



Annual Report 2020
July 1, 2019 – June 30, 2020

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Dear Friends of LifeStream:

July 1, 2019 through June 30, 2020 was a remarkable period of time for LifeStream Services. We began the fiscal year like many others: expanding opportunities, hosting community events, and providing services and programs for older adults and people with disabilities.

As we entered 2020, we began celebrating our 45th anniversary of LifeStream providing services to East Central Indiana. We planned to celebrate this special anniversary with an event, Sapphire Social. On March 13, however, all of our worlds were thrown off course. The COVID-19 pandemic put a pause on the plans we had made and would force us to adapt and grow in many ways.

In this report you will read about how our staff, volunteers, and community stepped up to keep seniors and people with disabilities safe including going to the grocery store, providing transportation trips, remaining available to the community while working from home, and more during the early stages of the COVID-19 pandemic.

This was not the year that we had planned, but it was the year that we were dealt. We faced every challenge head on and continued our mission.

As we head into 2021, you may notice that LifeStream has a new look. With the help and expertise of Whiting Strategic Services and our Board of Directors, we are pleased to share LifeStream has adopted a new logo and tagline and updated our mission, vision and values as of February 2021. Our updated mission, vision, and values served as the guiding principle to the decision to update our logo and tagline to enhance and expand our presence in the community. We wanted something that would have a new energy and new life that would appeal to those we serve and their loved ones. The result is a logo and tagline with the main idea being; joy of life. The flowing text and colors along with the tagline, For the young at heart, helps capture this feeling and what LifeStream is all about. The checkmark in the logo reflects the many services LifeStream provides and how we help “check” your needs off your list.

We are looking forward to unveiling this refreshed new look over the next few months as we continue our important work of helping older adults and people with disabilities in East Central Indiana.

Sincerely,



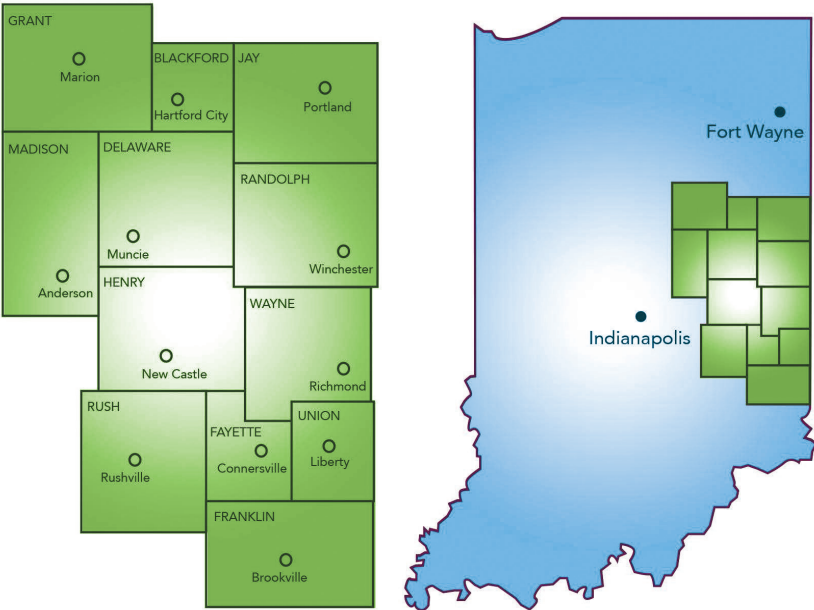
Jenny Hamilton
President and CEO



Ami Huffman
Chair, Board of Directors



LifeStream at a Glance



Nationally accredited through the Alliance of Information and Referral Systems (AIRS) and National Committee of Quality Assurance (NCQA) for Case Management and Long-Term Services and Supports.



63,592
RIDES GIVEN



253,115
MEALS SERVED



766
VOLUNTEERS



19,330
VOLUNTEER HOURS



108,446
IN-HOME CARE HOURS*



5,025
CALLS ANSWERED

*does not include Medicaid Waiver hours.

New Mission, Vision, Values

MISSION

Provide the right information, resources, and support for improving quality of life and maintaining independence for older adults and those with disabilities.

VISION

In the region we serve, individuals are living lives of quality, choice, and independence.

VALUES

Respect – Above all else, we treat any individual – regardless of race, color, national origin, religion, sex, age, or disability— as they wish to be treated; with a focus on representing the community we serve and seeking out diversity in all forms.

