60 and over in every local community. Indiana AAA's operate under the Family and Social Services Administration's Division of Aging. AAAs are charged with the responsibility of providing a comprehensive array of services to, and advocating for, the needs of Hoosiers residing in our service area. We coordinate and offer services that help older adults and individuals with disabilities remain in their homes, if that

is their preference. By providing a range of options that allow older adults to choose the home and communitybased services and living arrangements that suit them best, we make it possible for older adults to "age in place" in their homes and communities.

> Below is the snapshot of the services we offer that are further explained throughout the magazine.



CLIENT SERVICES

Aging & Disability Resource Center

- Phone Options Counseling
- · Information and Referrals to community resources
- SHIP Counseling
- Assistance with navigating community benefits and processing applications
- Pre-Admission Screening

Field Options Counseling

- More in-depth OC to support you in choice, control and direction for the supports you are looking for
- Could include coordination for private pay, VA services, using informal supports, funding sources, etc.

Ongoing Care Management and Care Planning

- Non-Waiver and Waiver ongoing Care Management
- Care Transitions
- Money Follows the Person
- Vendor Management & Quality Assurance

Nutrition

- Home Delivered Meals
- Congregate Meals
- Nutrition Education
- Senior Farmers Market Voucher Program

Caregiver Resources

- Information and **Assistance**
- Respite
- Care Management/ **Caregiver Coaching**

HEALTHY AGING

Education & Information

- Dementia Friends Information Sessions and Dementia Friendly Communities
- Dine with a Doc
- Senior Medicare Patrol & Fraud Prevention
- · Events Aging Well, Elder Justice, **Caregiver Connection**
- Generations Magazine

Evidence-Based Health Programs

- Matter of Balance
- · Chronic Disease Self-Management Program

Volunteerism

- RSVP (AmeriCorps Seniors)
- · Tax Counseling for the Elderly
- Build-a-Basket intergenerational
- · Disability Awareness intergenerational

Physical Activity

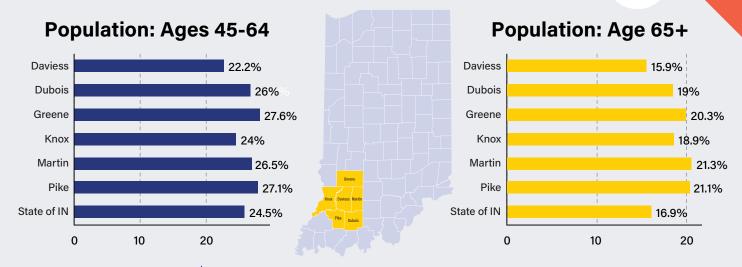
- Trailblazer 5k
- Step It Up

Advance Care Planning

- Respecting Choices
- PREPARE



October 1, 2022 through September 30, 2023





SERVICE AREA POPULATION: 165,816

3,270

103,337

27,243

122,321

133,838

10,081

20,617

I & R Sessions Units of Attendant Care Units of Respite

Care

Meals Provided Vaccine Outreach

Units of Home & Community Assistance

Transportation
Trips Provided

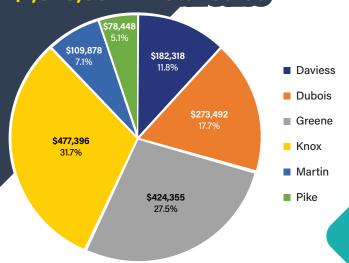
ANNUAL IMPACT

Provided 76,300+ Hours of Direct Services Regional Impact on 35,300+ Individuals

Agency Services

- Aging & Disability Resource Center (ADRC)
- Care Management
- Options Counseling
- Tax Counseling for the Elderly
- State Health Insurance Assistance Program (SHIP)
- Volunteer Programs
- Disease Prevention & Health Services
- Nutrition Program
- Evidence-Based Health & Wellness Programs
- In-Home Services
- Senior Medicare Patrol (SMP)
- Dementia Friends Indiana
- Family Caregiver Support Program

Service By County \$1,545,887 in Total Sales

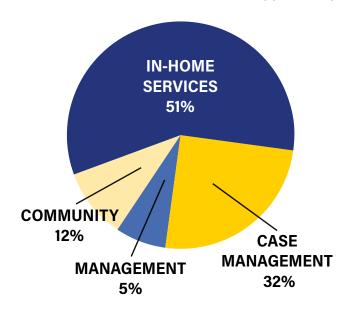


ANNUAL REPORT Fiscal Year 2022-2023



Generations depends on federal and state dollars and donations from individuals and charities. Below is a profile of our financial position.

