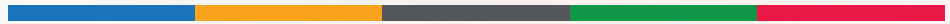




REAL
SERVICES



2021 Annual Report



Celebrating the connection of seniors to our communities served for over 55 years.

What an impact REAL Services has made during these past 55 years. After the initial onset of a global pandemic, REAL Services found new, safe ways to deliver services, which continue today. By quickly adapting and responding to the needs of those we serve, our programs remain relevant, strong and successful. We continue to look forward in the coming year, toward addressing the needs of seniors and vulnerable families in our communities served.

In the summer of 2021 REAL Services undertook a revolutionary concept for Alzheimer's and dementia care, adapted from the Netherlands, and set out to bring it to our community. This undertaking was in partnership with the Center for Hospice Care, and will be the home of Alzheimer's and Dementia Services of Northern Indiana. The groundbreaking village will allow those affected with dementia to experience their world with dignity and allow for a safe environment. The individuals affected with

dementia can lead a normal life; they go to the grocery store, complain about the weather, and enjoy a game of bingo, if they choose. Our Care Connections program is an extension of our services for caregivers and provides workshops, respite, quiet space and fellowship, while their loved ones are enjoying their time at the village. The new facility is located at 111 Sunnybrook Ct, Roseland, Indiana and will open in early 2022.



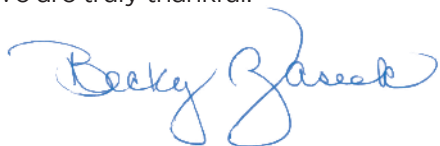
REAL Services fights for the **Independence, Dignity,** and the **Strength** of our community.

Independence. Dignity. Strength.

REAL Services is proud to share our 2021 Annual Report. Thank you for taking a few minutes to review it. Amid the ongoing uncertainty of COVID-19, REAL Services has been honored with one of the greatest gifts and that is the gift of trust. Our 235 staff members and Board of Directors are mindful of that gift every day. Our supporters have entrusted us with additional funding to assist more people in need in our region and we are deeply grateful for the confidence placed in us

- Our generous donors trusted us to direct their gifts to those in need. I am pleased to report that over 95.3 percent of our budget funded direct program costs ensuring that the focus is on those we serve.
- Those in need reached out to us. Over 97 percent of those assisted reported that our staff was knowledgeable and caring.
- Federal and State funding sources provided additional and much needed funding, allowing us to have a greater impact than ever before. At the same time, independent reviews and audits reflected our exemplary financial compliance and stewardship.
- The older adults served through our Transportation, Meals on Wheels, and Telephone Reassurance Programs reported that our staff and volunteers are the only outside contact that they have each day. Our clients trusted us to show up - and we did.

REAL Services fights for the independence, dignity, and strength, of our community. Our resolve to achieve this mission is strengthened by the trust placed in us by our clients, communities and supporters. We are truly thankful.



Becky Zaseck
President/CEO



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

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

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Retired, Financial Consultant

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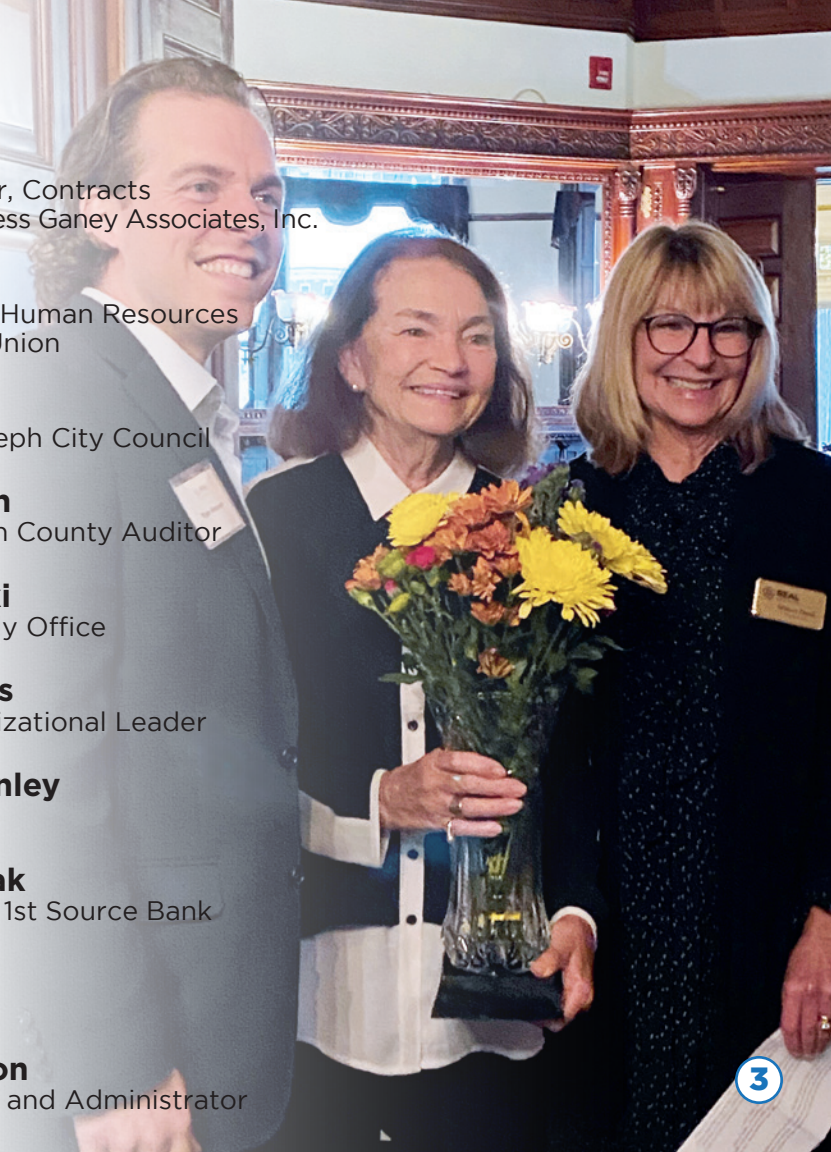
CPA and Analyst, 1st Source Bank

