

This is LONA

A close-up photograph of an elderly woman with a joyful expression, wearing a light-colored cable-knit sweater. She is holding a silver and black headlamp with both hands, positioning it on her forehead. The headlamp has a circular lens with multiple LED lights. The background is a plain, light color.

2018
ANNUAL REPORT

This is you.

In 2018, you and other generous donors and volunteers contributed \$4.1 million and 15,766 hours which enabled us to directly help

3,767

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



FRONT COVER: Molly Schuchat, a member of Iona's Low-Vision Support Group, tests out a headlamp during one of the bi-weekly meetings. Read more about the Low-Vision Support Group on page 2.

IN 2018, an Iona case manager working with low-income older adults uncovered financial exploitation of her clients – often at the hands of their own family members. An immigrant who came to this country 60 years ago finally became an American citizen, thanks to an Iona social worker. And a gay man who had experienced the sting of hatred found comfort in talking with other LGBTQ older adults about the next chapter of their lives.

THIS IS IONA.

Iona is the people described above (along with others profiled on the following pages) and thousands of other older adults in our community who are navigating the challenges and opportunities of aging.

THIS IS YOU.

Iona is also YOU—generous donors and volunteers throughout the city and beyond who understand that, when it comes to aging and caregiving, Iona has the history, track record, expertise, and compassion to help older adults age well and live well. Because of you, our tenacious and compassionate staff is in the trenches, making sure no one falls through the cracks.

You have put your trust in us throughout our 43-year history. That continued in 2018 as we debuted our newly expanded Wellness & Arts Center, which has allowed us to serve more families, and embarked on plans to open a new adult day center in Ward 8 (see pages 22–23.). You understand the value of adult day services and share our belief that all older adults—no matter where they live—deserve the very best.

Through your generosity and kindness, you are preventing older adults from being isolated or hungry, offering support and love to exasperated family caregivers who care enough to ask for help, and giving voice to the voiceless.



This is us.

Together, we are striving for excellence, providing innovative solutions to the challenges facing our increasingly complex and diverse region, and advocating on behalf of older adults and their caregivers. You made this work possible in 2018. We offer you our heartfelt appreciation.

Peter Fitzgerald, *Board President*
Sally S. White, *Executive Director*

This is commu



Iona hosts

12

support groups
for older adults and
family caregivers.

Topics range from
Parkinson's to caring for
someone with memory loss,
to navigating
transitions in aging.



MEMBERS OF an Iona support group are sharing a laugh as they compare notes about the many ways people try to “help” them. Ellie Waters, the group facilitator, tells a story about how she once asked a passerby for directions. “They said, ‘You see that green house?’ Then, when the stranger realized I couldn’t see, they said it a little louder.”

Welcome to Iona’s Low-Vision Support Group, which at 20 years is Iona’s longest-running group. Over the years, it has included people who have been blind since birth and those who are able to read large print. Some have macular degeneration or glaucoma, while others have congenital eye diseases. Current participants range in age from late 60s to early 90s.

A retired social worker with a PhD in counseling, Ellie has facilitated the group from the beginning. She has macular degeneration—an incurable eye disease that is the leading cause of vision loss, affecting more than 10 million Americans. Ellie has enough peripheral vision that she can walk or take the Metro to Iona. Others take the bus, walk, or get rides from family members or Iona volunteers.

THIS IS OLENA, ELLIE, AND SARAH, sharing a laugh with Iona intern Frances Wu during a Low-Vision Support Group meeting.

nity.

Olena Korytnyk joined four years ago after being diagnosed with severe glaucoma. Asked what drew her to the group, she laughs and says, “Misery loves company.” The past year has been especially challenging, she adds. “I’ll be looking for something and it will be right in front of me.” She’s quick to say, however, that hearing about all the things other members of the group are able to do, even those who have had impaired vision for decades, is an inspiration, and helps her stay positive.

The Low-Vision group is one of a dozen support groups for older adults or family caregivers that take place at Iona on topics ranging from Parkinson’s to memory loss to transitions in aging. Participants come together to share stories, vent, and learn coping strategies.

“We talk a lot about gadgets and gizmos,” says Ellie. “Everything from smart phones to talking books to products that prevent you from spilling your drink.” In addition to Ellie, an Iona social work intern also facilitates sessions, helping members explore their feelings.

