



**REAL Services, Inc.
2008 Annual Report
Serving the Elderly and Low Income of Elkhart County for 40 years**

OPTIONS COUNSELING 1330 Elkhart County Families Assisted

Options Counselors assist families to maximize the resources available to them to delay or reduce the need for nursing home care. The Options Counselor is a trained professional geriatric case manager who works with the resident and resident's families to facilitate the Pre-Admission Screening (PAS) and the discharge options process. Options Counselors educate the community, including applicants for long term care and their families, on all of the options available to them and how to access them

Family Caregiver Program 425 Family Caregivers Supported

Family Support Counselors assist those caring for an elderly family member by providing respite care and information concerning resources for caregivers. Ongoing training is provided to caregivers regarding such topics as "Legal Aspects of Caregiving," "Dealing with Dementia" and "Stress Reduction".

REAL CONNECTIONS MAGAZINE Provided to 2,000 Elkhart Families

This magazine is the area's only magazine for older adults. Published once a year, it focuses on health and lifestyle themes of interest to those who are age 50 and older. Past issues have been devoted to personal safety, age discrimination, mental health, baby boomer issues and spirituality and aging. It is provided free of charge and has a circulation of about 2,000 families in Elkhart County.

VOLUNTEER SERVICES 62 Volunteers assisting 56 Elderly Residents

Volunteers are a vital part of REAL Services' mission. Volunteers work directly with the elderly and disabled, and/or assist with administrative functions. The program recruits and trains volunteers who in turn help the elderly in our community. Volunteers assist an elderly person by providing grocery shopping, transportation, respite, friendly visiting, home repair or housekeeping.

IN-HOME CARE Keeping 375 Elderly Elkhart Residents Independent

Home Care Managers are trained geriatric care managers who work with individuals who remain in the community to help them maximize their independence for as long as possible. Care managers assist clients by helping to manage their home care services, and in some cases authorize funding to pay for those services under the Older American's Act, State CHOICE program, Social Services Block Grant and the Medicaid Waiver.

NURSING HOME OMBUDSMAN Protecting the Rights of 600 Elkhart Nursing Home Residents

The Ombudsman Program provides a trained individual to investigate complaints and concerns regarding nursing home care. The Ombudsman also provides training to nursing home staff and counseling to families of residents.

FOSTER GRANDPARENT PROGRAM Five Foster Grandparents helping 25 Elkhart County Children

This program provides an opportunity for low-income persons age 60+ to give supportive person-to-person care to at-risk, special and exceptional needs children. Foster Grandparents share their time and talents volunteering at Head Start, YMCA and the Elkhart Child Development Center.

HEALTH AND EDUCATION 300 Elkhart Residents Assisted

Nutrition awareness, healthy living practices, and disease management are just a few of the topics presented in communities throughout our area.

NUTRITION PROGRAM 40,100 meals served to 924 elderly residents of Elkhart County

This program is designed to provide low cost nutritious meals, with recreational activities and informational programs in centers located in Elkhart county. REAL Services nutrition sites are located at: Bristol, Funtimers, Goshen, Greencroft, Nappanee, Riverside, Stratford and Waterfall, The program promotes better health among older adults through improved nutrition and the pleasure derived from group participation.

AGE OF EXCELLENCE AWARDS 20 Elkhart County Residents Recognized

This award program recognizes the elderly who have served their community, and younger adults who have served the elderly through care giving, community service or leadership. Nominations are received from any resident of Elkhart County. The awards program culminates with a luncheon featuring a keynote speaker and other special guests.

AGED AND DISABLED RESOURCE CENTER 944 Elkhart Residents called "LINK-AGE" in 2008

The chief goal of LINK-AGE is to create a single, coordinated system of information and access for all persons seeking long term support and social services. It is designed to be a single point of entry to reduce fragmentation and facilitate access to a coordinated array of long term care supports. LINK-AGE serves residents regardless of income or state of health. Resources are available to anyone seeking information on a wide range of topics to assist with long term planning and many other positive aging issues.

AREA AGENCY ON AGING

The Governor of Indiana has designated REAL Services as the Area Agency on Aging for implementation of the Older American's Act and related programs in Elkhart. The Area Agency on Aging of REAL Services contracts with Elkhart County agencies to provide important services such as Meals on Wheels from **Salvation Army, the Window, Elkhart General,**

COMMUNITY SERVICES BLOCK GRANT

The Governor of Indiana has designated REAL Services as the Community Action Agency which makes it possible to provide a range of services that have an impact on causes of poverty. The elimination of the causes of poverty — not the symptoms — is the goal of this program. The Agency serves Elkhart County and contracts with Family Services and Elkhart Child Development Center and Habitat for Humanity of Elkhart to support programs that enhance self-sufficiency.

ENERGY ASSISTANCE PROGRAM Keeping the heat on for 2,250 Elkhart County Families

The energy assistance program helps income eligible households with their heating expenses during the winter months. The program provides a credit on a family's gas and/or electric bill. The average assistance is \$350 per heating season.

HOME WEATHERIZATION Creating Energy Efficient Homes for 43 Elkhart County Households In 2008

Families whose income is below 150% of the poverty level are provided with energy conservation measures to lower fuel consumption and expenses. Families enjoy a warmer home and see, on the average, a 30% reduction in fuel consumption.



