

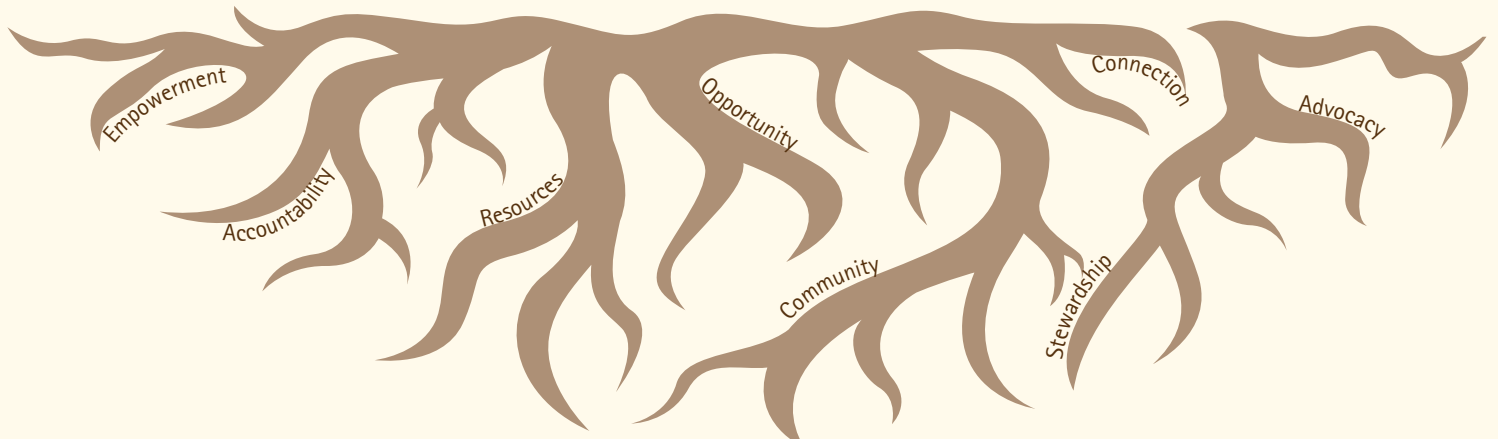


Rooted in Community

Growing Impact Through Connection, Service, and Support

AREA IV AGENCY

ON AGING & COMMUNITY ACTION



2025 Annual Report



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Stories of Growth



Our Foundation

As we reflect on 2025, I am proud of the resilience, innovation, and dedication demonstrated by the staff, Board of Directors, and community partners of Area IV Agency on Aging and Community Action Programs, Inc. Together, we continued to build on our progress while adapting to the evolving needs of our communities and navigating an ever-changing funding landscape. Grounded in our mission to inspire hope and spark positive change, we strengthened programs, expanded our reach, and enhanced how we deliver services.

This year, we remained focused on pursuing new funding opportunities and developing innovative programs that expand our ability to serve those who are most vulnerable. Through meaningful partnerships with local organizations, healthcare providers, government agencies, businesses, and community leaders, we increased our capacity to respond to emerging needs and create lasting solutions.

None of this would be possible without the steadfast leadership of our Board of Directors and the dedication of our exceptional staff. Their vision, compassion, and commitment have positioned Area IV to remain responsive, sustainable, and prepared for the future.

As we look ahead, I am confident in our ability to embrace new opportunities, strengthen community partnerships, and continue leading with purpose, compassion, and innovation. Together, we will create lasting impact and inspire hope in the individuals, families, and communities we are honored to serve.

Best Wishes,
Elva James

Our Board of Directors

Area IV Agency's Board of Directors is deeply rooted in the communities we serve. As a tripartite board, our governing body brings together representatives from the public, private, and low-income sectors, ensuring that diverse voices and perspectives help guide the agency's mission and strategic direction. This structure strengthens our connection to the community and helps ensure that programs and services reflect local needs, challenges, and opportunities.

Like the roots of a strong tree, each sector of the Board contributes unique insights that support the agency's growth and stability. Public officials provide valuable perspectives on government resources and community priorities. Private sector representatives contribute professional expertise and business leadership that strengthen organizational effectiveness. Representatives of low-income individuals ensure that the voices and experiences of those we serve remain at the center of decision-making. Together, these leaders create a strong foundation that supports Area IV's efforts to inspire hope and spark positive change throughout our service area.