Our major funding sources include Older Americans Act, CHOICE, Social Service Block Grant, Medicaid Waiver and RSVP. Generations also receives funding from area businesses, community foundations, industries and individuals to support the programs and services offered by our agency.



REVENUES		
Federal Funds	\$3,407,760	
State Funds	\$938,725	
Client Contributions	\$14,554	
In-Kind Match	\$71,672	
Fees/Cost Share	\$2,906	
Cash/Other/Grants	\$28,787	
TOTAL	\$4,464,404	

UNITS OF SERVICE

Meals on Wheels	106,052 Meals
Congregate Meals	16,269 Meals
Homemaker	2,520 Hours
Legal	250 Hours
Ombudsman	1,950 Hours
Transportation	20,617 Rides
Information & Assistance	8,394 Contacts
Case Management	172,282 Units
Personal Care	25,835 Hours
Adult Day Services	2,635 Hours
Volunteer Services	18,565 Hours
Pre-Admission Screening	399 Hours

EXPENDITURES

REVENUE		
Aging & Disability Resource Center	\$450,212	
Transportation	\$61,306	
In-Home Service	\$1,018,297	
Home Delivered Meals	\$757,718	
Congregate Meals	\$293,483	
Case Management	\$1,440,074	
Legal	\$8,832	
Ombudsman	\$46,952	
Management	\$201,739	
RSVP/TCE	\$105,275	
AngelWorx	\$80,516	
TOTAL	\$4,464,404	

What Generations' Consumers Are Saying



Aging and Disability Resource Center

Generations' Aging and Disability Resource
Center is a one-stop resource center for
information on programs and services for older
adults, people with disabilities and their caregivers.
With access to a comprehensive network of resources,
the Options Counselors in the Aging and Disability Resource
Center can connect callers to Generations' services or to other
community resources.

3,270 CONTACTS

provided information on and referrals to area resources to individuals requesting information and/or assistance.





"Jana was extremely helpful and resourceful."

Options Counseling

Our knowledgeable and friendly Options
Counselors are here to help you, your
family members and caregivers by
assessing existing and anticipated
long-term care needs. Based on
those identified needs, we then provide
comprehensive information on the full
range of available public and private
programs, options, service providers and
resources within the community.

1,424 INDIVIDUALS

received in-home or phone
assessments by an Options Counselor
to determine eligibility
for in-home services.

Options Counselors provide a person-centered approach to assess each individual's needs, abilities and personal resources & information support system to:

- determine eligibility for services.
- identify appropriate private or public funding sources.
- outline service options and discuss those options with the individual, their families and caregivers.

To make a referral for in home services, you may call the Generations office at (800) 742-9002, or you can submit a referral online by visiting GenerationsNetwork.org and clicking the Make a Referral tab along the top of the homepage.

SHIP

The State Health Insurance Assistance Program (SHIP) provides free and impartial health insurance counseling for people with Medicare. SHIP is not affiliated with any insurance company or agency and does not sell insurance. Generations' SHIP counselors have completed intensive training to offer free and objective assistance when assisting Medicare recipients to review their current Medicare prescription drug plan.

283
INDIVIDUALS
received SHIP counseling

Medicare's Open Enrollment Period runs each year from October 15th to December 7th. All changes made during that time become effective on January 1st.

Low Income Subsidy benefit reduces a Medicare beneficiary's prescription drug cost while the Medicare Savings Program covers the cost of the Medicare Part B premium – both of these programs are based on income.

SHIP counselors provided

38 SHIP PRESENTATIONS AND/OR EDUCATIONAL MATERIAL DISTRIBUTION



LOW INCOME
SUBSIDY (LIS) and
MEDICARE SAVINGS
PROGRAM (MSP)
APPLICATIONS

were submitted

CARE TRANSITIONS

Generations provides in-home care transition visits and home-delivered meals to private insurance members living within the service area. Members who are

admitted to an inpatient facility with
a likelihood to readmit or experience
an uncoordinated care transition will
be referred for care transition visits or
meals. A Generations Case Manager
will conduct the visits to the
members.



received care transition services



PRE-ADMISSION SCREENING

Pre-Admission Screening is a federal requirement to help ensure that individuals are not inappropriately placed in nursing facilities for long term care. Prior to nursing facility placement, screeners must:

- evaluate all applicants for serious mental illness and/or intellectual disability.
- offer all applicants the most appropriate setting for their needs (in the community, a nursing facility or acute care setting)
- provide all applicants the services they need in those settings.