Compassion – We provide person centered services that enable us to create genuine connections with those we serve.

Collaboration – We bring people, organizations, and resources together to close gaps and meet needs.

Excellence – We consistently deliver high impact services to maximize our impact on the community, staff, payers, and the bottom line through innovation, compliance, performance, and quality.



Our new logo

Aging & Disability Resource Center



108,446

IN-HOME CARE HOURS

**does not include Medicaid Waiver hours*



5,025

CALLS ANSWERED

PROGRAM HIGHLIGHTS

LifeStream Receives Accreditation from the National Committee of Quality Assurance (NCQA)

In March 2020, LifeStream Services received a NCQA three-year accreditation of Case Management and Long-Term Services and Supports. Earning this accreditation 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.



3 YEARS

ADRC Staff Attends Trainings

This year, many of the national organizations LifeStream is a member of replaced in person conferences with virtual platforms. Due to the new format, staff members were able to attend national conferences for the first time including Alliance for Information and Referral Systems (AIRS), National Guardianship Association (NGA), and National Association for Area Agencies on Aging (n4a). LifeStream ADRC staff also received training on the Last Steps program for advance care planning and motivational interviewing techniques.

COVID-19 High Risk Wellness Calls

Care managers completed **4,146** wellness calls for high risk individuals. The wellness calls helped secure needed resources for food, access to health care, and the creation of emergency plans related to various COVID-19 issues.

Grant Awarded to Help Benefit the Adult Guardianship Program

LifeStream Services was awarded a grant from the Henry County Community Foundation on April 28, 2020. The funds from this grant were used to support the Adult Guardianship program to continue to represent and advocate for vulnerable and incapacitated adults who are unable to make personal decisions regarding their care. LifeStream is the legal guardian of 47 adults throughout central Indiana. Providing this service for adults allows them to remain safe, active members of their home communities.

The Independence to Keep Doing What You Love

With the help of LifeStream Services, 101 year old Dorothy has been able to remain living independently at home and continues to do the activities she loves.

Dorothy has been utilizing LifeStream’s programs and services since being diagnosed with macular degeneration, a disease causing severe vision loss in older adults. As a lifelong piano player, the disease was prepared to take away her ability to perform; however, Dorothy didn’t miss a beat. She continues to play each week at local churches and as much as she can at home. No longer able to read the notes, Dorothy relies on muscle memory to continue her passion.

“I played this morning, I played yesterday morning, and I love it.”

LifeStream has assisted Dorothy with in-home care including meal delivery and housework to allow her to live safely in her home. “My LifeStream Care Manager is very helpful. Whenever I need her, I can call her. I always have very good service,” Dorothy said.

LifeStream is extremely proud to be a part of Dorothy’s journey. Dorothy is just one of over 19,000 other older adults and people with disabilities who we are able to assist in their journey to maintain their independence.



Community Services

LifeStream relies on partnerships within our community to offer more opportunities for older adults and people with disabilities. Due to the COVID-19 pandemic, many of these programs and events looked different this year and forced us to adapt to a new world.

Dementia Friends Movement Continues

The Dementia Friends movement expanded throughout the communities we serve with a total of 13 businesses becoming Dementia Friends, including all LifeStream Services staff. To help achieve this goal, LifeStream and our partners hosted monthly information sessions at Roscoe’s Coffee Bar and provided a virtual option during the pandemic. Additionally, the first Memory Café began at Paint the Towne in Richmond. This location provided a safe spot for people living with dementia and their caregivers to enjoy an activity outside their home.



Caregivers Receive In-Home Art Kits

In response to the increased time spent at home, LifeStream partnered with Paint the Towne in Richmond to offer art kits for caregivers and their loved ones to enjoy at home. The program provided 100 complimentary art kits to area caregivers. The art kits were meant to keep caregivers active and utilize their creativity, which is proven to reduce stress and boost the immune system.



Virtual and Drive-Thru Programs and Events

- ✔ **Dementia Support Group:** In partnership with the Alzheimer’s Association of Greater Indiana and Dementia Friends Indiana, LifeStream Services offered a virtual dementia caregiver support group. The group met virtually each month to help caregivers build a support system with people who understand their situation.
- ✔ **LifeStream Live with Angie:** In order to continue to educate and reach out to seniors and our community, LifeStream goes live every Thursday at 2pm on our Facebook page for LifeStream Live with Angie. Hosted by Outreach Coordinator, Angie Jenkins, the show covers a variety of topics including LifeStream programs and events, safety tips, wellness info, and more.
- ✔ **Curbside Donuts:** LifeStream Services partnered with Reid Health Alliance Medicare, Richmond Senior Community Center, and The Leland Legacy to host a drive-thru event for people over the age of 55 to receive a complimentary donut, coffee, and info bag.

