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1974 ANNIVERSARY CELEBRATION 2024
50 YEARS
Community in Action

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2024 Annual Report



AREA IV AGENCY

ON AGING & COMMUNITY ACTION

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Our Leadership

2024 Board of Directors



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As we reflect on 2024, I am incredibly proud of the resilience, creativity, and commitment shown by the staff and partners of Area IV Agency on Aging and Community Action Programs, Inc. This year has been one of transformation and innovation as we continue to adapt to changing funding landscapes and community needs.

In the face of these challenges, our agency has remained steadfast in its mission—to inspire hope and spark positive change in the lives of those we serve in the communities where we live. We have taken bold steps to be more innovative with our funding and services, finding new ways to stretch resources while expanding the depth and reach of our programs. Our motivation to grow and evolve has led us to explore opportunities that not only sustain essential services but also create pathways for future impact.

Thanks to the dedication of our staff, the agency is reaching more individuals and families than ever before. Their resilience and determination continue to drive our success, even amidst uncertainty. We have strengthened our financial stability and forged new partnerships with community organizations that share our vision for a better tomorrow. Together, we are making a meaningful difference in the lives of those we serve.

As we look to the future, I am confident that Area IV will continue to lead with innovation, compassion, and collaboration—ensuring that our programs remain strong, responsive, and effective for years to come. — **Elva James, Executive Director**

Individuals Served

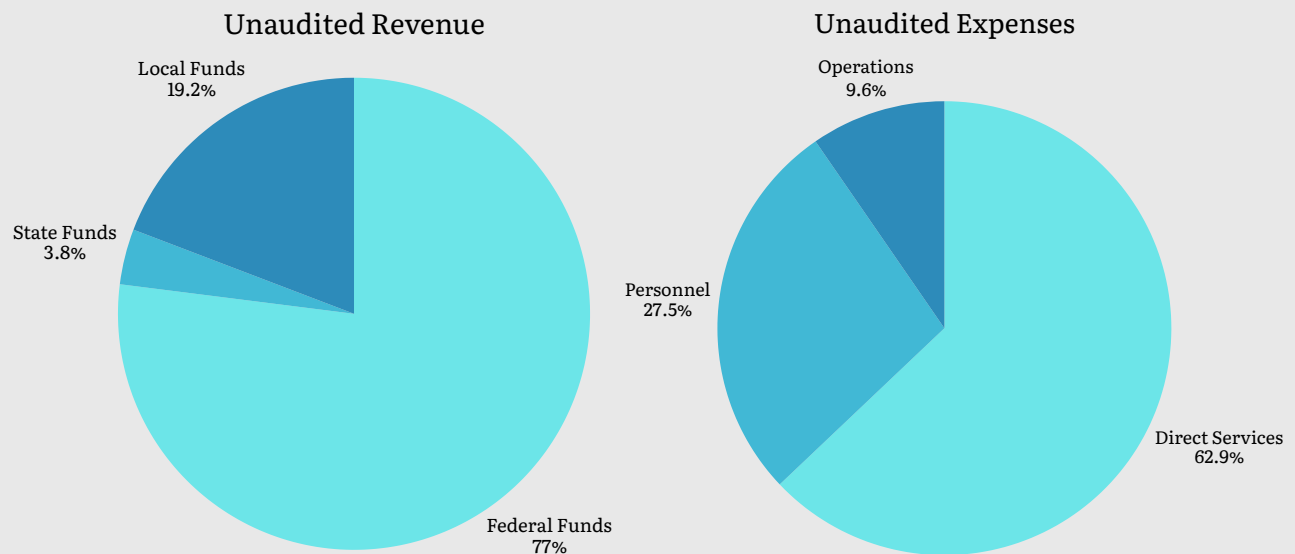
- Area IV Agency served 29,810 individuals and 18,271 households in 2024.
- Area IV serves the counties of Benton, Carroll, Clinton, Fountain, Montgomery, Tippecanoe, Warren, and White as an Area Agency on Aging.
- As a Community Action Agency, Area IV serves the counties of Carroll, Clinton, Tippecanoe, and White. The Agency also serves the counties of Boone, Hamilton, and Hendricks for the Energy Assistance Program.

