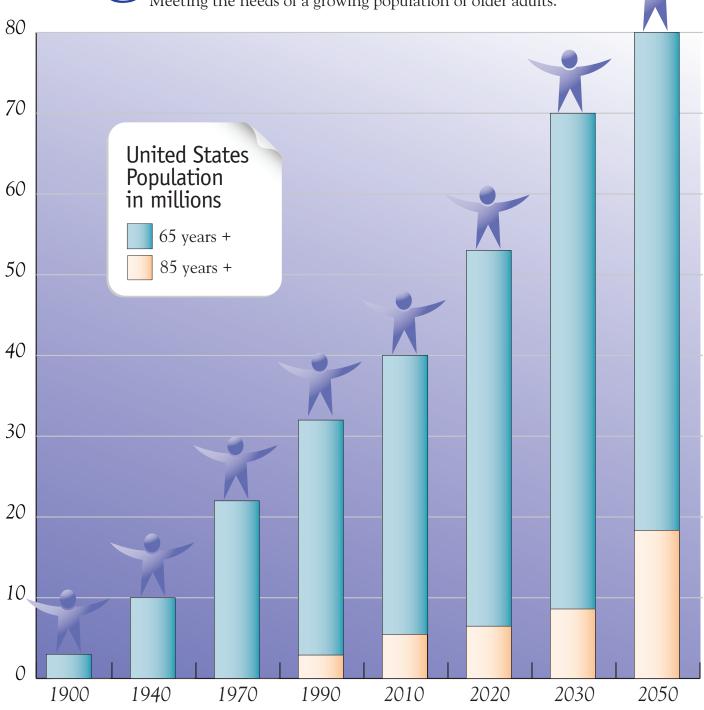
Agewave! Meeting the needs of a growing population of older adults.



2012-2013 ANNUAL REPORT



Who is the oldest person YOU know?

I love the new Prudential Insurance television ad that has people pinning cards on a wall for the oldest person they know. Not so coincidentally, the resulting wall in the ad looks a lot like the demographic chart on the cover of this report. Our community, our state, our country — in fact most of the developed world — is at the cusp of an unprecedented agewave.



What will happen in our country when the number of people 65 and older almost doubles from 40 million to 72 million by 2030? 2030 is just 17 short years from now. Yet few people outside of our world, the world of aging services, are talking about the agewave — and fewer still are planning for it.

At Lifespan, we strive to help people take on both the challenges and opportunities of longer life. We strive to provide information, guidance and services that meet the needs of a growing aging population by constantly looking for gaps in services, by bringing new services to our community and by always staying focused on the issues that envelop older adults and caregivers.

As you'll read, this year we worked in tandem with Rochester Area Community Foundation to develop a volunteer-based respite service for caregivers. Having a volunteer stay with an older adult will give a caregiver a much needed break to do things like run errands, go for a walk or attend church.

We won one of just five grants nationwide to develop a multi-disciplinary approach to combat financial exploitation.

Our elder abuse prevention staff also recognized that our community did not have a safe place to shelter an elderly victim. We approached local nursing homes and five agreed to provide temporary shelter for someone who must be removed from an abusive situation.

Last fall, our health insurance specialists — both staff and trained volunteers — helped more than 6,000 people choose the right Medicare plan. And, we held special workshops for Kodak retirees who were losing their employer-based health insurance benefit.

In all, we touched more than 25,000 lives. I thank our 110 staff members, our 300 volunteers and our 29 board members for their work and dedication to our mission.

So, who IS the oldest person you know?

Ann Marie Cook President/CEO

Ann Marie Cook

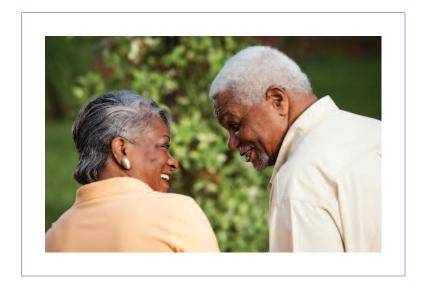
LIFESPAN 2012-2013 ANNUAL REPORT

These are some of the ways we helped older adults and caregivers...

