

**AGAPE RESPITE CARE, INC.**  
**2022**  
**ANNUAL BOARD MEETING**



# **2022 ANNUAL MEETING AGENDA**

- 1. Opening Prayer**
- 2. Mission**
- 3. Meet Our Staff & See How We Celebrated Them**
- 4. State Information**
- 5. Demographics of Individuals Served**
- 6. Agape Programs & Services**
- 7. ARCH National Respite Information**
- 8. CARF**
- 9. Donors**
- 10. Fiscal Reporting**
- 11. Annual Survey Results**
- 12. Questions & Answers**

## Opening Prayer Individuals with Special Needs

Heavenly Father,

We are grateful that you make every living person in Your likeness and image.

You present each of us as a gift and seed of love to the entire human race.

We praise you, Lord, for all of Your gifts given.

Father, we see you in all those living with special needs.

We give thanks to You for their loving parents and caregivers who welcome and nurture them even in the face of earthly hurdles and rejection.

Please continue to guide our hands to build access and welcome those in need of our love and care.

Please continue to guide our minds to understand the power and wisdom of human vulnerability.

Please continue to guide our actions to create communities in an all inclusive space.

And we ask that You continue to reveal Your gifts to each individual.

May we understand that Your body is incomplete when we leave any of Your people behind.

It is in your son's name we pray.

Amen

*“And the King will answer them, ‘Truly I tell you, whatever you did for one of the least of these brothers and sisters of mine, you did if for me.’  
-- Matthew 25:40*

# AGAPE MISSION

**“Agape Respite Care is committed to providing family support services and care for persons of all ages who have physical and intellectual disabilities to enable them to remain in their chosen community.”**

**MIDNIGHT  
OUR  
STAFF**

# MEET OUR DEDICATED STAFF



**(Left) Sherrie Kizer, Executive Director  
and Registered Nurse  
(pictured with her children)**

**January 2017- Present**

**(Right) Jennifer Tschannen,  
Office and House Manager  
(pictured with her family),**

**March 1995 – Present**



# MEET OUR DEDICATED STAFF



**(Left) Susan Kelly, Direct Support Professional and Licensed Practical Nurse**

**October 1996 - Present**

**(Right) Melinda Vaughn, Direct Support Professional**

**October 2001 – Present**



# MEET OUR DEDICATED STAFF



**(Left) Jill Suman, Direct Support Professional**

**May 2004 – Present**

**(Right) Jane Miller, Direct Support Professional**

**May 2006 – Present**





# MEET OUR DEDICATED STAFF

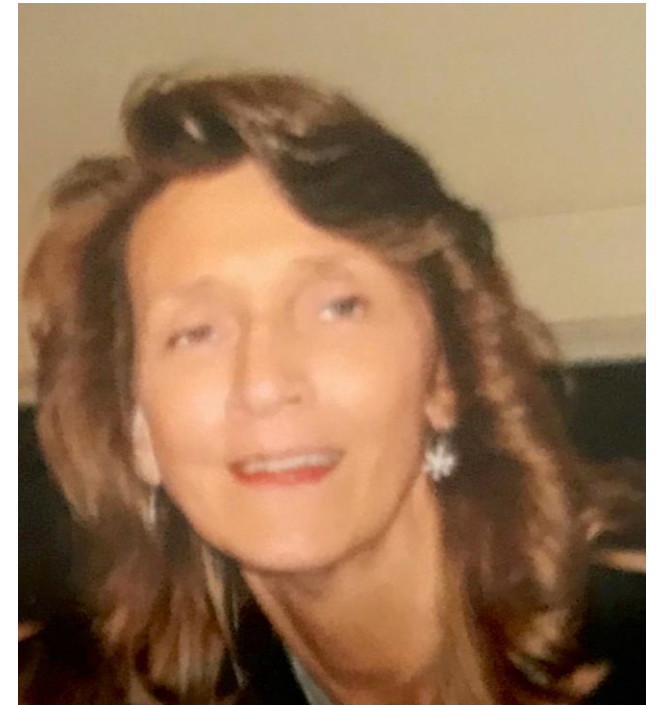


**(Left) Janet Lehman,  
(pictured middle with her daughters)  
Direct Support Professional**

**April 2012 – Present**

**(Right) Chris Teeple,  
Direct Support Professional**

**March 2014 – Present**



# MEET OUR DEDICATED STAFF



**(Left) Rodger Popplewell, Direct Support Professional**

**October 2014 – Present**



**(Right) Mary Davis, Direct Support Professional**

**June 2015 – Present**

# MEET OUR DEDICATED STAFF



**(Left) Susan Popplewell, Direct Support Professional**

**October 2015 – Present**

**(Right) Megan Page, (pictured with her family)  
Direct Support Professional**

**September 2016 – Present**



# MEET OUR DEDICATED STAFF



**(Left) Kaylyn Baker, Direct Support Professional**

**March 2017 – Present**



**(Right) Tia Osborn, (pictured with her family),  
Direct Support Professional**

**April 2018 – Present**

# MEET OUR DEDICATED STAFF

**(Left) Tracy Wood, Direct Support Professional  
(8 years previous employment with Agape)**

**April 2019 – Present**



**(Right) Kory Ley, Direct Support Professional**

**September 2020 – Present**



# MEET OUR DEDICATED STAFF

**(Left) Lydia Steffen, Direct Support Professional**

**June 2021 – Present**



**(Right) Kristen Coker, Direct Support Professional  
(pictured with her children)**

**May 2022 – Present**



# MEET OUR DEDICATED STAFF

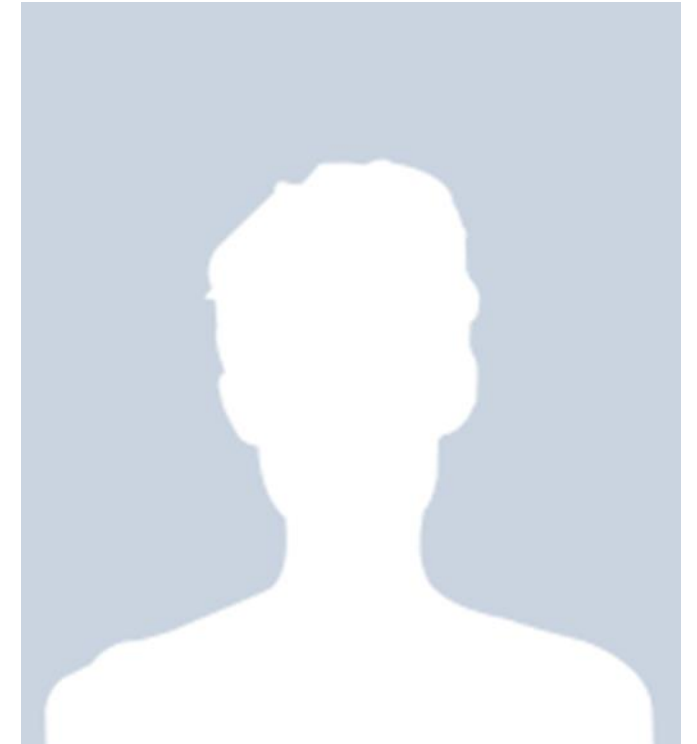


**(Left) Jessica Martin, Direct Support Professional**

**June 2022 – Present**

**(Right) Susan Foust, Direct Support Professional**

**September 2022 – Present**



# MEET OUR DEDICATED STAFF



**Makaiah Fisher, Direct Support Professional**

**November 2022 – Present**

---

## **STAFF THAT RESIGNED IN 2022**

**Emily Thompson**

**Michele Dixon**

**Taylor Dague**

**Dana Thomas**

**Rebecca Baumgartner**

**Lily Wolfe**

**Trisha Hirschy**





Home and Community Based Services:

HCBS Stabilization Grant

\$32,296.60

For recruitment and retention

To be utilized by March of 2024

HOW WE SHOWERED  
OUR STAFF  
WITH GRATITUDE

# HANDED OUT RAYS OF SUNSHINE JUNE 2022 \$100.00 Gas Cards & Sweet Treats





**DSP WEEK 2022**  
**SEPTEMBER 11<sup>TH</sup> - SEPTEMBER 17<sup>TH</sup>**

## **LOVE FOR DIRECT SUPPORT PROFESSIONALS**

**Agape DSPs see our guests exactly the way God created them to be...  
They are paid for the care they provide, but their love is given for free.**

**It is a joy to witness the friendships that are made...**

**The memories created that I know will never fade.**

**They offer a safe environment so our guests enjoy their stay...**

**DSPs make Agape feel like home while parents are away.**

**Our DSPs know our guests well and at times predict their needs...**

**They are encouraging and not enabling in hope to help them succeed.**

**It does not matter if the need is physical or intellectual...**

**The integrity of each DSP is impeccable.**

**Routines, medication administration, g-tube feedings and personal care can be  
trained...**

**I am thankful that each DSP has joy, love, gentleness and all other fruits of the  
Holy Spirit ingrained.**

**HAPPY DSP WEEK TO THE BEST TEAM OUT THERE!!!**

**DSP WEEK: SEPTEMBER 11<sup>TH</sup> – SEPTEMBER 17<sup>TH</sup>  
EACH DSP RECEIVED AN EXTRA PAYCHECK  
IN THE AMOUNT OF \$300.00**

Sep 15, 2022

Pay Period Sep 15–Sep 15, 2022

Total Hours: 0

NET PAY

\$300.00

**HCBS Stabilization Grant Announcement**

The Indiana Family & Social Services Administration was excited to announce that \$172 million of the Home and Community-Based Services Stabilization Grants were awarded to 1156 providers across the state. The HCBS Stabilization Grants were designed to provide immediate stabilization to Indiana's workforce and community-based provider network.