Race	Percentage Served 2023	Percentage Served 2024	Percent Change
African Indian or Alaska Native	0.4	0.35	-0.05
Asian	1.0	1.0	No Change
Black or African American	18.0	18.22	+0.22
Hispanic, Latino, or Spanish Origins	5.7	7.7	+.20
Multi-Race	3.5	3.5	No Change
Native Hawaiian and Other Pacific Islander	0.2	0.21	+.01
White	74.3	74.3	No Change

2024 Financial Report

Area IV Agency's financial position in 2024 demonstrated stable funding and careful use of resources. Based on information shared with the Board of Directors, **total revenue for the year was approximately \$12.6 million**. Of this amount, roughly three-quarters, about **\$9.7 million, came from federal sources**, nearly **\$2.4 million was generated through local funding**, and **just under \$500,000 came from state allocations**. The agency also received around **\$50,000 in cash donations** and approximately **\$136,000 in in-kind contributions**. **Total expenses were just over \$12.5 million**, with the largest share, about **\$7.9 million, directed toward client services**. **Personnel costs accounted for roughly \$3.4 million**, and **approximately \$1.2 million supported general operations**.

Together, these figures and the accompanying charts reflect the agency's commitment to using its resources responsibly and prioritizing direct services for the communities it serves.



Strategic Plan Outcomes to Ensure Seniors Receive Critical Care and Support

Area IV Agency advanced this strategic goal by delivering a broad range of services designed to help older adults maintain their health, independence, and quality of life. In 2024, the Agency provided **care management services to 1,634 individuals**, ensuring seniors received coordinated support tailored to their needs. We also funded **10,228 prepared meals** and distributed **613 boxes and bags of food**, reducing food insecurity among older adults with limited access to nutritious options. In addition, **1,058 individuals** were connected to **mental health services**, helping address emotional well-being and reduce isolation. Collectively, these efforts strengthened the safety net for seniors throughout our service area.



82% of individuals demonstrated increased nutrition skills.



81% of individuals demonstrated improved mental and behavioral health and well-being.



84% of seniors (65+) maintained an independent living situation.



87% of individuals improved skills related to the adult role of caregivers.

Strategic Plan Outcomes to Provide a Safety Net for Families in Need of a Hand Up

Area IV Agency advanced this strategic goal by delivering critical supports that help stabilize households and promote long-term self-sufficiency. In 2024, the Agency provided **Energy Assistance Program** benefits to **7,681 households**, helping families maintain safe and reliable utility services. Through the **Weatherization Assistance Program**, **89 households** received energy-efficiency improvements that reduce utility burdens and enhance home safety.

Additionally, **268 individuals** gained access to safe and affordable housing through the **Housing Choice Voucher Program**, while **110 individuals** benefited from the financial stability and oversight offered through our **Organizational Payee Program**. Together, these services reinforced a comprehensive safety net for families facing economic hardship.



86% of adults obtained employment with a living wage.
93% of adults maintained employment for at least 90 days.



100% of adults increased their net worth. 86% of adults improved their financial well-being.



100% of homeowners avoided foreclosure.
84% of renters avoided eviction.



95% of adults demonstrated improved basic education.
100% of adults obtained a high school diploma and/or obtained an equivalency certificate or diploma.

Early Childhood Education Outcomes

Park Place Learning Center in Monticello provides high-quality early childhood education and care for up to **30 children**, including **10 children ages 18 months to 3 years** and **20 children ages 3–5**. The Center offers **On My Way Pre-K**, supports school readiness, and is recognized as a **Level 4 Paths to Quality** program, which is the highest level of Indiana's quality rating system. Park Place is also accredited through the **Council on Accreditation (COA)** and **accepts childcare vouchers**, ensuring families have access to affordable, developmentally appropriate learning opportunities.

100% of children enrolled at Park Place Learning Center demonstrated improved emergent literacy skills.

87% of children are achieving at basic grade level.

100% of children demonstrated skills for school readiness.