Annual Events



JOY GAMES SOUTH: September 24-26, 2019
LifeStream partnered with Reid Health Alliance Medicare, Richmond Senior Community Center, and The Leland Legacy for the return of the senior games. The revamped games now known as JOY (Just. Older. Youth.) Games provided three days of activity for older adults including pickleball, golf, fitness classes, and more.



CAREGIVER CELEBRATIONS
LifeStream hosted two special events in recognition of National Family Caregivers Month. The first was held in Richmond in partnership with The Leland Legacy on October 23, 2019. LifeStream brought the event to Muncie for the first time with Floral by Design on December 11, 2019. Both events invited caregivers to unwind and enjoy lunch, dessert and wine, and an activity to help reduce stress.

MADISON COUNTY GOLF OUTING: July 24, 2019
LifeStream hosted the 3rd Annual LifeStream Golf Outing at the Anderson Country Club on Wednesday, July 24. Over \$10,000 was raised to help support LifeStream clients and seniors in our community.



FALL FESTIVAL: September 10-11, 2019
LifeStream hosted the annual Fall Festival at the Dunlapville Village in Liberty near Brookville Lake on September 10 and 11, 2019. The event brought in over 200 attendees to enjoy a day of outdoor entertainment including bingo, music by Garcia and Scott, crafts, and more.



Volunteerism



VOLUNTEERS DELIVERING EMERGENCY SUPPLIES TO SENIORS & CLIENTS

At the beginning of the COVID-19 pandemic, volunteers were needed to help us keep up with the increased need for food and supplies. College students and our partners from local agencies helped us meet the need and deliver food, toilet paper, cleaning supplies, and more to seniors who otherwise would have to go without. Additionally, Ball State University students helped make wellness calls to check-in on LifeStream clients to make sure they had the food and essential supplies they needed to stay safe at home.

GOLDEN HOOSIER AWARD WINNERS

LifeStream began its search for the LifeStream Golden Hoosier nominee in February 2020. This award is awarded to seniors who demonstrate outstanding volunteerism in their communities. A special committee narrowed down the applications to Randy Golden (runner-up), Randy Douglas (runner-up), Patricia Kinnett (winner), and Paula Dunaway (winner). Patricia and Paula were then nominated for the state of Indiana’s Golden Hoosier Award, the highest honor bestowed upon a senior in Indiana.



Paula Dunaway
Paula was nominated for her work with the Senior Center Thrift Store and her many years of dedication to writing the newsletter for Widowed Person Services.



Patricia Kinnett
Patricia was nominated for her many hours of service at the Salvation Army of New Castle. She went on to be one of the Golden Hoosier Award winners by the state.



BSU LEAF RAKING
A total of 342 hours were donated by 90 Ball State University students who raked the leaves for 53 senior residents of Delaware County.

ANGELWISH 2019
81 volunteers crafted handmade gifts, bagged items, and delivered gift bags to 1,346 seniors who were isolated and alone during the holiday season.



The 2019 AngelWish program saw an overwhelming amount of handmade items donated by volunteers. Items included scarves, hats, quilts, afghans, and washcloths.



Volunteers of all ages joined us for this remarkable program. The youngest volunteer was a 4 year old who helped place cards in each AngelWish bag.



DUNCAN MCLARTY
VOLUNTEER

It was the beginning of March, and the world was changing before our eyes. Every hour there was a new update on canceled events, businesses closing, kids going home from school, and most importantly, people who needed help due to the rising concerns of COVID-19, the disease caused by the coronavirus. People were scared and unsure of where to turn. Through anxiety and fear, we began seeing “the helpers.” Fred Rogers was quoted saying,

“When I was a boy and I would see scary things in the news, my mother would say to me, ‘Look for the helpers. You will always find people who are helping.’”

