

# LONA



**2017 ANNUAL  
REPORT**

## **Mission**

Iona supports people as they experience the challenges and opportunities of aging. We educate, advocate, and provide community-based programs and services to help people age well and live well.

## **Vision**

We envision a community that celebrates, values, respects, and protects the contributions and possibilities of every individual.

# ONWARD

Front cover: Wellness & Arts Center participant Marina Quijano dances with staff member Cecilia Sono.

**AT IONA** we frequently talk about “the challenges and the opportunities of aging.”

The past year presented a lot of challenges.

Locally, the affordable housing crisis is having a significant impact on older adults. Rents in the District are rising faster than Social Security or disability benefits. The rising cost of groceries and prescriptions, plus the increase in traffic, present life-threatening challenges for older adults. Nationally, efforts to dismantle the Affordable Care Act, threats to Meals on Wheels, and changes to the tax code that put Medicare and Medicaid at risk are serious cause for concern.

Yet, 2017 also had its share of opportunities—in no small part thanks to your support.

While a member of Congress disparaged the White House as an “adult day care center,” your financial support allowed us to expand our award-winning adult day health program, Iona’s Wellness & Arts Center, to accommodate more people. While a national debate raged over home-delivered food programs, you volunteered to deliver nutritious meals to isolated seniors—week after week. While federal budget cuts targeted the arts, you showed up to celebrate the artistic contributions of older adults in our Lois & Richard England Gallery and at the Phillips Collection. And while LGBTQ protections were under attack, Iona welcomed LGBTQ Baby Boomers to a customized Take Charge/Age Well Academy™ series to help them plan the next stage of life.

The current political climate has not and will not deter us from our mission. If anything, 2017 was a reminder of the relevance and importance of our work. In the words of one donor: “While there was a tremendous amount of uncertainty in 2017, one thing remained certain: our community is better off because of Iona.” Kind words along with your financial donations and volunteer hours helped us to remain focused on and committed to the opportunities before us. For that, we are truly grateful.

Onward.

Elizabeth B. O’Hara, *Board President*  
Sally S. White, *Executive Director*



I do  
this  
work  
with  
all my  
heart.



**MARINA QUIJANO** is independent and headstrong. She is also humble and generous.

Marina left her native Colombia in 1949 in the midst of that country's bloody civil war to join her parents in Washington, DC. "In Colombia, she was never expected to work," says her brother Peter, a New York-based attorney. She was expected to get married and raise a family.

But Marina had an independent streak. Instead of a more traditional role, she landed a job in the District with a local real estate company. She threw herself into her career and rose to a management position. She never married or had children. Her colleagues became a second family. In 2011, she retired at age 84.

Now 90, Marina still goes to "work." But instead of going to an office, she goes to Iona's Wellness & Arts Center, an adult day program for older adults with dementia, Parkinson's Disease, and other chronic conditions.

"She's worked for 60 years," says Peter. "It's what she knows how to do. Iona provides something no one else can: a safe and supportive place where Marina has a sense of self-worth. That's something all of us want—no matter how old we are." In addition, Peter says, it gives him peace of mind to know she is in a safe, supportive environment.



In 2017, we served

**233**

participants and families in the Wellness & Arts Center.



At Iona, Marina dresses the same way she did when she went to the office, always with a purse to complete the outfit.

“I’ve seen a real change in my sister since she started at Iona,” says Peter. “Once again, she has a purpose. I noticed it almost immediately after she...I was about to say ‘started working there.’”

“Marina likes to feel needed,” adds Sharon O’Connor, director of the Wellness & Arts Center. “She is happiest when she is doing something helpful. So we put her to ‘work.’” Marina helps “lead” exercise classes and clears the tables after lunch. In addition, since Marina was trained in Colombia as a classical singer, the staff frequently invites her to share a song. She recently performed the national anthem at Iona’s Celebration of Achievement, an annual Wellness & Arts Center program that recognizes participants’ accomplishments.

“We talk about a strength-based program,” says Sharon. “What that means is we figure out what makes people tick, what brings them joy. We figured out right away what brings Marina joy: helping people.”

“Every time I step foot in this place it’s like stepping foot in heaven. I do this work with all my heart,” says Marina.