# Back to In-Person Christmas Party





Email sent to staff: I am writing to remind each of you that you will need to check your PayChex account this Thursday, December 08, 2022 for your Christmas Gift Amount. Amounts gifted are based on: Years of Service (must have 90 day introductory period completed). Agape was gifted a Home and Community Based Stabilization Grant from the state that has allowed us to gift above and beyond our typical gift for Christmas' past. Enjoy it now! 😊

Categories

26-16 years

15-10 years

9-1 years

11 months – completed 90 day introductory period



JUST A LITTLE SOMETHING TO OPEN TODAY....  
NO FEAR YOUR REAL GIFT IS HEADED YOUR WAY.  
NEXT THURSDAY TAKE A PEEK INTO YOUR ACCOUNT....  
PLEASE KNOW YOUR VALUE IS SO MUCH MORE THAN ANY GIVEN AMOUNT.  
IT IS OUR HOPE THAT YOU ENJOY THIS BIT OF HOLIDAY CHEER.....  
WE WISH YOU A MERRY CHRISTMAS AND A HAPPY NEW YEAR!  
THE AGAPE RESPITE CARE BOARD

# ANNUAL YEAR END BONUS

MADE POSSIBLE THROUGH THE  
July 2021 - DDRS & BDDS PROVIDER OPTION TO INCREASE WAGES

## Congratulations To:

Susan Kelly

Melinda Vaughn

Jill Suman

Janet Lehman

Kory Ley

Lydia Steffen

## Policy

How DSPs Qualify for Year End Bonus When Applicable:

- DSP will have completed an entire year of direct care
- DSP will complete 1000 hours of guest direct care in the previous year (excluding; education hours, nursing hours, lift help etc.)
- DSP will have worked a minimum of 48 weekend/pickup shifts in the previous year. (48 shifts may be a combination of weekends and shifts not covered picked up)
  - Weekend Shifts Run From: Friday at 3:00 p.m. through Monday at 12:00 a.m.

**A REVIEW  
OF OUR  
PROGRAMS  
AND  
SERVICES**

# **AGAPE (Respite, PAC and RHS) SERVICES**

**24,550.25 hours of care in 2022**

**46 guests served**



**VALENTINES**



**ST. PATRICK**



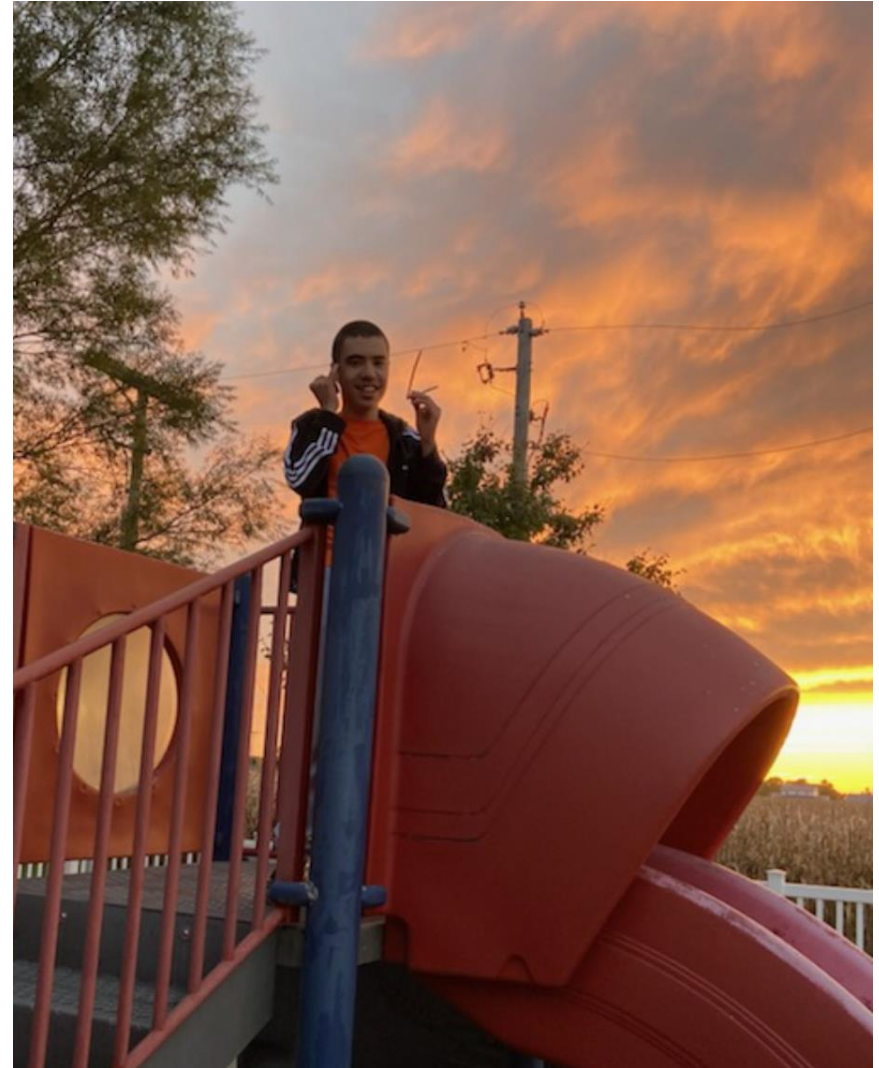
**EASTER**



**CHRISTMAS**

All people have the right to live, love, work, learn, participate, play and pursue their dreams in their community.