Duncan McLarty is one of the helpers. Duncan is a student at Ball State University and a member of the BSU swim team. After in-person classes were canceled, Duncan reached out to LifeStream with the simple message, “How can I help.” Because LifeStream serves the most vulnerable population to the virus, we saw increased need throughout our community among seniors. Just three days after reaching out to us, Duncan was hard at work grocery shopping and delivering food, toilet paper, and cleaning supplies to seniors who are unable to leave their homes. In just over a month, he delivered supplies to over 19 seniors in Delaware County. Duncan shared:

“My mother has always taught me that life is not about what you get, but what you give. This opportunity has given me the chance to give back to people that are not in a position to help themselves.”

The most rewarding moment of this experience for Duncan came when he dropped off a delivery of food and toilet paper for an elderly woman. On the doorstep was a note, “God bless! Thank you. Be safe and wash your hands often. Jesus loves you!”

“The gratitude expressed by the people receiving the deliveries is what makes it so rewarding to be a volunteer,” Duncan said. **“I highly recommend anyone who is considering volunteering to reach out to LifeStream as soon as possible. There is a dire need in our community, especially right now, for healthy people to take the initiative to assist the population of people who are just asking for a little help. I know it has been an incredibly rewarding experience for me.”**

Years from now we will look back on this time, and through all of the sacrifices and unknowns we are feeling now, we hope you remember the helpers, like Duncan and so many others who have stepped up in a critical moment in history to lend a hand for the most vulnerable.

Nutrition

Senior Safety Net

LifeStream’s partnership with Second Harvest Food Bank expanded in 2020 with the increased need for nutrition among seniors in East Central Indiana during the COVID-19 pandemic. Senior Safety Nets provide assorted foods in a drive-thru formats for those who are over the age of 60. Three additional locations were added during our Fiscal Year, including Asbury United Methodist Church in Portland, Forest Park Senior Center in Muncie, and Visiting Angels in Anderson. The sites collectively help feed 200 seniors in need.



Senior Cafés Adapt to Curbside Pick-Up and Home-Delivery

LifeStream’s Nutrition program adapted quickly to keep older adults safe during the COVID-19 pandemic. The 18 senior café congregate meal sites closed to indoor service on March 19. The sites transitioned to a curbside pick-up and home delivered meal option so those in need could continue receiving the vital nutrition service.



The nutrition program expanded and more people than ever before were eligible and signing up for meals to pick-up or receive at their homes.

199,132
Home-Delivered
Meals Provided

53,983
Congregate/Curbside
Meals Provided

253,115*
Total Meals
Provided

*does not include Medicaid Waiver meals

Transportation

Transportation is a vital service for many older adults who are no longer able to drive. It provides a sense of independence and helps maintain connection with the community. LifeStream provides or coordinates transportation in 11 counties for older adults on a donation basis or a small fee. In some cases, the community at-large can utilize the service for a fee.

The COVID-19 pandemic slowed down transportation for a short time, but was able to keep vans running for those who needed to make vital trips to get groceries and supplies and make it to medical appointments. LifeStream kept riders and drivers safe by mandating masks and implementing enhanced cleaning procedures.

LifeStream Senior Rides are made possible, in part, by the United Way of Delaware, Henry, and Randolph counties.

Blackford
1,127 trips

Delaware
176 trips

Grant
1,908 trips

Jay
14,454 trips

Randolph
6,270 trips

Fayette
23,442 trips

Henry
2,275 trips

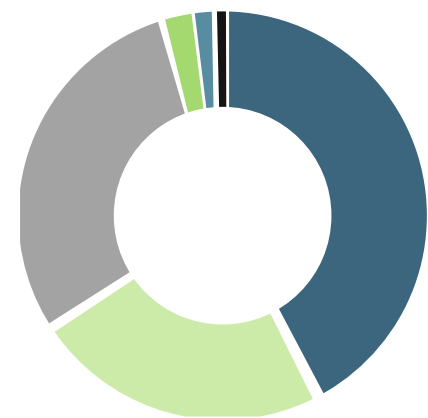
Franklin
5,376 trips

Wayne
6,132 trips

Rush
2,342 trips

TOTAL TRIPS
63,592 TRIPS*

*Rides reflect those given between January 2020 to December 2020



REVENUE

Federal Grants	\$5,620,076
State and Local Grants and Fees	\$3,098,167
Medicaid Waiver	\$3,974,042
Grants, Program Service Revenue, Interest Income	\$388,336
Contributions and Special Events	\$153,448
Other	\$89,196

