REAL SERVICES

2024 Impact Report

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

On behalf of the Board of Directors, Advisory Councils, and the dedicated team at REAL Services, I am honored to share this year's impact report.

This year has brought both challenges and change—but through it all, REAL Services has remained a steady, trusted presence. With a legacy of service built over decades, we are uniquely positioned to respond to the complex and growing needs of older adults and individuals facing financial hardship across our region.

Our mission is both timeless and timely: to lift up those who need support the most. Whether it's a hot meal, safe and reliable transportation, help with utility bills, arranging in-home services, or helping families meet basic needs, we walk alongside thousands of neighbors every year—with compassion, respect, and practical help.

We are deeply grateful for the unwavering trust placed in us by our clients, partners, volunteers, and donors. Your support fuels our work and strengthens our resolve to keep moving forward—together—no matter what lies ahead.

Karla (KJ) Mapes
President & Chief
Executive Officer

Our Strategic Focus

Accountability

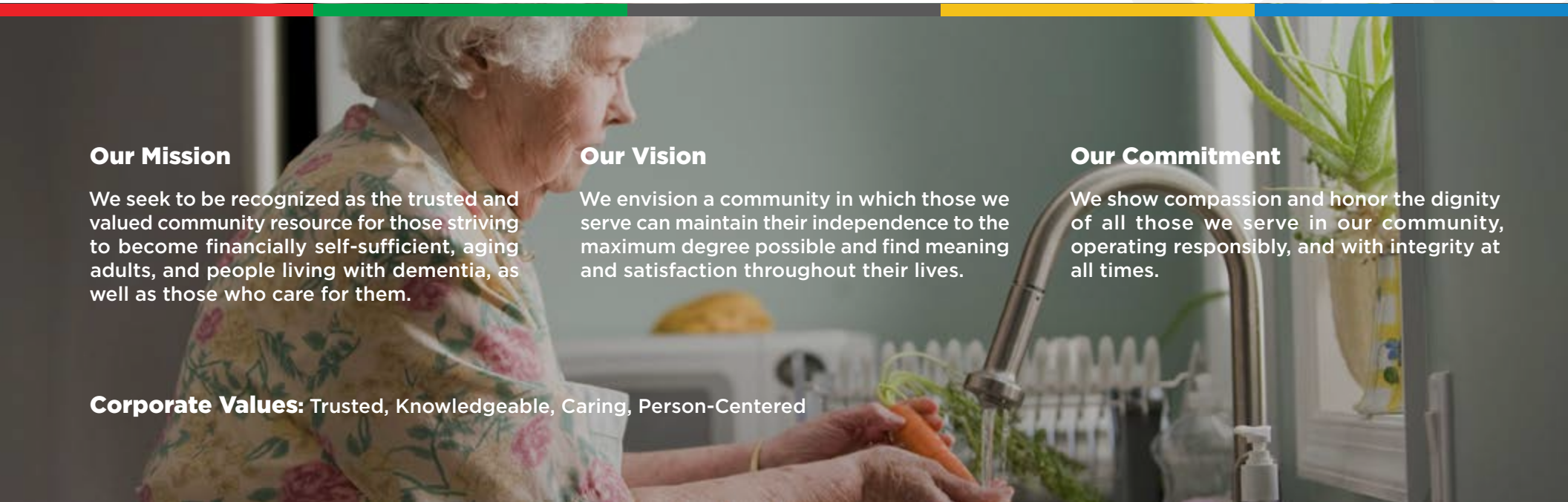
We are here for our community, uniquely responsible to those we serve, our funders, and those who financially support our mission and vision, and promote transparent and ethical operations focused on long term stability, innovation, and capacity to adapt to change.

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.



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

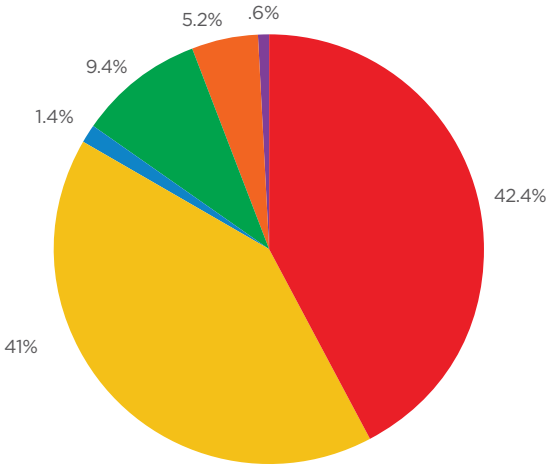
We show compassion and honor the dignity of all those we serve in our community, operating responsibly, and with integrity at all times.