# 2022

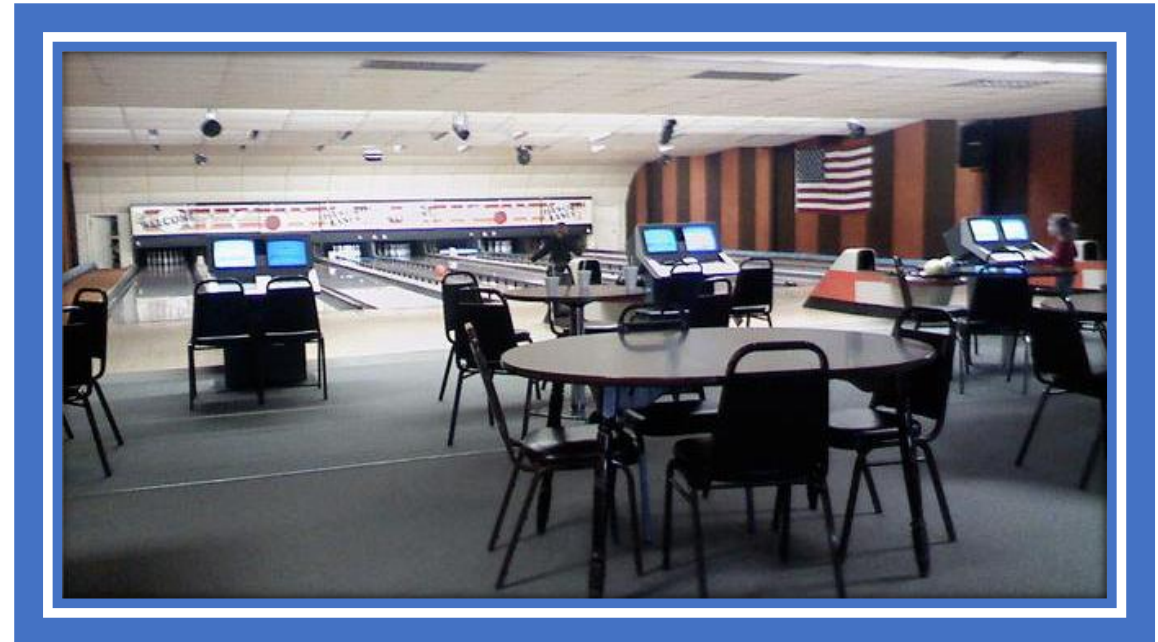
# BOWLING LEAGUE

# BACK IN

# ACTION

# 14 Bowlers Returned To The Lanes

# SPONSOR







# APRIL SEASON – TUESDAY NIGHTS

APRIL 5<sup>TH</sup>

APRIL 12<sup>TH</sup>

APRIL 19<sup>TH</sup>

APRIL 26<sup>TH</sup>

MAY 3<sup>RD</sup> AND BANQUET NIGHT AT THE FIRST MENNONITE CHURCH



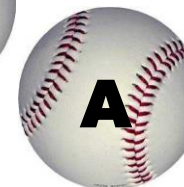


# AGAPE BASEBALL LEAGUE

WITH ASSISTANCE

FROM

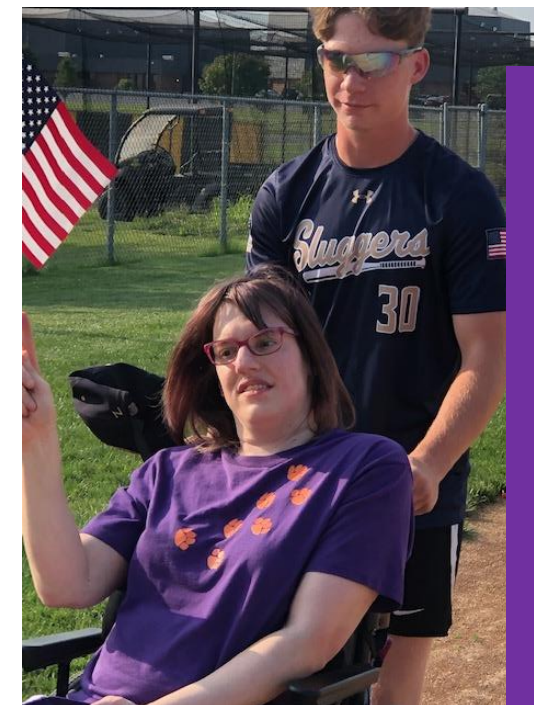
THE SUMMIT CITY SLUGGERS



LIONS



TIGERS



PANTHERS



# 32 Agape Sports League Ball Players Participated On The Diamond



**Many thanks to  
the South Adams  
Starfires Girls  
Softball for the  
continued use of  
their field!!!!**











**Our Announcer: Travis Spannan**  
**Our Concession Leader: Joni Spannan**

**These two make every game complete!**

**We've Got A Hitter**

**Grounder**

**Strike**

**Safe**

**Runner**

**Fly Ball**



**Home Run**





**DEMOGRAPHICS  
AND  
NEEDS  
OF THE GUESTS  
SERVED IN 2022**

# INDIANA

**DISTRICT 2**  
Elkhart Co.

**DISTRICT 3**  
Adams Co.  
Allen Co.  
Whitley Co.  
Wells Co.

**DISTRICT 4**  
Tippecanoe Co.

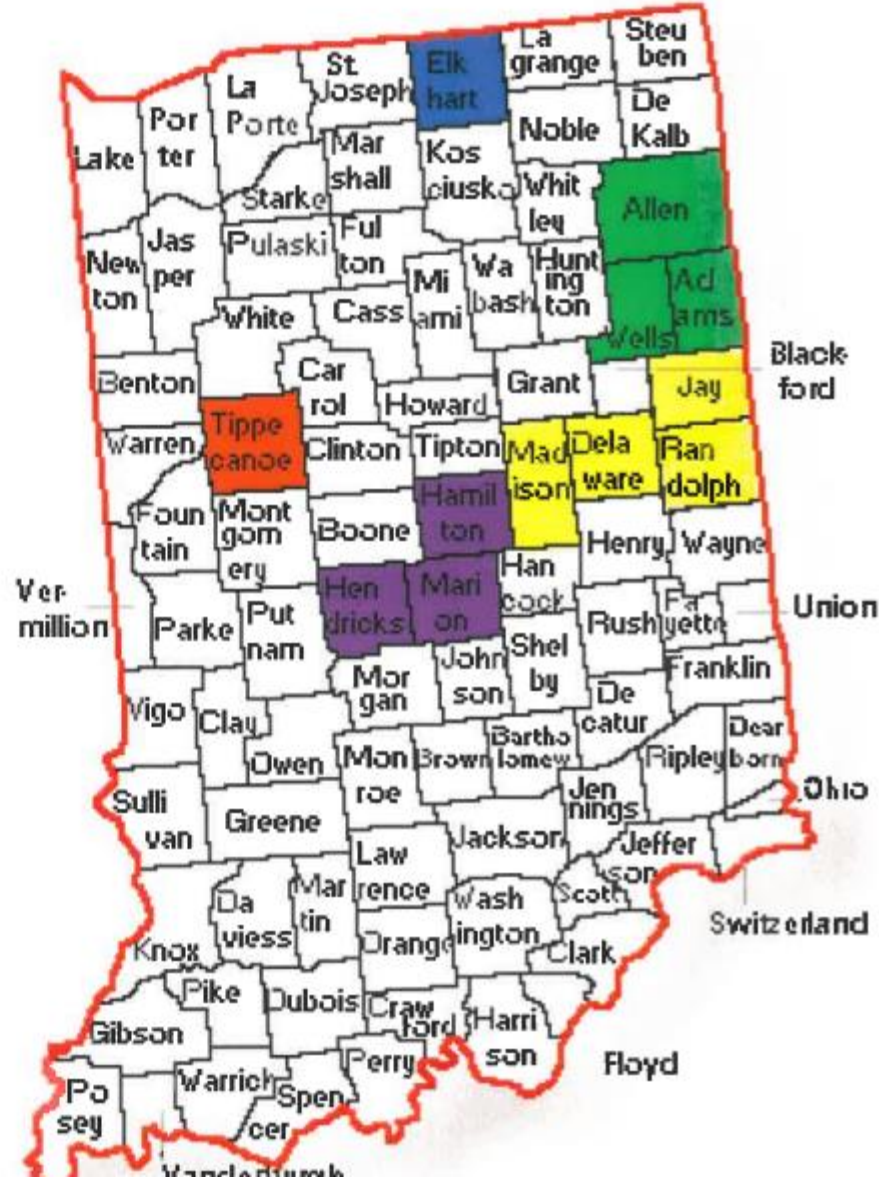
**District 5**  
Hamilton Co.  
Hendricks Co.  
Marion Co.