Total Revenue \$13,323,265



EXPENSES

Net Excess Programs	\$3,660,053
In-Home Services	\$2,429,302
Nutrition	\$2,019,913
Transportation	\$1,153,287
Care Management	\$1,021,894
ADRC	\$944,621
Other Program	\$384,014
Administration	\$1,381,186
Fundraising	\$19,115

Total Expenses \$13,083,361

- 5 Tool Academy

A-1 for Fun

A-1 Graphics

Alexandria Care Center

Amazing Joes Grill

Angela Bray

Ann Tobin

Apple Tree YMCA

Arbor Trace

Assurance Health

Ball State Sports Properties

Baskin Robbins

Cassandra Johnson

Chris Bunner

Compass Church

Courtyard by Marriott Muncie

Cowan Christian Church Ladies Aide

Crew Car Wash

Deborah Shaw

Delores Davis

Elsie French

Emens Auditorium

Escape Room Muncie

Families First

French Lick Resort

Gethsemane UMC - Sandra DeWitt

Golden Kiwanis

Gregory Taylor

Hampton Inn & Suites

HC Enviro Clean

Heart to Heart Hospice

Heidi J. Hale Designs

Indiana Home of Comedy Sports

Indiana Pacers

Indianapolis Indians

Indy Sports & Entertainment

IU East Circle K International

Janie, Bob & Ann Velasquez

Jenny Hamilton

Joyce Clevenger
- Judy Pepples

Julie Calvert

Knight Pest Control LLC

Laura Bray

Lenore Crone

Let There Be Art

Lowery's Homemade Candies

Marion Philharmonic Orchestra

Michele Byrd

Minnetrista

Monarch Beverage Company

Morrisson-Reeves Library

Muncie Children's Museum

Muncie Civic Theater

Muncie Morning Quilters Guild

Muncie Symphony Orchestra

Normandy's Flower Shop

Office 360

Oscar W. Larson

Paint the Towne

Pat Hinshaw

Payless Supermarket

PrimeTrust Financial FCU

Regina Kirkland

Reid Community Benefit

Richmond Symphony Orchestra

Ruoff Home Mortgage Music Center

Shirley Dillmon

St. Andrews Church

State Health Insurance Assistance Program

Talbott Talent

Terrie McKay

The Players Club at Woodland

The Waters of Muncie

Topgolf

Tranquil Life Massage

Union County Council on Aging

Visiting Angels

Wasson Nursery and Garden Center

Corporate Sponsors & Donors

- \$2,500 - \$5,000**
Healing Hands Home Health
Heaven Sent Home Healthcare
Reid Health Alliance
Signature Healthcare
Stateline Medical Equipment
Whitinger & Company
- \$1,000-\$2,499**
Anderson Community Hospital
First Bank of Richmond
Golden Age Senior Citizens Club
Heart to Heart Hospice
Henry Community Health
Hometown Home Healthcare
Humana
Individual Support Services
NATCO Credit Union
Silver Birch of Muncie
The GEO Group PLUS Program
The Leland Legacy
The Lemon Drop Restaurant
University Dermatology Center
- \$500-\$999**
All Pest Exterminating
AseraCare Hospice
Care Force One Inc.
Deltec Solutions
George's Family Pharmacy
Guardian Medical Monitoring
INGUARD
Meridian Health Services
Open Door Health Services
Reid Health
Shafer Leadership Academy
Transcendia
West End Bank
- \$250-\$499**
Ambassador Healthcare
AutoFarm Mobility
Ball Brothers Foundation
Bath Fitter
Berkshire-Hathaway Indiana Realty
Caregiver Homes by Senior Link
Connect America
Essential Senior Health & Living
Eye Center of Richmond
Faith Community / Bethlehem Community
Fraternal Order of Eagles Ladies Auxiliary
Graceworks Housing Services
Henry Creek at Connersville
Jay-Crew
Ladies Auxiliary Fraternal Order of Eagles
Legacy Cremation & Funeral
Midas