Corporate Values: Trusted, Knowledgeable, Caring, Person-Centered

2024 By the Numbers

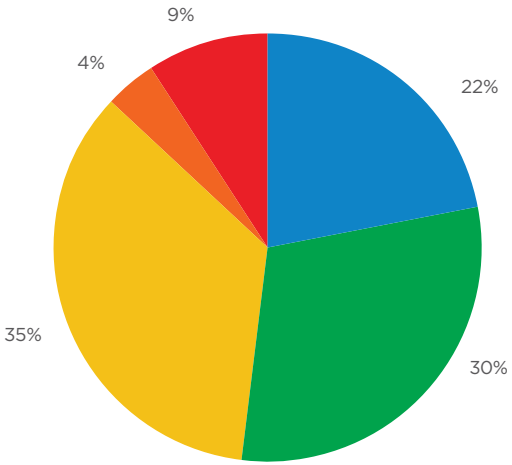
Year ending June 30, 2024

Expenses by Program



- Area Agency on Aging
- Community Action
- Alzheimer's & Dementia Services
- Nutrition & Transportation
- Administration & Management
- Fundraising

Revenue by Funding Source



- Medicaid
- FSSA - IN Family and Social Services Administration
- IHCDA - IN Housing and Community Development Authority
- Other Government
- Non Government

Total Revenue	$30,352,749
Net Assets	$14,630,533
Contributions	$470,844

Alzheimer's & Dementia Services of Northern Indiana, Inc.
$422,245

Area Agency on Aging
$14,630,113

Community Action
$13,857,035

Nutrition & Transportation
$2,907,406

Administration & Management Expenses
$1,608,384

Development & Fundraising
$185,415

208 Staff	326 Volunteers	518 Donors	27 1st Time Donors	742 Gifts

Program Spotlight

Community Action: Family Development

"Attending the Family Development Picnic and hearing another client's story inspired me to pursue my own dreams. Their journey gave me the confidence to get my QMA license and enroll in nursing school—now I'm on my way to achieving my own goals!"

Ashley | Class Attendee

Real Services Programs

Area Agency on Aging

Aging and Disability Resource Center
Care Management
Guardianship Program
Healthy Aging Programs
Home and Community Services
Option Counseling

Alzheimer's & Dementia Services of Northern Indiana, Inc.

Family and Community Caregiving Support
Helpline and Memory Screenings
Institute for Excellence in Memory Care

Community Action

Energy Assistance Program
Family Development
Foster Grandparents Program
Housing Stability
IDA Matched Savings Program
Team Heat
Weatherization

Senior Nutrition and Transportation

Meals on Wheels
Produce for Better Health
Senior Congregate Meal Sites
Transportation

Program Spotlight

Alzheimer's & Dementia Services of Northern Indiana, Inc.

"It's so relieving know that I can be around a group of people that truly understand what I am going through."

Barb

Volunteer Hours	Volunteers
28,764	326

Area Agency on Aging	Alzheimer's & Dementia Services of Northern Indiana, Inc.
Units of Service	People Reached
13,268	8,554

Community Action Agency	Senior Nutrition and Transportation
Service Connections	Individuals Served
28,752	2,989

1,147 caregivers and people living with dementia attended **33** support groups

26,476 individuals received benefits through the Energy Assistance Program.

285 seniors received transportation for essential serves.

155,326 hot meals were served to seniors, helping reduce isolation and improve nutrition.

61 vulnerable adults were protected through guardianship services.

Assisted **68** clients on their path to financial literacy, **1** client graduated self sufficient, and **42%** of enrolled clients achieved an intermediate goal.

410 individuals participated in Health Education for health education and evidence-based programs in the community.

69 individuals received energy audits and weatherization improvements.