Case Management

Case Managers serve as navigators, guiding the elderly and disabled in their pursuit of services that will foster their independence, improve their quality of life and allow them to maintain a safe living environment.

Our Case Managers can help make the difficult decisions that face older Americans today. Case Management is organized to serve our clients using self-directed work teams. Each team has a team leader and shares client responsibilities within a fixed geographic area. Case Management teams are made of diverse groups of professionals that:

- come from a variety of backgrounds, including nursing, social work, counseling and education.
 - are responsible for consumer-driven decision making and accountability, within the guidelines of Generations and funding sources accessed.
 - are empowered to be decision makers to maximize the diversity of their talents.

1,282

active case managed

GENERATIONS'
CONSUMERS

promote continuity of care for consumers.

- promote flexibility and responsiveness within our service system and at the team level where consumer contact, care planning and monitoring occur on a daily basis.
 - work where they live.
 - have local access to the local community.

"Amy has been so kind and helpful in any way."

"Mackenzie always answers any question I have and gives me valuable information." 307
NEW
CLIENTS

began receiving case management services



"I feel blessed to have Mackenzie as my Case Manager."

"Kelly is a wonderful soul."

3,908
WELLNESS
CHECKS
provided

"Sarah is a very concerned case manager.
She is always willing to assist me. Without this service, I don't know what I would do."

"My Case Manager is great. She cares and listens to my needs and does her best to see that I am taken care of."

NUTRITION

Meals on Wheels

While good nutrition is essential to health, many older adults begin to neglect their diets when shopping, cooking, and cleaning become more difficult, or when dietary problems restrict their food choices. Thanks to Meals on Wheels, hundreds of older adults and individuals with disabilities receive the nutrition they

ith disabilities receive the nutrition they need, when they need it. Meals are funded by state and federal funds for clients who meet specific qualifications. Other clients donate according to their income.

1,436
NUTRITION RISK
ASSESSMENTS
completed

106,052 HOME DELIVERED MEALS

were provided to

630 INDIVIDUALS

throughout Daviess, Dubois, Greene, Knox, Martin and Pike counties.



Congregate Meals

60 or older to be eligible.

This program provides health-promoting meals in a variety of group settings, such as senior centers and faith-based settings. Meals provide at least one-third of the recommended Dietary Reference Intakes established by the Food and Nutrition Board of the Institute of Medicine of the National Academy of Sciences and adhere to the current Dietary Guidelines for Americans issued by the Secretaries of the Departments of Health and Human Services and Agriculture. Lunch is served at neighborhood meal programs in your community. You must be

Meals are partially funded by federal resources, but additional support is needed from local fundraising efforts and client donations. The average cost of one home delivered meal is \$7.76. The average donation received per meal is 25¢.

MEALS ON WHEELS DONATIONS CAN BE MAILED TO:
Generations • P.O. Box 314 • Vincennes, IN 47591

To request an assessment for Meals on Wheels, contact the Generations office at (800) 742-9002.



16,269 CONGREGATE MEALS

were served to a total of

233 INDIVIDUALS

at the congregate meal sites throughout the service area.

CONGREGATE MEAL SITES

DAVIESS COUNTY

Senior & Family Services

211 E Main, Washington, IN 47501 • 812-254-1881

DUBOIS COUNTY

Ferdinand Senior Center

313 W. 9th Street, Ferdinand, IN 47532 • 812-367-2300

GREENE COUNTY

Glenburn Community Home

618 W. Glenburn Rd, Linton, IN 47441 • 812-847-3509

Jasonville Senior Center

145 ½ Lawton St, Jasonville, IN 47438 • 812-665-9053

Bloomfield Housing Authority

100 W Main St, Bloomfield, IN 47424 • 812-384-8866

MARTIN COUNTY

Loogootee Senior Center

406 Nw 1st Street, Loogootee, IN 47553 • 812-247-2525

Shoals Senior Center

409 Courthouse Dr, Shoals, IN 47581 • 812-247-2525

PIKE COUNTY

Petersburg Senior Center, Pike County Courthouse

801 Main Street, Petersburg, IN 47567 • 812-354-8727

Senior & Family Services

411 E Porter Street, Winslow, IN 47598 • 812-789-9405



189 SENIOR FOOD BAGS

were distributed to farmers market voucher recipients.



1,047 INDIVIDUALS

were assessed for

caregiver services.

3,000 PEOPLE

received information about caregiver resources and/or referral to community caregiver services.