**District 6**  
Delaware Co.  
Jay Co.  
Rudolph Co.

**ILLINOIS**  
Cook Co.

## AGAPE – INDIANA COUNTIES SERVED IN 2022

- - INDIANA DISTRICT 2
- - INDIANA DISTRICT 3
- - INDIANA DISTRICT 4
- - INDIANA DISTRICT 5
- - INDIANA DISTRICT 6



## HOURS SERVED

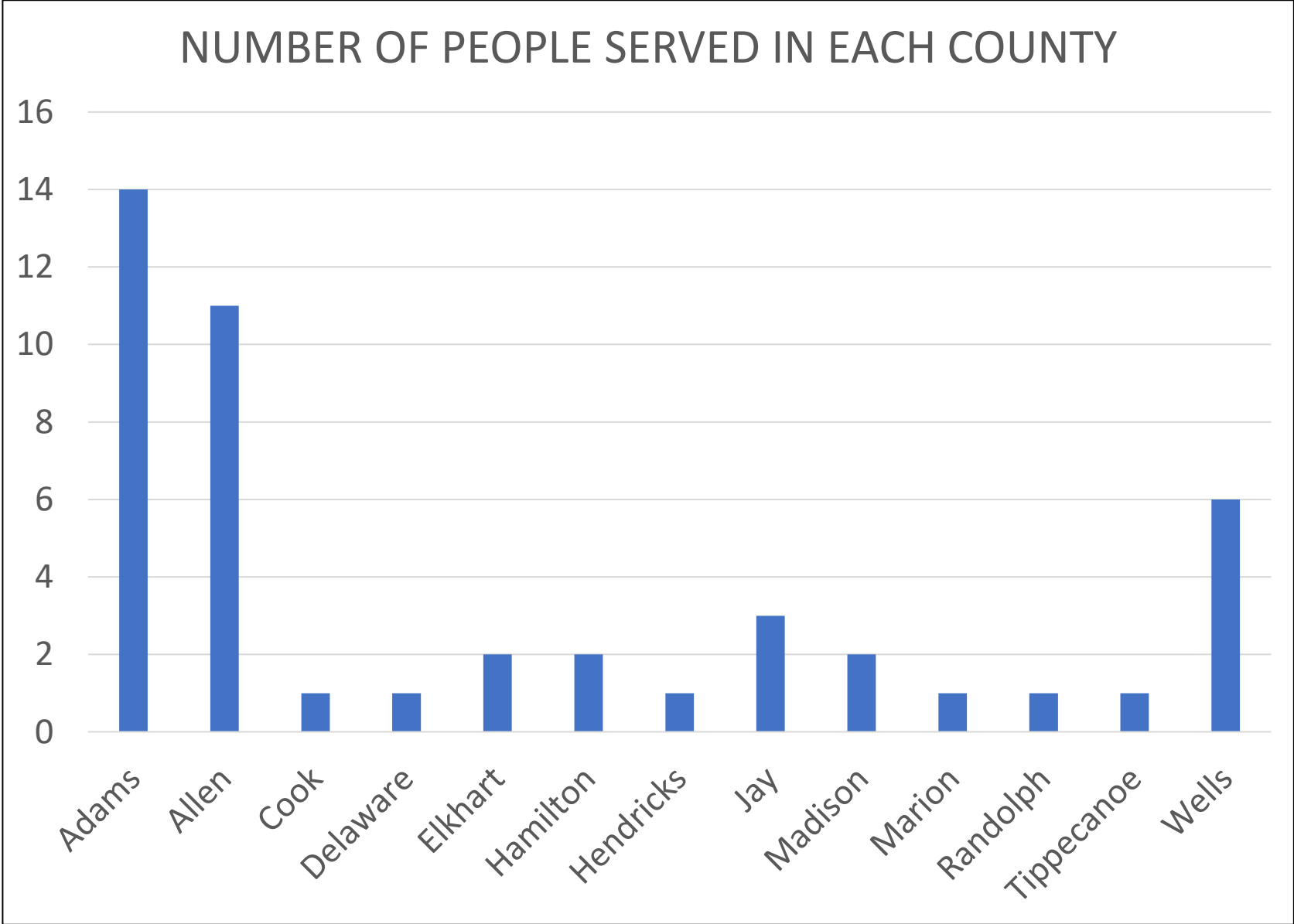
ADAMS COUNTY HOURS = 11,892

TOTAL OF ALL COUNTIES SERVED =  
24,550.25

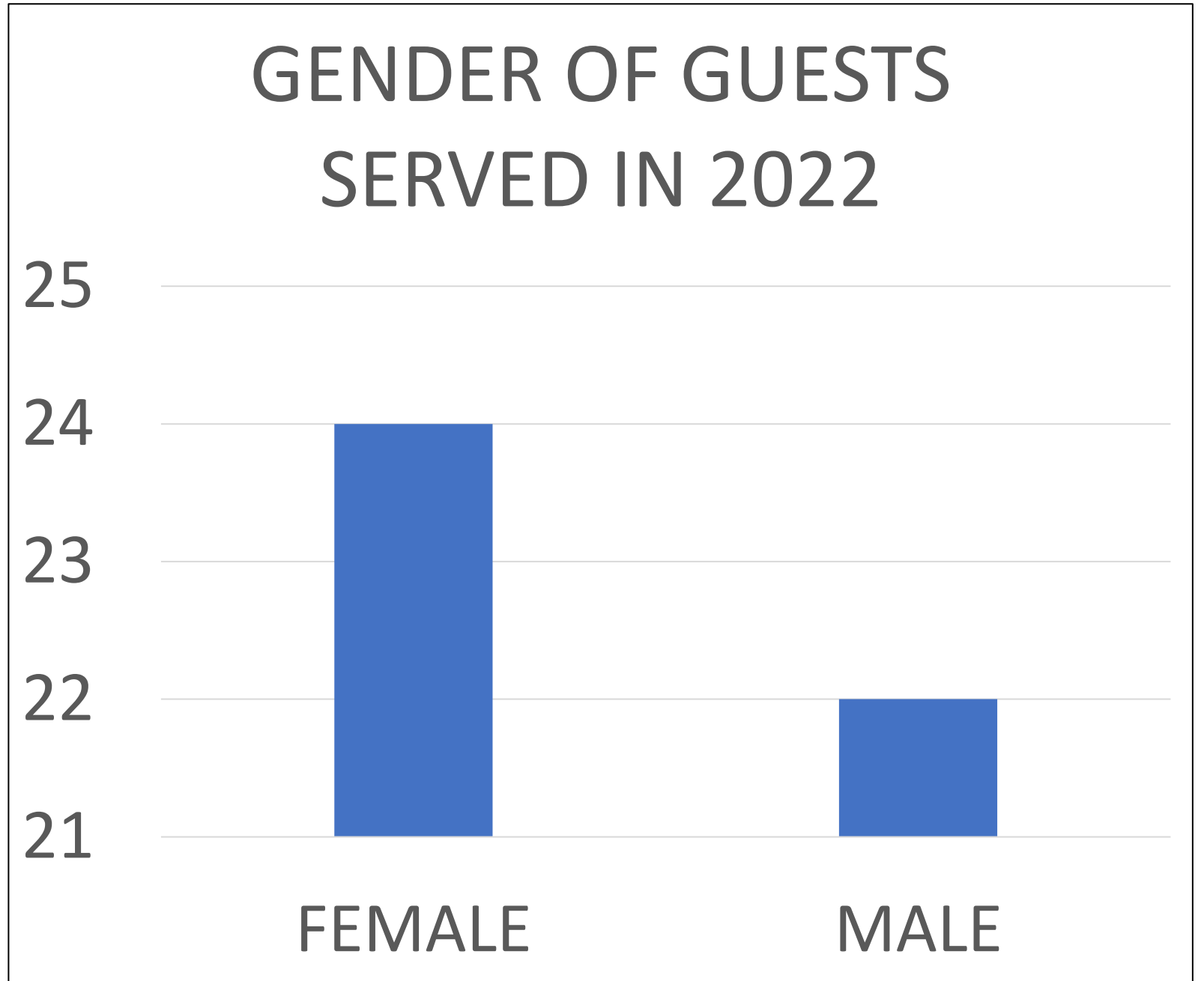
## HISTORY

2017 = 37,861.00  
2018 = 26,858.00  
2019 = 24,072.00  
2020 = 20,999.25  
2021 = 23,164.00  
2022 = 24,550.25

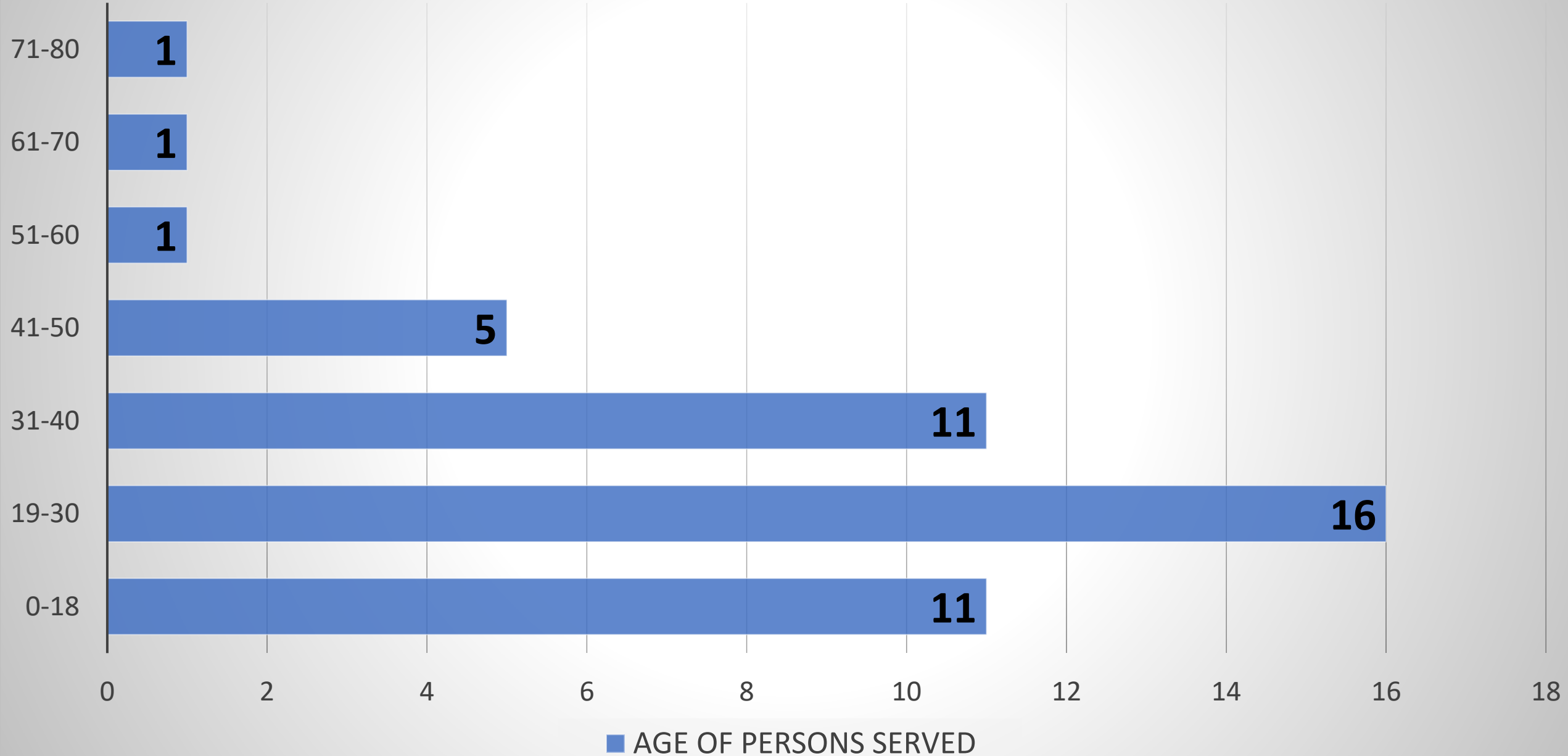
COUNTY	GUESTS
Adams	14
Allen	11
Cook	1
Delaware	1
Elkhart	2
Hamilton	2
Hendricks	1
Jay	3
Madison	2
Marion	1
Randolph	1
Tippecanoe	1
Wells	6