Assisted **68** clients and worded as **119** clients attended budgeting session and 42% of enrolled participants met their self-sufficiency goals

Thank You to Our Donors

Les Fox Leadership Society | Gifts of $1,000 or more

J. Spike & Carol Abernethy
Janis & Patrick Appenzeller
Matthew Arnold
Ronald Austin
Ryan & Susie Brennan
Ian & Sheri Brockie
George & Kathryn Cressy
Kenneth & Margaret DeBoer
Matthew & Sharon Edmonds
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Paul & Laura Farthing
Roger & Joyce Foley
Steven & Margaret Goldberg
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Michael & Michelle Stesiak
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Mary T. Treanor
Thomas & Anita Veldman
James Vonbergen
Martyn & Kathleen Wills
Jack & Linda Young

2023 Corporate Giving | Gifts of $500 or more

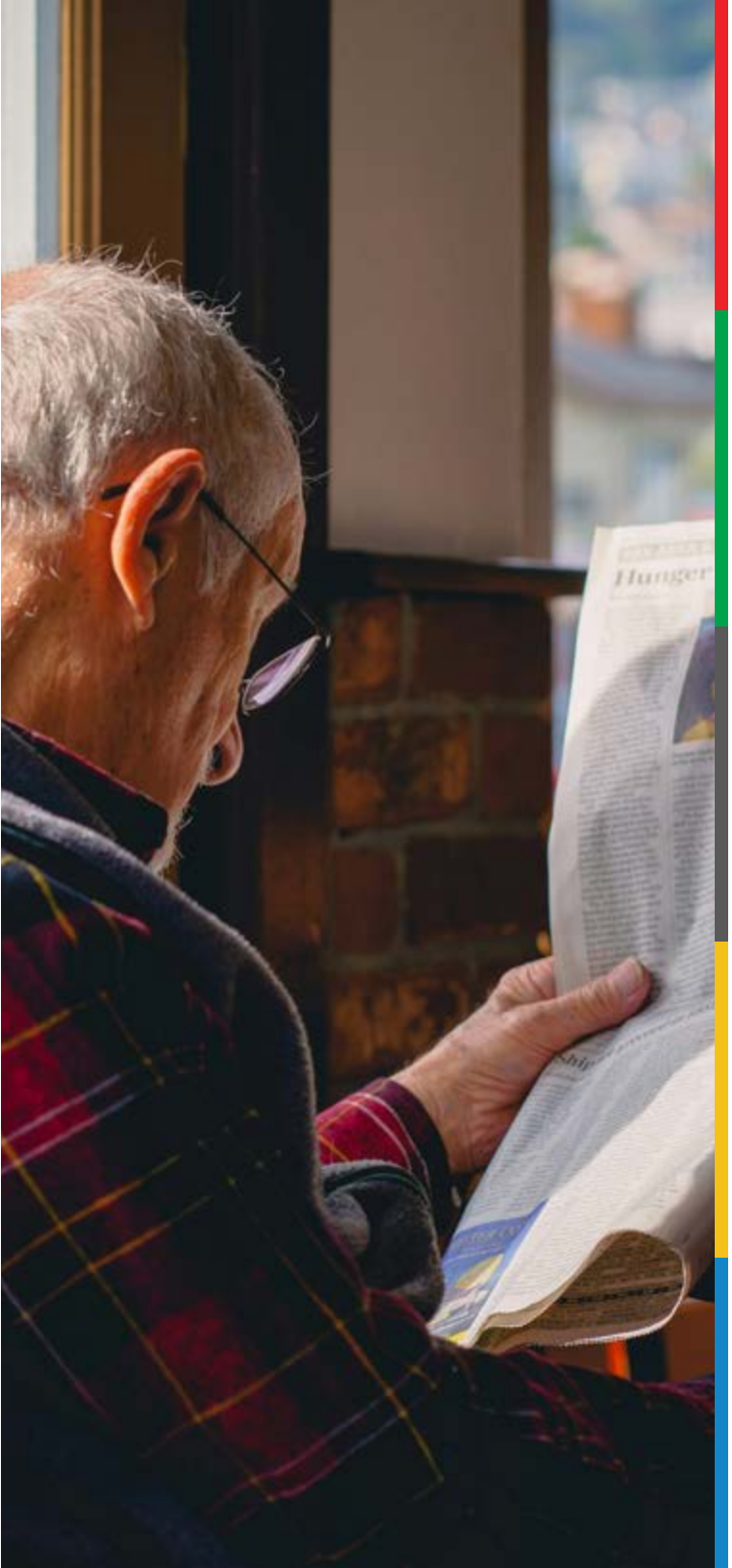
AHEPA Chapter 100 Charities, Inc
Always Best Care
Anthem Blue Cross Blue Shield
Asante Foundation
Basney Honda
Blackbaud Giving Fund
Bowker Enterprises LLC DBA OC Lanes
Center for Hospice Care
Centier Bank
Central Indiana Community Foundation
Charles Schwab
Christ the King Catholic Church
Clean Seal, Inc.
Community Foundation of St. Joseph County
Crown Point Community Foundation, Inc
Crowe LLP
DLZ Indiana, LLC
Elite Medical Transportation, LLC
Elkhart General Hospital
FDC Graphic Films, Inc.
Fidelity Charitable Gift Fund
Flagstar Bank CRA Department
Foegley Landscapes, Inc
Gates Automotive Group
Gleaners Centre Twp. Arbor
Goethals & Wells Funeral Home
Greater Portage Chamber of Commerce
Gurley Leep Automotive Family
Hacienda Mexican Restaurant
Heart to Heart Hospice
Hilton Garden Inn
Holy Cross Village At Notre Dame
Hubbard Hill Estates, Inc
Jefferson Dental Center
John W. Anderson Foundation
Keybank Foundation
Kosciusko County Community Foundation
McDonald Physical Therapy
Meijer
Memorial Hospital
Network for Good
OC Lanes
Orthopedic & Sports Medicine Ctr of No.
Prime Foundation Inc
Rieth-Riley Construction Co, Inc.
Risser Endodontics
Rittenhouse Village at Michigan City
Senior1Care LLC
Shive-Hattery Group, Inc
South Bend Area Realtors
The Beacon Health System
THK Law, LLP
TransDigm Group Inc. & TDGEPAC
University of Notre Dame
Visiting Angels of Michiana
Washington High School
Wells Fargo Bank
Wells Fargo Bank Florence V Carroll
Wells Fargo Bowsher Booher Foundation
Wells Fargo Milton Fund
Yoder-Culp Funeral Home

