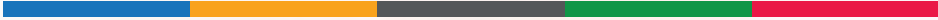




REAL
SERVICES



REAL Services, Inc.
2019 Annual Report

Truly Making A Difference

“Mary” is blind and needs to stay in the familiar surroundings of her own home. She was born in Mississippi in 1925 and moved to South Bend in 1979. She lost sight in her right eye at age 20 and eventually became totally blind.

She has a son who lives locally and calls her daily, but she lives as independently as possible in her own small apartment. She could not do that without the help of Meals on Wheels.

Recently there was a power outage in Mary’s apartment building. Her son pleaded with her to come stay with him. Mary wouldn’t have it, she wouldn’t be able to get around in his house like she can her own place.

Her son finally agreed with his mom’s decision knowing she would have her daily Meals on Wheels delivery, and the REAL Services volunteer could look in on her.

Mary and her son realize Meals on Wheels is so much more than a hot nutritious meal, it’s socialization, comfort, and independence.

* 60% of Meals on Wheels clients report that REAL Services volunteer is the only person they see each day.



REAL Services fights for the **Independence, Dignity, and the Strength** of our community.



Believing in the dignity of all people, the objective of REAL Services is to assist in establishing a community in which those we serve can maintain their independence to the maximum degree possible and find meaning and satisfaction throughout their lives.

Independence. Dignity. Strength.

These three powerful words mean so much to the more than 30,000 individuals touched by REAL Services in 2019. The ability to provide programs and resources to families and individuals was indeed a group effort.

The unwavering commitment of our 200 + employees throughout 12 counties allowed so many in the region to benefit from our programs and services. Thank you to the more than 4,310 volunteers who so freely gave their time to rake a senior's yard, make the holidays brighter for an elder, or delivered food to those who are unable to cook for themselves.

REAL Services is fortunate to have a Board of Directors who are engaged and lead the organization to be better and stronger in the communities we serve. Our community partners and mission-driven donors allow us to expand our programs, helping even more who need it the most.

All of you truly make a difference in the lives of others.

Becky Zaseck
President/CEO

A handwritten signature of Becky Zaseck in blue ink. The signature is written in a cursive, flowing style.

“Our job is to serve those we are privileged to serve.”

In 1966 REAL Services opened its' doors.

Les Fox, the founder, director, and chief executive officer wanted to help those people who had lost their jobs three years earlier, when South Bend's largest employer, Studebaker, stopped automotive production in St. Joseph County. This closing put many loyal and older employees out of work.

REAL Services, which stands for Resources for Enriching Adult Living, was started to serve the senior population and has now evolved into a variety of support services for not only the elderly but also low-income households throughout 12 northern Indiana counties.

Today, Mr. Fox's legacy remains as strong as it was more than five decades ago. REAL Services continues to support the individuals and families who are determined to be as independent as possible.



REAL SERVICES BOARD OF DIRECTORS

J. Spike Abernethy

Retired, Consultant

Edward Baer

Retired, Financial Consultant

Ryan Brennan

Director of Prospect Management,
University of Notre Dame

Dr. JoAnn Burke

Retired, Consultant

Ms. Margaret (Peggy) Cuggino

Retired Marketing and Sales Executive

William Cushwa

Retired, Businessman

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Ehlers and Ehlers Financial Services

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CPA and Consultant

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Administration, Press Ganey Associates, Inc.