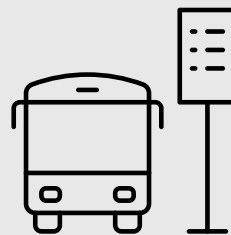
87% of children demonstrated improved positive approaches toward learning, including improved attention skills.



Strategic Plan Outcomes to Close the Transportation Gap



Area IV Agency provides public transportation throughout all of Benton County and Rural (Non-Urbanized) Tippecanoe County, offering demand-response, curb-to-curb service with door-to-door assistance available upon request. The program provides non-acute medical transportation including Medicaid trips as well as private-pay and donation-based rides for other trip purposes. Services are supported by a fleet of six vans operated by three drivers and overseen by a transportation coordinator, ensuring residents have reliable access to essential appointments and destinations.



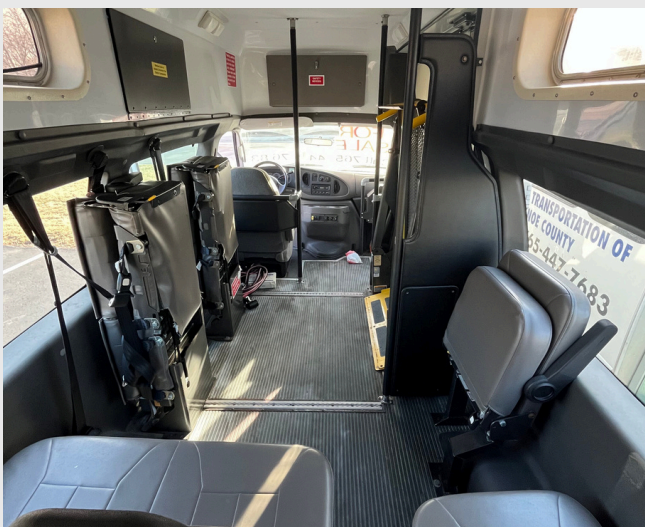
Area IV Agency provided 4,258 one-way trips in 2024, which is a 4.8% increase from 2023.



86% of individuals with a chronic illness maintained an independent living situation.



79% of individuals were able to meet their basic needs for 180 days.





Customer Satisfaction

Area IV Agency places a high priority on understanding the experiences and needs of the individuals and households we serve. In 2024, the Agency received **2,408 completed customer satisfaction surveys** from the 18,271 households served, reflecting a 13% response rate. This feedback provides valuable insight into service quality, accessibility, and areas for continued improvement, helping guide program refinements and strategic planning.

2,336 respondents
(97%) rated Area IV
services as Excellent
or Good

2,215 respondents
(92%) believe
services meet
their needs

2,191 respondents
(91%) reported
Area IV services
improve their
quality of life

2,223 respondents
(92%) reported
information provided
is clear and
understandable

2,187 respondents
(91%) are satisfied
with the ease of
accessing services

2,143 respondents
(89%) are satisfied
with communication
from Area IV Agency

Area IV Agency Plans for Customer Service Improvement

At Area IV, we are committed to elevating our customer service standards to ensure an outstanding and seamless experience for all of our customers. Our plan to improve customer service is centered around the following key initiatives:

Enhance staff responsiveness through refresher training on communication and follow-up practices, with the goal of improving satisfaction in this area.

Review and streamline service access points to further reduce barriers and improve client ease of access.

Conduct plain-language reviews of client materials to ensure information remains clear and easy to understand.

Continue evaluating program impact to ensure services effectively meet client needs and improve quality of life.

Share survey results with staff and partners to recognize strengths and support continuous quality improvement across all programs.

Area IV Response to Community-Identified Needs

Food Assistance



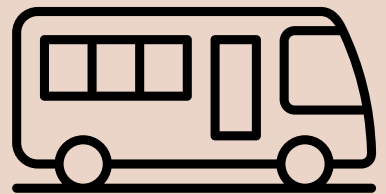
Provides congregate and home-delivered meals, SNAP assistance, and partnerships with local food pantries.