Program Spotlight

Area Agency on Aging: Health Education

"The class was excellent. It was helpful to interact with others to learn about their experiences and solutions."

Class Participant



Thank You to Our Donors

2023 Other Individual Donors | Gifts of $250-999

Ruthann Adams
Gregg Barkley
Jessica & John Basham
Katharine Boes
Thomas & Patricia Bolinger
Jacqueline Boynton
Sydney Bright
John Carlson
Amy Cavender
Hulbert & Linda Colwell
Michael & Heather Coyne
Frank & Patricia Criniti
Susan & John Doster
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Marlene Martinec
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Sabrina Owens
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Daryl & Tina Pendergrass
Sandy Pfeifer
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Bruno & Judy Riboni
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Denise Roemer
Martin Rohan
James & Patricia Short
Pamela Shultz
Maria Slager
Judith Studer
Anita Thompson
Judy Truex
Marie & Gerald Vascil
Linda Waelchli
Mark & Dawn Wobbe

Program Spotlight

Community Action: Energy Assistance Program

"I'm a senior on a fixed income, and the Energy Assistance Program has really helped me. In the winter, my gas bills get high, and it's important to keep my house warm. This program makes a big difference so I don't have to worry as much. I'm also part of the Foster Grandparent Program at REAL Services. The staff there helped me fill out all my paperwork and make sure it gets turned in right when the program opens. I'm so thankful for their help—it takes a big weight off my old shoulders."

Debra B.

Our Heartfelt Thanks

REAL Services' mission is more than a statement—it's a shared purpose that drives every action we take. Even in a year of continued challenges, the dedication of this team has remained unwavering.

I'm proud to serve alongside those who lead with compassion and act with impact. Our work wouldn't be possible without the commitment of our board, advisory councils, volunteers, and supporters.

Together, we're helping older adults and individuals facing financial hardship move forward with hope and dignity.

Tim Emerick
Board Chair

Board of Directors

J. "Spike" Abernethy
Ryan Brennan
Jason Critchlow
Tim Emerick
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Peter H. Mullen
Karen L. Nevorski
John Pendarvis
Michelle Stesiak
Andre Waddell
Steven C. Watts
Dan Wolfson

Program Spotlight

Community Action: Team HEAT

"I am a Foster Grandparent at REAL Services. I was able to get help from the Team HEAT program quickly, and that was such a blessing. I'm dealing with cancer, and just keeping up with everything has been tough. The heat bill was one more thing on my plate, but thanks to Team HEAT, I got some extra help to cover part of it. It's not everything, but it sure takes a huge weight off my shoulders. I'm so grateful for the support when I really needed it."

Granny Lou

REAL SERVICES

Make an Impact Today.

INDEPENDENCE | DIGNITY | STRENGTH

Visit REALservices.org

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South Bend, IN 46601
(574) 233-8205
(800) 552-2916

Connect With Us!

Help Us Continue Our Legacy of Caring for Our Community with a Donation