Sarah Barnett, who has corneal dystrophy of Francois, is the newest member. In only a couple months, “the group has made my life much easier,” she says. “Being surrounded by people who are going to the Apple store to learn new things, hosting parties, navigating Metro escalators and attending concerts is uplifting,” she adds. “These are people who are out in the world living their lives. I leave feeling if they can do it, so can I.”



THREE YEARS AGO, Jean Sarchet Ylitalo's daughter Saaraliisa arranged for her mom, who has dementia, to visit Iona's Wellness & Arts Center, an adult day program for older adults with memory loss, Parkinson's disease, and other chronic conditions. When another daughter, Katherine, dropped off their mother, she was nervous, but found comfort in the reassuring and experienced staff. When she picked up Jean five hours later, "she was as happy as can be," Katherine says.

Today, Katherine credits Iona for helping her mother turn a corner. "She used to worry that she was a bother to her children," says Katherine. "She doesn't say that anymore. I think she feels valued."

This is being pre

THIS IS JEAN with her family during a recent Wellness & Arts Center program that celebrated some of Jean's accomplishments.



A North Dakota native who won debate awards in high school, Jean lived all over the world with her late husband, a Foreign Service officer. Always athletic, to this day the 98-year-old spends a half hour each evening on her exercise bike while watching the news. At Iona's Wellness & Arts Center, Jean pursues these favorite interests by regularly joining current events discussions and fitness activities.

However, it's a newfound interest in the visual arts—largely thanks to Iona's art therapy program—that's transformed Jean.

"In all my years working in museums and galleries, I've never seen anything as effective and inspiring," says Katherine, a longtime curator herself. In the Wellness & Arts Center, Jean participates in group art therapy sessions, guided by art

sent.

therapist Susan Lee, and attends frequent field trips to The Phillips Collection.

On the times she's tagged along, Katherine has observed how Iona's staff and the docents they work with empower participants as viewers of art. "I've observed seniors speak eloquently about the art," she says. "I saw one participant hum in response to an artwork. One time a participant I had never heard speak began talking about a painting. It gave me goose bumps."

Best practices and Iona's experience confirm that a model focused on creativity and well-being lifts spirits, builds confidence, and stimulates cognitive function. "Since coming to Iona, mom is able to think about what I'm going through and give me advice," says Katherine. "She's more engaged in conversations."

"My mother is brighter in every way," she adds, noting that Jean also benefits from being with the diverse community of people who attend the day center—a community that reflects the Washington area. In addition, knowing her mother is happy and safe gives Katherine and her three siblings peace of mind.

Katherine recently opened up the lid to the family piano and watched her mom start to play music scales—something she hadn't done in many, many years. "That was quite amazing," says Katherine. "It's like the clouds have parted."

