



**REAL Services, Inc.
2008 Annual Report
Serving the Elderly and Low Income of Kosciusko County for 35 years**

OPTIONS COUNSELING 680 Kosciusko 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 282 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 800 Kosciusko County 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 800 families in Kosciusko County.

VOLUNTEER SERVICES 6 Volunteers assisting 15 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 163 Elderly Kosciusko County 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 300 Kosciusko County 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.

HEALTH AND EDUCATION 183 Kosciusko County 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 33,407 meals served to 777 elderly residents of Kosciusko County

This program is designed to provide low cost nutritious meals, with recreational activities and informational programs in centers located in Kosciusko county. REAL Services nutrition sites are located at: Courts of Colfax; Mentone; Pierceton, Retired Tigers, Silver Lake, Syracuse; Warsaw SAC, North Webster. The program promotes better health among older adults through improved nutrition and the pleasure derived from group participation.

AGE OF EXCELLENCE AWARDS 10 Kosciusko 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 Kosciusko County. The awards program culminates with a luncheon featuring a keynote speaker and other special guests.

AGED AND DISABLED RESOURCE CENTER 296 Kosciusko County 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 Kosciusko County. The Area Agency on Aging of REAL Services contracts with Kosciusko County agencies to provide important services such as Meals on Wheels from the Kosciusko County Council on Aging.

COMMUNITY SERVICES BLOCK GRANT

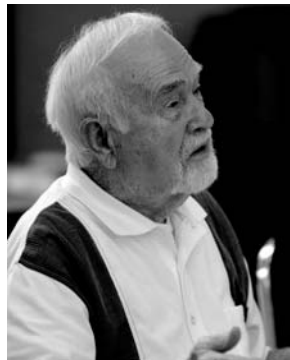
The Governor of Indiana has designated REAL Services as the Community Action Agency which makes it possible to provide a range of services that have an impact on causes of poverty. The elimination of the causes of poverty — not the symptoms — is the goal of this program. The Agency serves Kosciusko County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

ENERGY ASSISTANCE PROGRAM Keeping the heat on for 924 Kosciusko 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 16 Kosciusko 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.



www.realservices.org