*“Without Iona,  
I wouldn’t have  
known about  
St. Mary’s Court—  
or how to apply.”*

## GREGORY SHADLEY

had an eclectic career—first in the medical field, then at Tower Records, where he combined work with his passion for music, and finally as the sacristan at Georgetown University, responsible for the altar, vessels, and vestments used by the priests.

It’s at Georgetown where he started having health issues. It’s a long, scary list that includes diabetes, a pulmonary embolism, and, more recently, multiple strokes. He’s 62.

Gregory’s been fortunate to have had stable housing for 12 years. But, his basement apartment can only be accessed by eight steps. In order to get his groceries down the steps, Gregory has to move the bags slowly, one at a time, so he doesn’t lose his balance. In the past year, he’s had five falls that resulted in head trauma.



Clearly, living in an inaccessible basement apartment is not ideal.

Gregory receives government disability benefits. But after paying rent and basic necessities, there is little left over. “When I was younger, I never imagined I’d go on disability. I never imagined I’d retire early because of my health. I was completely blindsided.”

However, when he counts his blessings, he starts with Iona.

Feeling overwhelmed by his health, housing, and financial challenges, Gregory reached out to Iona. Right away, Iona assigned a case manager to help Gregory navigate the complex world of local and federal benefits—many of which he didn’t know he could get.

# Iona is the friend that’s always



## 538

vulnerable older adults in the community benefited from our expert case management and counseling support.



With Iona's assistance, Gregory applied for food stamps, a reduced Metro fare card, a rental rebate, a home health aide, a DC identification card, and a free "Safelink" phone. (When he had previously fallen, there was no way to call for help because he couldn't afford a phone.)

In addition, his case manager told him about the subsidized apartments for seniors at St. Mary's Court in Foggy Bottom and helped him fill out an application. The waiting list is long, but he's willing to wait for an accessible apartment. Gregory feels it's the best option. It will bring his rent down considerably and he won't have to navigate any steps to get to his apartment.

"Without Iona, I wouldn't have known about St. Mary's Court—or how to apply," he says. "Iona is the friend that's always there."

With your support, our dedicated social workers and nurses protect older adults from exploitation, arrange home-delivered meals, and put in place critical, and often lifesaving, care plans at home.

# there.

# Care for caregivers

*“What I do for my husband is not impossible. But, it’s hard and slow. But thanks to Iona, I don’t have to worry so much anymore.”* —LINDA HEANEY

**3,934**

calls to our free Helpline, many from family caregivers looking for answers and compassion.

**562**

family caregivers found solutions, respite, and solace through Iona’s direct services.

**8**

support groups gave family members emotional comfort and practical advice.







I should have learned to cook.

Back in 1976, when **WILLIAM REID** and his mother bought a three-bedroom house in the District's leafy Chevy Chase neighborhood, he imagined living there with his future wife and children—maybe even a son who would carry on the family name. But that was not to be.

Instead, 41 years later, William lives alone. After a long career as a regional economist at the U.S. Department of Commerce, he took early retirement because of health challenges. His mom, who for many years cooked his favorite dishes—like pork and beans, sautéed liver, and homemade cakes and pies—passed away 20 years ago.

His debilitating psoriatic arthritis (the same thing professional golfer Phil Mickelson has) makes shopping and cooking difficult, if not impossible. He's had both knees and both hips replaced and lived with club feet since birth.



Having given up driving a year ago, William's world is shrinking. On a good day, the 74-year-old moves from his living room to the adjacent porch to use his computer, which serves as a lifeline to the outside world. He rarely leaves the house.

"I should have learned to cook," he admits. "But I was an only child and my mother spoiled me." Immediately after her death, William resorted to eating breakfast at McDonalds, going to the local food court, and ordering take-out Chinese food or pizza. He taught himself to use the microwave to heat up frozen meals. As a result, he gained weight, developed diabetes, and blood clots. That was a low point.

The high point was learning he was eligible to receive home-delivered meals through Iona. In partnership with the DC Office on Aging, Iona arranges for the delivery of 10 nutritious meals to his door every other Friday. (William supplements that with food delivered by a local grocery store.)