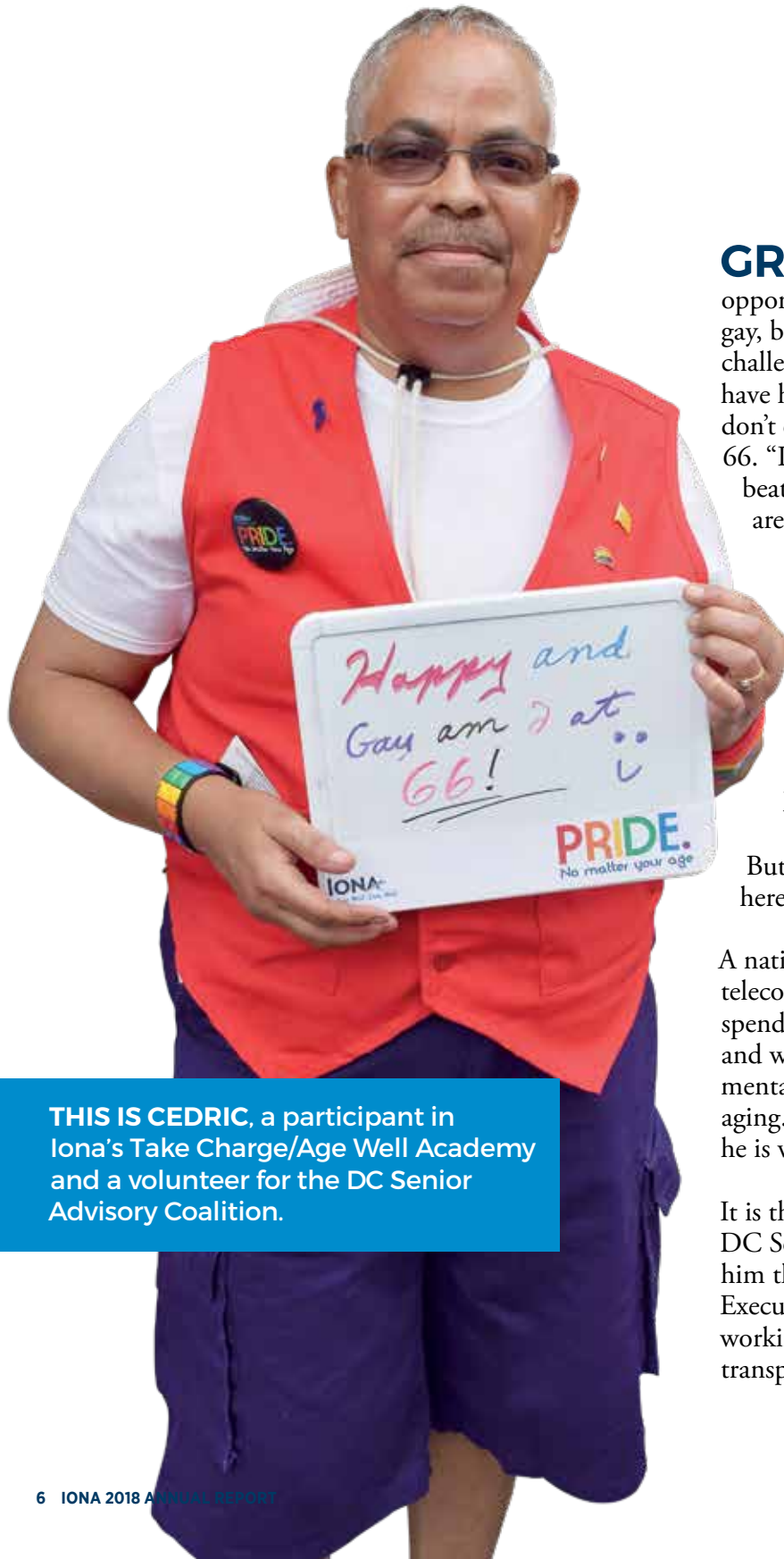


“My mother
is brighter in
every way.”

213 participants
and family members
were served in the
Wellness & Arts Center.

Your support provides
an enriching space for
older adults to discover
hidden talents, share
experiences, and build
community.

This is advocacy.



THIS IS CEDRIC, a participant in Iona's Take Charge/Age Well Academy and a volunteer for the DC Senior Advisory Coalition.

GROWING OLDER comes with both opportunities and challenges. For those who are lesbian, gay, bisexual, transgender, or queer (LGBTQ), the challenges can be devastating. "I've known seniors who have had to move back in with family members who don't even know they are gay," says Cedric Burgess, 66. "I've known older people who have been abused or beaten up because of their sexual orientation. These are reasons seniors go back into the closet."

Cedric has experienced the sting of homophobia himself, having been called an "old gay hag," among other names. He was diagnosed as HIV-positive nearly 30 years ago and suffered overwhelming loss as he watched countless friends die from AIDS or by suicide. When he was younger, he didn't anticipate how hard—and lonely—it could be getting older as a gay man.

But, he says, "In many ways, things are looking up here in DC. And Iona is leading the charge."

A native Washingtonian who worked at a telecommunications company before retiring, Cedric spends much of his time volunteering for nonprofits and working on a wide range of social issues including mental illness, suicide prevention, HIV/AIDS, and aging. There seems to be no limit to the amount of time he is willing to spend working on behalf of local groups.

It is that volunteer work that led him to Iona and the DC Senior Advisory Coalition. The Coalition gives him the opportunity to work side-by-side with Iona Executive Director Sally White and other advocates working to ensure all older adults have access to meals, transportation, housing, and more.



In addition to being an enthusiastic member of the Coalition, Cedric was among the first participants in Iona's Take Charge/Age Well Academy series for LGBTQ older adults. On the first day, there were more people than chairs, which, he says "spoke to the growing interest—and need—in the community."

