

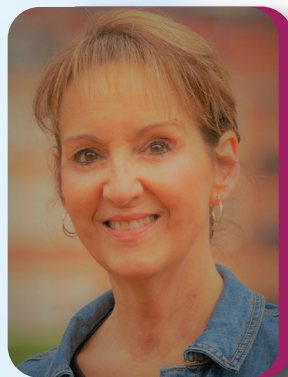


2021

ANNUAL REPORT

July 1, 2020 - June 30, 2021

A Note From OUR CEO



Dear Supporters,

As we wrap up FY21, it's amazing how much this year resembled the year before. Despite our hopes that the pandemic would be brought under control and become a chapter we could close in short order, such was not the case. Congregate sites remained closed for the full fiscal year. Meals were also offered as “grab and go”, with people driving by to pick up their meal and take it with them. Emergency order flexibilities allowed all meal participants to be served home delivered meals, homebound or no. The sustained increase in deliveries meant increased demand for drivers to make those deliveries, and the high demand meant many areas were consistently short. Staff were creative and persistent with ongoing public appeals for delivery help.

We hoped that once vaccinations became available we would be able to resume relatively normal operations, but this was not the case. In-person meetings remained extremely rare, nearly all of our meetings were conducted virtually, including Board and Advisory Council meetings, and Zoom solidified as our new normal. Milestones offices remained closed to the general public throughout the year, with periodic exceptions by appointment only. Call volume to our LifeLong Links number (855-410-6222) stayed high, keeping our Information and Assistance Specialists very busy providing needed help and support to callers on topics ranging from meals to elder abuse concerns to COVID-19 testing. They also played a key role in helping people get their COVID-19 vaccination appointments. Milestones services, such as options counseling, case management, family caregiver support, and elder abuse prevention were conducted via phone when possible and with enhanced safety protocols when in-person assistance was necessary. Participation in our caregiver support groups declined with phone-only options, and evidence-based programming came to a “virtual” halt. Staff stayed busy modifying programs to virtual delivery, yet we found consumers in our service area slow to embrace this option.

Despite – and, in some cases, because of -- the pandemic's impact on certain programs, Milestones evolved. Through generous grants, Milestones established a “Zudio”, a virtual space equipped specifically for online delivery of educational sessions, evidence-based programming, support groups, and meetings. Through persistent efforts, online consumer participation is slowly growing. We even managed to add new programs, such as a prescription medication review service (“HomeMeds”), conducted in partnership with the University of Iowa, and “Return to Community”, a program in which wrap around services are provided to help support a successful return home from a care facility and decrease readmission rates. Our nutrition program expanded meal delivery to include new consumers in hard-to-reach, previously unserved rural areas, laid the groundwork for the launch of a new and exciting meals program called “Iowa Café”, which involves partnering with local restaurants to provide contribution-based meals for our consumers, and made preparations for the reopening of our congregate meal sites, including a rebranding campaign, new name (“Milestones Community Cafés”) and logo.

The pandemic – and all its many challenges – stayed with us all throughout FY2021, but thanks to the dedication and commitment of Milestones staff and volunteers, and the generosity of participants and community supporters, Milestones never faltered as the critical resource for older Iowans to receive the meals, the caring reassurance, the informed advocate, and the helpful resources they know can always be depended upon.

kindest Regards,

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

Improving LIVES

FY
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"An 87-year-old female was referred to Milestones, pending discharge from a nursing facility. After discharge, the consumer was very weak and had numerous new medications. With the assistance of Skilled Services and Home and Community Based Services, she has been able to transition back into her own home. She stated that she is very grateful for Milestones Return to Community program and stated that she would not have been able to go back home without the services that the Iowa Return to Community program and the facility helped to set her up with. She is currently thriving and getting stronger every day."

"Great program! I learned so much about preventing falls in the house and when out and about. Great advice about increasing physical activity in small ways, and then continuing to work on flexibility and strength. The instructor was very knowledgeable, positive and encouraging."

"A Milestones Adult Rights Specialist (ARS) had been working on a case with DHS for an older couple (husband in poor health) who were evicted from their apartment. The ARS was able to find appropriate housing for them within a couple of days and worked closely with them and the manager of the complex to ensure all the correct paperwork was filled out. The ARS assisted the couple in finding a new primary care physician, as they needed updated medical records prior to being approved to move in. The ARS was able to utilize funding from Milestones to keep them a couple of extra days in a motel until move in date."

"I just wanted to say how happy I was to visit and to get a meal today from the girls at the Heritage Center here in Keokuk . It had been a while. I called and went in, filled out some paperwork, picked up the food and said 'thanks, have a nice day.' I miss coming here to get good food cooked right and seeing friendly people. I enjoyed the meal. It was an awesome lunch Thank you for providing this service for the seniors."

"Please know that the family is delighted with the meal delivery service. They also see value to him in getting up and walking, in interacting with the delivery person, and in the meals. She wants you all to know what a blessing you, the cooks, the drivers, have been to the family."

"A Milestones Options Counselor (OC) was able to assist an elderly woman who was living alone when her central air stopped working. She recently lost her husband, was paying for many medical bills, and unable to afford the repairs. Milestones AAA was able to cover the cost of repairing her central air unit. She began to cry on the phone when the OC informed her that we would be able to help her with this. This was the start of helping her get back on her feet."

