



REAL SERVICES

2022 ANNUAL REPORT



Championing the independence, dignity, and strength of our communities since 1966

REAL Services, Inc. began with a simple premise – if you see a need in your community, develop a plan to proactively address that need. When South Bend’s largest employer closed in the mid-1960s, its oldest workers lost their livelihoods and were left unable to meet their most basic needs. REAL Services founder, Les Fox, worked alongside others in the South Bend area to bring together resources for those struggling after the closure.

From this, REAL Services, which stands for Resources for Enriching Adult Living, was born. Mr. Fox’s legacy remains as strong as it was more than five decades ago as REAL Services has grown to more than 20 programs serving over 30,000 people across northern Indiana. REAL Services continues to support individuals and families across their lifespan maintain their independence, preserve their dignity, and strengthen their capacity to thrive through its area agency on aging, community action, Alzheimer’s and dementia services and other critical programs.

This past fiscal year, REAL Services welcomed its third president and chief executive officer after its long-serving CEO Becky Zaseck retired. Becky had served under REAL Services founder, Les Fox, and then led the organization for 14 years. After a nationwide search, the board selected Karla Ann Fales as its President and CEO.

Before moving to St. Joseph County Indiana, Karla was the CEO of CareWell Services Southwest, an area agency on aging serving southwest Michigan. She has been recognized for her work around protecting seniors from elder abuse, developing innovative programs, and creating integrated and unique partnerships. She also brings experience in programs that serve struggling families having served at a community action program.

Board chair, Ryan Brennan, shared, “Honoring our legacy as an innovative leader that is connected to, and invested in the needs of the community remains central to our mission. However, the world has changed and our organization needs to adapt and continue to evolve. Our next leader needed to understand that and be able to shepherd us forward. Karla was that leader.”



PRESIDENT'S MESSAGE

REAL Services is excited to share our 2022 annual report. We continue to take seriously the trust that has been extended to our agency as we pivot nearly continuously to face the new realities brought on by the pandemic. For REAL Services, 2022 was a year marked by change and transition. We learned to adapt how, and in many cases, where we worked. We expanded efforts to reach those most at risk and most in need with new service delivery models and new modes of service provision.



Among one of the most significant changes was the retirement of CEO Becky Zaseck. Becky had served the organization for more than 35 years, including 14 years as its CEO. As we celebrate the heritage and legacy of REAL Services, this transition provides greater opportunity to build new relationships and redefine what partnership means to our organization. We will continue to strive to attain our mission for the benefit of the communities we serve as we commit to the following:

- Proactively identify where we are needed and bring forward innovative and sustainable solutions for those we serve
- Advocate on behalf of and for those we serve, as well as those who are most in need of a champion
- Seek opportunities to make positive impact and investment in our region as we deliver exemplary customer service; support development of best practices; and show superior leadership and accountability

I am delighted to serve this community in such a meaningful way, alongside others who share my passion and commitment to preserving the independence, dignity and strength of our community members. I am thankful for the



legacy of both Becky Zaseck and Les Fox. I am also mindful of the trust placed in me by those who serve alongside me—our board and advisory councils; those who support us with their time and treasure; and those who work tirelessly to provide the services we deliver. I am both honored and humbled to play a small role in contributing to the accomplishment of our mission and effectively serving this community for years to come.


Karla Ann Fales, CMBA/HcM
President and CEO

BOARD OF DIRECTORS 2021–2022

J. "Spike" Abernethy

Retired, Financial Planning

Edward Baer

Retired, Financial Consultant

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Analyst
1st Source Bank

Steve Watts

Retired, Banking

Colette Wolfson

Retired, Education



Wherever there is a need in northern Indiana, you will find REAL Services. From delivering hot meals, teaching courses to help young families build a future, or providing critical support to caregivers and families affected by Alzheimer's and dementia, REAL Services is committed to making a difference in the lives of those in need. It is inspiring to see firsthand the impact the agency has in the lives of so many in our community, thanks entirely to the selfless and tireless work of REAL Services staff and volunteers.

You can feel how personal the mission is to every single person in the organization, and it shines through in every interaction with every client. On behalf of the Board of Directors, we are honored to play a small part in serving this incredible organization. If you would like to be involved, please don't hesitate to reach out. It will change your life.