GENDER	COUNT
FEMALE	24
MALE	22

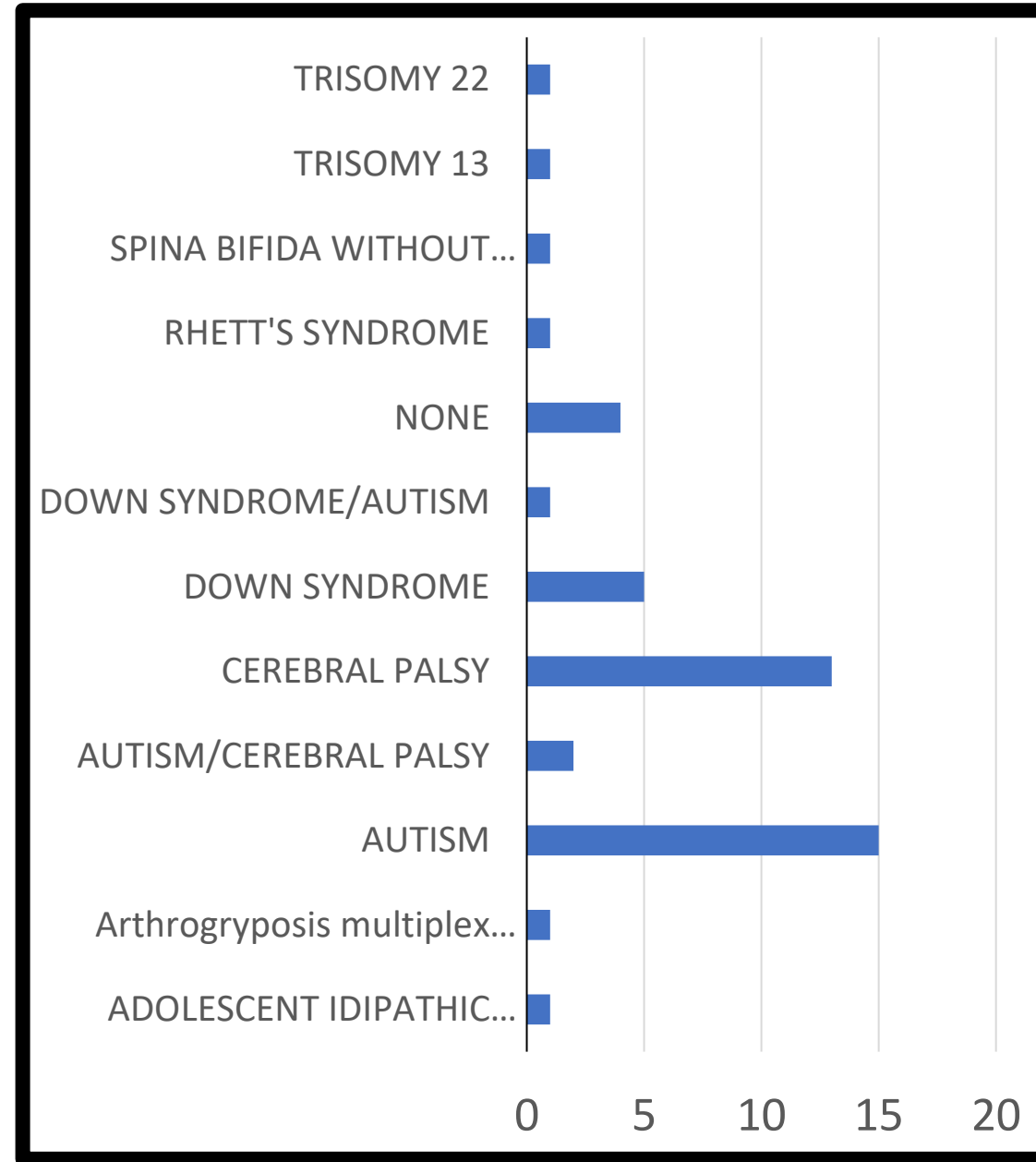


# AGE OF PERSONS SERVED IN 2022

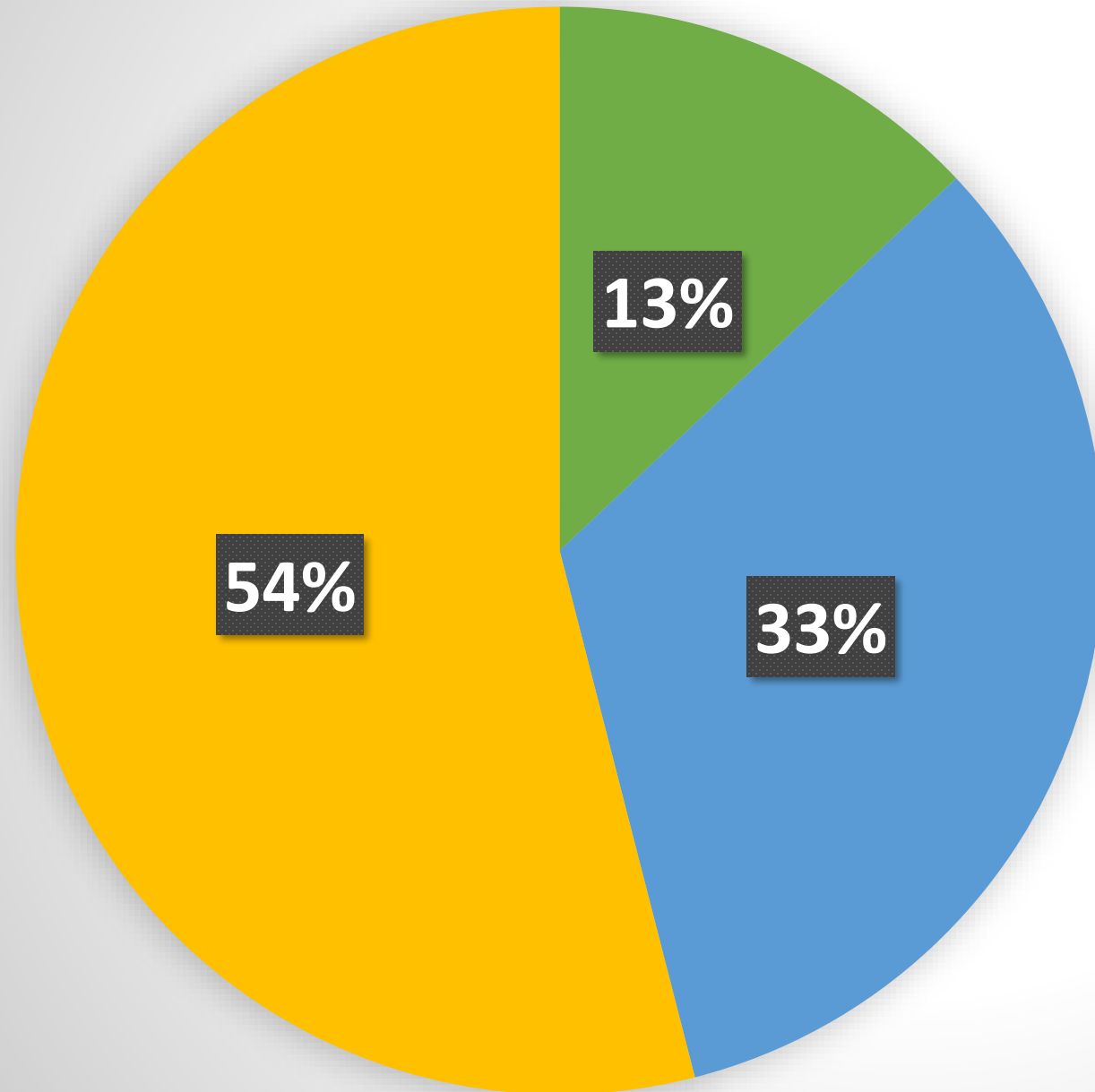


# 2022

PRIMARY DIAGNOSIS	# GUESTS
ADOLESCENT IDIOPATHIC SCOLIOSIS	1
ARTHROGRYPOSIS MULTIPLEX CONGENITA	1
AUTISM	15
AUTISM/CEREBRAL PALSY	2
CEREBRAL PALSY	13
DOWN SYNDROME	5
DOWN SYNDROME/AUTISM	1
NONE	4
RHETT'S SYNDROME	1
SPINA BIFIDA WITHOUT HYDROCEPHALUS	1
TRISOMY 13	1
TRISOMY 22	1