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Peter H. Mullen

Former St. Joseph County Auditor

Karen Nevorski

Trust/Estate Administrator, Beaverson
Law Group

John Pendarvis

Non-Profit Organizational Leader

Mary Jane Stanley

Retired Teacher
Community Advocate & Volunteer

Michelle Stesiak

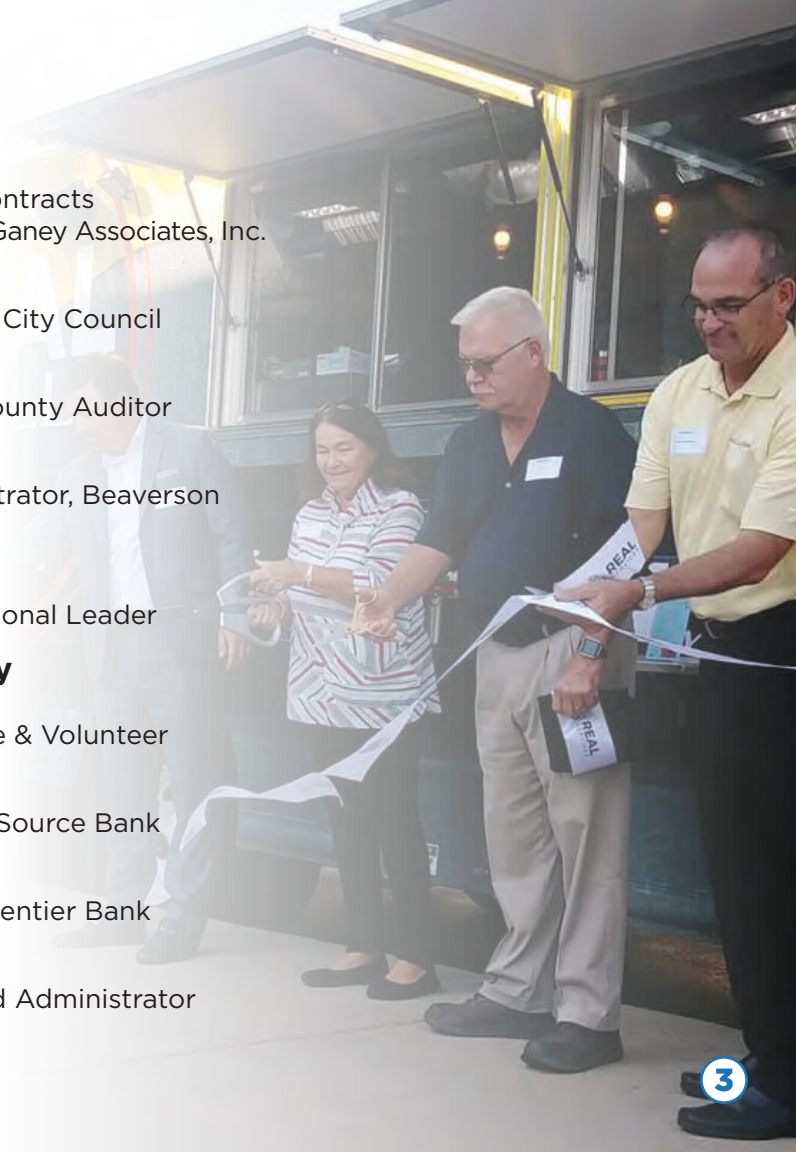
CPA and Analyst, 1st Source Bank

Steven Watts

Regional President, Centier Bank

Colette Wolfson

Retired, Educator and Administrator



Here are the Steps We Took to Carry Out the REAL Services' Mission in 2019

INDEPENDENCE

4



Financial education, counseling, and a matching savings program impacted **366 individuals wanting to improve their path to self-sufficiency** through our Community Services Programs.



64 homes were made more safe and energy efficient by the **Weatherization Team**. On average, clients experienced a **\$31.57 a month savings** on their utility bill after REAL Services provided weatherization



The **Energy Assistance Program** helped **10,600** households remain warm during the harsh Midwest winter.



Our Transportation Department provided **12,394 trips** helping older adults in the community get to their doctors' appointments, grocery stores, and banks.





DIGNITY

69 vulnerable seniors are protected because of the **Guardianship Program**, which stands in as family, when no family is available.

4,130 volunteers donated their time and kindness to our clients, equating to **21,073 hours of helping others**.

2,461 frail and disabled individuals were able to live in the community with the support of **Care Management and In-Home Services**, **95% of clients** reported that they remain at home because of this help.



STRENGTH

257,549 nutritious meals were made, delivered, and enjoyed by individuals who are unable to cook for themselves in Elkhart and St. Joseph counties, and at nutrition sites throughout the region.

3,018 caregivers, their friends or neighbors attended monthly support groups to gain insight and education, discuss challenges, and learn about caregiving.

