



# Milestones

AREA AGENCY ON AGING

# ANNUAL REPORT

FY2022

# A NOTE FROM OUR CEO

## FY2022



### *Dear Supporters,*

For Milestones, FY2022 may appropriately be remembered as the Year of the Hybrid: hybrid meetings, hybrid programming, hybrid conferences – you name it. By FY2022, the pandemic was a long-term daily reality. As infection rates stabilized, we cautiously began reopening sites county by county when the rates decreased to the goal levels. Slowly people returned. With some exceptions, attendance generally stayed well below pre-COVID counts in most meal site locations after reopening. New people were introduced to Milestones services, however, through the strategic growth of certain programs, expansion of services made possible with CARES Act funding, and through targeted efforts to reach consumers identified in our area plan as underserved, such as minority and isolated/rural consumers.

Modified programming was in full swing through FY2022 and, thanks to the additional federal emergency funding, we were in the rare position of having sufficient funds to meet consumer needs. In the realm of social services, we were able to significantly increase dollars for Home and Community Based Services (such as homemaker, chore, personal care), resulting in nearly 9,000 hours of assistance. Likewise, transportation assistance provided was increased by more than 50% over the previous year. The availability of more funding for rides, coupled with the willingness to return to using public transportation, resulted in over twice as many rides provided in FY22 versus FY21. Similarly, we were able to provide markedly more funding to assist consumers with needed projects such as home weatherization and repairs. CARES Act funding allowed us to expand home delivered meal service to isolated consumers in rural areas, folks that we had been unable to serve previously. I cannot overstate the difference this additional funding has made in the lives of consumers.

On another front, we tried mightily to make virtual programming successful, knowing that success in this area could really expand program availability across our region. We learned that the lack of technology/capacity makes this option currently impractical for large segments of our service area. Most consumers still prefer “in person” appointments, classes, support groups, etc. For example, virtual evidence-based classes were cancelled for lack of registrants; once classes resumed in person, however, classes filled and additional sessions had to be scheduled to meet demand. We learned that offering a hybrid option, where possible, may be the best way to potentially gain acceptance of virtual programming.

After March of 2020, we quickly pivoted from the known model to an emergency operation delivery model. By 2021, we integrated new methods, and by FY2022, we had woven together the old and the new models to create our better mousetrap. Thanks to the flexibility, creativity, and mission commitment demonstrated by Milestones staff, volunteers, and governing board, and with the support of private individuals, foundations, and the communities we serve, Milestones continues to evolve with the goal of serving older Iowans with compassion, expertise, and efficiency. It does, indeed, take a village and I am proud to be a resident!

*kindest Regards,*

*Becky J. Passman*

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

# NEW PROGRAMS

FY2022



## IOWA CAFÉ

Milestones Area Agency on Aging's Iowa Café is a new, innovative partnership between Iowa's Area Agencies on Aging and local restaurants. The goal of the Iowa Café program is not only to provide a nutritious meal in a social environment to adults 60+, but also to provide meals in areas Milestones would not otherwise be able to serve. Through the program, participants are issued a card, redeemable for meals from a pre-approved menu at a participating restaurant. Since the launch of the program in April 2021, Milestones has partnered with 12 restaurants across 7 counties.



## IOWA RETURN TO COMMUNITY

Also introduced in 2021, the Iowa Return to Community Program provides long-term care support planning to help non-Medicaid eligible seniors who want to return to their community following a nursing facility or hospital stay. By coordinating wrap-around services and supports, this program supports a smooth transition and increases the individual's ability to live safely and comfortably at home. The goal of this initiative is to reduce chances of readmission, support increased quality of life, and ensure consumer choice.