# COMMUNICATION NEEDS IN 2022

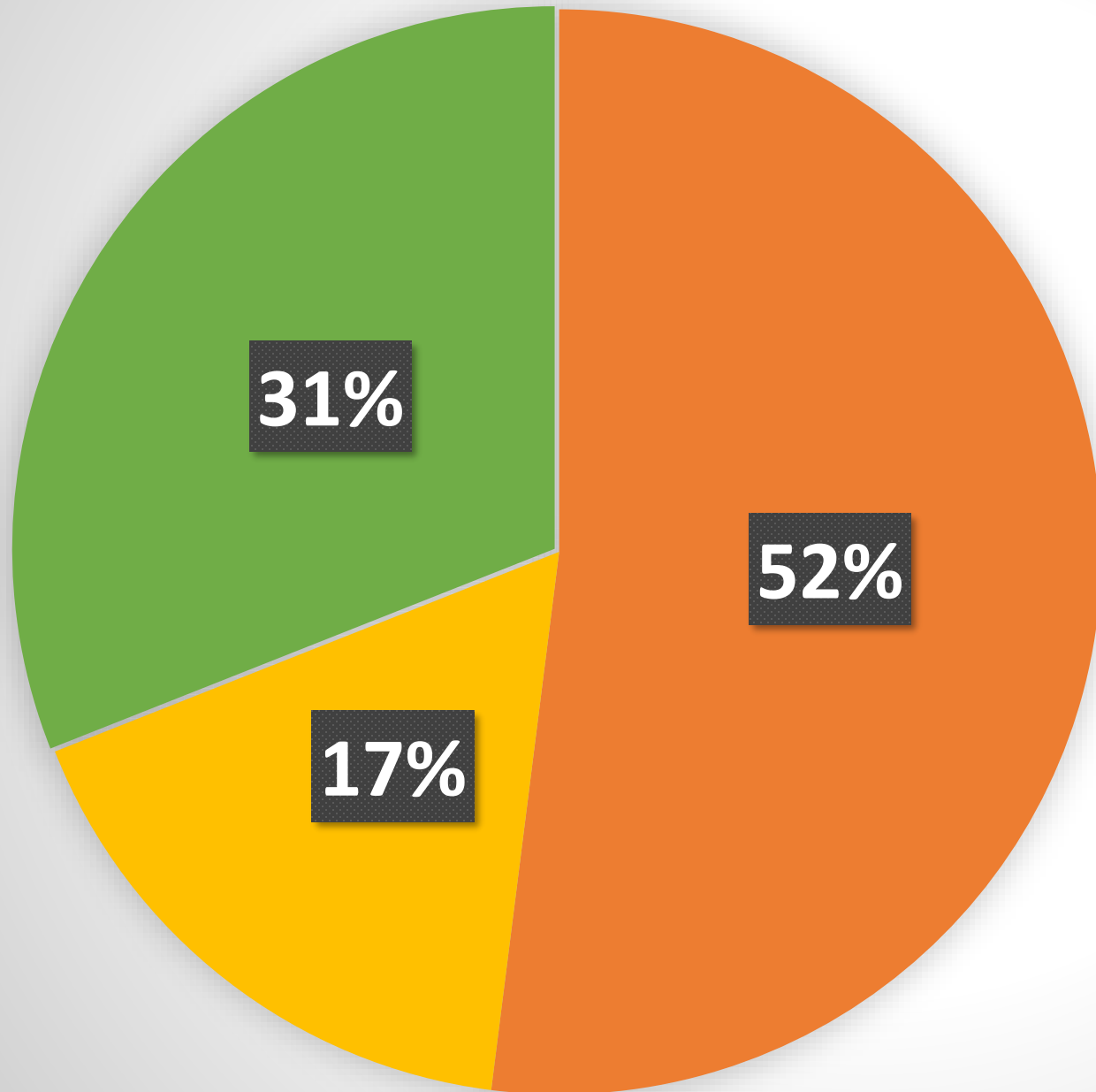


■ **VERBAL COMMUNICATON**

■ **LIMITED VERBAL  
COMMUNICATION**

■ **NON-VERBAL  
COMMUNICATION**

# 2022 MOBILITY OF PERSONS SERVED



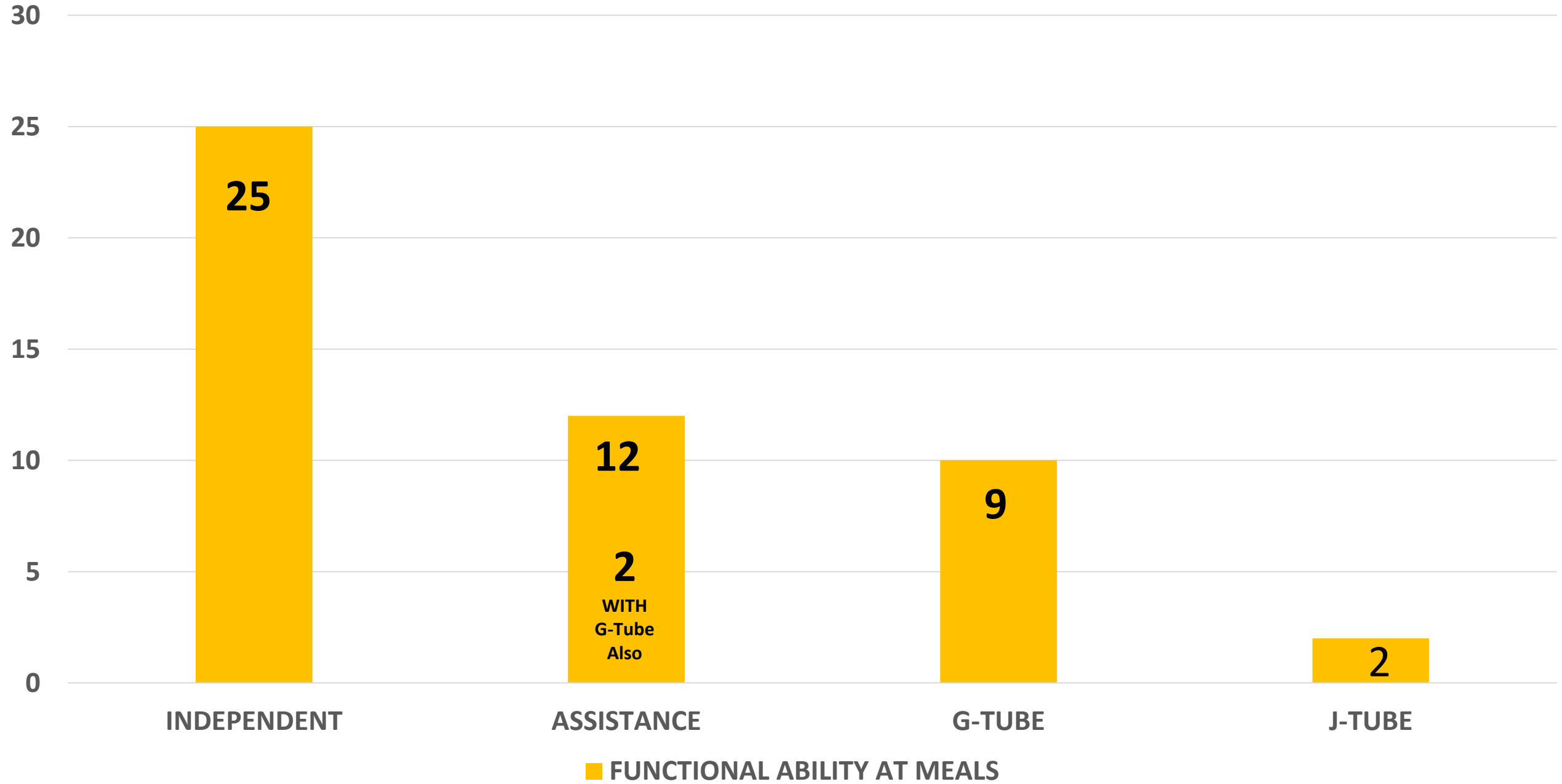
■ INDEPENDENT

■ SEM-  
INDEPENDENT

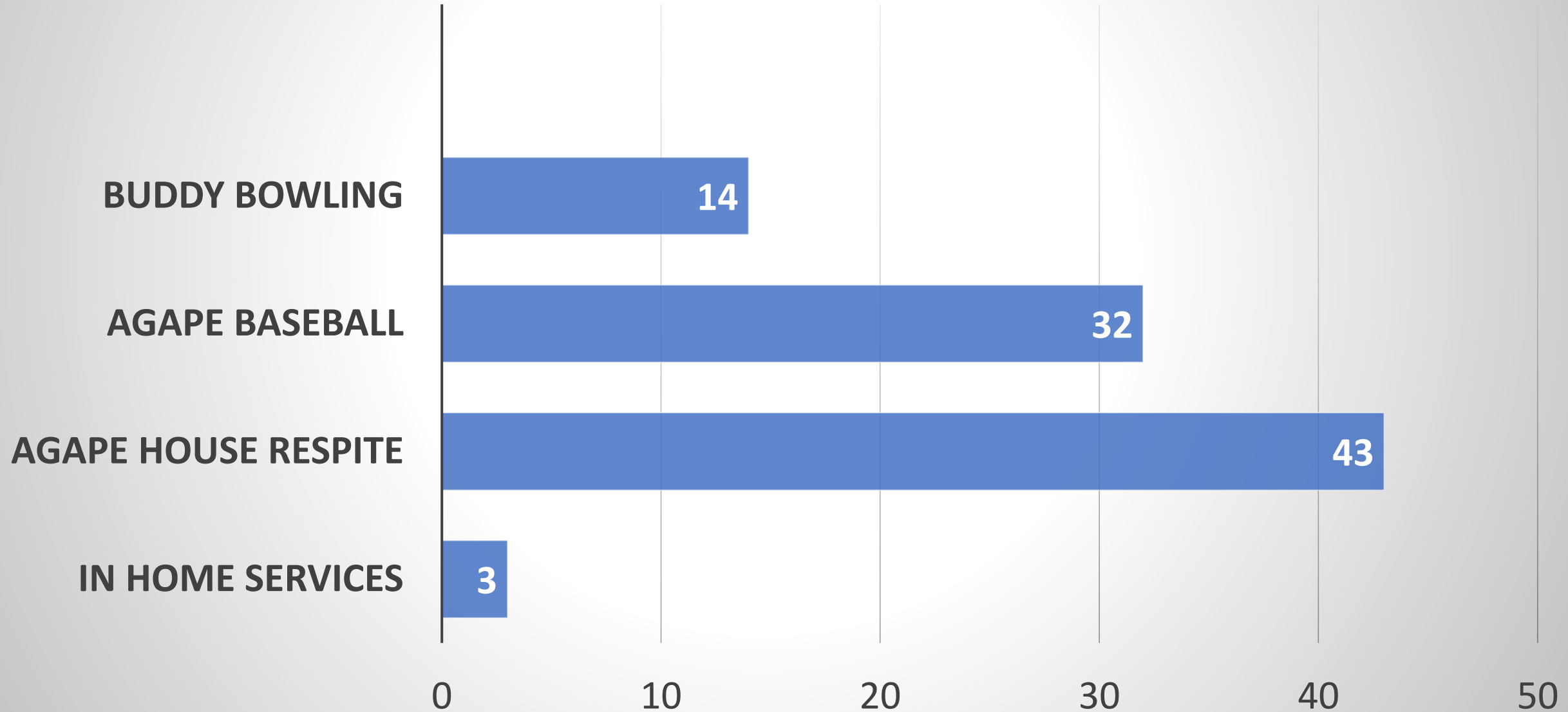
■ NON-  
AMBULATORY



# FUNCTIONAL ABILITY AT MEALS IN 2022



# 2022 AGAPE PROGRAMS & SERVICES



November 3, 2022

Sherrie Kizer  
**Agape Respite Care**  
298 Emmental Drive  
Berne, IN 46711

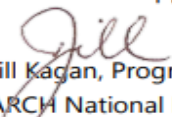
Dear Sherrie,

Thank you for submitting an application to ARCH National Respite Network and Resource Center to renew recognition as an Innovative and Exemplary Respite Program. We are pleased to notify you that ARCH will continue to recognize **Agape Respite Care** as Innovative and Exemplary for an additional three years. You may continue to use the Innovative and Exemplary logo on your website, funding proposals, and other promotional materials. We may call on you to share information or materials about your program with the National Respite Network.

We are especially grateful to programs that have continued providing respite services to caregivers and families during the pandemic. In your submission, you described important and insightful changes in work force recruitment and development, including increased salaries, training, personal leave, and gas cards for transportation — strong examples of the importance of innovation in respite, especially during times of change. We are pleased to hear that you are updating your staff handbook and family guide, and would love to hear about your progress in this endeavor. We appreciated the PPT presentation that you shared that included important data about the services you offer, and also honored the personnel making those services available to and excellent for caregivers and families.

Thank you for your work supporting children and families in your community and beyond, and for the knowledge and inspiration you are willing to share with the national and international respite networks.

With sincere appreciation,



Jill Kagan, Program Director  
ARCH National Respite Network and Resource Center



---

## Eleven Respite Services Retain Recognition as Innovative and Exemplary

Washington, D.C., January 3, 2023—The ARCH National Respite Network and Resource Center is pleased to announce that 11 respite services from across the country were renewed for an additional three years of recognition as *Innovative and Exemplary Respite Services*.

All of these programs were previously recognized for this highest level of distinction in 2019. Following an in-depth review, the following *Innovative and Exemplary Respite Services* were renewed for recognition through 2025:

- Agape Respite Care in Berne, IN
- A Rosie Place for Children, South Bend, IN
- Caregiver Respite Program at Caregiver Volunteers of Central Jersey, Toms River, NJ
- Child Care Aware® of America Exceptional Family Member Program (EFMP) Respite Care, Arlington, VA (national)
- Claude Moore Precious Time, Harrisonburg, VA
- George Mark Children's House, San Leandro, CA
- Gio's Garden, Middleton, WI
- Providence House Crisis Respite, Cleveland, OH
- Respite Care, Inc., Fort Collins, CO
- Saint Louis Arc's Assistance with Residential Care in the Home (ARCH) Respite Program, St. Louis, MO
- Vanessa Behan Respite Services, Spokane, WA

In order to maintain this recognition, respite services must continue to meet the rigorous [selection criteria](#) for Innovative and Exemplary Respite Services established by ARCH and its national selection committee. In addition, many of these programs went beyond expectations by continuing to provide flexible and meaningful respite services

and supports during the pandemic; expanding their services and reach; or engaging in new activities to improve and document service quality and shore up their workforce.