Ryan Brennan, Board Chair

ADVISORY COUNCILS

Area 2 Agency on Aging

Hassan Dabagia
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Celesta Vaughan
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Erin Wright

These dedicated volunteer community members offer their expertise in a variety of areas to the programs they serve.

We are thankful and grateful for the time and talents they share with us.

Community Action Block Grant

Linda Alley
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Rita Dargis
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Dr. Sue Moore-Riesbeck

Casey Norton
Lynn Rhody
Dr. Rob Riley
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The REAL Values

Trustworthy. Knowledgeable. Transparent. Caring. Person-centered.

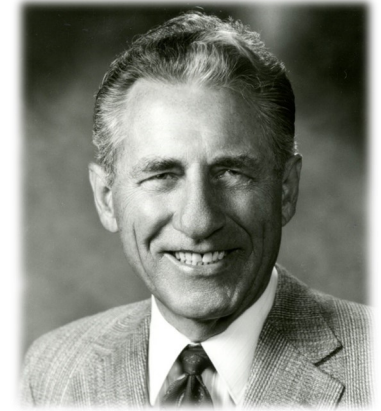
2022 LES FOX LEADERSHIP CIRCLE MEMBERS

(Gifts of \$1,000 or more)

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Penn High School Poms
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TMJ & Sleep Therapy Centre
Trinity Health's Saint Joseph PACE
United Beverage
United Healthcare Svs., Inc. / UMR
University of Notre Dame

2022 CORPORATE GIVING (Gifts of \$500 or more)

2022 INDIVIDUAL DONORS

(Gifts of \$250—\$999)

Kimber Abair-Randles and
Tony Randles
Patrick and Judith Adamo
Susan C Adams
Stephen and Louise Anella
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Stephanie Wagoner
James and JoAnn Wittenbach
G. Tom and Marjorie Yarger

Every dollar makes a difference. We are grateful and thankful for all of our donors.



THE REAL MISSION

REAL Services, Inc. champions a community in which those we serve can maintain their independence to the maximum degree possible and find meaning and satisfaction throughout their lives.

Our clients are the reasons we do what we do. We serve over 30,000 older adults and disabled individuals in five counties in northern Indiana. *Their stories fill our hearts and our pages.*



Our Adult Guardianship Program stands in for family, when no family is available.

Seventy-five vulnerable adults were protected this year.

Delores did have a family friend looking out for her needs, however, in 2018, due to family medical issues, they had to step away from caring for Delores. When family or friends step away, we step in. Residing in an assisted living home, her food, shelter, and social needs were met. The Guardianship Program managed her finances and saw that her wants were also available.

Delores' companion doll, Betsy, was always by her side or in her stroller. Loving the color lavender, her guardian made sure to select clothing for both Delores and Betsy that made Delores happy. Such a lovely soul, Delores passed away in February 2022, and we were there for her at that time as well. Virginia S., her guardian, made sure to have a new lavender/white gingham blouse with lavender slacks and a white sweater ready. Betsy went with Delores. Together, their lives were celebrated by a small group of caring individuals. Delores was able to live with dignity because REAL Services stepped in when no family was available.



Crystal B., Guardianship Director



Our **Ombudsmen are responsible for 85 long-term care facilities** throughout northern Indiana. They do remarkable work helping residents resolve issues in their facilities and support the dignity of long-term care residents.

Take a moment to think about the simplicities of being home, and then imagine relying on someone else to provide those for you. The day in the life of a long-term care resident encompasses many new rules that are outside of a person's comfort zone and the once simple tasks of daily care are administered by strangers within a different environment, an environment that often poses challenges to the resident.

Teresa D., Long-Term Care Ombudsman

DIGNITY



The **Foster Grandparent Program** provides income to eligible seniors who are willing and able to support children in their classrooms.

William was a somewhat incorrigible young fourth grader who was not doing well in his behavior or his studies. Mary Alice was assigned to his classroom as a Foster Grandparent through the AmeriCorps Senior™ program. It took some time, but William made the connection! Mary Alice became his sounding board, his counselor, and his friend. They would walk down the halls at Darden Elementary hand in hand. She taught him to use his words, to take a few breaths, and to self-regulate his behavior. William, because of Mary Alice, is well on his way to a more positive school experience.