PUBLIC OFFICIALS

 Anne Gulbransen

 Chris Overman

 Cindy Murray

 Monica Casanova

 Joretta Tinsman

 Sana Booker

PRIVATE SECTOR

 Cathy Gross

 Cindy Mason

 Kathy Elmore

 Margy Deverall

 Monica Doerr

 Sherry Fischer

DEMOCRATICALLY ELECTED

 Adam Meyer

 Chris Cohee

 Dusty Sturgeon

 Julia Leahy

 Michael Cruz

 Patrick Renfro





Sustaining Our Roots

Revenue Sources

- Total revenue: \$12.6M
- Federal: \$9.7M
- Local: \$2.4M
- State: \$0.5M
- Donations & in-kind support: \$0.2M

Expenses

- Total expenses: \$12.5M
- Client services: \$7.9M
- Personnel: \$3.4M
- Operations: \$1.2M

Key Takeaway

Area IV maintained financial stability in 2025 while prioritizing the needs of the community. The majority of funding supported client-facing services, ensuring resources reached the individuals and families who rely on them most.

Client services provided to 26,095 individuals and 12,967 households



Growing Strong: Aging Services

87%

Individuals
demonstrated increased
nutrition skills

86%

Seniors (65+)
maintained an
independent living
situation

83%

Individuals demonstrated
improved mental and
behavioral health and
well-being

89%

Individuals improved
skills related to the role
of caregivers

Area IV Agency focused on reducing stigma around mental health and expanding access to supportive services. The agency launched a self directed care initiative for aging veterans in partnership with Pennyrile Area Development District, serving 10 individuals by year end.

Area IV strengthened housing and in home supports to promote independent living. Snowy Owl Commons opened in September 2025 and is fully occupied. A total of 412 individuals are housed across 124 units through the Housing Choice Voucher Program. Care management services reached 1,189 individuals, 412 received health insurance options counseling, and 143 participated in the Organizational Payee Program, with expansion efforts underway. Additional supports included 8 accessibility ramps and Weatherization services for 68 households.

Growing Strong: Community Action

15,467

Utility Payments

91%

Individuals avoided
eviction

79%

Adults who obtained and
maintained employment
for 180 days

95%

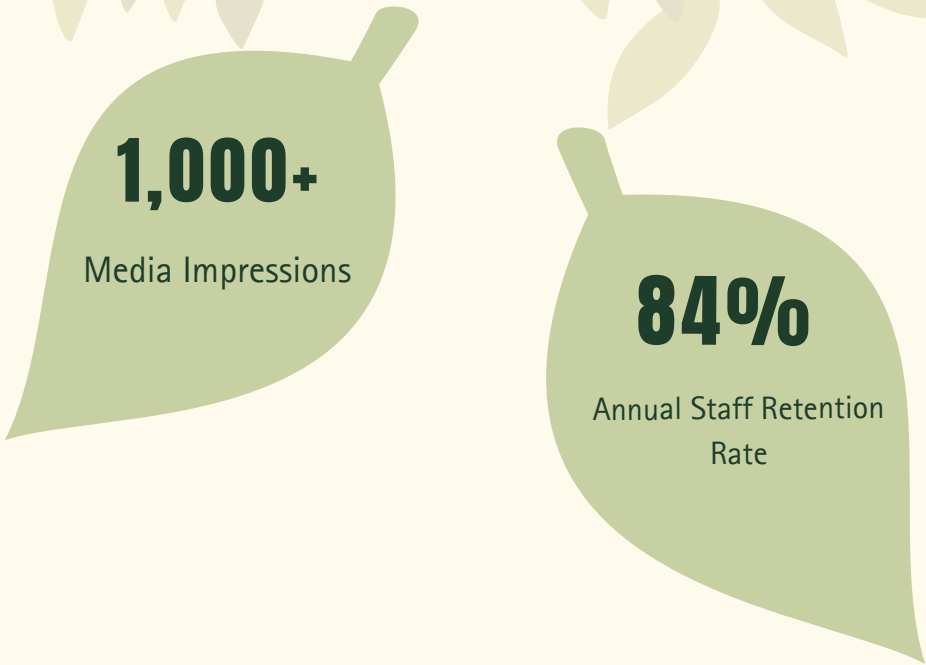
Adults who demonstrated
improved basic education

In 2025, Area IV Agency continued to expand transportation access in underserved areas, providing more than 4,000 one-way trips through Area IV Transit in Benton and rural Tippecanoe Counties. An additional 28,000 trips were delivered through supported transportation programs across surrounding counties, helping connect individuals to essential services and opportunities.

The Agency also made significant progress in promoting housing stability. Over 12,000 individuals maintained safe and affordable housing for 90 days, with more than 10,000 sustaining stability for 180 days. Efforts to prevent eviction, improve home conditions, and reduce energy burden contributed to stronger, more stable living environments for thousands of households.

Area IV further supported families in achieving stability and self-sufficiency. More than 4,000 individuals maintained the ability to meet basic needs for 90 days, and over 3,200 did so for 180 days. In total, more than 23,000 individuals were connected to services, with nearly 6,000 receiving care management and ongoing support.