Steven Watts

Retired, Banking

Colette Wolfson

Retired, Educator and Administrator



Carrying out the REAL Mission to empower our communities in 2021

INDEPENDENCE

4



Financial education, counseling, and a matching savings program impacted **291 individuals wanting to improve their path to self-sufficiency** through our Community Services Programs.



30 homes were made more safe and energy efficient by the **Weatherization Team**. On average, clients experienced over \$30.00 per month savings on their utility bill after REAL Services provided weatherization.



The Energy Assistance Program helped 9,164 households remain warm during the harsh Midwest winter.



Our **Transportation Department** provided **9,250 trips** helping older adults in the community get to their doctors' appointments, grocery stores, and banks.





DIGNITY

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

6,172 older adults received regular telephone calls to “Check In”, through our **Telephone Reassurance** program.

704 volunteers donated their time and kindness to our clients, with **9,048 hours of helping others**.

3,410 frail and disabled individuals were able to live in the community with the support of **Care Management and In-Home Services**, **96% of clients reported that they remain at home because of this help**.



STRENGTH

348,164 nutritious meals were made, delivered, and enjoyed by older adults throughout the region as these individuals were unable to secure food for themselves.

2,835 caregivers, attended educational programs to gain insight, discuss challenges, and learn about caregiving. In addition **694 professionals** were trained through webinars, and conferences. **254** continuing education credits or certificates of participation were given to professionals. **39** new Memory Care Professionals received certifications with dementia specific education **because of Alzheimer's & Dementia Services of Northern Indiana.**

23,000 families and individuals were provided with information and resources to strengthen their lives through the **Ageing & Disability Resource Center.**

830 people in the region received assistance for rent and utilities.

Individual Development Accounts change lives.



Jesseka M., was referred to the program by her cousin in 2018. After an initial interview, she knew she wanted a change for the better in her life. Although her mom raised three children without help from the system, somehow they did not get ahead as a family. Jesseka wanted to get ahead and move her family forward. She started the program formally in March of 2019.

One of the classes that helped the forward motion was the MoneySmart class. She worked her way through the program of setting goals, obtained a micro-loan, and then a secured credit card to build her credit. Jesseka was also going to classes at the time at IVY Tech Community College to become a dental hygienist. She did reach that goal as well and is currently working in a local dentists' practice.

Through the IDA program Jesseka learned the importance of good credit, saving and budgeting. The program managers helped her along the way, and she is so, so, grateful.

She was able to save money and with the three for one dollar match -- have a down payment for a house and qualify for a substantial home loan in the fall of 2021, all within the thirty months from March of 2019 to October of 2021!

Her advice to others is: "If you qualify for the program do it! Apply!" - *Jesseka M.*

"IDA participants are hard working, persistent and dedicated individuals. They sign up for a 4 year commitment, participate in a 10 week financial literacy class with the attitude of gaining the knowledge and tools necessary to make informed decisions about their financial future. In addition, they learn about their potential asset purchase to be able to make a decision armed with critical knowledge and insights. IDA participants work hard and increase their net worth. Armed with assets, an individual's options for emerging from poverty and entering the financial mainstream are greatly enhanced." - *Maria Thompson, Asset Building Coordinator*

Advisory Councils offer their expertise in a variety of areas.

