

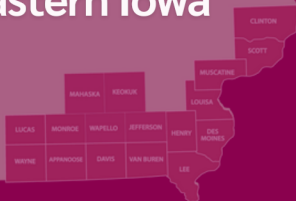


ANNUAL REPORT

SFY2023



Serving 17 Counties
in Southeastern Iowa



Contact Us
855.410.6222



Website
MilestonesAAA.org

A NOTE FROM OUR CEO



Dear Supporters,

As we look back on SFY 2023, we may best remember it as a year of plenty followed by a return to reality. We went into the year with the infrastructure established to continue delivering the expanded programming made possible – and mandated by -- the additional COVID-19 related funding, such as the American Rescue Plan Act and Consolidated Appropriations Act. We were directed to use these funds to deliver maximum services, and that’s exactly what Milestones accomplished. Particularly in the areas of nutrition and home and community-based services, we served more consumers and delivered more units of service than ever before. For nutrition, this was largely due to the popularity and reach of the Iowa Café program.

By the spring of 2023, these additional one-time funds would be fully expended. No additional funding would be provided to sustain the expanded programming and service delivery, so changes had to be made. As funds dwindled, Milestones began the painful process of cutting services back to be consistent with “normal” funding expenditures. This “right-sizing” of service delivery meant the closure of the Iowa Cafés, initiating a wait list for home-delivered meals, and putting a prioritization process in place to ensure services are targeted to those with the greatest economic or social need, or at risk of institutionalization. It was a painful process, but we’ve come out the other side with many lessons learned along the way.

The greatest praise goes to staff who, as is their way, adapted and rose to the challenge of doing more with less, consistently responding to and caring for consumers, finding resources to help, making connections, and supporting those who need assistance. As you read through this report, I hope you’ll agree that one thing is clearly demonstrated: when area agencies on aging are given the mandate and the means to provide help where it is needed – we deliver.

kindest Regards,

Becky J, Passman, CEO

SFY 2023: BOARD OF DIRECTORS

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Secretary/Treasurer
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Stephen Swisher
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SFY2023 NOTABLES