25,820 individuals served.

Our eldercare advisors in Eldersource provided 13,760 phone consultations.

Our Eldersource care managers guided **2,858** older adults and their families through eldercare situations.

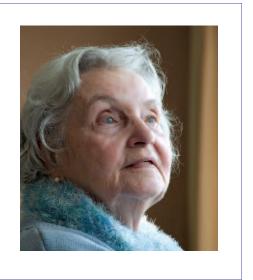


"I made the call to Eldersource at the recommendation of our attorney to find resources available for my husband and myself. The advice and understanding we received was excellent and helpful in planning our future."

70 volunteers helped 398 older adults with monthly bill paying and budgeting tasks.

2,849 people received one-on-one consultation about health insurance and Medicare.
3,628 people attended Medicare workshops.
99% were very satisfied with the information they received.

Acting as a court-appointed guardian, Lifespan makes all health care, legal, housing, financial decisions for 23 incapacitated older adults.



"Thank you for all your help in selecting health care plan options for me. The task is absolutely overwhelming for me because I take so many expensive medications which I can't afford. With your help, I have coverage which makes my life easier. Thank you, Lifespan."

123 families completed written plans covering future housing, legal and financial arrangements for a family member with a disability.

384 volunteer drivers in the Give-a-Lift program provided 20,000 hours of service and 15,672 one-way trips.

"Without your help, I would have trouble getting my groceries every week. I have no one else to take me."

41.4 million

The number of people who were 65 and older in the United States on July 1, 2011, up from 40.3 million on April 1, 2010. A million person increase in 15 months.



117 older adults attended our eight-week, evidence-based fall prevention classes.

Our Home-Safe-Home program provided fall safety assessments and minor home modifications to prevent falls for **649** older adults.

"We are so grateful. My husband will now be able to negotiate the stairs, shower, bathroom and bed safely. The staff was so helpful and knowledgeable about what was needed."

336 people took part in activities and meals at the Lily Café at the Maplewood YMCA.

Our Ombudsman staff and volunteers investigated **620** complaints from nursing home residents.

"You have provided us a place to gather socially, opportunities to express our talents, programs to stimulate our minds and a nurturing atmosphere. We're one, big, happy family sharing our blessings and challenges."

Our Wolk Older Adult Center served **18,712** meals and provided **2,446** activities.

"The Ombudsman assigned to my mom's nursing home is perfect for the position. She visited my mom's household and is ready and willing to help out in any way she can. I feel so comfortable knowing she is there and loves to advocate for the residents."

92.0 million

Projected population of people 65 and older in 2060. People in this age group would comprise just over one in five U.S. residents at that time. Of this number, 18.2 million would be 85 or older.



Significant Accomplishments

Grant Funds Enhanced Multi-Disciplinary Team to Combat Financial Exploitation

Lifespan is a key partner in a three-year, \$1 million Elder Abuse Prevention Interventions grant from the U.S. Administration for Community Living (ACL). The grant, which will be coordinated by the New York State Office for the Aging (NYSOFA), was awarded to initiate and test a program to combat financial exploitation and elder abuse in New York State.

The partners are piloting an enhanced multi-disciplinary team (E-MDT) with the unique feature of a forensic accountant to investigate and intervene in cases of financial exploitation of older adults. Other professionals and specialists, such as Adult Protective Services (APS), area agencies on aging (AAA), mental health professionals, and local legal and law enforcement, will work in tandem. Another main focus will be prevention, education and increased collaboration with financial institutions, which often are the front line in detecting financial exploitation.

2056

The year in which, for the first time, the population 65 and older would outnumber people younger than 18 in the U.S.