800 professionals were certified in Dementia Care by the Institute for Excellence in Memory Care, a division of Alzheimer's & Dementia Services of Northern Indiana.

15,598 families and individuals were provided with information and resources to strengthen their lives through the **Ageing & Disability Resource Center**.

Guardianship



Several months ago, two staff members were discussing agency business when they noticed two tiny ladies coming out of an older model Grand Marquis. It appeared as though that they had thrown together their best clothing to visit us even though none of it really matched.

The two sisters met with an options counselor who realized quickly that this was a special situation and ask for assistance. At that point, three staff members met with the sisters in a private office. We learned that the elder sister was the caretaker of the younger sister. The elder sister seemed to be having a challenge taking care of herself let alone her sister. It did not take long to notice that the younger sister appeared to be non-verbal and had a strong smell of urine. They were so endearing in that the elder sister apologized for how the younger sister looked while at the same time opened her own purse with the contents falling out all over the floor. Cash, credit cards, important papers, etc.

We knew these sisters needed far more than help with the eviction that they were facing. Two of the staff members talked to reassure the sisters, while a third went in search of something for them to eat and returned with protein bars that were quickly consumed. It was evident that they were hungry. The eldest sister stated that they had left their home 2 hours prior driving around looking for our office. They prayed for the Lord to get them to us.

REAL Services contacted Adult Protective Services (APS) and tried to track the sisters as they moved from hotel to hotel. Statements from physicians noted that both sisters had Dementia. APS secured a protective order to place the sisters in assisted living. REAL Services will step in as guardian should the judge determine it appropriate. We are happy to report that at a recent hearing, the sisters are receiving food, medications and assistance, they both seemed clean, calm and happy.

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The younger sister, whom we thought was non verbal --- spoke to our staff at the hearing --- and said “thank you.”





2019 Les Fox Leadership Circle

J. Spike and Carol Abernethy
Anonymous (3)
Matthew K. Arnold
Tom and Peggy Cuggino
Mr. and Mrs. William W. Cushwa
Arthur J. Decio
Judy Eck
Matthew and Sharon Edmonds
Timothy and Jenny Emerick
Laura Miles-Farthing and Paul Farthing
John and Ann Firth
Roger and Joyce Foley
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Steve and Maggie Goldberg
Thomas and Barbara Gresik
Van and Suzanne Gurley
Michael and Marcia Hammes
George and Christine Hawthorne
Kathy Huffer
Liz Zaseck and Bryce Hughes
Dr. Thomas and Eileen Hughes

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Mike and Connie Joines
Sue Kinnucan
Sean and Kimberly Klimczak
William and Julia Knight
Renee Knippel
Paul and Mary Jo Krizman
Mike and Karen Leep
Gail English and Nels Leinger
Greta and Jay Lewis
Ronda Losee
Robert and Nancy Lute
Audrey M. MacDonald
Paul and Jessica Maich
Robert and Roberta Miller
Michael and Dawn Mishler
Barbara Moore
Pete and Mary Lou Mullen
Chris and Carmie Mrphy
Michael C. Murphy
Mark Murray

Charles and Sharon Nelson
Dana Trowbridge and Karen Nevorski
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David and Susan Nufer
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Tony Randles and Kimber Abair-Randles
Claude and Mary Renshaw
Maureen Rohan
Martin Rohan
Nancy and Douglas Sakaguchi
Miguel and Candace Salazar
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Mary Jane Stanley
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Thomas and Anita Waldman
George and Colette Wolfson
Becky and Todd Zaseck
Kevin and Lauren Zaseck

ADVOCATES

1st Source Bank Foundation
Abonmarche
Adams Remco
Alick's Home Medical Equipment
Alzheimer's Foundation of America
American Senior Communities
Barnes & Thornburg, LLP
Beacon Health System
Boling Vision Center
Brentwood at Niles
Caregiver Homes of Indiana
Center for Hospice Care/Chemical Bank
Clarendale of Schererville
Clean Seal, Inc.
Community Foundation of Elkhart County
Community Foundation of St. Joseph County
Crown Point Community Foundation, Inc.
Dec-O-Art, Inc.
FDC Graphic Films, Inc.
Firefly Home Care, LLC