Generations' Caregiver Program assists and educates the family caregivers of individuals 55 and over. The program provides individual counseling, respite care and supplemental services on a limited basis.



Millions of grandparents and other relatives are raising children.

The needs of children can seem overwhelming, especially if you are unexpectedly thrust into the role of being their primary caregiver.

Generations can offer short term or emergency assistance to older

adults who are legally responsible for minor(s).

65 CAREGIVERS

received 6,811 hours of respite services.

Advance Care Planning

It's not easy to talk about how you want the end of your life to be, but it's one of the most important conversations you can have with your loved ones. Generations has staff trained in Prepare for Your Care. Visit their website at www.prepareforyourcare.org to find the help you need to get your thoughts together and then have a conversation with your family.

41 INDIVIDUALS

received Advance Care
Planning counseling.



Generations, Area 13 Agency on Aging & Disability, is pleased to share that it has again earned the highest accreditation status for **Case Management for Long-Term Services and Supports (LTSS)** from the National Committee for Quality Assurance (NCQA).



3 YEARS

"Generations has a long history of providing quality services and achieving NCQA accreditation validates that we meet the highest levels of excellence. I am proud of Generations staff who have excelled in meeting the standards through their hard work and dedication to the individuals we serve. It is a team effort to earn this recognition, and I am humbled to work with such an incredible group," shares Laura Holscher, Executive Director Generations, Assistant Vice President Vincennes University.

Earning NCQA's Accreditation of Case Management for LTSS demonstrates that an organization is dedicated to coordinating the delivery of care in a person-centered and integrated manner to help individuals function optimally in their preferred setting.

NCQA Accreditation standards are intended to help organizations achieve the highest level of performance possible, and create an environment of continuous improvement. The standards are set high to encourage organizations coordinating LTSS to continuously enhance the quality of services they deliver.

Generations' Director of Operations, Stacey Kahre, speaks positively about the NCQA process, "Accreditation is an on-going process. Our focus has always been on the individuals that we serve, and the NCQA process has paved a way to provide services that are person-centered and tailored to meet the diverse needs of each individual."

NCQA's Accreditation of Case Management for LTSS is a voluntary review process. This is Generations' second time to receive the highest accreditation status.

NCQA is a private, nonprofit organization dedicated to improving health care quality. NCQA accredits and certifies a wide range of health care organizations. It also recognizes clinicians and practices in key areas of performance. NCQA's Healthcare Effectiveness Data and Information Set (HEDIS®) is the most widely used performance measurement tool in health care. NCQA's website (ncqa.org) contains information to help consumers, employers and others make more-informed health care choices. NCQA can be found online at ncga.org, on Twitter @ncga, on Facebook at facebook.com/NCQA.org/ and on LinkedIn at linkedin.com/company/ncqa.

Ombudsman

The mission of the Long Term Care Ombudsman Program is to improve the quality of life and care for residents of long-term care facilities. That mission is accomplished through investigation and resolution of individual complaints, consumer education designed to inform and empower consumers, system advocacy which includes legislation and public policy activities, promotion of community involvement in long-term care and other activities designed to improve long-

term care delivery and oversight.

What does the Ombudsman do?

 Receives, investigates, and attempts to resolve problems or complaints affecting residents of long-term care facilities

 Answers questions and provides information and referrals about long-term care related services, including alternatives to nursing home care and how to choose a nursing home

- Promotes resident, family, and community involvement in long-term care
- Promotes community education and awareness of the needs of residents
 - Coordinates efforts with other agencies and organizations concerned with long-term care
 - Identifies issues and problem areas in longterm care and recommend needed changesin long-term care and recommend needed changes

If you have questions or concerns about yourself or a loved one residing in a long-term care facility in Daviess, Dubois, Greene, Knox, Martin or Pike counties, please call (317) 675-0642.

Who can contact the Ombudsman?

- Residents or potential residents of long-term care facilities
- Relatives or friends of long-term care residents
- Long-term care administrators and employees
- Representatives of agencies and professional groups
- Members of community groups or citizens interested in improving long term care
- ANYONE!

HEALTHY AGING

Evidence-Based Programs

A Matter of Balance, Managing Concerns About Falls is an evidence-based nationally recognized, fall prevention program that focuses on training older adults to reduce their fear of falling and increase their activity levels while socializing with their peers.

11 INDIVIDUALS participated in Diabetes Self-Management workshops.

Chronic Disease Self-Management and Diabetes Self-Management Programs are self-management education and training programs through which people with diabetes and/or other chronic diseases or conditions gain the knowledge and skills needed to modify their behavior and successfully self-manage the disease and its related conditions. This process incorporates the needs, goals, 43

and life experiences of the person and are

guided by evidence-based standards.