Like others who have participated in Iona's popular Take Charge/Age Well series, Cedric says the six-week series offered both practical and social benefits. He valued hearing from Iona's staff and other experts about health care decision-making, living wills, housing options, and ways to remain connected to others. And he made new friends with the other participants who are at the same stage of life. If there was one message he took away from the series, it was: "You are not alone."

It's the message Cedric has taken into the community—whether he's volunteering at Iona's Capital Pride Festival booth, speaking at senior centers as a DC Office on Aging ambassador, participating in a new Silver Circle peer-led discussion support group for adults 60 and over co-sponsored by Iona and Whitman-Walker Health, or checking on his Ward 5 neighbors. "I tell it straight," he says, quoting his favorite Iona button: "Pride No Matter Your Age."

"In many ways,
things are looking
up here in DC.
And Iona is leading
the charge."

221 people looking for guidance on critical decision-making and information on planning for the future found help through Iona's Take Charge/Age Well Academy in 2018.

EVER SINCE coming to the United States from Peru in 1958 at the age of 17, Juan Cordero has dreamed of becoming an American citizen. But it would take 60 years and Iona to make that dream a reality.



THIS IS JUAN.

With Iona's help, Juan was able to enjoy free lunches through the Active Wellness Program at St Albans ▪ receive free medical, dental, and eye care ▪ apply for home-delivered meals and food stamps ▪ fulfill a 60-year dream and became a US citizen.

393 older adults got help navigating public benefits, accessing meals and healthcare services, and more from Iona's expert case management and counseling support.

Life in the U.S. has not been easy for Juan. His journey mirrors that of many new immigrants in this country who must go where the work is in order to make a living. Over the years, he's worked at a chicken farm on Long Island, picked kale in New Jersey, washed cars belonging to members of Congress, and worked at Washington's famous San Souci restaurant.

At one point he worked from 8 a.m. to 4 p.m. at one restaurant and then at another from 6 p.m. to 6 a.m.—day after day. “That was rough,” he says. “There was no time for sleep.” He was so busy working and, later, attending to health issues, that there was also no time to apply to become an

American citizen. Even though he knew being a citizen would increase his professional opportunities.

So Juan kept working, even as he developed glaucoma and diabetes, had heart bypass surgery, and developed an ulcer in his leg. In 2007, Juan's doctor advised him to stop for fear he would lose the leg. “That was a low point,” Juan admits.

Soon after, he was introduced to Iona's Active Wellness Program at St. Alban's, which offers free weekday activities and lunch for older adults, in partnership with the DC Office on Aging and the church. In turn, he met social worker Liza Chapkovsky, who he calls “the most important lady in my life.”

Liza helped Juan access free medical, dental, and eye care—including new glasses. She also helped him apply for home-delivered meals and food stamps. While Juan used to survive on an orange for breakfast, he now enjoys a nutritious meal of fruit and oatmeal or granola—always topped by a spoonful of honey.

Reflecting on all the doors Liza has opened, Juan says, “With Liza, there's no mumbo jumbo. She's good at cutting through red tape.” When he finally applied to become a citizen, she supported him every step of the way, from filling out the application to getting fingerprinted to taking the English and civics test. Juan passed, and naturally Liza was the first one he told. And, unsurprisingly, it was Liza who he invited to be his guest when he took the oath of allegiance last summer.

It's been a long journey, says Juan, “one that would have been impossible to manage on my own. Thank goodness for Iona. And thank goodness Iona helps all kind of people—regardless of where they come from.”

This is resilience.

“Thank goodness for Iona.

And thank goodness Iona helps
all kind of people—regardless of
where they come from.”



THIS IS A VICTIM OF FINANCIAL EXPLOITATION.

Let's call him Daniel.

Daniel, a longtime Washington, DC resident, has several assets. But despite significant savings, he had a number of outstanding utility bills. He was at risk of eviction from his apartment. And, his memory was fading.

Iona social worker Christine Kenny's expert money management revealed shocking changes to Daniel's accounts. His savings account had decreased by more than \$100,000 to nothing—in less than a year. Another account's holdings had been completely transferred.

Even worse was discovering that his longtime neighbor was swindling the money. Fortunately, Christine was able to stop the exploitation and secure the compromised accounts. She also continues to be a watchful eye for Daniel's finances, which remains especially crucial as his memory declines.



This is us, chang

Iona's Money Management Program launched in 2015 to address this complex question:
How do we protect and support older adults who live alone, and also have some memory loss?
This is us, changing lives.