Paula J., School Volunteer

Care management and In-Home Services provide support so that individuals with disabilities and seniors can age in place with dignity. John K. and his partner were struggling. His partner was his caregiver. After she experienced health issues, including COVID, she needed help with his care, as well as her own. The in-home services they receive are making daily activities and exiting their home easier. The couple is not only getting their daily needs met; his caregiver is receiving the support she needs, and they are able to enjoy the things important to them in a clean and safe environment.



Evie A. lives alone. After enduring a stroke, she was faced with needing a great deal of help she did not need before. Receiving in-home services allow her daily needs to be met and to be able to stay engaged in the community. It is important to Evie to be able to go out, which she would not be able to do without her attendant care services.

April P., LTC & Options Director



Wendell and Arlene G. became **REAL Friends Telephone Reassurance** clients in February of 2022. Volunteer Chris P. offered weekly calls to the couple who had been married almost 75 years. Here are a few highlighted call logs:

5/29 Log: Wendell was watching the Indy 500 and he and Arlene took a ride to their old home in Rochester with their daughter. They really enjoyed that.

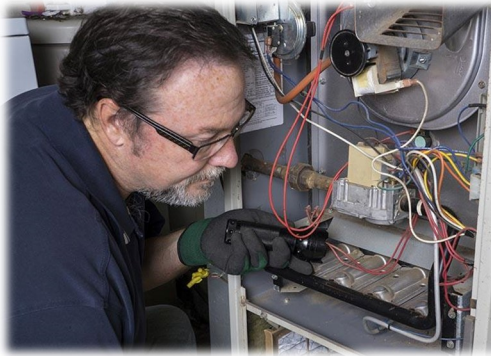
7/10 Log: Wendell had a birthday June 29 and turned 96! He said he had a fall on the carpet and fell backwards but he is ok now. Daughter saw his bruise on his back and told him to go to the emergency. They said he was ok. Arlene is doing well.

8/21 Log: Wendell's wife Arlene passed away last week. So sorry to hear. He said it has been very rough since they had been married for 74 years. I believe they were close to 75 years. He had family staying with him, but this was his first day alone. He was glad I called and we spent almost an hour on the phone. I am so sad for him.

9/4 Log: Spoke briefly with Wendell. I know he is struggling with the loss of his wife. He had family there so I told him I would call in a couple of weeks. He said he was grateful that I was staying touch.

Calls continued between Wendell and Chris until Wendell's death on January 13, 2023. Our volunteer Chris walked the last mile with both of them.

Jane Y., Nutrition, Transportation Training and Implementation Manager



Weatherization provided full weatherization services to 51 homes in fiscal year 2022. This includes 24 American Rescue Plan Act (Covid Funding) homes and 27 Department of Energy homes. These homes received a wide range of energy efficiency improvement measures, as well as improvements to the structure of the home to increase the health and safety for the occupants. 34 furnaces and 45 water heaters were replaced. Every home serviced received air sealing measures and new 10-year carbon monoxide/smoke detectors.

A senior living alone in Warsaw Indiana reached out to the program after witnessing a neighbor receive services. This individual was in need of a few updates to her home in order for her to be able to continue living independently. She was a widow whose husband had previously maintained the home.

Since his passing, and with the growing need for maintenance, the homeowner had become very concerned that she would not be able to continue living independently. Our auditor crew saw the need, explored every available option and was able to complete most of the required repairs as part of the weatherization process. By the end of the process the home had received a new furnace, CO/Smoke combo kit, air sealing throughout, repairs to the underneath of the home, pressure balancing, insulation and LED lighting upgrades. But most importantly, by the end of the process, the homeowner had received peace of mind that she could continue to live independently.

Adam C., Weatherization Director



The **Energy Assistance Program** was able to help an applicant who was a resident at a homeless shelter. Leslie C., is a single mom with a 12 year old child. She was able to secure a home rental lease, but needed help getting utilities turned on in her name.

We spent much time back and forth with gas, electric and water companies for reduced deposits and pledging past due amounts. I tried to encourage her with "don't give up", and "have patience-we can help you through this". Leslie was happy to call me one day just to say the house passed inspection for government assistance. I also had help from my co-workers to get the water pledge sorted. In the end, we managed to get all three utilities turned on at the new rental. She was so thrilled and thanked us for all the time and effort. It made my day! It also reminded me why we do this job—to help people in need.