Older adults are particularly vulnerable to the effects of poor nutrition, hunger, and food insecurity. Last year, 220 older adults received 47,292 meals through Iona. Like William, many of the recipients live alone.

"The meals are healthy, there's good variety and, most importantly, they taste good," William says. His favorites include the apple-walnut oatmeal breakfast and the home-style meatloaf dinner. In addition, every Saturday an Iona volunteer delivers a hot meal ready to eat and a cold meal for later in the weekend. "Sometimes parents bring their children to the door: he says. "It's wonderful to see a cheerful face on a Saturday morning! I don't think they have ever missed a Saturday."

**47,292**  
meals were  
delivered in 2017.



*"The meals are healthy, there's good variety and, most importantly, they taste good."*



**ZELDA KAPNER, 85**, never found her soul mate, but she did find Iona. As a regular participant in Iona's Active Wellness Program at St. Alban's, she has made friends; gets a daily dose of exercise, current events or culture; and enjoys a midday meal.

She's not alone. Each weekday, 35 or more men and women gather for conversation, an activity, and a meal. Her lunch table is a mix of new and returning participants. There's Sarah, who's been coming for five months. Recently "retired," she works two days a week for a former ambassador. Alec is a retired psychotherapist. And Sherry, who has been coming for nine years, is an artist. "I belong to a gym," she says, "but—in contrast to Iona's program—I find it lonely going there because I don't know anyone. Iona is an entirely different experience."

Zelda agrees. A native of New York, she came to the District in 1973 to work at a national women's organization. She found a rent-controlled apartment in Foggy Bottom, where she's been ever since. "I know a good thing when I see it," Zelda says.

She could just as easily be referring to Iona.

When Zelda retired at age 67, she recalls the words of a dear friend: "Make sure you have something to do every day."

## Iona has your back.



At Iona's Active Wellness Program, "you meet the most interesting people who have the most interesting lives," says Zelda. "Iona broadens your universe." Beyond the participants are the many high school students who volunteer their time, young people who "give you faith in the future," says Zelda.

While Iona enlivens Zelda's social life, "it also has my back," she says. Zelda has instructed her niece—who is executor of her will—that the first call she should make in the event of a crisis is to Iona.

"I had a friend living in a group house where the landlady was taking advantage of her," recalls Zelda. "I referred her to an Iona social worker who helped her find new housing. Iona saved her life."



Of her own experience, Zelda says: "If I wake up and think, 'another boring breakfast,' all I have to do is head to Iona, which makes me smile." Zelda and other participants credit program manager Courtney Tolbert, who, in Zelda's words, is not only a creative and effective leader "but has a big heart."



*“If I wake up and think, ‘another boring breakfast,’ all I have to do is head to Iona, which makes me smile.”*

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**119**

men and women from diverse backgrounds attended the Active Wellness Program in 2017.

**6,693**

nutritious mid-day meals were served while friendships blossomed.

They enjoyed topical discussions, films, field trips, and fitness.

Thanks to you, in 2017  
Iona directly helped

**2,958**

older adults and their  
families with the challenges  
and opportunities of aging.

#### **OUR DONORS**

*2017 Contributors (FY October 1, 2016 – September 30, 2017)*

Every gift supports Iona's mission to help people age well and live well. We appreciate all of the donors who contributed in fiscal year 2017. Thank you! We strive for accuracy. If your information is incorrect or if you prefer to be listed differently in the future, please contact us at (202) 895-9416 or [development@iona.org](mailto:development@iona.org).

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**Pictured from left to right: Deputy Mayor HyeSook Chung, Mayor Muriel Bowser, Executive Director Sally S. White, and DC Office on Aging Director Laura Newland.**

Iona celebrated 20 years in the Isabella Breckinridge Center on Albemarle Street NW, in Tenleytown. In recognition of this anniversary, Mayor Muriel Bowser presented Iona with a declaration honoring our excellent services in the community. She thanked us for being advocates for District residents, and expressed her support of our goal to bring adult day services to Wards 7 and 8 in the future.

