



**REAL Services, Inc.  
2008 Annual Report  
Serving the Elderly and Low Income of Marshall County for 34 years**

**OPTIONS COUNSELING      422 Marshall County Families Assisted**

Options Counselors assist families to maximize the resources available to them to delay or eliminate 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 provide Pre-Admission Screening (PAS) and educate families concerning options to nursing home care. Options Counselors educate families about long term care, all the options available to them and how to access services.

**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 Marshall 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 Marshall County.

**VOLUNTEER SERVICES      6 Volunteers assisting 15 Elderly Marshall County 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 assist an elderly persons by providing grocery shopping, transportation, respite, friendly visiting, home repair or housekeeping.

**IN-HOME CARE      Keeping 128 Elderly Marshall County Residents Independent**

Home Care Managers are trained geriatric care managers who work with elders 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. In some cases home care managers may authorize funding to pay for those services under the Older American's Act, the CHOICE program, Social Services Block Grant and the Medicaid Waiver.

**NURSING HOME OMBUDSMAN      Protecting the Rights of 300 Marshall County Nursing Home Residents**

The Ombudsman Program provides trained individuals to advocate for quality care for nursing home residents. The Ombudsman also provides training to nursing home staff and counseling to families of residents regarding residents' rights. The Ombudsman works to facilitate a resolution of resident concerns.

**HEALTH AND EDUCATION      183 Marshall County Residents Assisted**

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

**GUARDIANSHIP PROGRAM      Providing Guardianship for 4 Marshall County Residents**

The mission of the Guardianship Program in Marshall County is to ensure the safety of mentally incapacitated adults, age 60 or older, who have no family or friends to manage their finances and make medical and personal decisions for them.

**NUTRITION PROGRAM      20,354 Meals Served to 473 Elderly Residents of Marshall County**

This program is designed to provide low cost nutritious meals, with recreational activities and informational programs in centers located in Marshall County. REAL Services nutrition sites are located at: Argos, Bourbon, Bremen, Culver, LaPaz and Plymouth. The program promotes better health among older adults through improved nutrition and the pleasure derived from group participation.

**AGE OF EXCELLENCE AWARDS      10 Marshall County Residents Recognized**

This award program recognizes those who have served their community's elderly through care giving, community service or leadership. Nominations are received from any resident of Marshall County. The awards program culminates with a luncheon featuring a keynote speaker who recognizes the contributions of all nominees.

**AGED AND DISABLED RESOURCE CENTER      267 Marshall 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 elderly 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 Marshall County. The Area Agency on Aging of REAL Services contracts with Marshall County to provide important services such as Meals on Wheels from the Marshall 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 Marshall County and contracts with Marshall County Council on Aging to support programs that enhance self-sufficiency.

**ENERGY ASSISTANCE PROGRAM      Keeping the heat on for 650 Marshall 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 12 Marshall 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 average, a 34% reduction in fuel consumption.

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