Carolyn T., EAP Assistant Director

Older adults who no longer drive found help with our **Transportation Department providing 9,771 trips**. Getting to places like doctor's appointments, grocery stores, banks, and drug stores can be a challenge when you don't drive. Independence is maintained to the greatest degree possible through this program.



Winter, spring, summer or fall, our transportation drivers assist clients, help with any special mobility equipment that may be needed, and settle them in for their trip. Each driver feels honored to be a part of the clients daily life. Sometimes the driver may be the only person to reach out or speak with the passenger that day or week! We provide so much more than just a ride. Drivers are often a connection, a caring friend, and sometimes when permitted, a hugger.

Jean B., Driver

One of the ways we accomplish all we do is through dedicated volunteers! **Volunteers provided 12,686 hours** through all of our programs. It's amazing to see how much can be accomplished through their donated time. By far our largest group of volunteers work in the Meals on Wheels program. Without our volunteers the 450+ meals delivered weekly to hungry seniors and disabled individuals would not be possible.



Our need for volunteers throughout our programs continues to increase. One of our volunteers, who is a guardian advocate, says "I get so much out of helping my person, I can't imagine not being there for him."

Jude K., Guardian Advocate

My journey with Real Services began in 2008 when I met with Becky Zaseck to learn more about REAL Services. Originally, I knew nothing about this organization that does so much for so many for many counties in northern Indiana. Once I toured the building on South Michigan and heard the mission, I was hooked. How could I have lived here all my life and only known about the Meals on Wheels program? I was curious to find out more. When asked to join the Board of Directors, I did. As my learning continued and I became more involved, my love for the work and the people who we serve grew as well.

When you walk into the Real Services building, you feel welcomed, you can feel the energy, you always get a smile from every employee you see. I wanted to do more, learn more and be a cheerleader spreading the word to everyone I knew. Opportunities abound with ways to give support to older adults as the population continues to grow.

I am very grateful we have such an agency in our community to serve so many different needs. For me, it's the mission, the people we serve and employees who give so much of themselves away to help others—always with a smile.

Mary Jane S., Volunteer, Donor

INDEPENDENCE

Money Smart™ Program pays off!

I'd like to send a "THANK YOU SO MUCH" REAL Services for just being here as a vehicle for people such as myself. Back in 2008 a car accident changed the course of my life. After major back surgery that left me with six rods in my lower spine, I was deemed totally disabled. When the Money Smart™ class was offered...I said to myself, "Why Not!" When the first session began, I didn't even have a credit score because I had been off the grid for so long.



Update-I am so pleased to share that here I am one year later, after taking advantage of the Money Smart™ classes through REAL Services Community Action and I have obtained not one...but two unsecured credit cards. I have kept my credit usage below 30%, which I learned is very good. My credit score is now in GOOD standing! Almost everything we do nowadays they're looking at your credit score. Thank you REAL Services and your team that helps the "Dream Come Alive".

Marce T., Community Action Client

Housing Stability provides strength. What can I possibly say that encapsulates all the blessings REAL services has facilitated in my life over the past several months? They've literally changed my life so much for the better. I have an overwhelming cascade of joy and hope that just spills out into all the minutia of my ordinary, everyday existence, and makes everything seem saturated with possibility, with promise. I'm glowing from the inside out because of their help.

Here are just a few of the things they've helped me with over these past few months: assisting with my security deposit, initial first three months of rent and utilities, and moving expenses. The help allowed me to transport all of my things from the old church convent I was living in to the beautiful, breathtaking new house I'm renting. It's everything I've ever dreamed of in having a place to call my own.

They've provided support, referrals, and encouragement, and above all else, they gave me hope and help and access to financial assistance resources at a time I desperately needed it in my life. Their aid has allowed me to expedite the process of getting back on my feet financially amidst a lot of big (but positive/wonderful) life transitions that I had going on in my life over the summer all at the same time. Without their assistance, without the catalyst of their kindness and aid, I'd either still be stuck (and stagnant) in my old living quarters, or most likely, homeless or in a not-so-great, or safe living situation somewhere else in South Bend.

REAL came into my life when I needed them the most. I implore you, help REAL impact *so* many more lives than just mine. They are doing the nitty, gritty work, and they do such good in the world. I'm living proof of this.