Revenue & **EXPENDITURES**

**FY
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REVENUE

Federal	\$3,417,173
State	\$1,656,637
Managed Care Organizations	\$392,184
Participant Contributions	\$341,467
In Kind	\$250,653
Local Support / Private Contributions	\$44,094
TOTAL REVENUE:	\$6,102,208

PROGRAM EXPENDITURES

Nutrition	\$4,149,563
Family Caregiver	\$368,325
Elder Abuse Prevention & Advocacy	\$128,149
LifeLong Links Services *	\$497,100
Health & Wellness Education **	\$73,657
Home & Community Based Services ***	\$565,382
Administration	\$320,032
TOTAL EXPENDITURES:	\$6,102,208

* 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

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FAMILY CAREGIVER PROGRAM

The Milestones Family Caregiver Program **served 845 caregivers** by providing support through Information & Assistance, Options Counseling, In and Out of Home Respite Care, and Online Support Groups. Milestones also collaborated with other local agencies to host a “caregiver drive-through” event in lieu of the annual Quad Cities Caregiver Conference. This event allowed for local caregivers to stay in their cars while picking up bags of caregiver information and resources.

ELDER ABUSE PREVENTION AND AWARENESS (EAPA)

The EAPA program **provided support to 183 lowans** during FY2021. Reported abuse included physical, financial, emotional, sexual, and neglect. This program also continues to provide community education and awareness on this important issue.

HOME AND COMMUNITY BASED SERVICES

Milestones provided home services and material aid to **767 consumers**, including services such as Adult Day Care, Transportation, Homemaker Services, and Emergency Response Systems.



RETURN TO COMMUNITY PROGRAM

During FY2021, Milestones launched the Return to Community Program. This program helps facilitate a successful transition home after hospital or nursing home stays, by working with patients and their families to identify and arrange for long-term needs. This program supports both successful recoveries and reduced readmission rates.

EVIDENCE-BASED PROGRAMMING

Evidence-based falls prevention and chronic disease management programs are offered as small group class series led by trained leaders. With the FY21 public health emergency, these programs were suspended; no in-person classes were offered in the community. While we waited, Milestones received community grants to equip a video conference room for virtual programs, support groups, trainings, and the like. The programs have now been re-written by their licensing organizations to be delivered using online technology, in addition to the in-person versions. Milestones now has expanded ability to offer programs to improve health outcomes in person and online, depending on the needs and location of the participants.

INFORMATION & ASSISTANCE

The Lifelong Links Team provided a wide variety information & resources in assisting **2,832** older lowans.



Wellness & NUTRITION

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The Iowa Department of Aging's purpose of nutrition services for Iowa's older adults is to:

- ◆ Reduce hunger, food insecurity, and malnutrition
- ◆ Promote socialization of older individuals
- ◆ Promote health and well-being with access to nutrition & health promotion/disease prevention services to delay onset of chronic diseases

Milestones supported these objectives with the following programs:

CONGREGATE MEAL SITES

Congregate dining was not offered during the fiscal year due to the pandemic. Milestones responded to the greater need for home delivered meals. Congregate dining did not resume until FY2022 as newly branded Milestones Community Cafés.

HOME-DELIVERED MEALS

Home delivered meals were the focus throughout the year, resulting in **352,529 meals delivered to 2,893 consumers.**



NUTRITION EDUCATION & COUNSELING

Proper nutrition is a significant factor in managing health conditions and preventable injury in older adults. **1,906** Aging Iowans were provided nutrition education during the fiscal year. Programs, including the monthly "Fresh Conversations," were delivered exclusively online.



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 **2,920** seniors in the 17-county service area during the 2021 calendar year providing a total of **\$87,600** in nutrition assistance.

Board & SUPPORTERS

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Julie Schilling | Des Moines County
Sheri M. Wilson | Des Moines County
Bill Thom | Appanoose County
Richard Roller | Scott County
Peggy Fisher | Jefferson County

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Raymond Doser Terry Wilson
Julie Schilling Bill Thom
Liz Sherwin Richard M. Roller
Patricia Steiner Peggy Fisher
Sheri M. Wilson Stephen Swisher

Thank you to the following groups and individuals to whom Milestones is extremely grateful.

GRANT PROVIDERS

Scott County Regional Authority
Grace Bott Millar Foundation
QC Plus 60 Friendship Club
Terri Dowell, CTFA
SHARE Iowa, Inc.
East Tennessee Foundation: 37661
Rotary Club of Bettendorf

Community Foundation of Greater Muscatine
Bayer Family Trust
Harry & Virginia Murray Foundation
South Central Iowa Community Foundation
Clinton County Auditor
Keokuk County Supervisors
Community Foundation of Des Moines County
Rotary Club of North Scott

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Andrea Hill (In Memory of Arnold Anderson)
Kevin Maughan (In Memory of Janice Ansley)
Sue Ann, Gary & Jay Bader
Thomas Wood
JTS Charitable Fund - Melanie Schnoll Begun
Dr. Carl & Marcene Carlson

Heather Wren
The DeWitt Churches United
Jean Baker (In Memory of Margaret Treasure)
Marie Tank (In Memory of Margaret Treasure)
Marsha Cline (In Memory of Margaret Treasure)
Kathy & B. J. Weigle (In Memory MaryAnn Ripperger)
Network for Good
Neva Long Estate
UAW Local 1237 Women's Committee
Unity Point Health - Trinity

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



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