Growing Strong: Agency Goals

An infographic featuring two large green leaves. The left leaf contains the text '1,000+' in large bold font and 'Media Impressions' in smaller font below it. The right leaf contains the text '84%' in large bold font and 'Annual Staff Retention Rate' in smaller font below it. The background includes a stylized tree trunk on the left and leafy branches at the top.

1,000+

Media Impressions

84%

Annual Staff Retention
Rate

Throughout 2025, Area IV continued to strengthen its brand by developing compelling messaging that clearly communicates the agency's mission and value to the communities it serves. Efforts also focused on refreshing the agency's brand identity through updated marketing materials and collateral across programs, while expanding public awareness initiatives to increase visibility of the Area IV brand. These efforts resulted in achieving the agency's social media engagement target, with more than 1,000 social media impressions recorded during 2025, meeting the strategic plan goal and demonstrating increased community awareness and engagement.

Recognizing that a healthy and supported workforce is essential to delivering high-quality services, Area IV continued to invest in employee wellness by expanding awareness of available health and wellness resources and supports. While the agency did not fully meet its strategic target of an 85% employee retention rate, it achieved an 84% retention rate in 2025, reflecting continued success in retaining staff despite ongoing workforce challenges. Area IV remains committed to building upon these efforts to further support employee well-being and strengthen staff retention in the years ahead.

Responding to Community Needs

Addressing the Five Priority Needs Identified in Our Community

FOOD SECURITY



Area IV expanded access to nutritious food to reduce hunger and improve health outcomes for older adults and low-income households through Congregate Meal Sites, Home-Delivered Meals, Produce for Better Health, and Farmer's Market Vouchers for Seniors.

HEALTH & WELLNESS



Area IV strengthened access to healthcare, in-home supports, and wellness services to promote independence and quality of life through the Health & Wellness Waiver, CHOICE Program, Social Services Block Grant (SSBG), Older Americans Act services, Self-Directed Care for Veterans, Dementia Care Coaching, Indiana Legal Services, the Long-Term Care Ombudsman Program, and Senior Centers.

TRANSPORTATION ACCESS



Area IV improved access to transportation for medical care, nutrition, employment, and community resources by supporting and coordinating Area IV Transit, Sunshine Vans, Clinton County Transit, White County Council on Aging Transportation, Carroll County Senior & Family Services Transportation, and MAC Transit.

MENTAL HEALTH & SOCIAL SUPPORT



Area IV expanded access to mental health and supportive services to improve well-being and reduce isolation through the Serious Mental Illness in Seniors Program, Caregiver Support Groups, and Dementia Care Coaching.

AFFORDABLE HOUSING



Area IV increased access to safe, stable, and affordable housing by developing and supporting housing options and administering the Housing Choice Voucher Program, including Snowy Owl Commons, Frankfort Place, Delphi Housing for Seniors, H38 East, Water Tower Place, and Otterbein Commons.

Grounded in Community Voices

93%

reported information
provided is clear and
understandable

94%

reported Area IV services
improve their quality of
life

81%

are satisfied with
communication from Area
IV Agency

96%

believe services meet their
needs

97%

rated Area IV services as
Excellent or Good

Area IV Agency places a high priority on understanding the experiences and needs of the individuals and households we serve. In 2025, the Agency received 2,251 completed customer satisfaction surveys from the 12,967 households served, reflecting a 17% response rate. This feedback provides valuable insight into service quality, accessibility, and areas for continued improvement, helping guide program refinements and strategic planning.

Strengthening the Trunk

15

YEARS OF SERVICE

Sam Hoover
Allie Vice

20

YEARS OF SERVICE

Theresa Bradley
Kristen Hatfield
Alma Ocampo

10

YEARS OF SERVICE

Shelby Allen
Kevin Sietsma
Shelby Yoder

5

YEARS OF SERVICE

Caleb Harlow
Allen Thomas

AVERAGE TENURE

9.9

Years

Area IV staff are deeply rooted in the work they do and in the communities they serve. Guided by a strong commitment to our mission, staff bring consistency, experience, and compassion to every program and service area. That dedication is reflected in the agency's average staff tenure of 9.9 years, demonstrating both stability and a long-standing investment in improving outcomes for individuals and families across our service region. This depth of experience strengthens collaboration, enhances service delivery, and ensures that Area IV remains responsive to community needs while staying grounded in its core purpose of inspiring hope and sparking positive change.



Compassion

Respect

Integrity

Excellence

Teamwork

Advocacy

Stories of Growth: Snowy Owl Commons Grand Opening

Opened in 2025, Snowy Owl Commons in Lafayette reflects Area IV's deep commitment to expanding access to affordable, supportive housing for older adults in our region. Developed in partnership with Keller Development, Area IV played a key role in bringing the project from concept to reality by helping advance the vision, supporting critical planning and coordination efforts, and leveraging partnerships that made the development possible. The 50-unit, 55+ community was designed to serve older adults with incomes at or below 80% of the area median income, addressing a growing local need for safe, accessible, and affordable housing options.