ANNUAL REPORT
SFY2023



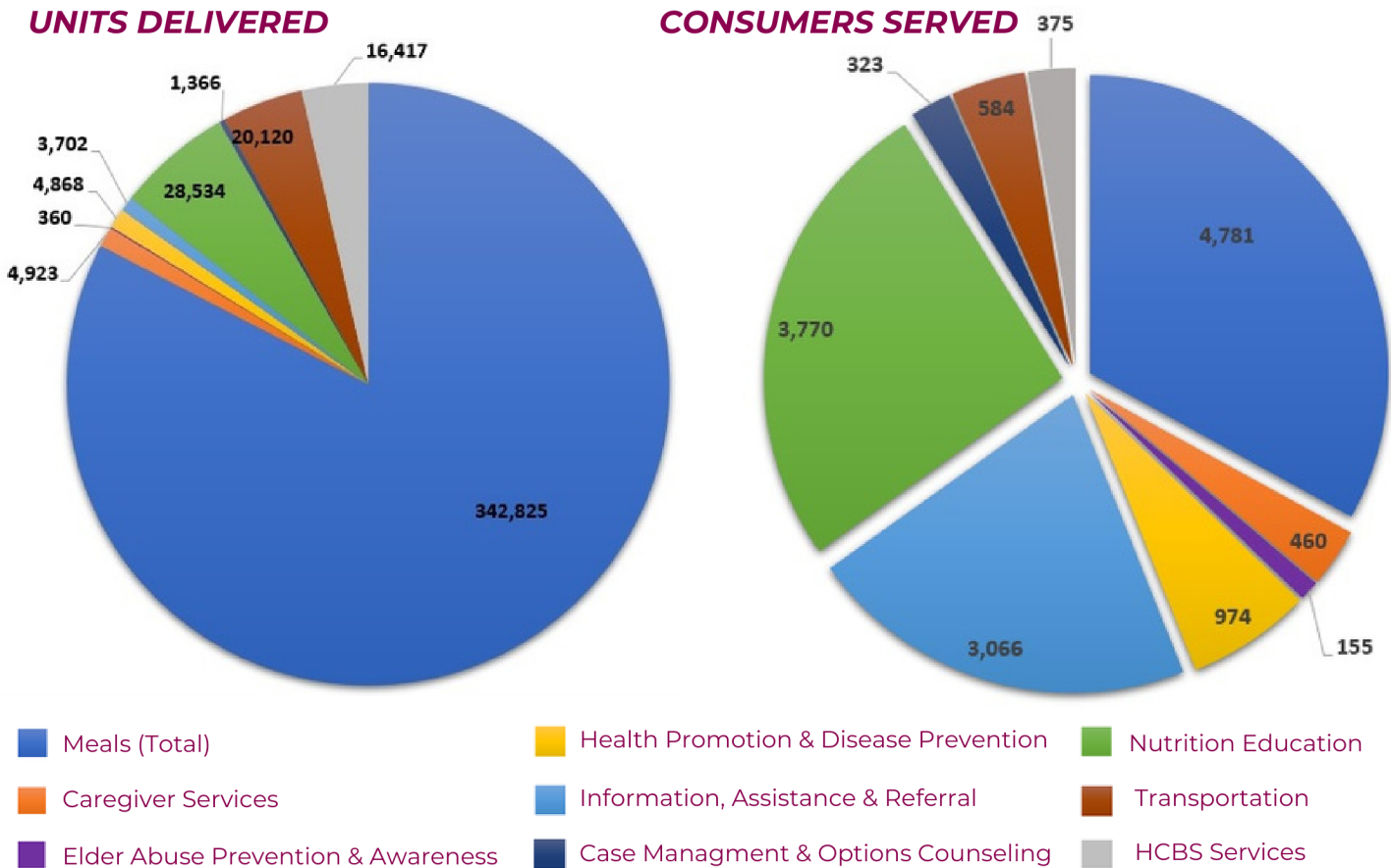
LIFELONG LINKS NEW WEBSITE

Empowering lowans with resources to help meet aging, disability, and caregiver needs is core to the work of area agencies on aging. LifeLong Links is the branding for area agency on aging’s Aging and Disability Resource Center services, which include Information & Assistance, Options Counseling, and Case Management.



Funded through a grant spearheaded by Elderbridge AAA, the new LifeLongLinks.org website was launched in late SFY2022, and reflects the teamwork of the Iowa AAAs, the University of Iowa, and numerous disabilities and resource partners. The user-friendly platform offers a wealth of information and users can explore an interactive map to find local agencies or connect with a live chat for personalized assistance. The website also houses the LifeLong Links Academy, which links to resources for online training, including the required Options Counseling training and certification for AAA employees.

SFY2023 CONSUMER SERVICES TOTALS



FINANCIAL REVIEW

ANNUAL REPORT
SFY2023



Revenue

Federal	\$4,525,514
State of Iowa	\$1,429,911
Managed Care Organizations	\$335,165
Participant Contributions	\$528,301
In-Kind	\$960,322
Local Support / Private Contributions	\$66,753

Total **\$7,865,166**

Program Expenditures

Nutrition	\$4,487,095
Family Caregiver	\$682,409
Elder Abuse Prevention & Advocacy	\$144,888
LifeLong Links Services *	\$478,582
Health & Wellness Education **	\$140,702
Home & Community-Based Services ***	\$1,314,310
Administration	\$617,180

Total **\$7,865,166**

**Includes Information & Assistance, Case Management & Options Counseling*

***Includes evidence based & non-evidence-based health promotion and nutrition education*

****Includes homemaker services, chore, personal care, adult daycare, legal aid, material aid & transportation*

FINANCIAL REVIEW

ANNUAL REPORT
SFY2023



STATEMENT OF FINANCIAL POSITION: JUNE 30, 2023

Assets

Cash & Equivalents	\$661,956
Receivables	\$537,160
Inventory	\$38,002
Allowance for Uncollectable	\$0
Prepaid Expenses	\$32,846
Property and Equipment	\$1,401,809
Accumulated Depreciation	(\$709,712)
Right-of-Use-Assets Operating	\$91,839

Total Assets **\$2,053,900**

Liabilities

Accounts Payable	\$214,965
Accrued Payroll & Payroll Taxes	\$59,797
Accrued Benefits	\$132,421
Deferred Revenue	\$67,332

Total Liabilities **\$474,515**

Unrestricted Net Assets **\$1,579,385**

Total Liabilities & Net Assets **\$2,053,900**

IN MEMORIAM

Dickie Bird
Irene Claussen
Mary Fleig
Richard Mineart
Marjorie Spranger

Milestones Area Agency on Aging extends its heartfelt gratitude to these individuals for naming the agency as their memorial recipient. Their generous gifts in 2023 will leave a lasting impact on the lives of older Iowans and empower us to continue providing vital services.