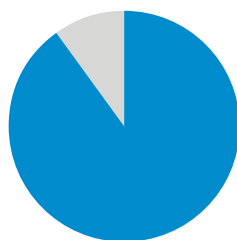
117 individuals have benefited from Iona's financial literacy workshops and presentations on topics such as online banking offered in partnership with Capital One and the DC Office on Aging.



A GROWING TREND

1 in 20

older adults indicates some form of perceived financial mistreatment in the recent past.



Only 2%

of financial exploitation are ever reported, according to Adult Protective Services.

90% of abusers

are family members or trusted friends, caretakers, attorneys, bank employees, religious leaders, doctors, etc.

THIS IS CHRISTINE, an Iona social worker and expert in money management.

ing lives.



33 older adults have received ongoing expert financial monitoring and protection.

Part of what makes money management work so challenging is its intensity. By nature, it is deeply time-consuming and personal. Iona social workers:

- ✓ Make regular home visits and check mail
- ✓ Organize finances and set-up payment reminders
- ✓ Accompany clients to the bank or ATM
- ✓ Read financial statements line-by-line with expert thoughtfulness
- ✓ And more



1,056 volunteers

provided 15,766 hours of their time. You delivered meals, visited older adults who are homebound, supported our activities in our programs, office, and community—and much more. You are essential to our mission and work, and we are grateful for your dedication.

We welcome volunteers of all ages, skills, and experience. Whether you're inspired by a personal interest, community service, or a group project, we have a place for you.

Contact our volunteer manager at volunteer@iona.org.

This is commitment.

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Iona's LGBTQ Outreach and Programming Recognized with Mather Lifeways Promising Practices Award

Iona continued to expand our programming and outreach to older adults who identify as Lesbian, Gay, Bisexual, Transgender, or Queer (LGBTQ), with the launch of several new programs in 2018. With funding from the DC Office on Aging and in collaboration with seven local Villages, we conducted two full-day workshops on the factors that contribute to aging well. In recognition of this work, Iona was granted the Mather Lifeways Promising Practices Award, which honors organizations that serve older adults in original and exciting ways. Then, in partnership with Whitman-Walker Health, Iona also launched three new peer-led support groups for LGBTQ older adults. Together, these programs have offered a safe space for discussion, resource-sharing, and friendship.

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In 2018, Iona received funding from the DC Office on Aging to launch a new online directory for neighbors in Wards 2 and 3 to search and access nearby programs for fun, fitness, lunch, and more.

The new directory—plus new programs—launched in January 2019. Visit the site at www.aroundtowndc.org or contact Lena Frumin at community@iona.org or (202) 895-9485 to learn more.



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Iona social worker Randy Smith partnered with nonprofit Legal Counsel for the Elderly and St. Mary's Court, an apartment building for older adults with low income, to draft and notarize documents like Power of Attorney, Advance Medical Directive, and Last Will & Testament for free. Oftentimes these documents can cost hundreds, and sometimes even thousands of dollars, and are inaccessible to older adults with limited finances. Your donations helped 12 neighbors obtain these critical legal documents. We plan on offering this help again in 2019.



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A special thank you to all of our United Way and CFC Donors for 2018. We are so grateful for your continued support of Iona's mission

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****Safety Net Society Member.** These donors make a monthly gift to Iona. Join the Safety Net Society now at iona.org/monthly.

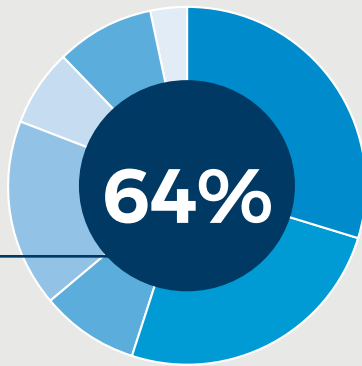
This is philanthropy.

\$6.4 million

2018 was a year of great impact. With your support, we raised \$6.4 million and reached more older adults and family caregivers than ever before. Our funding includes \$1.9 million from foundational support and government grants, \$2.2 million from individual donations, and \$2.3 million from insurance reimbursements and other income.

Thank you for making this year possible. For our full financial report, please visit iona.org/about/financials.