Quality and Affordable Housing



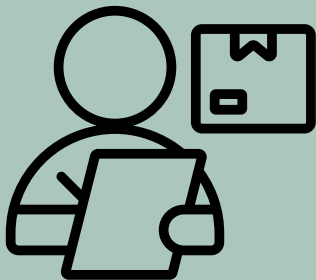
Offers weatherization, home repair, and affordable senior housing through Area IV Development, Inc.

Transportation



Coordinates rides for medical and essential trips and collaborates with local providers to expand access.

Services for Those with Physical and Mental Disabilities



Delivers case management, in-home support, and connections to assistive and community resources.

Mental Health and Counseling



Connects clients with mental health providers, promotes social engagement, and trains staff to recognize and refer individuals in need.

Staff Retention and Recognition

5 YEARS OF SERVICE:

Evangeline Anderson
Judy Cook
Jessica Werner

10 YEARS OF SERVICE:

Glynis Cooper
Kat Foglesong
Kathy Hawkins
Mary Paulsen
Tonya Schultz

8.33 YEARS
Average Tenure of
Area IV Agency
Employees

15 YEARS OF SERVICE:

Dan Overman

35 YEARS OF SERVICE:

Angie Frier



Success Story

In 2024, Area IV's Weatherization Department completed a successful project in West Lafayette that greatly improved the efficiency, safety, and comfort of a local mobile home. The project began with the replacement of a faulty furnace through the Energy Assistance Program's Emergency Replace or Repair initiative.

During inspection, several additional concerns were identified and addressed. A leaking and clogged kitchen sink was repaired with the installation of a new faucet and drain, while the household cookstove was replaced after the oven burners were found to be inoperable. Flooring throughout the home was patched and resealed in weakened areas, and the "belly" of the home received restored plastic sealing. To further protect the residence, a heavy-duty sheet plastic covering was installed beneath the mobile home, reducing the risk of moisture and dirt intrusion.

These combined improvements not only enhanced the safety and comfort of the home but also increased energy efficiency, helping to lower utility costs and provide lasting benefits to the household.



Highlight: 50th Anniversary and Winter WonderFest

Winter Wonderfest served as the cornerstone of Area IV's 50th anniversary celebration, bringing families together to mark this special milestone with joy and community spirit. The event featured a wide variety of activities for children and families, including a customizable hot chocolate bar, a holiday-themed photo booth, a picture frame decorating station, and festive face tattoos. Local businesses also hosted informational booths, providing families the opportunity to learn more about resources and services available in the community.

The celebration created a warm and festive atmosphere, filled with laughter, connection, and gratitude. Families expressed their appreciation for the opportunity to gather in celebration of both the holiday season and Area IV's 50 years of service. Area IV extends its heartfelt thanks to staff, volunteers, and community partners whose dedication made Winter Wonderfest possible. This milestone event honored the agency's legacy while reinforcing its commitment to serving and engaging the community for years to come.



Highlight: Return of Senior Games



The 34th Annual Senior Games, held October 22–25, 2024, marked a triumphant return after a five-year hiatus due to the pandemic. Nearly 90 older adults from six of the agency's eight-county service area participated, making this year's games especially meaningful.

Participants expressed their excitement and gratitude for the opportunity to once again come together, underscoring the vital sense of community, joy, and connection fostered through the games. The event also provided an important opportunity for Area IV staff to engage with the community in a unique way by working alongside colleagues from other departments outside of their typical settings. The energy and enthusiasm of both participants and staff created a vibrant atmosphere that highlighted the value of encouraging active, healthy lifestyles among older adults.

Area IV extends its sincere appreciation to the dedicated staff and the generous sponsors whose support made the 2024 Senior Games possible. Sponsors included: **Aetna; BB&C Attorneys at Law; City of Lafayette; City of West Lafayette; First Merchants Bank; Guardian Angel Hospice; Lebanon/Monticello Tax & Accounting; Mental Health America–Wabash Valley Region; Purdue Federal Credit Union; Safe-t Home Care; Security Federal Savings Bank; Star City Broadcasting; Tipmont; United Healthcare; University Place; and WLFI.** Their commitment ensured a memorable and meaningful experience for all involved, reinforcing the agency's mission to promote vitality, resilience, and community engagement among older adults.