Jane D., Housing Stability Client



STRENGTH

In the summer of 2021, the tenants at Kamm's Island Apartments in Mishawaka had been without power for several weeks. During that time our Aging & Disability Resource Center received a phone call from a tenant who was desperately looking for housing, fearful of being evicted and consequently homeless.



After listening to her story, we knew we needed to be her voice, her advocate. All of the tenants were in similar situations without power, in the heat of summer, and in danger of eviction. The ADRC received another call involving two more tenants in danger of homelessness. After several weeks, and countless hours of coordination between the South Bend Housing Authority, Mishawaka Housing Authority, Notre Dame Law Clinic, and Indiana Legal Services, our Aging & Disability Resource counselors were able to obtain housing for at least three tenants. In addition through our intervention, we were able to provide an opportunity for *all* the tenants to obtain housing. Our counselor also connected the residents with legal services. Our team advocated on behalf of these tenants because they did not have a voice. That is our role as professionals who care. That is what REAL Services does as an agency that cares.

Mary H., Options Counselor



Institute for Excellence in Memory Care

I always learn from your presentations and cannot imagine myself as a dementia caregiver if I did not have the information and understanding you provide each week! Thank you!

Paula M., Caregiver



Alzheimer's & Dementia Services of Northern Indiana

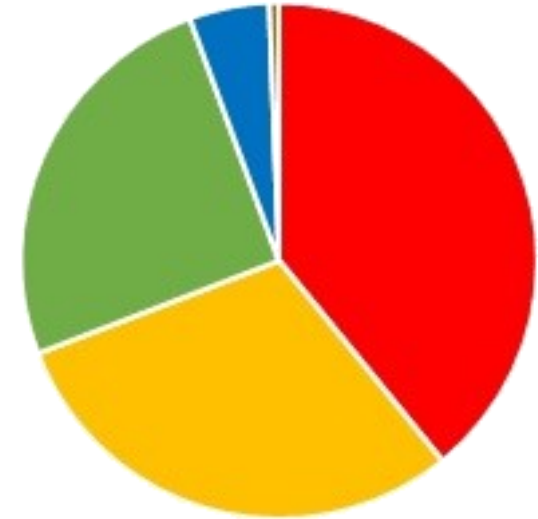
You have no idea how relieved my sisters and I are that you were able to help us. We had no idea where to turn and you just made all of our stress vanish! Thank you for meeting with us time and again when we have a concern. It is so nice to know you (and your team) are here to help. Thank you!

Jim C., Dementia Caregiver

2022 FINANCIALS

YEAR ENDED JUNE 30, 2022

● Independence	(25.2%)	\$ 7,780,260
● Dignity	(30.0%)	\$ 9,263,883
● Strength	(39.2%)	\$ 12,065,625
● Operations	(5.0%)	\$ 1,546,827
● Fund Development	(.6%)	\$ 185,861
Total	(100%)	\$30,842,456



ENTERPRISES

In addition to our donors, grant funding and annual contracts, we support our work through enterprising efforts that are re-invested into our mission.

Simply Catering
to you



All proceeds earned from our culinary efforts support Meals on Wheels and other programs.

The REAL Grille food truck runs from March through November, serving up amazing delights.



THE IMPACT

Program	People Served 2021	People Served 2022	Change
Aging & Disability Resource Center	23,000	27,300	16%
Alzheimer's & Dementia Caregivers	2,835	3,836	26%
Alzheimer's & Dementia Professionals	694	999	31%
Continuing Education Units	254	312	19%
Dementia Certification	39	39	0%
Care Management	3,410	3,935	13%
Community Action	291	342	15%
Energy Assistance Program	9,164.	10,133	10%
	<i>Disconnect Danger</i>	3,995	
	<i>Elder in Household</i>	4,000+	
	<i>Disabled in Household</i>	4,500	
	<i>Past Due Water Bills</i>	1,119	

The Energy Assistance Program was able to provide over \$10 million dollars in client benefits because of additional funding through the American Rescue Plan Act of 2021.

Guardianship	78	75	-4%
Meals On Wheels	348,164	380,550	9%
Telephone Friends	6,172	6,068	-2%
Transportation	9,250	9,771	5%
Volunteer Hours	9,048	12,686	29%
Weatherization	30	51	41%



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



REAL
SERVICES

INDEPENDENCE | DIGNITY | STRENGTH

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