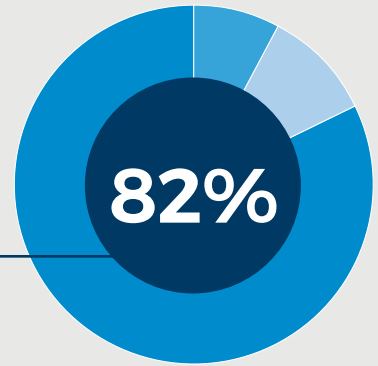
FY18 REVENUES



64% of revenue came from individual donations (34%) and grants (30%).

Another 36% came from insurance reimbursements and other income.

FY18 EXPENSES



82% of FY18 expenses went to directly support program services.

10% was for fundraising and 8% was for administrative expenses.

This is us...



Your philanthropic support makes life better for older adults and caregivers in Washington, DC.

1,523 family caregivers found information, respite, and education through direct care and support services.

2,244 older adults benefited from Iona's expert care and services, including meal delivery, case management, support groups, and more.

2018 Financials

FY October 1, 2017 – September 30, 2018
(unaudited)

REVENUES

Government Grants	\$1,922,146
Individual Donations	
Operating	\$1,636,191
Non-Operating	\$567,200
Participant Income and	
Insurance Reimbursements	\$1,084,975
Other Income	\$453,138
Investment Income	\$578,262
Donated Services and Facilities	<u>\$198,760</u>
Total Revenue	\$6,440,672

EXPENSES

Administration	\$422,234
Fundraising	\$543,700
Program Services	<u>\$4,386,951</u>
Total Expenses	\$5,352,885

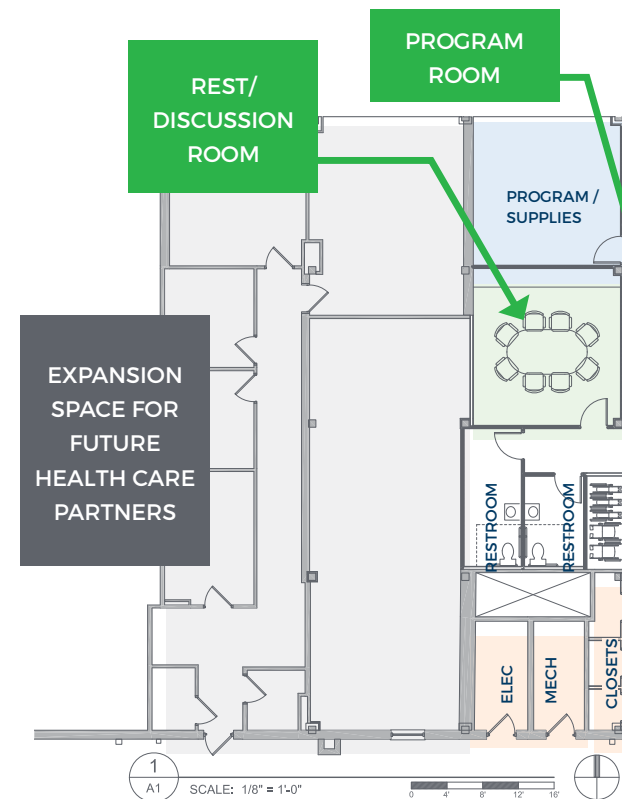
Building Iona East

Since 1986, Iona has welcomed older adults with Alzheimer's, other forms of dementia, physical challenges, and intellectual disabilities to our Wellness & Arts Center, our award-winning adult day health program. With a focus on well-being and creativity, we lift spirits, build confidence, and stimulate cognitive function. Unfortunately, in Wards 7 and 8, where there is a growing number of older adults living with Alzheimer's or other dementias, there is currently no such center.

Iona is prepared to respond.

