

AREA IV AGENCY ON AGING AND  
COMMUNITY ACTION PROGRAMS, INC.  
ANNUAL REPORT

2019

# AREA IV OUTCOMES REPORT

Area IV Agency served 22,452 individuals and 14,593 households in 2019

- This is a 20% increase compared to 2018



# 2019 AGING PROGRAM OUTCOMES

## **Aging and Disability Resource Center:**

- 4,769 individuals contact Area IV and were referred to services

## **Aging Program Services:**

- 1,925 individuals participated in services
- 92% of individuals ages 65+ maintained independent living
- 91% of those with disabilities maintained independent living

## **Relatives as Parents Program:**

- 50 individuals participated in services
- 94% improved their home environment

## **Senior Games/Enhanced Fitness/A Matter of Balance:**

- 475 individuals ages 55+ participated in the Senior Games, Enhanced Fitness, and a Matter of Balance
- 95% demonstrated improved physical health and well-being

## **Meal Programs:**

- Summer meals were provided to 100 children under the age of 18
- 180 individuals ages 60+ received Farmer's Market Vouchers
- 96% demonstrated increased nutrition skills

# 2019 COMMUNITY ACTION PROGRAM OUTCOMES

## **Energy Assistance Program:**

- 8,710 individuals received utility payment assistance
- 81% were able to meet their basic needs for 180 days

## **Housing Choice Voucher Program:**

- 370 households participated in the program
- 82% maintained safe and affordable housing for 180 days

## **Transportation Program:**

- 253 individuals were provided trips
- 89% were able to maintain independent living

## **Weatherization Program:**

- 72 households were served
- 93% increased energy efficiency or reduced the energy burden in their homes

# 2019 COMMUNITY ACTION PROGRAM OUTCOMES – SELF SUFFICIENCY



## **BEED Program:**

- 4 individuals participated
- 93% obtained and maintained employment for 90 days

## **Individual Development Accounts:**

- 7 individuals participated
- 91% increased their savings

## **Organizational Payee Program:**

- 146 individuals participated
- 91% improved their financial well-being

# 2019 EARLY CHILDHOOD EDUCATION OUTCOMES

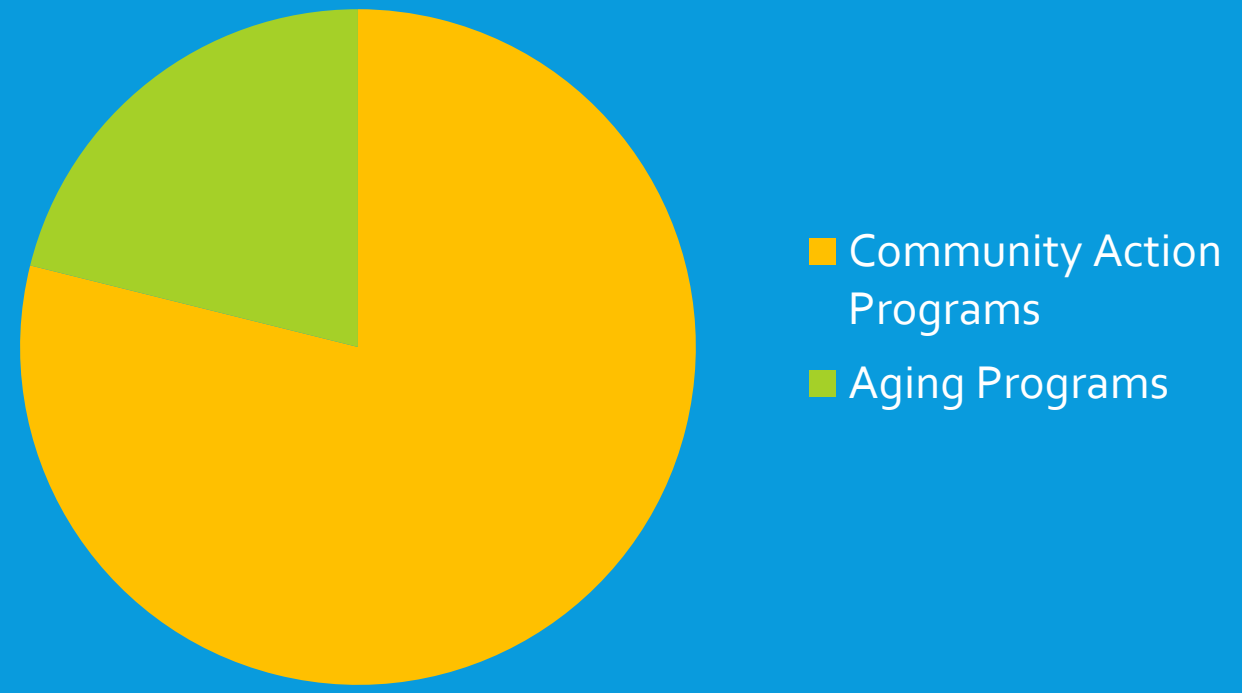
- 24 children attended Park Place Learning Center
- 39 children attended Woodlawn Pre-School
- 96% achieved school readiness



AREA IV AGENCY ON AGING AND COMMUNITY ACTION  
PROGRAMS INC.  
ANNUAL CUSTOMER SATISFACTION SURVEY RESULTS - 2019

824 Customer Satisfaction Surveys were completed and returned in 2019

Customer Responses



# CUSTOMER RESPONSES

- I was served in a timely manner: **96%**
- Area IV Staff were knowledgeable: **74%**
- I was informed of options regarding services: **99%**
- Area IV services helped me remain independent: **93%**
- Area IV services prevented a crisis: **63%**
- Area IV services made me feel safe: **93%**



# WHERE WE EXCEL VS. PLANS FOR IMPROVEMENT

## Where Area IV Excels

- Listening to customer concerns in a compassionate manner
- Providing person-centered assistance
- Being patient and polite when working with customers from all backgrounds

## Area IV Plans for Improvement

- Continue to improve communications with customers to address concerns
- Improve timeliness on developing customer care plans
- Reduce callback time to customers contacting the Aging and Disability Resource Center

# THE FUNDAMENTALS OF SUCCESS



Carole Jarvis was the first resident to move into the H38 Apartments on February 7, 2020. She was unemployed, struggling financially, but she was ready to make a change in her life.

Through the Life Skills Program, Carole was referred to the Senior Community Service Employment Program. She completed the application and was connected with employment at Homestead Consulting Services.

“Through H38 I obtained safe and affordable housing, which enabled me to purchase a car, which in turn helped me obtain employment. I am very happy to have been able to achieve my goals with encouragement and support from my coach, Allie, and our apartment manager, Angie. Their support made all the difference.”

Congratulations, Carole, for achieving these goals!



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- Indiana Medicaid Prior Authorization (PA)
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