Shelter Option Now Available for Abused Elders

Five area nursing homes now provide a new temporary housing alternative for victims who must be relocated from an abusive situation, but are too frail or incapacitated to go to traditional housing or domestic violence shelters. The new option provides for an expedited nursing home placement which allows victims to receive healthcare and social work services in a protected setting while the abuse is investigated and a safe discharge plan is developed. Participating homes include St. Ann's, the Episcopal Church Home, The Friendly Home, the Jewish Home of Rochester, and St. John's. A similar agreement with the Hurlbut Care Communities provides shelter beds for mistreated older adults who live in surrounding counties.

Elder Abuse Specific Website Launched

Lifespan also launched a new website, www.nyselderabuse.org, filled with resources for professionals and victims and their family members. The site is especially useful for people working in the fields of aging, health, law enforcement and financial services who may encounter victims or who assist victims.

Volunteer-based Respite Service Funded

Lifespan, through a grant from the Helen L. Morris Fund at Rochester Area Community Foundation, is working with Community Place and The Alzheimer's Association to launch a service that will recruit, screen and train volunteers to provide respite for caregivers of older adults who cannot be left alone. This fills a gap in respite options for caregivers who provide 80% of all long-term care in New York.





Lifespan's Give-a-Lift transportation program worked with the Sweden Senior Center to launch a new volunteer-based transportation option. The new program fills a dearth of transportation options for older adults living west of Greece.

Awards

Lifespan received the Ames-Amzalak Award for Nonprofit Excellence.



Ann Marie Cook, president/CEO of Lifespan, received the 2012 Presidential Award from the New York State Office for the Aging for leadership in the field of aging. The Lily Café at the Maplewood YMCA was honored in Albany in June 2012 as "Most Promising Best Practice in NY State."



Lifespan was honored to accept the YMCA's Collaboration Award.

53,364
The number of people
100 and older counted
by the 2010 Census.

2012/13 Staff WOW! Award Winner

Jim Lynd, Scam Prevention

- ----- IRS struggles with identity theft cases.
- ----- Avoiding ID theft while filing taxes.
- ----- Senate hearing targets tax refund fraud.
- ----- Case puts a face on identity theft.
- *** Your grandson is in jail in Mexico and needs your help.

Lifespan gives a monthly WOW! Award to a staff member nominated by a co-worker for exemplifying one or more of our brand promises. (They include Knowledge & Expertise, Amazing Client Service, Integrity & Trust, One-Stop Shop, Operational Efficiency, Passion for Older Adults and a Great Place to Work.)



Jim Lynd is our anti-scams, anti-fraud guru. He takes on the bad guys every chance he gets. Two colleagues nominated Jim for his work helping a 94-year-old woman who has dementia. The woman had a habit of responding to sweepstakes offers, ordering items via mail and giving out her credit card number. She started receiving many, many books she did not order, as well as bills for the books. She was upset and didn't have the money to ship the books back as the company was insisting she do. Jim immediately contacted the company and instructed them to send pre-paid shipping labels to him so she could return the books. But his efforts didn't end there. Having learned that she didn't have boxes to ship the books, Jim came to the office — even though he was on medical leave — with an armload of boxes for his client.

LIFESPAN 2012-2013 ANNUAL REPORT

2013 Celebration of Aging with Rita Moreno

The stunning and inspirational Rita Moreno headlined our March 2013 Celebration of Aging. Almost 1400 people heard the actor say she is, "having the time of her life!" "Who knew," she said, "that at 81, I would be so busy!"

Lifespan also gave the Eli Rudin Second Half Hero Award to five amazing people, Shirley Jones, Bob Brown, Cathy Medina, Richard Rosen and Ed Ziegler for aging with vitality. Ronni Abramovitz received the Carter Catlett Williams Award for Excellence in Long-term Care/Aging Services.

The event raised \$234,034, and we thank our sponsors, table supporters and individual donors.



Special Thank You!