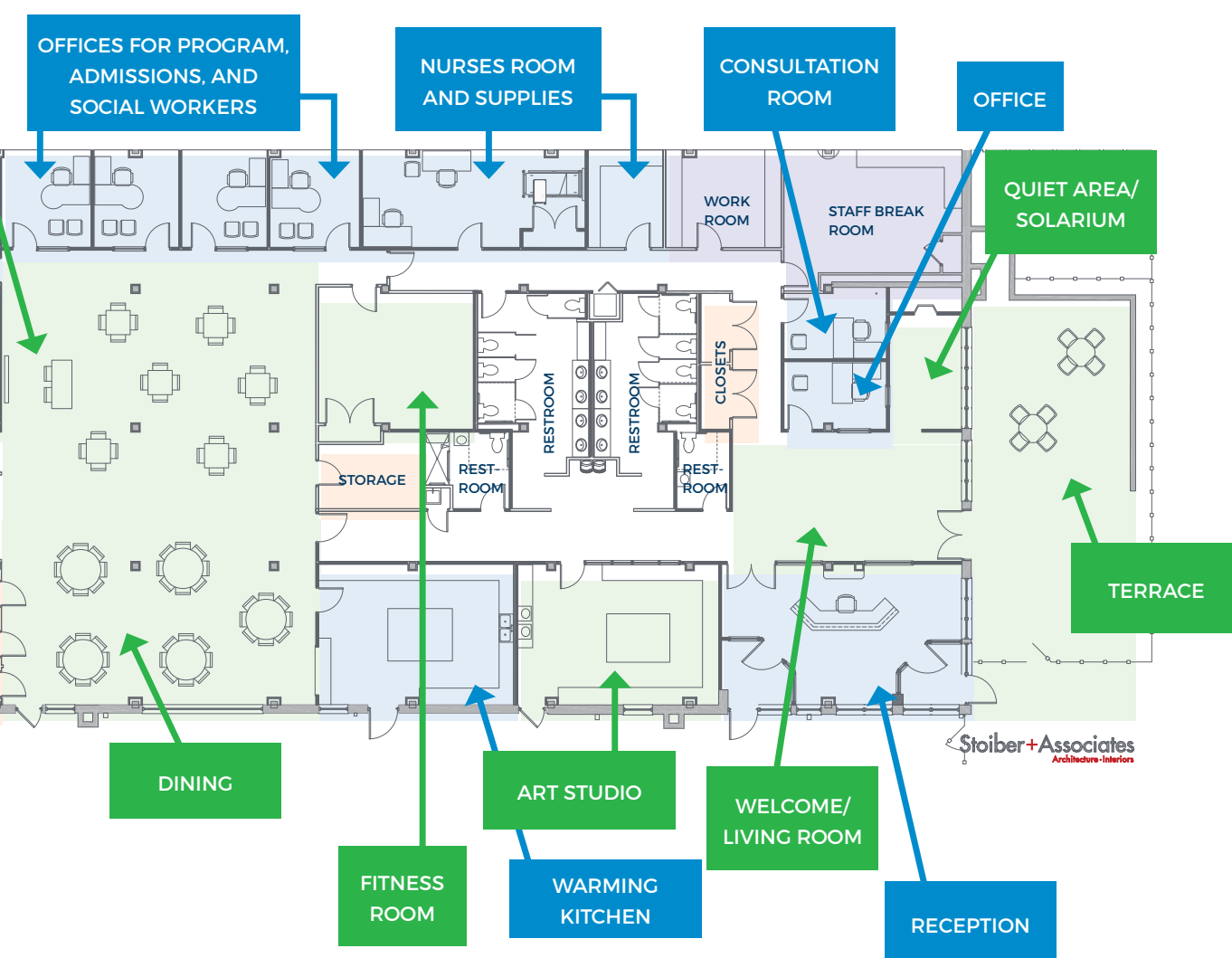
In the coming months, space in The Shops at Park Village in Ward 8 will be transformed into the 9,000-plus-square-foot space that will house Iona East, featuring the same high-quality program, resources, and leadership as the original Wellness & Arts Center on Albemarle Street, NW.

However, in order to make Iona East a reality, Iona needs your help to open the center by early 2020.



This is our future.

“Our family has believed in Iona for as long as I can remember. It was a priority for my parents—who led the campaign to build Iona’s headquarters on Albemarle Street two decades ago, and it’s a priority today for the next generation. The England Family Foundation shares Iona’s commitment to go where the need is greatest, which is why we are donating \$500,000 over five years toward the new adult day center in Ward 8.” — RICK ENGLAND



**For more information on how you can become involved,
please contact Jennie Smith-Peers, Director of Development
and Communications**

202.895.9418 | jsmith-peers@iona.org



IONA SENIOR SERVICES
4125 Albemarle Street NW
Washington, DC 20016

(202) 895-9448
info@iona.org | www.iona.org

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.



f IonaSeniorServices
United Way #8833
CFC #52489



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