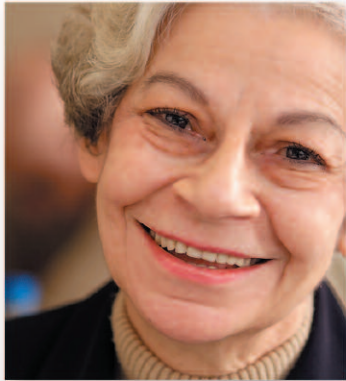




LIFESPAN ANNUAL REPORT 2006/2007



Lifespan



VISION

Lifespan celebrates aging well by encouraging dignity, choice and independence. We are a recognized leader and focal point for age-related needs by providing valued, quality services.

MISSION

Lifespan is the only comprehensive agency in the community whose sole mission is to help older adults *take on* both the challenges and opportunities of longer life. We achieve this by providing a continuum of direct services, advocacy, guidance, professional training and community education.



LIFESPAN'S ORGANIZATIONAL VALUES

We respect older adults and treat them with dignity.

We provide services in a culturally sensitive manner and strive for diversity among staff and boards.

We collaborate when doing so enables us to better serve our customers.

We continuously seek out opportunities to increase/improve services for older adults and caregivers.



LIFESPAN'S CUSTOMER OUTCOMES

Our services improve the quality of life for persons in the second half of life by...

Increasing financial security

Reducing the risk of elder abuse

Improving caregiving

Maintaining and increasing independence

Increasing fulfillment

Increasing options and knowledge

RESULTS

Lifespan's fiscal year ended on budget with a small surplus.

Total customers
20,589,

a **6.8%** increase over the previous year.

59%

of our clients were age 75 or older.

60%

live in suburban towns and

40%

reside in the city.

We intervened in

348

substantiated cases of elder abuse.

Abuse was eliminated or reduced in **88%** of the cases.

Financial exploitation, the most prevalent type of abuse, occurred in **40%** of our cases, followed by psychological abuse at **33%**. **80%** of clients were women and **71%** were age 75 or older. **59%** of victims lived in suburban towns.

We trained

2688

people to recognize the signs and symptoms of elder abuse.

Lifespan coordinates the activities of the **New York State Coalition on Elder Abuse**.

We are working with the New York State Law Revision Committee to suggest changes to Power of Attorney laws.

Paul Caccamise, Lifespan's Vice President for Program, was the keynote speaker at a World Elder Abuse Awareness Conference held in Australia.

Art Mason, Director of Lifespan's Elder Abuse Prevention Program conducted national training seminars for the U.S. Department of Justice.

13,575

people called Eldersource, a collaborative of Lifespan and Catholic Family Center, for information and guidance. Care management/case assistance was provided for **2873** older adults/caregivers.

2405

people used Lifespan Financial Services for bill paying, guidance about long-term care insurance and/or guidance about Medicare.

1758

older adults obtained one-on-one help with their health insurance choices — especially Medicare Part D. **3284** attended Medicare Part D workshops.

61

dedicated volunteers made monthly visits to **449** frail older adults to help with bill paying. **89%** had increased financial stability as a result of this service.

Lifespan served as guardian for **33**

older adults who are deemed incapacitated by a court.

In this intensive service, we make legal, health, financial, and housing decisions on behalf of our wards.

232

caregivers consulted Future Care Planning Services¹ for help planning for the future care of a loved one with a disability.

95%

of clients completing participation in Lifespan's Geriatric Addictions Program improved in their functional ability.

Volunteer advocates trained by Lifespan resolved complaints for

1501

residents living in long-term care to a **90%** satisfaction rate.

Home-Safe-Home, Lifespan's fall prevention service, installed grab bars and railings and made other modifications in

451

homes.

22,246

meals were served at the Wolk Older Adult Center at Lifespan Downtown.

¹ A collaborative service of Lifespan, Al Sigl Center and The Arc of Monroe County.

PROGRAMMATIC ADDITIONS

Consumer Fraud Prevention Project

Lifespan received a grant from the AARP Foundation to launch an outbound call center aimed at educating 100,000 older adults nationwide about scams and fraud.

Call center volunteers phone people on lists seized by law-enforcement officers from boiler-room telemarketing operations, warning them they may be in danger of being conned. Volunteers tailor their calls to a variety of cons, from ID theft to charity fraud to investment scams, depending on the need and the kinds of lists provided by law enforcement.

Eldersource Establishes Services for Naturally Occurring Retirement Communities

Eldersource, a collaborative service of Lifespan and Catholic Family Center, began providing intensive care management services in two targeted neighborhoods in Irondequoit and Brighton.

The care manager will assess residents' needs and link them to services. The Irondequoit neighborhood sits next to Bishop Kearney High School and includes the Kings Court Manor Apartments and seven neighboring streets. In Brighton, Eldersource is located at the Highland Manor Apartments on Westfall Road.