The Daisy Marquis Jones Foundation once again matched 2:1 every dollar donated at the luncheon by attendees.



Eli Rudin Second Half Hero Award winners with Rita Moreno



Carter Catlett Williams Award for Excellence in Long-term Care/Aging Services winner, Ronni Abramovitz (right), with Carter Catlett Williams.

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Pomodoro Grill and Wine Bar

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Special Thanks

Hvatt Rochester Park Place Limo Gelfand Pipier Photography Kittelberger Florist

Information & Inspiration

Lifespan hosted more than 30 Information & Inspiration workshops for older adults and caregivers in November and May.

Our Information & Inspiration sponsors:

MVP Health Care Episcopal SeniorLife

The Villages at Unity Rivers Run

Highland Hospital Legacy at Willowpond

Baywinde

Foundation/Corporate Support for Programs

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Golden Wishes

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Special Thanks to:

John DiMarco, The Daisy Marquis Jones Foundation and John & Jayne Summers Foundation

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In Memory

We remember
Rocco Vivenzio,
M.D., a longtime
Lifespan Board
member and friend.
Rocky brought
wisdom, guidance
and his sense of



humor to countless meetings of our Board of Directors and to our Special Review and Eldersource Advisory committees. He was always willing to do whatever we needed; never saying he was too busy with his own practice to contribute. Rocky was a gentleman who was not afraid to tell it like it was. He was a strong advocate for frail elders. He was a friend to many. He will be missed very much.

Senior Management

President & CEO Ann Marie Cook

Chief Operating Officer, Corporate Compliance Office

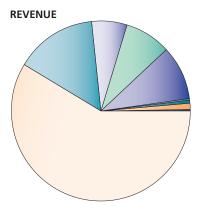
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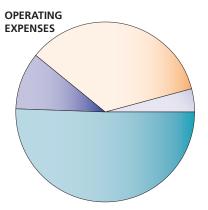
Controller Karen Accorso Human Resources Sue MacDonald

Financials



Total Revenue	\$6,564,239
■ Misc. Income	723
■ Bridge to the Future Released	85,949
■ Portfolio Income	23,900
■ Interest Income	18,479
■ United Way	646,114
Fee Income	546,811
■ Donations/In-kind	422,678
Non-Government Grants	961,373
Government Grants	\$3,858,211

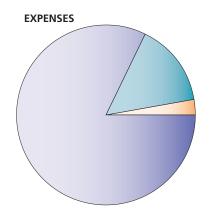
Please Note: These numbers do not reflect Future Care Planning.



Total Expenses	\$6,544,872
Rent	257,154
Operating	2,301,704
Fringes Benefits	660,904
■ Salaries	\$3,325,110

Excess (Deficiency) of Support and Revenue over Expenses before Equity in Earnings of Eldersource and Future Care Planning \$ 19,367

Total Assets	\$1,794,519
Total Liabilities	\$1,058,824
Unrestricted Net Assets	\$ 735,695



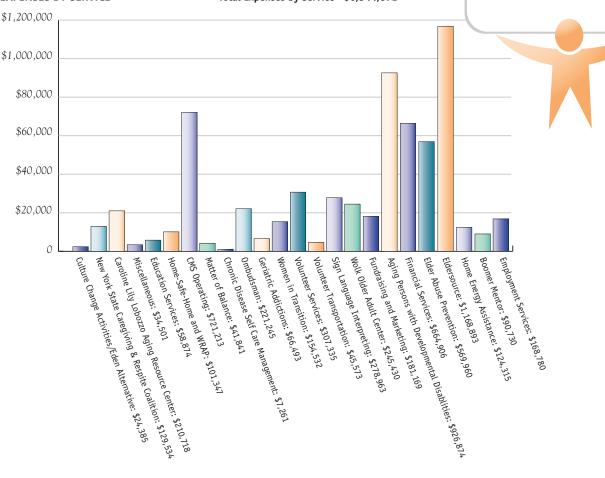
Total Expences	\$6,544,872
Fundraising	171,346
Management and General	984,017
Program Services	\$5,389,510

16.1%

The percentage of people 65 and older who were in the labor force in 2010, up from 12.1 percent in 1990.