Respite is the most frequently requested support service among the nation's 53 million family caregivers, yet 86% do not receive respite services, despite the proven benefits to caregivers and care recipients. Respite for these families can help reduce caregiver stress, improve caregiver and family health and well-being, help avoid more costly out-of-home placements, and may even help to reduce the likelihood of abuse or neglect.

By recognizing high quality respite services across the country, ARCH hopes to encourage the study, expansion and replication of such services.

For more detailed information about each program, visit the ARCH [website](#).

---

The ARCH National Respite Network and Resource Center (ARCH), national in scope, is a program of Families and Communities Rising in Durham, NC. ARCH assists and promotes the development of quality respite and crisis care programs; helps families locate respite and crisis care services in their communities; and serves as a strong voice for respite in all forums.

The ARCH National Respite Network and Resource Center is funded in part by the Administration for Community Living, U.S. Department of Health and Human Services, Washington, D.C. 20201. Grantees undertaking projects with government sponsorship are encouraged to express freely their findings and conclusions. Points of view or opinions do not, therefore, necessarily represent official Administration for Community Living policy.

Visit [archrespite.org](http://archrespite.org) or call (703) 256-2084 for more information.

**\*\*END\*\***

CARF INTERNATIONAL

A Three-Year Accreditation is issued to

**Agape Respite Care, Inc.**

for the following program(s)/service(s):

*Supported Living*

This accreditation is valid through  
**May 31, 2025**

The accreditation seals in place below signify that the organization has met annual conformance requirements for quality standards that enhance the lives of persons served.



This accreditation certificate is granted by authority of:

Donald J. Dew  
Chair  
CARF International Board of Directors

Brian J. Boon, Ph.D.  
President/CEO  
CARF International

# Commission on Accreditation of Rehabilitation Facilities



## Reaccredited until 2025

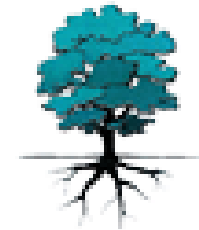
**IT TAKES A COMMUNITY TO  
PROVIDE GREAT CARE  
AND**

**WE ARE SO GRATEFUL FOR THE  
FINANCIAL SUPPORT, PRAYERS  
AND LOVE THAT SURROUNDS  
AGAPE ANNUALLY**

# NEW ITEMS MADE POSSIBLE BY ACCF



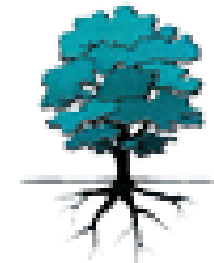
**WINTER GRANT CYCLE**



**Adams County  
Community  
Foundation**

# ITEMS MADE POSSIBLE BY ACCF

SPRING GRANT CYCLE



**Adams County  
Community  
Foundation**



# ITEMS MADE POSSIBLE BY ACCF



Although partially funded - we were unable to attend and returned the funds to the ACCF. We look forward to attending in 2023

SUMMER GRANT CYCLE



## MEMORIAL DONATIONS IN 2022

Jeff Agler

Betty Hawkins

Ashley Call

Ted Braun

Carolee Nussbaum

Margaret Williams

# ASHLEY CALL

September 27, 1985 - June 10, 2021



Gary and Connie Yoder

# MARGARET WILLIAMS

AUGUST 17, 1936 – NOVEMBER 26, 2021

Grandma to our late Karly Thompson



Dave & Nancy McKinley

Jim & Pat Brandt

Jim & Dawn Wagoner

# JEFF AGLER

April 28, 1956 - February 20, 2022

Father to Alicia Agler



William & Jennie Beach, Fred Schurger, Jim and Karen Dubach  
Myra and Joe King, Brian Dubach, Matt and Joye Lehman,  
Adams and Susan Miller, Michael and Debra O'Dell  
Mark and Michelle McIntosh, Monica and Michael Gremaux  
Janeen Fights, Ricky and Susan Lechlitner  
James and Roberta Lehman, Lisa Wrightsman

# BETTY HAWKINS

March 27, 1942 - May 20, 2022

Daughter to the late:

John D. and Pauline I. (Tumbleson) Simerman



Richard Simerman, Dennis Brunner, Amy Hockemeyer  
Pastor Ernie & Becky Suman, Mark Johnson, Dawn Scott

# TED BRAUN

March 6, 1951 – September 4, 2022

Father of Jennifer Tschannen



Mark Mertz, Lula Mertz, Kent & Sarah Mertz, Phil and Jill Suman  
Villas of Deer Run Association, Roger Braun Family,  
Rock Lawn Farms - Roberta & James Lehman

# CAROLEE NUSSBAUM

August 19, 1937 - October 3, 2022

Member of the First Mennonite Church

Long time donor of Agape Respite Care



First Mennonite Church Loyal Workers SS Class,  
First Mennonite Church, Jeff & Megan Linthicum,  
Army & Jane Velasco, Charles & Louise Lehman,  
Rhonda Tonner & Anita Bertch, Brandon & Jessica Hill  
Wilmer & Kenlyn Sprunger, Tad & Barbara Wulliman  
Frederick Stauffer, Harry & Ruth Anderson, Grace Moser  
Joe & Jilaine Graber, Rodney & Sandra Lehman  
Carol Balsiger





# **2022 SUPPORTING CHURCHES**

**St. Luke Church**

**Emmaus Road Mennonite Church**

**Apostolic Christian Church – Country & Vacation Bible School**

**Cross Community Church**

**First Mennonite Church & Mission Festival & Das Marit**

**Trinity United Methodist - ESTA**

**2022 SUPPORTING BUSINESSES,**  
**FOUNDATIONS & UNITED WAY**

**Poseidon Barge LTD**

**National Christian Foundation – Roger and Naomi Muselman**

**Dayton Foundation – Nancy Subler (Berne Ready Mix)**

**Givinga Foundation**

**Adams County Community Foundation**

**United Way of Adams County**

# OUR BASEBALL SPONSORS FOR 2022

Thomas and Kathy Fox

FCC Adams

Bixler Insurance

First Bank of Berne

Linda Jo Powers

Jeffery and Beth LeMaster

Travis and Joni Spannan

Jennifer Lenerrich Hill

# 2022 INDIVIDUAL DONORS

Cheryl Waggoner

Jim and Roberta Lehman

Blake and Fawn Gerber

Shawn Braun

Tyler & Jana Braun

Rick and Mary Huss

Orlyn & Lois Lehman

Michael & Nancy Schelle

Janice Cain

Brandon and Jessica Hill

Jerrold & Shirley Neuenschwander

Brenda and James Garber

William and Linda McKean

Phil & Cindy Eicher

Sharon Sprunger-Wulliman

Frederick and Beth Clauser

## **IN-KIND DONATIONS FOR 2022**

**Mike Liechty – Beef (Hamburger & Roast)**

**The Summit City Sluggers**

**Travis Spannan – Announcer for Baseball Games**

**Joanie Spannan – Concessions for Baseball Games**

AGAPE

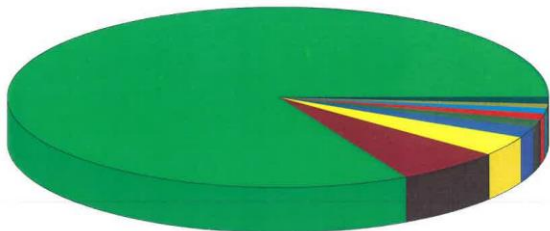
ANNUAL

FINANCES

# 2022 FINANCIAL REPORTING

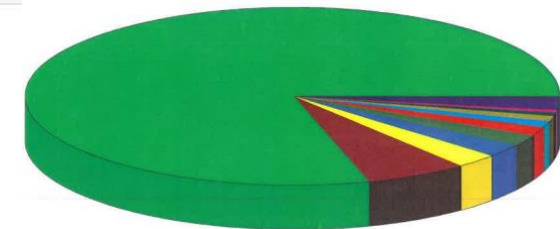
## 2022 ANNUAL INCOME SUMMARY

44820 · Indiana Medicaid	82.86%
44805 · Gov. Grant Income	6.52
44705 · Donations - Individual	3.53
44710 · Donations - Church	2.03
44822 · Interest income	1.44
44810 · Other Grants	1.19
44800 · Reimb. Srv.	1.04
44715 · Donations - Org./ Srv.	0.91
44716 · Baseball League Donations	0.48
<b>Total</b>	<b>\$495,301.95</b>

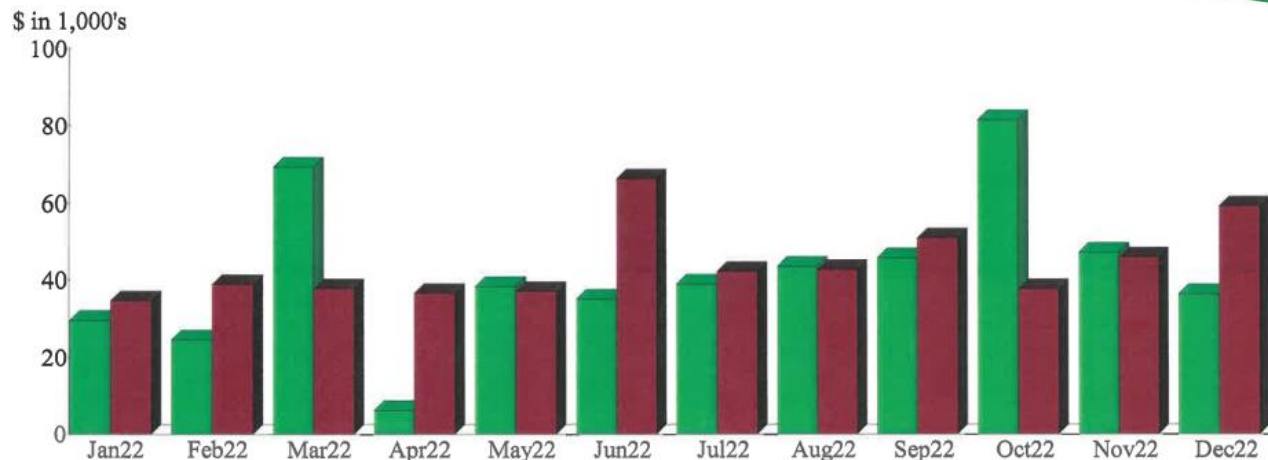


## 2022 ANNUAL EXPENSE SUMMARY

54700 · Total Labor Costs	79.67%
54720 · Payroll Add'l Costs	6.31
54733 · House Needs	2.55
54740 · Utilities	2.44
54780 · Insurance Premiums	2.11
54759 · Dues & Subscriptions	1.62
54770 · Repairs & Maintenance	1.13
54890 · Misc.	1.05
54772 · Lawn care	0.73
54800 · Legal & Accounting	0.59
Other	1.79
<b>Total</b>	<b>\$528,764.56</b>