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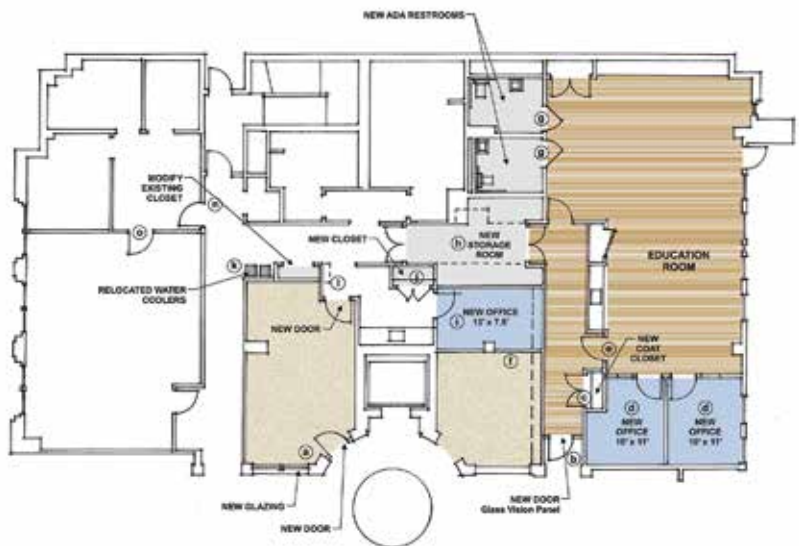
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After a summer of renovations, Iona unveiled new space for our Wellness & Arts Center's robust day programming. This expansion will allow us to serve 20 more participants with chronic conditions and their family caregivers each week.



We had the tremendous honor of welcoming South Korean First Lady Kim Jung-sook to our Wellness & Arts Center. During her visit, the First Lady learned about our enriching day program and joined participants in an art therapy session. President Moon Jae-in and the First Lady have both expressed their commitment to funding services for older adults with dementia and their families in South Korea. It was an honor to be “ambassadors” for our special program and Washington, DC.

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Thanks to the action and advocacy of Iona and dedicated community members, we secured essential funding from the DC Office on Aging to continue a federal Alzheimer's grant. This grant supports citywide programming for people with memory loss who are living alone and provides respite and other support to family care partners. More than 500 individuals and families benefit from these critical programs.

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*A special thank you to ALL of our United Way and CFC Donors for 2017. Following are our 2017 donors. Please note, some remain anonymous to us, or have requested no acknowledgement.*

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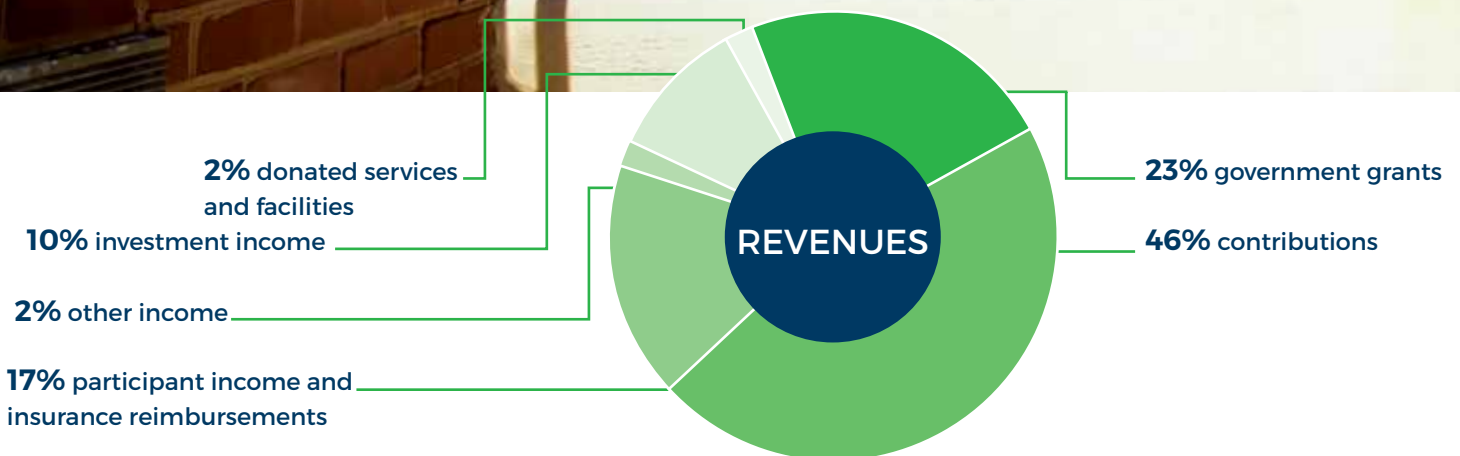
Iona depends on your support in order to provide assistance for everyone facing the challenges of aging.