EXPENSES BY SERVICE

Total Expenses by Service \$6,544,872



Eli Rudin Founder's Society

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45.5%

Roger Doell

Percentage of the population of Sumter County, Florida that was 65 or older in 2011, which led all of the nation's counties.

Eugenie Farr



Virginia Giesow Doris Girard Arnold & Mary Jane Gissin Richard & Lucia Gizzi Arlita Gleichman Clara Glenn Sandra Glover James & Julie Gocker Heather Godown Margaret Goetz Reynold S Golden, M.D. Deborah Goldman Florence B Goldstein RuthGoldstein Angelo & Glenna Gombatto Franklin & Mary Gomes Beverley Goodell Maysie Goodreau GoodSearch Lucille B Goodwin Robert & Judith Goodyear Marlene L Gordon Virginia Gordon Ursula Granite GRAPE Joseph & Rosanna Grasta Jean Graupman Anne Gray Nina Gray Patricia A Gray Eleanor Greco Joyce Greek Doris Green Susanne Greenfarb Anita Greenlea Robert & Andrea Gregoire Robert Greninger Roxy Greninger Mildred Grice Viola Grice Gail Grierson Roslyn Griesbach Barbara Griffin George & Karen Grimshaw GRIPA- Cognisight Shirley A Grossman Robert Growe Elizabeth Gruner Francine Guarino

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Elia Marcus Chris & Tara Mariano Josephine Marinetti Philip & Cynthia Marino Theodore E Marr

Chris Marsh Margaret Martin Sandra Martin Ivonne Martinez

28,028 and 51,523

The number of people 75+ living in Monroe County in 1970 and projected by 2015.



Juan Martinez Robert Marx Art & Robin Mason Mary Lou Mason Carolyn Mastrella Jennie Mate Michael Matteo Elizabeth Mattern David Mawkiney Walter & Marie May John McAdam Brian & Patricia McCarthy Agnes McClear Jeanne McConkey Alice McCormick-Ennis Virginia McCray Gilbert K McCurdy Tom & Carol McDermott James & Sandra McDonald Steven K McEwan Sarita McField Diana McGee Courtney McGinness

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David & Frieda Minchella

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William Naylon
Samuel & Cora Neal
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Raymond F Newell, Jr.
Samantha Nickerson

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Samantha Nickerson
Michael & Linda Nicosa
Yoshie Niven
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Jeannie Orrico Edward & Evelyn Ortman Phyllis Osbrack Sarah Otis

Barbara & Walter Ott Susan Ottenweller Olive Owens

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Jim Redmond

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Ricky Sands
Calogera Sanflippo
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Cheryl Santore
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Leon Sawyko Tylbert Schabel Barbara & Robert Schaefer Maria Schantz

Deborah Schauseil William & Joyce F Schencke

66,887 and 103,594

The number of people 65+ living in Monroe County in 1970 and projected by 2015.



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Lidia Tkaczevski

Richard & Susan Towsley

Thomas Toole

5,700 and 17,444

The number of people 85 and older living in Monroe County in 1970 and projected by 2015.



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Josephine Weldon
Frances F Welker, Sr.
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Susan L Wemett
Gangolf F Wenzel
Rita Werder
Peter & Annette Werner
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Women
Kathleen Whelehan
Barbara Whitbeck
Paul M Whitbeck

Westey United Methodist
Women
Kathleen Whelehan
Barbara Whitbeck
Paul M Whitbeck
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Nancy Tuohey	
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Patricia Martindale	In i
Melody J Bogdon In honor of Patty Phillips	In i
Steve Russell	Bisl
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Brian Day	In i
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Phyllis Loavenbruck	
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Norma Mann	
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John Geier

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