F.O.P. Lodge 195
Franciscan Communities - St. Anthony Village
Gibson
Gleaners Centre Twp. Arbor
Goshen Health Foundation
Graycor Industrial Constructors Inc.
Gurley Leep Automotive Family
Harkless Foundation
Hartsfield Village
HearingLife
Hearth at Juday Creek, LLC
Heritage Point Alzheimer's Center
Holy Cross Village
IBM Employees
Irions Foundation
John W. Anderson Foundation
Journey Senior Living
K21 Health Foundation
Kosciusko County Community Foundation
Leighton-Oare Foundation

Matthew Frank Moore Foundation
McDonald Physical Therapy
NIPSCO
North Woods Village Memory Care
NIPSCO
Old National Bank Foundation
Palmer Funeral Homes
PHP
PNC Foundation
Rittenhouse Senior Living
Stanz Food Service
TCU Foundation
Tire Rack
Trinity Health
Tuesley Hall Konopa, LLP
United Healthcare Sys., Inc. / UMR
United Steel Workers, Local 9231
University of Notre Dame
Vannoni Living Center
Wells Fargo Bank

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AHEPA Chapter - 100 Charities, Inc.
Always Best Care Michiana
Anonymous
Frank and Carolyn Antonovitz
Matthew K. Arnold
Chuck Austin
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Brett and Maki Bauer
David and Deborah Beaverson
Cedar Creek Health Campus
Cullar & Associates, P.C.
Kenneth and Margaret DeBoer
Kory DeMeulenaere

Mary and Greg Downes
Drive & Shine
Keith and Connie Egan
Alan and Michelle Engel
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Francis and Karen Gray
Greencroft
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Hamilton Grove
Hannah's House
Manoel Couder and Kelly Hartzler-Couder
Heart to Heart Hospice
Help at Home, Inc.
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Laura and Randy Hennings

Colleen Hogan
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Hubbard Hill Retirement Community
Jeffrey C. Hutchens
Irish Realty
Journey Senior Living
Wayne Kauchak
Joyce LaDue
Joe and Maggie Kernan
Carrie Klimczak-Folse
Krutz Insurance Agency
Paul and Kathy Lemberger
Barbara and Edward Magerl
Marshall County Community Foundation
John and Bonnie Martell

C.R. and M.A. McCoy
Miller's Senior Community
Margaret Morris
Moses Caregivers
National Catholic Society of Foresters
Judy Nye
Oaklawn
Mona Penn
Penn High School Poms
Ms. Jill Pyfer
Radiology Inc. Foundation
Residence at Deer Creek
RSM US Foundation
Sanctuary at St. Paul's
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Sopka, Nussbaum, Inabnit and Kaczmarek
Starbust Bowl
Joan Thorpe
TMJ & Sleep Therapy Centre
Kathleen Tobin
Mary T. Treanor
Peter and Denise Trybula
Turning Point Senior Care Solutions
Village at Arborwood
We Are Family Home Care
Carol Weber
Ronald E. Williams
Martyn and Kathleen Wills
Jack and Linda Young

CHAMPIONS

Aardvark Pest Control
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Eva Arredondo
Barbara and Daniel Badur
Alberta and Michael Barnes
Jay Beere
Bowker Enterprises/OC Lanes
Todd Bruce
Centier Bank
Dr. and Mrs. Thomas Closures
Comfort Keepers
Joseph and Kathleen Crimmins
Frank and Patricia Criniti
Alice F. Crowley
Tom DeMeester
Mike and Mary Donovan
Mary Jo Doran
Thomas S. Ehlers
Epoch Architecture & Planning
Jan Farron

Forever Learning Institute
Forte Residential
Franger Gas Co. Inc.
Ms. Susan Gaser
Mr. David Ghyselinc
Gibson Foundation, Inc.
Marla and Rollin Godette
Goodwill Industries of Michiana
Stewart and Risa Griest
Paul and Laura Guentert
Brian and Maria Harding
Tiffany L. Harding
HealthLinc
Heartland Hospice
John and Catherine Hiler
Cynthia A. Hill
Humana
Greg Humnicky
Colleen Hutchings
IHEDA
Interim Healthcare