# REVENUE & EXPENDITURES

FY2022

## REVENUE

Federal	\$3,484,611
State	\$1,708,166
Managed Care Organizations	\$420,407
Participant Contributions	\$466,832
In Kind	\$596,466
Local Support / Private Contributions	\$34,362

**TOTAL REVENUE: \$6,710,843**

## PROGRAM EXPENDITURES

Nutrition	\$3,960,065
Family Caregiver	\$471,694
Elder Abuse Prevention & Advocacy	\$147,369
LifeLong Links Services *	\$621,651
Health & Wellness Education **	\$130,959
Home & Community Based Services ***	\$995,696
Administration	\$383,409

**TOTAL EXPENDITURES: \$6,710,843**

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

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

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

# SUPPORT SERVICES

FY2022



## FAMILY CAREGIVER PROGRAM

The Milestones Family Caregiver Program **served 539 caregivers** by providing support through Information & Assistance, Options Counseling, In and Out of Home Respite Care, and Online Support Groups. Milestones also hosted several community education events including a return of the annual Quad Cities Caregiver Conference.

## ELDER ABUSE PREVENTION AND AWARENESS (EAPA)

The EAPA program **provided support to 109 lowans** during FY2022. 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 **827 consumers**, including services such as Adult Day Care, Transportation, Homemaker Services, Personal Care and Emergency Response Systems.



## HEALTH PROMOTION / EVIDENCE-BASED PROGRAMMING

Milestones promotes healthy lifestyles for older adults through education, counseling, and a variety of fitness and wellness classes to help keep older adults healthy and independent. At the forefront of this mission is evidence-based programming for healthy aging. Evidence-based programs offer proven strategies to promote health, better manage and possibly even prevent disease among older adults, and reduce the risk of falling. With an emphasis on self-management education and physical activity, these programs are effective, convenient, affordable options for helping people improve the quality of their lives. In some cases, evidence-based community wellness and prevention programs can reduce healthcare costs for beneficiaries. Evidence-based programming includes HomeMeds, Better Choices, Better Health and falls prevention programs such as Tai Chi for Arthritis and Falls Prevention, A Matter of Balance, and Stepping On. A combined **1,853 lowans** received health education from Milestones during FY2022.

## INFORMATION & ASSISTANCE

At the core of the Milestones mission lie Information & Assistance. Our Regional Resource Navigators provide the first line of support to older lowans by answering questions, making referrals to other Milestones programs, or providing direction to other paths of community support. Information & Assistance served **2,640 consumers** during the fiscal year.

# NUTRITION SERVICES

FY2022



## CONGREGATE MEAL SITES

Rebranded “Milestones Community Cafés,” Milestones staff served **64,564 meals to 1,513 consumers.**

## 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, **352,529 meals were delivered to 2,893 consumers.**



## NUTRITION EDUCATION & COUNSELING

Proper nutrition is a significant factor in managing health conditions and preventable injury in older adults. **2,658** older lowans were provided nutrition education during the fiscal year. Programs, such as nutrition counseling, served as a great jumping-off point for healthier lifestyles.

## SENIOR FARMERS MARKET PROGRAM

In partnership with the Department of Agriculture and Land Stewardship and the Department of Elder Affairs, Milestones AAA distributed Farmers Market Vouchers to **2,956** seniors in the 17-county service area during the 2022 calendar year providing a total of **\$88,680** in nutrition assistance.

# BOARD & SUPPORTERS

FY2022



## BOARD OF DIRECTORS

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

## ADVISORY COUNCIL

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

# IT TAKES A VILLAGE!

*And we have the best!*



If you are reading this report and thinking to yourself “Wow, Milestones does a lot,” well, you are correct. And while we have an amazing staff, committed to giving their best every day, it is only with the support of all of you that we are able to provide the services that we do. Milestones is fortunate to have a Board of Directors and Advisory Council that provide guidance and support every step of the way. We have volunteers who donate countless hours of their time toward our mission. We have community partners that donate the use of facilities and assist with services. And there are organizations and individuals that provide vital financial support through grants and donations. Each one of these individuals and organizations believe in our work and care about our consumers. Without any single one of them, our services would suffer. So, to all who may read this, please know that we are grateful for your support and partnership in our shared mission.

*Thank You!*



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