Area 2 Agency on Aging

Hassan Dabagia
Suzanne DeRoos
Shirley Gidley
Pam Gunterman
Patricia Hollar
Donna Horner

Joan Hunt
Cary Kelsey
Honey Kuhn
Richard Mah
Patricia McQuade
Tara Morris

Pam Murphy
Mary Ann Richards
Marguerite Taylor
Pam Utterback
Celesta Vaughan

Guardianship

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Nathan Barnes
Douglas Brenner
Paul Crowley

Rita Dargis
Rev. Timothy Lee
Dr. Sue Moore-Riesbeck
Casey Norton

Lynn Rhody
Dr. Rob Riley
Rev. Vickie Van Nevel

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Jack & Linda Young

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(Donors of \$250 or more)

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Albright United Methodist Church
Alick's Home Medical Equipment
Alzheimer's Foundation of America
American Senior Communities
Aspire Concierge Care
Autumn Trace of Plymouth
Barnes & Thornburg, LLP
Beacon Health System
Bowen Center
Briarcliff Health and Rehab.
Caregiver Homes from Seniorlink
Caregiver Homes of Indiana
Carleton, Inc.
Centier Bank
Comfort Keepers
Community Foundation of Elkhart County

Community Foundation of St. Joseph County
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First Response DRS
First State Bank
General Insurance Services
Gerber Family Fund
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Gibson Foundation, Inc.
Goshen Health Foundation
Greencroft
Gurley Leep Automotive Family
Harkless Foundation
Heart In Home of Indiana LLC
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Heritage Financial Group
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Humana
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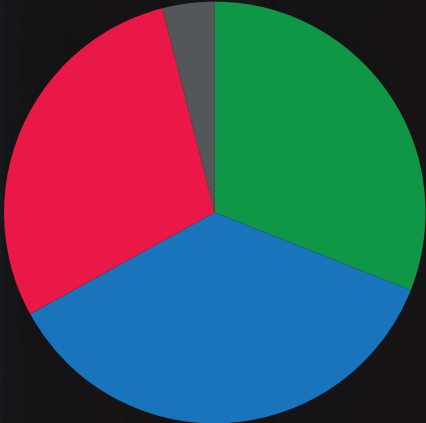
McDonald Physical Therapy
Meridian Title Corp.
Milton Adult Day Services
Morningview Assisted Living Facility
Ms. Angela Egan
MTI
NIPSCO
Order of Malta-American Association
PHP
Place Commercial, LLC
Quality Dining, Inc.
Radiology Inc. Foundation
Rieth-Riley Construction Co, Inc.
Rubberlite Inc.
Schwab Charitable
SEI Giving Fund
Silver Birch of Mishawaka
SMS Benefit Advisors, LLC

Snite Museum of Art
Sopko, Nussbaum, Inabnit & Kaczmarek
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TCU Foundation
The Blackbaud Giving Fund
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University of Notre Dame
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Wells Fargo Milton Fund
Westminster Village - Muncie
WNDU
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Every dollar makes a difference, and we are grateful for our donors.

2021 FINANCIALS

YEAR ENDED JUNE 30, 2021



INDEPENDENCE (31.0%)..... \$7,409,909

DIGNITY (35.7%) \$8,535,363

STRENGTH (28.7%) \$6,852,803

OPERATIONS

Administration (4.2%)..... \$995,357

Fund Development (.5%).....\$111,004

TOTAL (100%)..... **\$23,904,436**

Give Something REAL - Volunteer

A side effect of the pandemic that has spanned our fiscal year 2020 through 2021, has been the inability to maintain the ranks of our volunteers. Understandably so, many individuals who themselves may be hesitant to interact with others, have chosen to stay somewhat isolated and not reach out in the volunteering capacity they once enjoyed.

Our services and programs rely very heavily on volunteer participation. We are so grateful for those who support our mission, and give of their time. This past year, we launched a regional campaign to encourage our community members to Give Something REAL - and volunteer with us! Outdoor billboards, magnetic signs, radio, and television all played a role to get the word out! These efforts were funded through generous grants, and have been successful in increasing our volunteer ranks. THANK YOU!



REAL Services, continues to champion Independence, Dignity and Strength.



2021 Annual Report

1151 S. Michigan St.
South Bend, IN 46601

www.realservices.org

REAL Services Inc., 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.