Rooted in the needs of the community, the design of Snowy Owl Commons prioritizes accessibility and connection, with a location near grocery stores, shopping centers, medical offices, and other essential services that support independent living. The development includes one-story living, a community clubhouse, walking paths, and outdoor gathering spaces that encourage connection and well-being. Area IV's involvement reflects its broader role as a convener and collaborator, helping align funding, partners, and community priorities to turn shared goals into lasting infrastructure. The result is a development that not only increases housing availability, but also strengthens community ties and supports aging in place with dignity and independence.



Stories of Growth: Advancing Dementia Care and Support

As the number of older adults living with dementia continues to grow, Area IV is helping communities become more informed, supportive, and prepared. Through outreach, education, and community partnerships, Dementia Outreach Specialist Saedie Spikes has worked to cultivate greater understanding of dementia and reduce the stigma often associated with the disease.

In 2025, Saedie participated in 67 outreach events, connecting with 2,719 individuals across the region. Her efforts extended beyond awareness by helping seven businesses in five counties become dementia friendly, equipping staff with the knowledge and tools needed to better serve individuals living with dementia and their caregivers. She also shared her expertise through educational programming, including teaching a course at the Wabash Area Lifetime Learning Association (WALLA) and contributing to community initiatives as a member of the Age-Friendly Lafayette Steering Committee.

Saedie's impact reached beyond the local level through her participation on the programmatic planning subcommittee for Indiana's Innovations in Aging Conference, helping shape conversations and learning opportunities for professionals across the state. Through these efforts, Area IV continues to strengthen dementia awareness, foster supportive communities, and ensure that individuals living with dementia and their caregivers have access to understanding, resources, and meaningful support.



Stories of Growth: Partnerships that Strengthen Communities

Just as a tree relies on an interconnected root system to grow and thrive, Area IV's impact is strengthened through meaningful partnerships throughout the communities we serve. By working alongside organizations that share our commitment to improving lives, we are able to expand services, reach more individuals, and create lasting positive change.

In 2025, Area IV launched the Veteran Self-Directed Care Program through a partnership with Pennyryle Area Development District. This innovative program empowers Veterans to direct their own care and make decisions about the services and supports that best meet their needs. Through this collaboration, Veterans are able to maintain greater independence while remaining connected to their communities. To date, 14 Veterans had enrolled in the program, marking an important step forward in expanding options for those who have served our country.

Area IV also continued its partnership with Purdue School of Nursing, whose faculty and student volunteers supported several community initiatives throughout the year. Nursing volunteers provided wellness checks and health screenings at People & Paws events, helping connect pet owners with valuable health information and resources. They also assisted with participant safety during Senior Games events, helping ensure a positive and safe experience for older adults as they stayed active and engaged.

These partnerships demonstrate the power of collaboration in addressing community needs. By combining expertise, resources, and a shared dedication to service, Area IV and its community partners are creating stronger, healthier, and more connected communities. Together, we continue to build a foundation for growth that benefits individuals, families, veterans, and older adults throughout our region.



Stories of Growth: When Hope Takes Root

Area IV Agency's Organizational Payee Program serves as a representative payee through the Social Security Administration for individuals who have been determined to need assistance managing their Social Security benefits. Currently serving more than 100 individuals, the program helps individuals and families maintain financial stability and secure housing.

When an individual we'll call "Sarah" came to the Organizational Payee Program, she was facing the heartbreaking possibility of losing her home to foreclosure. The home she owned was at risk, and without support, Sarah faced the very real threat of homelessness.

Rachel Long, Area IV Agency's Organizational Payee Program Coordinator, worked closely with Sarah to stabilize the situation. Rachel connected her with local resources that ultimately helped identify a buyer for Sarah's home, pay off the remaining mortgage, and assist with moving expenses. Throughout the process, Rachel coordinated services, advocated for Sarah, and helped her navigate a difficult transition so she could move into safe and stable housing.

Today, more than a year later, Sarah remains safely housed and continues to move forward with confidence. Looking back on her experience, she shared that Rachel and Area IV Agency "saved her life."

Sarah's story reflects the impact the Organizational Payee Program has on more than 100 clients served by Area IV Agency. Beyond managing Social Security benefits, the program provides compassionate guidance, financial oversight, and connections to community resources that help individuals overcome crises, prevent homelessness, and build a more secure future.



Thank You

As we move forward, we remain committed to creating meaningful impact through creativity, collaboration, and purpose. We will continue to strengthen partnerships and empower communities toward a more sustainable and inclusive future.



All services are provided without regard to race, color, age, religion, sex, disability, national origin, ancestry, or status as a Veteran.