## MAKE A FINANCIAL CONTRIBUTION

Your financial support will assist Iona in providing the best programs and services to older people and their families in our community. An envelope is included in this mailing or you can donate online at [www.iona.org](http://www.iona.org) or by calling (202) 895-9401.

## MAKE A PLANNED GIFT

A donation through wills, bequests, and other charitable trusts is a tremendous way to support Iona's work. Leaving a legacy for generations to come will truly change the lives of older adults. For information, please contact the development department at (202) 895-9401 or [development@iona.org](mailto:development@iona.org).



# 2017 Financials

FY October 1, 2016 – September 30, 2017  
(unaudited)

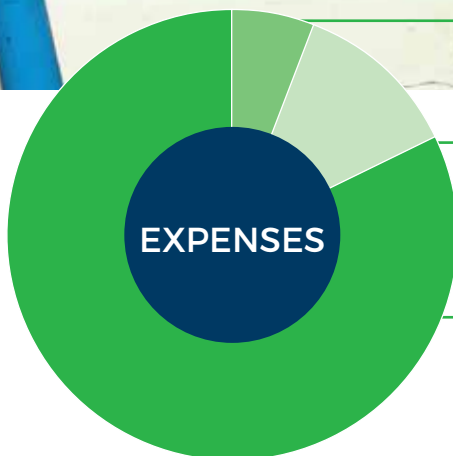
## REVENUES

Government Grants	\$1,651,681
Contributions	
Operating	\$1,510,704
Non-operating*	\$1,700,000
Participant Income and Insurance Reimbursements	\$1,168,586
Other Income	\$171,632
Investment Income	\$677,175
Donated Services and Facilities	\$150,025
<b>Total Revenue</b>	<b>\$7,029,803</b>

## EXPENSES

Administration	\$297,081
Fundraising	\$556,948
Program Services	\$3,897,418
<b>Total Expenses</b>	<b>\$4,751,447</b>

\*In 2017, Iona was grateful to receive a significant bequest of \$1 million, as well as a \$900,000 foundation gift. The Iona Board of Directors has designated \$1.7 million to our endowment in order to maintain Iona's financial stability for decades to come and the remainder to our reserve funds.



6% administration

12% fundraising

82% program services

## IONA SENIOR SERVICES

4125 Albemarle Street NW Washington, DC 20016

(202) 895-9448 | [info@iona.org](mailto:info@iona.org) | [www.iona.org](http://www.iona.org)



Iona is part of the District's Senior Service Network—Supported by the DC Office on Aging.

A photograph of a man in a red hoodie, shouting with his mouth wide open and his arms raised in the air. The background is a blurred outdoor setting with greenery.


# JOIN US!

### ADVOCATE

Join other consumers, advocates, and healthcare providers to work with the District government on long-term care issues. Contact the DC Coalition on Long Term Care, [jlevy@iona.org](mailto:jlevy@iona.org) or call (202) 895-9435. To learn more about the DC Senior Advisory Coalition, contact Sally White, [swhite@iona.org](mailto:swhite@iona.org) or call (202) 895-0246.

### VOLUNTEER

Iona was started by volunteers in 1975, and remains successful because of the efforts of our dedicated volunteers. We have volunteer opportunities for people of all ages, skills, and experience. Come to Iona to learn how you can help meet the needs of older adults in the community and keep our organization strong. Whether you are inspired by a personal interest, community service, or a group project, Iona has a place for you. Contact our volunteer coordinator at [volunteer@iona.org](mailto:volunteer@iona.org).

 [IonaSeniorServices](https://www.facebook.com/IonaSeniorServices)  
United Way #8833  
CFC #52489