



Championing independence, strength,
and dignity for our community since 1966

2023 Impact Report



On behalf of the Board of Directors, Advisory Councils, and staff of REAL Services, I am excited to provide this report to the community on the impact REAL Services has made in our service region over the last year. We remain mindful of the continued trust placed in us by those we serve and those who give of their time and treasure. We are grateful for our legacy and those who support us in carrying out our mission.

Karla Ann Fales, President and Chief Executive Officer

Our Mission: We seek to be recognized as the trusted and valued community resource for those striving to become financially self-sufficient, aging adults, and people living with dementia, as well as those who care for them.

Our Vision: We envision 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 Commitment: We show compassion and honor the dignity of all those we serve in our community, operating responsibly, and with integrity at all times.

Strategic Goals and Objectives

ACCOUNTABILITY: We are responsible to those we serve, our funders, and those who financially support our mission and vision, and promote transparent and ethical operations focused on long-term stability, innovation, and capacity to adapt to change.



PROGRAM SPOTLIGHT:
Energy Assistance Program

The help with my electric bill is a lifesaver for me. I live alone and on disability. It's just very hard and I am one who finds it hard to ask for help. I thank you for everything and wish I could find an easier way to make it each month.

Program Recipient

CARING: We espouse and uphold a culture of acceptance and respect, where all people feel welcomed, honored and valued. We seek to provide a safe, positive and nurturing environment for staff, those we serve, and community members.

EXCELLENCE: We meet or exceed our customers, employees, funders and the communities' expectations and address the needs of those we serve through person-centered programming, effective leadership and exceptional customer service.



2023 By the Numbers

Year ending June 30, 2023

"Every little bit helps. I'm thankful for the weatherization team and all they did for me."
Weatherization Customer



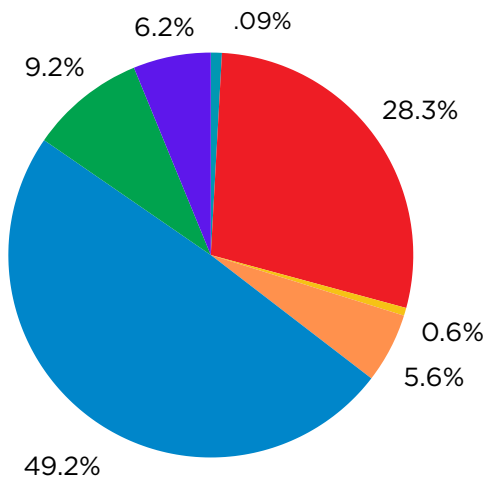
Total Revenue	\$33,477,143	
Net Assets	\$14,990,402	
Contributions	\$808,519	
\$568,874 revenue	\$ 9,249,900 revenue	\$14,078,448 revenue
ALZHEIMER'S & DEMENTIA SERVICES	AREA AGENCY ON AGING	COMMUNITY ACTION
ADMINISTRATION & MANAGEMENT EXPENSES	\$2,115,115	\$4,010,673 revenue
FUNDRAISING EXPENSES	\$216,951	NUTRITION & TRANSPORTATION



Despite a year that saw the end to COVID-era funding, our agency continued to leverage our resources to ensure we could continue to meet the increasing demand for services. The biggest increase was seen within our Aging and Disability Resource Center, which saw a 53% increase in call volumes for information or options counseling. We also are very proud of the expansion in programs like financial literacy within our Community Action Agency. Adding youth financial literacy was an extremely successful initiative that reached a newer demographic in our communities. During COVID, the Foster Grandparents Program saw a steep decline in participation. But through the efforts of our staff, the program is once again growing, putting seniors alongside kids who were returning to the classroom, some with even greater needs than before COVID.

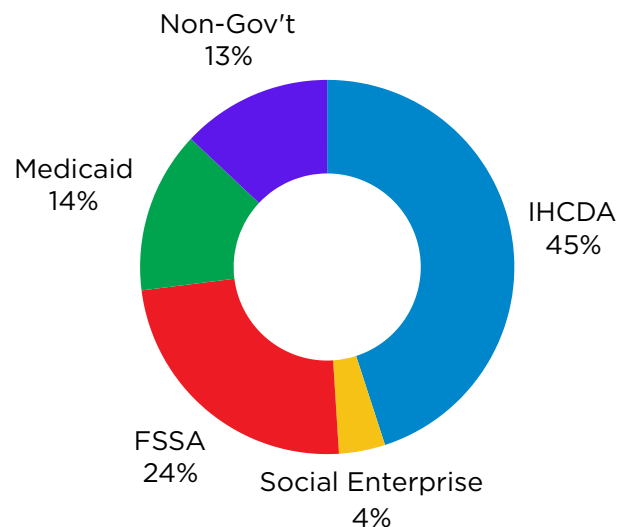


EXPENSES BY PROGRAM



- Alzheimer's & Dementia Services
- Area Agency on Aging
- Community Action
- CARES Act and COVID-19
- Nutrition & Transportation
- Fundraising
- Administration & Management

REVENUE BY FUNDING SOURCE



- IHCDA - IN Housing and Community Development Authority
- FSSA - IN Family and Social Services Administration
- IN Medicaid - Indiana Medicaid Waiver