SUPPORT SERVICES

ANNUAL REPORT
SFY2023



ELDER ABUSE PREVENTION AND AWARENESS (EAPA)

In SFY2023, the EAPA program **served 155 lowans**. The reported abuse types included physical, financial, emotional, sexual, and neglect. Additionally, the program remained committed to community education and awareness surrounding these crucial issues.

FAMILY CAREGIVER PROGRAM

The Family Caregiver Program **served 460 caregivers** through a range of essential services, including: Information & Assistance, Options Counseling, In and Out of Home Respite Care, and Support Groups. Milestones also hosted the annual Quad Cities Caregiver Conference, which serves as a cornerstone for networking and education in the caregiver community.



HOME AND COMMUNITY BASED SERVICES

Milestones extended home services and material assistance to a **total of 959 consumers**. These services encompassed a variety of essential supports, including Adult Day Care, Transportation, Homemaker Services, Personal Care, and Emergency Response Systems.

IOWA RETURN TO COMMUNITY PROGRAM

The IRTC program continues to grow, and has played a pivotal role in aiding individuals in transitioning back home after hospital or nursing home stays, through collaboration with patients and their families.

EVIDENCE-BASED PROGRAMMING

Milestones evidence-based programs offer proven strategies for disease management, falls prevention, and overall health improvement among older adults. With offerings like Tai Chi for Arthritis, A Matter of Balance, and Stepping On, Milestones **assisted 974 lowans** with wellness programming during FY2023, underscoring our commitment to enhancing quality of life for older adults and reducing overall healthcare costs.

INFORMATION AND ASSISTANCE

At the heart of Milestones' mission is Information & Assistance. Our Regional Resource Navigators offer primary support to older lowans, addressing inquiries, making referrals to Milestones programs, and guiding to community resources. Information & Assistance **served 3,066 individuals**.

NUTRITION SERVICES

ANNUAL REPORT
SFY2023



HOME-DELIVERED MEALS

The Milestones Home-Delivered Meals Program helps provide food security to older lowans by delivering meals to those in greatest economic and social need, who are homebound by reason of illness or incapacitating disability, and/or those who are otherwise isolated. Through paid and volunteer drivers, **268,975 meals were delivered to 2,047 consumers.**

CONGREGATE MEAL SITES

Milestones operates 35 congregate meal sites in our seventeen-county area. In SFY2023 we served **112,336 meals to 2,734 consumers.** These meals provide not only vital nutrition, but also the opportunity for seniors to enjoy companionship and a sense of community, fostering social connections that are essential for well-being.



NUTRITION EDUCATION AND COUNSELING

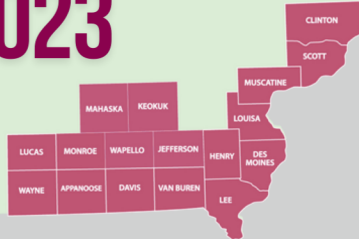
Proper nutrition is a significant factor in managing health conditions and preventable injury in older adults. **3,770 older lowans** were provided nutrition education during the fiscal year. Programs, such as nutrition counseling, served as a starting point for healthier lifestyles.

SENIOR FARMERS MARKET PROGRAM

In cooperation with the Department of Agriculture and Land Stewardship and the Department of Elder Affairs, Milestones AAA distributed Farmers Market Vouchers to **3,010 seniors** in the 17-county service area, providing a total of **\$150,500 in nutrition assistance.**



ANNUAL REPORT SFY2023



MISSION STATEMENT

Milestones is dedicated to being the premier organization for assisting older Iowans, adults with disabilities, and their family caregivers to identify and access the services and resources needed to remain independent and self-sufficient.

Davenport Office

(Administration)

935 E. 53rd Street
Davenport, Iowa 52807
Ph: 563.324.9085
Fax: 563.324.9384

Burlington Office

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Fax: 319.754.7030

Ottumwa Office

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Ph: 641.682.2270
Fax: 641.682.2445

Milestones Area Agency on Aging

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