Our grant partners, VNS of Rochester and Jewish Family Service, will provide additional supportive services that help older adults who are aging-in-place maintain their independence. Funding is provided by the New York State Office for the Aging.

HEAP Becomes a Service of Lifespan

The Home Energy Assistance Program (HEAP) for householders age 60 or older is now a program of Lifespan and relocated to our offices at 1900 S. Clinton Avenue.

Eldersource Awarded Point of Entry Contract for Long-term Care

New York State is establishing "New York Connects," a place to call in every county that provides easy

access to information and assistance for people who are exploring long-term care service options. In Monroe County, Eldersource provides this service under a contract from the Monroe County Office for the Aging.



Golden Wishes for Residents in Long-term Care

This year a group of volunteers and Lifespan staff members started the "Golden Wishes" program, and they are proving that caring — in just small ways — can make all the difference in the lives of nursing home residents.

The Golden Wishes mission is straightforward — to bring smiles to the faces of nursing and adult home residents by granting them very simple wishes. To go shopping, to play golf, to go to a Red Wings game, to go fishing, to visit an incarcerated son, to touch a horse again, to eat a Big Mac. During the last year, wishes were granted to 54 residents with help from local businesses and our volunteer committee.

STAFF KUDOS AND AWARDS

Rose Marie Fagan was recognized for “Career Achievement” at the new Greater Rochester Awards luncheon hosted by the United Way and the Rochester Business Journal. Rose Marie came to Lifespan in the early 1990s, became Ombudsman Director and then launched the Pioneer Network, a national movement/organization to change the culture of care in nursing homes.

Future Care Planning Services, our collaborative with Al Sigl Center and The Arc of Monroe County, was a finalist in the “Program Impact Award” category of the Greater Rochester Awards.



Lifespan’s **Ombudsman Program** won the Nathaniel Award given by *The Daily Record*. The award is given each year to recognize individuals and organizations that champion justice.

SPECIAL THANKS GOES TO

The more than **80 members of Lifespan’s staff** who are passionate about older adults and the issues that envelop them.

Catherine Carlson for her generous support of Lifespan’s Guardianship services for older adults who are deemed incapacitated by the courts.

Excellus BlueCross Blue Shield and MedAmerica Insurance Company of New York for their continued and very generous support of Lifespan’s Celebration of Aging.

Dr. Bernard Brody and Rachel Brody Bandych for their wonderful support of Lifespan.

Senator Joseph Robach for his support of Future Care Planning Services, a collaborative of Lifespan, the Al Sigl Center and The Arc of Monroe County.

Preferred Care for sponsorship of Artful Aging.

FOUNDATION/CORPORATE GRANTS IN SUPPORT OF PROGRAMS

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Fred & Floy Willmott Foundation	Golden Wishes
Fred & Floy Willmott Foundation	Future Care Planning Services
The Max & Marion Farash Charitable Foundation	Geriatric Addictions Program
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Excellus Health Plan, Inc.	Future Care Planning Services
Penfield Place	IPOD/Smile Program
ESL	Wolk Older Adult Center at Lifespan Downtown
NCS HealthCare	Golden Wishes
American Bar Association	Fatality Review Team
American Society on Aging	MindAlert

CELEBRATION OF AGING

1300 people attended our 11th Celebration of Aging with the inspirational Della Reese. The event raised \$152,000 thanks to our sponsors, table supporters and those who purchased tickets.

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Artist Bing Thayer

ARTFUL AGING

More than 100 works by area artists age 55 or older were auctioned at our second Artful Aging event in September 2006. Proceeds from the auction benefited both Lifespan and the Memorial Art Gallery.

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More special thanks to our

honorary chair, Robert
Marx, and the artists
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Joe Skundrich

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Myrian Torres
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Kelly Winkworth
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Jim McChesney Memorial T. Franklin Williams

Dorothy Himpler Memorial Rocco & Madeline Vivenzio M.D.

Mickey Silvarale Memorial Nan Watt

Mariah Killings Memorial Nan Watt

Esther Abramovitz Memorial Fredda & Pete Silverstein

Ross Wicks Memorial Anita Wicks

Bill Peterson Memorial Dr. Jules & Jacob Zysman

Marion Mason Memorial Brighton Earlies Home Ellwood Homemakers Club

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Tim Brown Memorial Timothy Datz Virginia VanGraafeiland

Ruth Lawler Memorial Andriana Barry

Connie & Troy LaScala Memorial Marie Gigliotti

Kathleen Maura Allen Memorial Sheila Peterson

In Honor of Elaine Dalconzo-Grove, Deb Spillane & Jim Lynd Carolyn Bennett

In Honor of Jim Lynd John & Judy Lynd

Lifespan 2006-2007

Unaudited Unrestricted Fund

Revenue

Government Grants	\$ 3,097,359
Non-Government Grants	842,452
Fee Income	612,663
Donations/In-kind	468,711
United Way	325,660
Bridge to the Future Released	66,060
Interest Income	37,201
Portfolio Income	10,223
Miscellaneous Income	7,227
Total Revenue	\$5,467,556