Keybank Foundation
Stuart and Angela Kleopfer
Elaine Komjathy
Michael Kruk
Robert and Angela Lingenfelter
Marian High School
John Marroni
Janet Martino
Kelley A. Mason
Andrea Mather-Stow
Patricia McCollough-Flowers
Jane MacGuire
Alice S. McKenna
Tricia Mentz
Microsoft Employees
Miller's Merry Manor
Mishawka Lion's Club
Jack and Korina Mueller
Mutual Bank
Pam and Jon Myers
Kim and Denise Myers

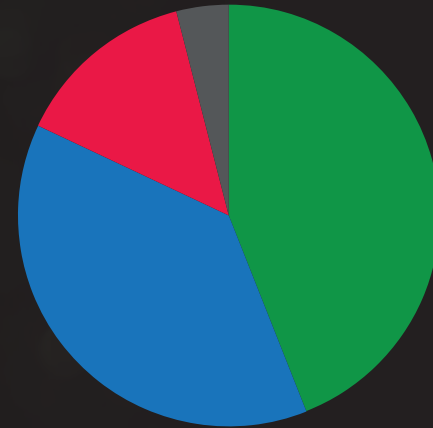
UND - Computer Science
Sandra and Rex Northcutt
Alice Ruth Palyuk
Barbara and John Phair
Tina Phipps
Quality Dining, Inc.
Reins of Life, Inc.
Lee Riley
Angela and Steven Ritchey
Denise Roemer
Thomas and Kathy Schaefer
Scooter Warehouse
Jim Scott
SeniorCare
Peter Shidler and Mikki Dobski Shidler
Grace and Lon Shupp
Silver Birch of Mishawaka
Vicki and Dan Skodras
Patricia Sloan
Southfield Village
Juliann Sparazynski

Sprenger Health Care of Mishawaka
Patricia Strozewski
Ken and Karen Strychalski
The Excel Center - South Bend
The Salvation Army
United Way of St. Joseph County
Linda Van Rie
Andrew Vargo
Walker Resource
Wellbrooke of South Bend
Joseph Wilkins
W. LaMar Williams
Mark and Dawn Wobbe
Women's Council of Realtors, South Bend
Xanatek, Inc.
YourCause, LLC
Youth Service Bureau

Every dollar makes a difference, and we are grateful for our donors.

2019 FINANCIALS

YEAR ENDED JUNE 30, 2019



INDEPENDENCE (43.8%) \$8,518,741

DIGNITY (37.5%) \$7,254,447

STRENGTH (13.6%) \$2,652,601

OPERATIONS (4.3%)

Administration \$838,716

Fund Development (.8%) \$171,902

TOTAL (100%) **\$19,436,407**

Heartwarming Help

from a EAP Weatherization client wishing to remain anonymous

A Clients' Story!

A grandmother and granddaughter in Mishawaka applied for our (EAP) Energy Assistance Program, and were approved. After their application was approved, the EAP staff referred them to our Weatherization Program. After three attempts to schedule an appointment, Adam Combs, Director of Weatherization almost gave up assuming they just didn't want the help. He persevered, and thank God he did.

CO₂ (carbon monoxide) levels were so high in the house, the family, along with the Weatherization staff were immediately evacuated from the home.

After a full audit of the property was conducted, the furnace, water heater, and oven were the culprits. The CO₂ levels were way beyond Federal limits for safety and health.

After receiving a new furnace, water heater, and oven through our Weatherization Program, the grandmother and granddaughter NO LONGER have the headaches, dizziness and nausea symptoms they had before. Beyond that, we may have saved lives.

They can sleep at night now, and God willing will wake to brighter days!





2018 Annual Report

REAL Services, Inc.
1151 S. Michigan St.
South Bend, IN 46601

www.realservices.org

REAL Services, believing in the dignity of all people, will provide services without regard to race, age, color, religion, sex, disability, national origin, ancestry, or status as a veteran.