STRENGTH



REAL Services Programs

AREA AGENCY ON AGING

- Aging and Disability Resource Center
- Healthy Living Programs
- Home and Community Services
- In-Home Care Service Arrangement
- Long-term Care Ombudsman
- Meals on Wheels
- REAL Friends Telephone Reassurance Program
- Senior Meal Sites
- Transportation

CAREGIVER SUPPORT

- Alzheimer's and Dementia Services of Northern Indiana
- Caregiver Support Program
- Dementia Friends
- Institute for Excellence in Memory Care

COMMUNITY ACTION

- Adult Guardianship Services
- Energy Assistance Program
- Family Development
- Foster Grandparent Program
- Home Weatherization
- IDA Matched Savings Program
- Team HEAT Matched Assistance Program

Without the commitment and dedication of our volunteers we would not be able to meet the needs in our community. However, our need for volunteers continues to increase.

12,686
Volunteer Hours

156
Volunteers in Elkhart and St. Joseph Counties



PROGRAM SPOTLIGHT: Guardianship

"I get so much out of helping my person, I can't imagine not being there for him."
Volunteer Guardian Advocate



420,825
Units of Service

- ✓ 720 calls to homebound seniors were made by volunteers in the REAL Friends telephone reassurance program
- ✓ 63 vulnerable adults were protected through adult guardianship services
- ✓ 6,395 people with dementia or their caregivers received services or attended programs
- ✓ 11,871 households and 26,161 people were provided heating assistance

- ✓ 851 seniors received more than 220,000 home delivered meals and 1,775 people dined at senior meal sites
- ✓ 4,995 medically frail people were able to remain at home through care management
- ✓ 179 seniors received transportation to the doctor or for groceries
- ✓ 74 low-income households received weatherization and energy efficiency upgrades
- ✓ 889 low-income people received education, support and services from Community Action
- ✓ 518 people received rental assistance with 48 people experiencing homelessness being assisted with finding permanent housing
- ✓ 8,230 people made 28,298 calls for information, assistance and options counseling resulting in 31,020 referrals to community resources
- ✓ 212 youth and adults participated in financial literacy programs

INDEPENDENCE



"I was praying for miracles. Thanks to REAL Services I was filled with hope for the future and faith in the good of those in our community."
Rachel, EAP Recipient

6,804
People reached

Alzheimer's and Dementia Services

26,410
Units of Service

Area Agency on Aging

39,447
Service Connections

Community Action Agency

348,164
Meals Provided

Senior Nutrition and Transportation

Service Impact - FY 2023



THANK YOU TO OUR DONORS

We are fortunate to have the support of so many in our community. Every dollar makes a difference for those we serve, allowing us to expand our reach and address more needs in our community. We couldn't do it without the support of these generous donors.



Lex Fox Leadership Society (Gifts of \$1,000 or more)

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Big C Lumber
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Centier Bank
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Cullar & Associates, PC
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1st Merchants Private Wealth Adv.
Foegley Landscapes, Inc
Gates Automotive Group
Gleaners Centre Twp. Arbor
Goshen Home Medical
Green Oaks of Goshen
Greencroft Goshen
Guardian Medical Monitoring.
Gurley Leep Automotive Family

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Heart to Heart Hospice
Hearth & Home Design Center
Holy Cross Village At Notre Dame
Hotel Elkhart
Indiana Trust Wealth Management
Jefferson Dental Center
Marathon Petroleum Company
Maurer Well Service
McDonald Physical Therapy
Meals on Wheels America
Meijer
Mito Craft, Inc. & Graphie Tees
North Woods Village Memory Care
Northwest Indiana Continuity
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Orthopedic & Sports Medicine Ctr.
Palmer Funeral Home
Policemen's Federal Credit Union

Presbyterian Resale Shop
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Risser Endodontics
Rittenhouse Senior Living
Select Health Network
Senior1Care
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Silver Birch of Mishawaka
SMS Benefit Advisors, LLC
Stanz Food Service
Team Catch 22 Walk Funds
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 Ian & Aviva Wulfsohn
 Teryl L. Yoder

PROGRAM SPOTLIGHT:
Community Action:
Financial Literacy

Thank you! Though the time was short, I came home from the class with a list of tips and notes that I reviewed with my husband. And thank you for the laptop, what a shock!

Financial Literacy class attendee



*Want to learn more about
 REAL Services?
 Interested in financially
 supporting one of our
 programs?
 Looking to volunteer?
 Connect with us!*



1151 S. Michigan Avenue, South Bend, IN 46601
 www.realservices.org
 (574) 233-8205 (800) 552-2916





PROGRAM SPOTLIGHT:

“

My husband and I are creeping up on our senior years. Meals on Wheels is such a blessing for my mother and older sister and we SO APPRECIATE all that you wonderful people do.

Family of Meals on Wheels recipient

”



Our Heartfelt Thanks

REAL Services' mission is personal to every person in the organization, it shines through in every interaction with every person served. We are honored to play a small part in service to our amazing community. We could not make this level of impact without those who continually invest in our mission, including the dedicated volunteers who serve on our governing board and advisory councils.

Tim Emerick, Board Chair

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“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 being there!!”

Alzheimer's and Dementia Services Family Caregiver

Want to learn more about REAL Services?
Interested in financially supporting one of our programs?

Looking to volunteer?

Connect with us!



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