INCOME  
EXPENSE





# 2022 ANNUAL SURVEY RESULTS



## 19 OF 46 FAMILIES RESPONDED SO FAR

GUIDE: Very Satisfied - Satisfied – Neutral - Unsatisfied

19 FAMILIES – Very Satisfied with Services

0 FAMILIES – Satisfied

0 FAMILIES – Neutral

0 FAMILIES – Unsatisfied

---

4 FAMILIES – Reported being very stressed before services: 3 were not stressed after services and 1 was neutral

9 FAMILIES – Reported being stressed before services: 7 were not stressed after services and 2 were neutral

6 FAMILIES – Reported being neutral before services: 4 were not stressed after services and 2 were neutral

0 FAMILIES – Reported being not stressed prior to services: 0 were not stressed after services

## GUIDE: Very Satisfied - Satisfied - Neutral – Unsatisfied

Overall, how satisfied are you with the services that you are receiving from Agape Respite Care?

19 families – Very Satisfied

- “The services we receive from Agape are always top notch”
- “Every month I check the calendar to plan for an activity where I can do something I wouldn’t be able to do with my loved one at home.”
- “When I leave my son there I don’t worry cause I know they are taking good care of him. I’m so blessed to have Agape so close to us.”
- “Always have been 100% plus satisfied with our services from Agape!”

How satisfied are you with the attention that is given to your specific care needs?

19 families – Very Satisfied

- “All care needs are always taken care of very well at Agape”
- “My son loves going to Agape. That’s the only place he has stayed all night except for his family. He loves the attention.”

## GUIDE: Very Satisfied - Satisfied - Neutral – Unsatisfied

How satisfied are you with the attention give to health and safety?

18 families – Very Satisfied

- “I am always impressed with the cleanliness of the house. Safety always seems to be a top priority at the house as well.”
- “We are confident our son is in excellent care when he is at Agape”
- “Our daughter has not fallen or come home with bruises/red mark’s or medication errors.”
- “No safety problems”

1 family – Satisfied

- “I have no worries that my loved one will be well cared for.”

## GUIDE: Very Satisfied - Satisfied - Neutral – Unsatisfied

How satisfied are you with the leisure and recreational activities that are available?

15 families – Very Satisfied

- “Trips to fast foods is a favorite”

3 families – Satisfied

- “Our girls are limited in what they can do. Caregivers do their best to keep them active.”

1 family did not answer

## GUIDE: Very Satisfied - Satisfied - Neutral – Unsatisfied

How satisfied are you with the respect, courtesy and helpfulness of the Agape Respite Care staff?

19 families – Very Satisfied

- “We always, always observe staff showing respect, courtesy and dignity to all guests and family. And to one another!”
- “Everyone is always very helpful!!”
- “We couldn’t ask for more helpful and caring staff! A++”
- It’s a warm feeling when you come in. They treat you like family”

## ADDITIONAL COMMENTS FROM FAMILIES ON CONCERNS

“No concerns”

“None”

“None”

“Everything is fine.”

“No concerns”

“We have had some issues with personal care involving some newer employees. The issues have always been addressed in a very satisfactory manner and resolved very quickly. Things have improved!”

“None at the current moment”

“Yes, would like to have more time at Agape”

“No”

“Very happy with service”

## ADDITIONAL COMMENTS FROM FAMILIES TO IMPROVE SERVICE

“Cross training with home health services to better understand clients.”

“Expand. 😊”

“ We hopefully have many more years of needing the services of Agape. The difficult work environment we live in these days often has me concerned with the longevity of Agape. We are so fortunate to have Agape right here in our community. As staffing issues are difficult everywhere I know they can also be difficult at Agape. My hope is that everyone is looking toward the future and efforts are being made to not only attract good new caregivers but to keep the great ones we have already in place. That may look like higher wages, paid time off, bonuses for years of service, retirement benefits, etc.....”

“Going out into the community more”

“NA – rather discuss in person if any”

“I honestly can't think of anything that needs to be improved! Keep up the great job!”

“Very satisfied”

## RECOMMENDING AGAPE TO OTHERS

Have you ever recommended Agape Respite Care to others?

18 families – Yes

1 family - No

Would you feel comfortable recommending Agape Respite Care to others?

19 families – Yes

“Absolutely”



## ANYTHING ADDITIONAL YOU WOULD LIKE TO SHARE WITH US?

“I would just say thank you for all you do. It takes a special person to provide the kind of support, service, and caring for the clients at Agape and we are blessed that you have staff full of all these special people.”

“Agape is a huge blessing for our loved one. And beyond that, as caregivers we get to feel like real human’s one weekend each month. Please weight the value of this too! We sure do!”

“Staff accommodates client and family”

“Thank you for all you do”

“This is a great institution!”

“My previous comments are in no way trying to criticize anyone. Just observations from many years of being around the house. We absolutely Love Agape and couldn’t do life as we know it without all of you!! You all are the hands and feet of Jesus working in the lives of all the guests that enter the Agape House! God bless!!

## ANYTHING ADDITIONAL YOU WOULD LIKE TO SHARE WITH US?

“Thank you. You are very much appreciated 😊”

“Thank you for all you do. God Bless You All!”

“The fact we drive 45 minutes in one direction is testimony that shows our trust we hold in Agape”

“I’m so blessed to have the service from Agape for my son”

transparency

**COMPLIANCE**

**ACCOUNTABILITY**

is the glue that ties

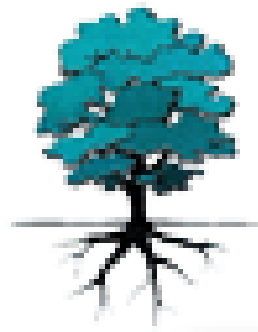
**COMMITMENT**

**to RESULTS**

GIVE. ADVOCATE. VOLUNTEER.



LIVE UNITED

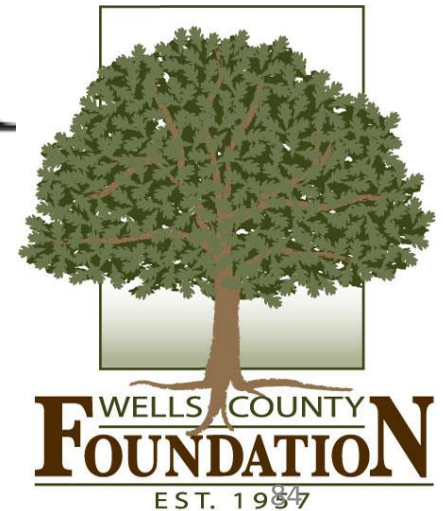


Adams County  
Community  
Foundation



**Edward Jones**  
MAKING SENSE OF INVESTING

**Michael Burns**  
CONSULTING



**DEDICATED DONORS**

Private  
In-Kind  
Churches

**Hamil, Lehman  
& England, PC**  
CERTIFIED PUBLIC ACCOUNTANTS

# THANK YOU!!

## AGAPE

### BOARD OF DIRECTORS



**Randall Beer**  
**Agape Board President**  
**Public Accountant**  
**Business owner/operator**



**James Buckingham**  
**Secretary/Treasurer**  
**Retired Vice President, Bank of Geneva**



**Teresa Conrad**  
**Physical Therapist**  
**(260) 417-4966**

# **THANK YOU!! AGAPE BOARD OF DIRECTORS**



**Amy Tumbleson**  
Human Resources Director,  
Poseidon Barge



**Landon Smith**  
Pharmacist & Registered Nurse



**Chris Gilbert**  
Licensed Clinical Social Worker  
& School Counselor

# BOARD LEADERSHIP CHANGES FOR 2023

Board President: James (Jim) Buckingham

Board Treasurer/Secretary: Amy Tumbleson

Board Member: Randall (Randy) Beer

Board Member: Teresa (Teri) Conrad

Board Member: Chris Gilbert

Board Member: Landon Smith

Personnel/Finance Committee Members

Jim Buckingham

Amy Tumbleson

Chris Gilbert

**1999 – 2022**



**Randall Beer**  
**Board Member**  
**Board President**  
**23 Years of Service**

**Thank you is not enough  
for following your nudge  
to use your gifts to  
be involved and to  
ensure Agape  
always succeeds!**





# PLEASE WELCOME IN-COMING BOARD MEMBERS

Board Member: ABBEY OGG

Board Member: ANGIE SHEETS

Board Member: COLLEEN (COLE) RUPP



**ABBEY OGG**

We Welcome Each  
Of You  
To the Agape  
Family!!



**ANGIE SHEETS**



**COLE RUPP**

# Final Analysis:

Responding to needs and changes to meet the challenges will require:

- Prayer
- Continuing safe practice following CDC guidelines during the on-going public health emergency
- Continued training for all staff
- Continued staff & board recruitment
- Creative ways to retain staff
- Growing our services (Respite, PAC & RHS)
- Complying with Indiana Medicaid Waiver Changes
- Gaining visibility in our community
- Continued financial support
  - Increased individual donors
  - Continued business support
  - In-kind gifts, bequest, honorary and/or memorial gift
  - Grants



**Anyone.... Comments, Questions  
or Concerns?**

Thank You!