



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

**OPTIONS COUNSELING      1786 St. Joseph 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      1130 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 3200 St. Joseph 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      24 Volunteers assisting 61 Elderly St. Joseph 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 1014 Elderly St. Joseph 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 1200 St. Joseph 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      735 St. Joseph 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 73 St. Joseph County Residents**

The mission of the Guardianship Program in St. Joseph 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      61,077 Meals Served to 1420 Elderly Residents of St. Joseph County**

This program is designed to provide low cost nutritious meals, with recreational activities and informational programs in centers located in St. Joseph County. REAL Services nutrition sites are located at: 100 Center, 500 Center, Battell, Fairington, Karl King, LaSalle, St. Joseph/Trinity Towers, Westscott, New Carlisle, Osceola and Walkerton. The program promotes better health among older adults through improved nutrition and the pleasure derived from group participation.

**MEALS ON WHEELS      1,493 Meals Delivered to 402 ILL or Disabled Persons in St. Joseph County**

REAL Services Meals on Wheels is a non-profit community service that delivers nutritious meals daily, Monday through Friday, to the homes of ill or disabled persons. This service was implemented to allow people to stay in their homes and remain relatively independent.

**AGE OF EXCELLENCE AWARDS      40 St. Joseph 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      4,417 St. Joseph 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 St. Joseph County. The Area Agency on Aging of REAL Services contracts for services for older adults in St. Joseph County.

**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 St. Joseph County and contracts with the United Religious Community, St. Margaret's House, Home Management Resources, El Campito and La Casa de Amistad to support programs that enhance self-sufficiency.

**ENERGY ASSISTANCE PROGRAM      Keeping the heat on for 6,140 St. Joseph 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 184 St. Joseph 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.

**TRANSPORTATION PROGRAM        Arranged 12,000 One-way Trips for 353 Older Adults in 2008**

The Transportation Program of REAL Services was started in 1973 to provide transportation for ambulatory older adults to doctors, grocery shopping, banking, nutrition sites and other necessary appointments.

**OLDER ADULT CRIME VICTIM PROGRAM    Provided Assistance to 671 Older Adults in 2008**

The Older Adult Crime Victim Program of REAL Services provides assistance to any resident of St. Joseph County who is 60 years or older and has been a victim of crime or wants crime prevention information. Community presentations on Crime Prevention and Identity Theft are offered to area churches, groups, apartment complexes and various organizations.

**MILTON CONSUMER DIRECTED HOMEMAKING PROGRAM        Assisted 22 St. Joseph County Older Adults in 2008**

The Milton Consumer Directed Homemaker Program provides up to 3 hours per week of light housekeeping, errands and light meal preparation for adults over 60 and currently on the waiting list with Area 2 agency on Aging or In-Home Services.

**“AGING IN PLACE”        Provided 129 St. Joseph County Residents Age 60 and Older With Minor Home Repairs/Modifications in 2008**

The Aging in Place Program was designed to aid those people over 60 with disabilities by providing minor home repairs and improvements to make their homes safe for them to live in so they could “Age in Place”.