56 INDIVIDUALS participated in

A Matter of Balance.



participated in **Chronic Disease** Self-Management workshops.

INDIVIDUALS

Bingo + Exercise = BingoCize® BingoCize® is a 10-week health promotion program that combines the game of Bingo with inclusive exercises for everyone! Participants play Bingo and meet new people while learning about how to reduce their risk of experiencing a fall.

> To find a workshop near you, or to schedule a workshop for an organization or group, contact Cathy Jones at (812) 888-5159 or by email at Catherine.Jones@vinu.edu.



Do You Have Concerns About Falling?

A MATTER OF BALANCE is an award-winning evidence-based program that emphasizes practical strategies to manage falls



WHO SHOULD ATTEND?

- Anyone concerned about falls
- Anyone interested in improving balance, flexibility, and strength
- Anyone who has fallen in the past
- Anyone who has restricted activities because of falling concerns

FREE CLASS - Limited to 10 participants

PARTICIPANTS LEARN TO

- View falls as controllable
- Set goals for increasing activity
- Make changes to reduce fall risks at home
- Exercise to increase strength and balance

To learn more about this
eight-week evidence-based
program, or to schedule a
program in your area, contact
Alma Kramer at (812) 888-4527
or by e-mail at
akramer@vinu.edu

A Matter of Balance: Managing Concerns About Falls Volunteer Lay Leader Model ©2006
This program is based on Fear of Falling: A Matter of Balance. ©1995 Trustees of Boston
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A Matter of Balance Lay Leader Model

Recognized for Innovation and Quality in Healthcare and Aging, 2006, American Society on Aging. A Matter of Balance Lay Leader Model was developed by a grant from the Administration on Aging (#90AM2780).





Living a Healthy Life with Chronic Conditions

Based on Stanford University's Chronic Disease Self-Management Program

Learn how to live a better life with chronic diseases such as diabetes, heart disease, chronic respiratory disease, etc.



A FREE PROGRAM* ALL MATERIALS PROVIDED



Scan to watch a video about this program

TOPICS COVERED

- Managing symptoms
- Healthy eating
- Medication usage
- Stress management
- Making informed treatment decisions
- Working with healthcare providers
- Setting goals

To learn more about this six-week evidence-based program, or to schedule a program in your area, contact Cathy Jones at (812) 888-5159 or by e-mail at Catherine.Jones@vinu.edu

*This workshop does not replace any of your existing programs or treatments







For more information on the next Dine with a Doc® check out the Generations Facebook page or visit our website at GenerationsNetwork.org

312 INDIVIDUALS

attended
Dine with a Doc®.



A total of

56 PLAYERS

participated

Disability Awareness provides all
Knox County 5th graders an idea of
what it is like have a disability
by having them participate
in stations that simulate
various disabilities.

430 AREA 5TH GRADERS

participated in Disability Awareness.



63 INDIVIDUALS

became Dementia Friends this past year.



The Dementia Friends Indiana movement seeks to advance education and awareness of dementia, reduce the stigma associated with the disease and create community environments that are welcoming and conducive for those living with dementia. A Dementia Friend is someone who wants to make a positive difference in the lives of people living with dementia through increased awareness and support. Even small changes can help support people living with dementia to remain included, accepted and connected with their community.

For more information, visit DementiaFriendsIndiana.org. To schedule a Dementia Friends Indiana information session for your organization or group, contact Brenda Hancock at (812) 888-5146 or bhancock@vinu.edu.

77 AREA **INDIVIDUALS**

attended nutrition awareness programs.

OVER 60 **COMMUNITY MEMBERS**

attended the Elder Justice Event held on the Vincennes University Campus.

Nutrition Awareness

Education activities provide and educational program at each congregate meal site and other rural sites where seniors gather during Nutrition Awareness Month.

> **Generations' Community Events** combine health screens, vendor fairs and

> > topics such as caregiving, aging

well and elder justice.



presentations on a variety of rotating GENERA'L 2022 ELDER JUSTIC NOVEMBER 16, 2

Is Long Term Care Insurance Still a Thing In Indiana?

Presca. Jeff R. Haw. Jennifer J. Haw

Generations' Volunteer Programs

Research shows that doing as little as 2 hours of volunteering a week can improve your mental, emotional and physical health.

Generations has
167 CURRENT
AMERICORPS
SENIOR
VOLUNTEERS.

