



2020
ANNUAL REPORT

A NOTE FROM OUR CEO



Dear Supporters,

As I sit at my desk reflecting on FY20, I cannot avoid the obvious: Milestones's story this year – like that of everyone else – is one of The Before, and The After. July through February, in The Before, Milestones busily hummed along: serving meals, conducting our evidence-based classes, providing needed services, working on expanding partnerships, updating our strategic plan, completing the steady flow of state and federal reports, meeting auditing and monitoring requirements, seeking additional funding to expand services, making repairs, upgrading infrastructure, finding efficiencies, rubbing every two nickels together to try to make a quarter, and advocating for older Iowans. Then March arrived – The After – and with it came a new reality that would change everything. It started out as the “novel coronavirus”, then it became “COVID-19”, then it became simply “COVID”. And our world changed. FAST.

The Milestones senior management team closely monitored the situation, responded with great deliberation, and took actions similar to other agencies: offices closed to the public, meal sites closed, staff who desired -- and were able -- to work remotely were set up. We embraced virtual meetings, daily (and sometimes hourly) monitored the ever-evolving situation, and created and implemented policies and procedures to fit the new reality. Our nutrition program, in particular, had to make the greatest adaptations: over the course of three very intense months, our nutrition staff completely turned the Milestones nutrition operation around with entirely different products and strict protocols, processes, and delivery procedures. They had to “turn the barge on a dime”, and they managed to accomplish that feat. New pilot programs include restaurant partnerships and weekly or bi-weekly frozen meal deliveries into isolated rural areas that we hadn't been able to serve pre-pandemic due to lack of funding. The additional CARES ACT funding was a rare positive aspect of the COVID-19 pandemic for us. This additional funding enabled Milestones to help aging Iowans by providing meals, resources, and services to a much greater degree and went a long way to sufficiently meeting the high level of need across our region.

FY2020 brought challenges such as none of us has previously faced. I commend and appreciate every Milestones staff member and volunteer, for it is their hard work and commitment that positioned our agency to remain strong and resilient -- despite being plunged into unprecedented circumstances -- and not miss a beat in continuing the critical work of serving older Iowans.

Kindest Regards,

A handwritten signature in black ink that reads "Becky J. Passman".

Becky J. Passman, CEO, Milestones Area Agency on Aging



(FY 2020)

NAVIGATING A PANDEMIC

In mid-March, when the reality of the COVID-19 was thrust upon America, Milestones sprang into quick action: offices closed to the public, meal sites closed, set up staff who desired -- and were able -- to work remotely, embrace virtual meetings, constant monitoring of the ever-evolving situation, create and implement policies and procedures to fit the new reality.

NUTRITION

Milestones's most unique challenge was in our nutrition program. Unlike the other agencies, Milestones prepares the meals for most of our counties (14 of 17). Between mid-March and April, we halted daily hot meal delivery to reduce exposure, coordinated with food suppliers and food banks, and set up shelf stable assembly lines, creating and delivering food boxes across the region. When food suppliers ran short, staff went to the grocery stores and filled our carts with food box items. Shelf-stable food boxes were promoted through radio, TV, ads, and staff calls to consumers, and were delivered to any aging Iowan upon request. Simultaneously, Milestones cooks were realigning to mass produce frozen meals, and we began delivering multiple meals once or twice per week. Since congregate meals sites were closed, home delivery recipients were expanded to include congregate meal participants; we also offered "drive by" meal pickups for those who desired.



EMBRACING TECHNOLOGY

With social-distancing recommendations immediately took effect, Milestones looked for ways to stay connected with their clients, while eliminating office and in-person visits. Through phone calls and more advanced digital tools such as Zoom and TeamMeet, Milestones staff was able to stay in touch with their clients and each other, and continue to provide to services to those who needed it the most. Programs such as Fresh Conversations and Caregiver Support Groups were adapted to online models to continue to reach those in need of these programs. When social isolation arose as a common concern among older Iowans, these programs were able to provide a positive social outlet to those who were unable to leave their homes.