- Midtown Medicenter Pharmacy (NRS Pharmacies of Indiana)
Phillips Drugs
Pineknoll Health & Rehabilitation
POET Biorefining
Prime Trust Financial Credit Union
Remedy Home Healthcare LLC
ShoPro of Indiana
Simply Home Health
State Health Insurance Assistance Program (SHIP)
State of the Heart Care
Synergy Homecare of Richmond
TRIO Community Living
Wayne Bank
Wesleyan Commons & Brookville Healthcare
Whitewater Eye Centers
Whitewater Valley Rehabilitation
- Up to \$249**
Applegate Livestock Equipment
Ball State Sports Properties
Beach Automotive Services
Better Business Bureau
Caskey Financial Group
Defur Voran
Elwood Family Medicine
ES2 Inc.
FCN Bank
George's Pharmacy & Medical Equipment
Gethsemane Methodist Church
Golden Living Center
Help at Home
Holland Colours
Hoosiers Window & Siding
Independent Living Center of Eastern Indiana
Lighthouse Financial Group
Main Street RWC d/b/a Center City Development Corp
Majestic Care of Connersville
My Gorilla Garage
Nellis Adult Day Care
Ontario Systems
Oscar W. Larson
Showalter Blackwell Long Funeral Home
Southeastern Indiana YMCA
Southern Care Hospice
The Gutter Shutter
The Waters of New Castle
Trilogy Health / Forest Park Health Campus

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Provider Partners

Provider partners are agencies LifeStream contracts with to provide in-home care and other services for our clients.

Above and Beyond Homecare, Inc.
Adaptive Companion Care Services, Inc.
ADT, LLC
Adult Day Care of Richmond
Advantage Home Connersville
Advantage Home Health Care Inc.
Advantage Home Richmond
Advantage Personal Services Agency
Aging & Disabled Home Health Care
Alpha Center
Americare
Aris Solutions
At Home Assisted Living Services LLC
At Home Specialized Senior Care
Autofarm Group, LLC
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Best Buy Health, Inc.
Best Home Care Services
Bethany Cares Inc.
Cardinal Services Management
Care Choices Inc. (Dba) Home Instead Senior
Care Force One, Inc.
Care Plus Home Health Care
Caring First Home Health Care
Caring Services, Inc.
Christine J Voris
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City of Richmond
CJ's Home Care, Inc.
Comfort Keepers
Connect America
Developmental Services, Inc.
Earlywine Pest Control, Inc.
Faithful Friends Home Healthcare, Inc.
Family Home Care
Fayette Community Council on Aging & Age
Fayette Regional Home Health
Franklin Co Senior Citizens Services
Future Choices, inc.
Gentiva Health Services
George's Family Pharmacy, Inc.
Grandview Pharmacy
Guardian Home Care, Inc.
Guardian Medical Monitoring, LLC.
Healing Hands Personal Services Agency
Healthcom Inc.
Hearts With Integrity, LLC.
Heaven Sent Home Health Care, LLC.
Help at Home LLC - Muncie
Help at Home LLC - Richmond
Help at Home LLC - Winchester

Helping Angels, Inc. Dba Right at Home, Inc.
Henry Co Memorial Hospital Foundation
Henry County Personal Care, LLC
Home Court Home Care
Home Health Angels, LLC
Hometown Home Healthcare, Inc.
Hometown Home Helpers, Inc.
Hoosier Homecare Services, LLC
Independent Living Solutions
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Individual Support Home Health Agency
Indy Access & Mobility Inc. Dba 101 Mobi
Indy Medical Supply Services, LLC
In-Home Solutions, Incorporated
J Squared Construction
Kmg Homecare Unlimited
L. and J. Webb Inc. dba Comfort Keepers
League for The Blind and Disabled, Inc.
Legal Services Organization
Lifeline Systems
Lifestyles Homecare
Light Now, Inc.
McSherr, Inc.
Medscope America
Melmedica Children's Healthcare, Inc.
Nellis Adult Day Care, LLC.
Nettle Creek Senior Center
New Hope Home Care, Inc.
New Horizons Home Healthcare
Pediatric Nursing Specialists of Indiana
Personal Care Concepts Dba Able Hands
Randolph County Hospital
Real Services, Inc.
Reid Hospital HME
Reid/ANC
Remedy Home Healthcare, LLC.
Ron Liggett Construction Company
Rush County Senior Citizens Services, LLC
Scott's Personal Assistants, LLC.
Senior Opportunities Services, Inc.
Signal Health Management, LLC.
Simply Home Health, LLC.
Specialized Home Care Services, LLC.
Stateline Medical Equipment
Stay at Home
Supreme Health Care
Trio Community Meals
Union County Council on Aging & Aged, Inc.
Valued Relationships, Inc.
Visiting Angels
Western Wayne Senior Center



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