AmeriCorps Seniors RSVP (Retired and Senior Volunteer Program) pairs individuals 55 and over with volunteer opportunities that match their interests. This program is available in Greene and Knox counties.

AngelWorx provides volunteer opportunities in all six service counties and provides opportunities to individuals under 55.

Tax Counseling for the Elderly (TCE) provides preparation and tax filing at no charge to elderly and disabled individuals. This is a volunteer program, and all volunteers are certified to prepare and file tax returns.

TCE volunteers prepared

2,378 2022 TAX RETURNS.

For a full list of volunteer opportunities, you may contact Kim Fourman at (812) 888-5879.

3,722 INDIVIDUALS

this year by

SMP volunteers.

378 BUILD-A-BASKETS

were donated by volunteers during the 2022 holiday season.

Build-A-Basket provides holiday baskets to Generations' consumers in need during the holiday season; baskets are filled with everyday items that many of us take for granted. This project is open to schools, churches, businesses and individuals. Just purchase a laundry basket or tote and fill it with items such as dish soap, deodorant, toothpaste, etc.

Food Pantry volunteers help to sort and distribute food at local food pantries.

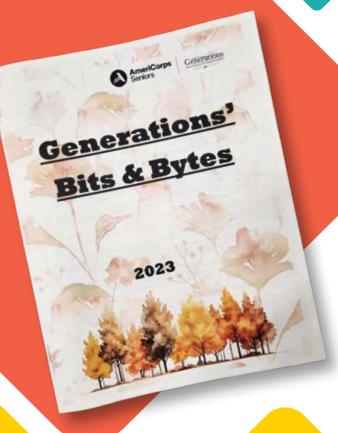
356 **KNOX COUNTY CHILDREN**

were able to provide Christmas gifts to their adult caregiver through the Little Elves program.

received assistance Little Elves volunteers conduct workshops at sites throughout Knox County giving children at 150% of poverty the opportunity to Christmas "shop" for the adult caregivers in their homes.

3,609 **INDIVIDUALS**

from local food pantries.



1,910 BITS AND BYTES NEWSLETTERS

were mailed to homebound consumers.

Bits and Bytes Newsletter provides information and activities to homebound Generations' consumers. Volunteers help to prepare the newsletters and activities to be mailed.



were completed and donated by volunteers.

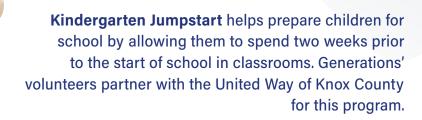
Community Sewing Projects draws on the sewing talents of volunteers who create and donate projects to local causes. Projects such as chemo caps, walker caddies, masks and sewing projects for military funerals.



Children's Vision Screening provides vision screens for pre-k and kindergarten children by trained volunteers to identify common vision problems so that they can be addressed by a professional early to avoid permanent damage.

852 CHILDREN

were screened by volunteers for common eye problems.



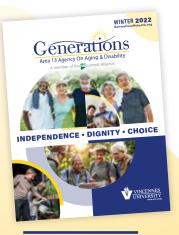
52 CHILDREN

participated in the Kindergarten Jumpstart program.

For a full list of volunteer opportunities, you may contact Kim Fourman at (812) 888-5879.

Other Fun Facts...

The Generations magazine is published three times per year and is FREE to subscribers. We strive to provide information that is interesting and helpful to older adults and caregivers.



If you would like to subscribe, contact Brenda Hancock at (812) 888-5146 or bhancock@vinu.edu.

Generations' magazine has over

4,400 SUBSCRIBERS

in our six-county service area and beyond.

Generations' website has had over 6,700 VISITORS.

138 INDIVIDUALS

attended various
Generations' presentations.



Generations has over

1,500 FACEBOOK FOLLOWERS.

Indiana Legal
Services provided
assistance to

250 INDIVIDUALS

within the six-county service area

Nearly

21,000 TRIPS

were provided by transportation providers in the Generations service area.

HOW TO CONNECT TO GENERATIONS

Phone: (800) 742-9002 Fax: (812) 888-4568

Email: Generations@vinu.edu
Website: GenerationsNetwork.org

Facebook: facebook.com/GenerationsAAA13

GENERATIONS' ADVISORY COUNCIL

Julie Burress - Dubois

Gwen Dunn - Pike

Dennis Everett - Knox

Carla Fausnaugh - Pike

Noel Harty - Martin

Darin Holder - Daviess

Suzanne Hurst - Dubois

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