REVENUE & EXPENDITURES

(FY 2020)

REVENUE

Federal	\$2,541,710
State	\$1,588,137
Managed Care Organizations	\$602,056
Participant Contributions	\$440,726
CARES Act / FFCRA	\$368,093
Local Support / Private Contributions	\$98,408
TOTAL REVENUE:	\$5,639,132

PROGRAM EXPENDITURES

Nutrition	\$3,866,647
Family Caregiver	\$321,225
Elder Abuse Prevention & Advocacy	\$128,084
LifeLong Links Services *	\$418,554
Health & Wellness Education **	\$59,928
Home & Community Based Services ***	\$297,237
Administration	\$329,728
Other	\$215,918
TOTAL EXPENDITURES:	\$5,636,321

* Includes Information & Assistance, Case Management and Options Counselling

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

*** Includes homemaker services, adult daycare, legal, material aid and transportation services



COMMUNITY CARE SERVICES

(FY 2020)

FAMILY CAREGIVER PROGRAM

The Milestones Family Caregiver Program served **748** caregivers and by providing support to caregivers through Information & Assistance, Options Counselling, In and Out of Home Respite Care, and Support Groups.

ELDER ABUSE PREVENTION AND AWARENESS (EAPA)

The EAPA program provided support to **91** lowans during FY2020. Reported abuse included physical, financial, emotional, sexual and neglect.



HOME AND COMMUNITY BASED SERVICES

Milestones provided home services and material to **807** older lowans.

Transportation	326
Material Aid	378
Homemaker Services	91
Adult Day Care	12

(lowans Served)

EVIDENCE-BASED PROGRAMMING

Together with our network of community partners, Milestones conducted the following nationally recognized programs: A Matter of Balance, Tai Chi for Arthritis/Falls Prevention, and Better Choices, Better Health (Chronic Disease Self-Management Program). More than **124** aging lowans participated in **1,719** hours of programming to improve their health status and reduce falls risks.

INFORMATION & ASSISTANCE

The Lifelong Links Team provided a wide variety information & resources in assisting **2982** older lowans.



NUTRITION & WELLNESS

(FY 2020)

SENIOR NUTRITION PROGRAM

Milestones worked to overcome senior hunger for low-income and vulnerable seniors age 60 and up by serving over **361,000** meals in to **4,623** Older Iowans during FY2020.

CONGREGATE MEAL SITES

Prior to the COVID-19 pandemic, Milestones prepared and served over **101,000** Meals at congregate mealsites throughout their 17 counties.

HOME-DELIVERED MEALS

While home-delivered meals were a valuable service throughout the year, they become essential once the pandemic arrived. In total over **259,000** meals were prepared and delivered, serving **2,736** older Iowans.

NUTRITION EDUCATION & COUNSELING

Proper nutrition is a significant factor in disease control and avoiding injury in older adults. **1,836** Aging Iowans were provided with nutrition counseling, health promotion and education during the fiscal year.



SENIORS' 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 **2,934** seniors in the 17 county service area during the 2020 calendar year providing a total of **\$29,340** in nutrition assistance.

FRESH CONVERSATIONS

Fresh Conversations is a free discussion group for adults age 60 years & older held at various meal sites and later online. Discussions are focused on improving nutrition, wellness, and independence. During FY2020, **390** older Iowans participated.

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Jim Howell Bob Waugh
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Thank you to the following groups and individuals for whom Milestones is extremely grateful.

GRANT PROVIDERS

Clinton County Development Association
Greater Muscatine Community Foundation
Regional Development Authority
Scott County Regional Authority
Ottumwa Regional Legacy Foundation
Grace Bott Millar Foundation
Community Foundation of VanBuren County
Wayne County/South Central Iowa Community Foundation

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Linda Maag	Ft. Madison Rotary Club
American Family	Pat Wilkins
Todd Farley	South Central IA
Betty Rupe	Community Foundation
Kimberly Rumbough	Two Rivers Bank & Trust

And many others that contributed time, money, services and facilities to help keep the Milestones mission moving forward.



Serving 17 Counties in SE Iowa



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