Salaries	\$ 3,100,811
Fringes and Benefits	623,831
Operating	1,507,006
Rent	233,286
Total Expenses	\$5,464,934

Excess (Deficiency) of Support and Revenue over Expenses before Equity in Earnings of Eldersource	2,622
Equity in Earnings of Eldersource	4,757
Changes in Net Assets	7,379

Total Assets	\$1,363,467
Total Liabilities	\$ 586,881
Unrestricted Net Assets	\$ 776,586

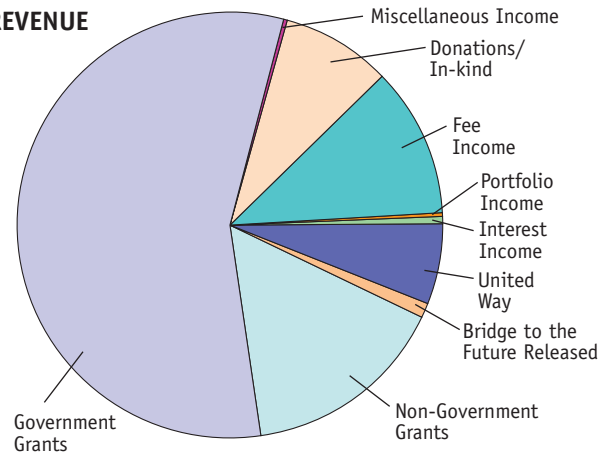
Expenses by Service

Employment Services	\$ 711,603
Elder Abuse Prevention	639,131
Financial Services	570,932
Case Management	566,646
Aging Adults with Developmental Disabilities	463,207
Future Care Planning	397,384
Deaf and Hard of Hearing	322,291
Fundraising and Marketing	321,654
Wolk Older Adult Center	214,758
Women in Transition	203,497
Nursing Home Culture Change	189,778
Volunteer Services	175,846
Ombudsman	169,672
Home Safe Home	152,092
Geriatric Addictions	139,569
HEAP	69,289
Volunteer Transportation	55,962
Education Services	52,459
Miscellaneous	42,300
Move and Technology	6,864
Total Expenses by Service	\$5,464,934

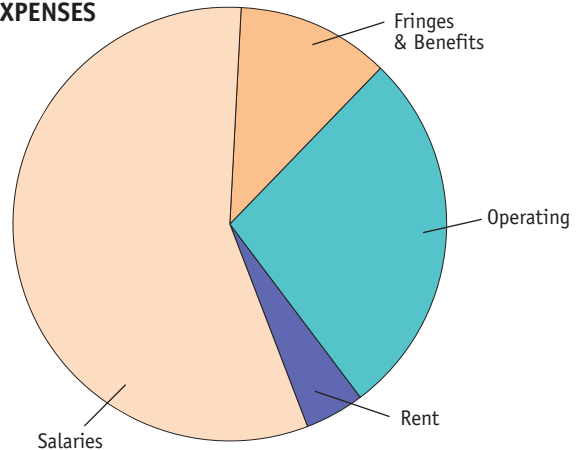
Expenses

Program Services	\$ 4,578,470
Management and General (net)	618,600
Fundraising	267,864
Total Expenses	\$5,464,934

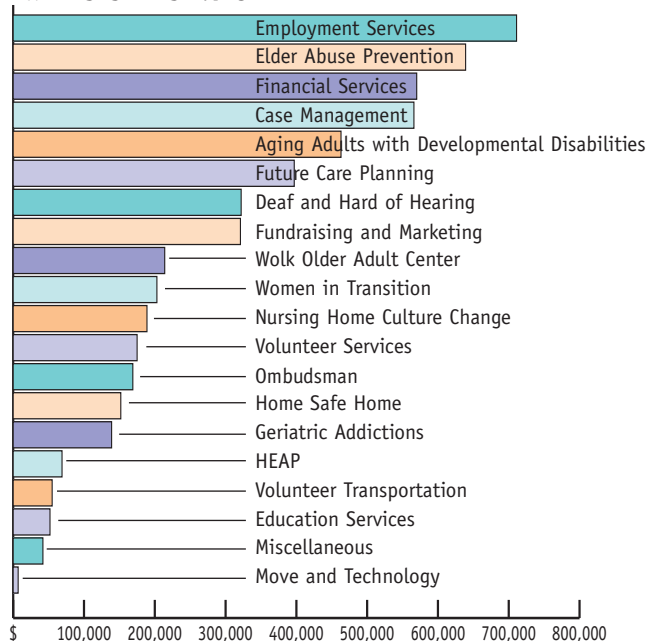
REVENUE



EXPENSES



EXPENSES BY SERVICE





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