THIS IS INNOVAGE
ANNUAL REPORT 2015
EVERY EIGHT SECONDS, SOMEONE IN THE UNITED STATES TURNS 65.

The demand for senior care is great. The demand for care that allows people to live life on their terms is even greater.

In the past, small independent providers delivered almost all the healthcare in this country. Population changes, market shifts and demand for better outcomes at lower prices have led to a natural change. Large, efficient providers with the reach and strength to meet those demands have the advantage.

InnovAge is positioned perfectly for this expansive future. See what we’re doing to build on our success.
“OUR MISSION IS TO SUSTAIN AND ENHANCE THE INDEPENDENCE AND QUALITY OF LIFE FOR THOSE WE SERVE, ON THEIR TERMS.”

IT’S ONE THING TO TALK ABOUT THE IMPORTANCE OF YOUR MISSION. IT’S ANOTHER TO LIVE IT.

We believe it’s vital for low-income elderly to have safe, affordable housing in the communities they love. That’s why we offer senior housing. We opened our Thornton, Colorado, complex in 2014, five years after opening Pinewood in Aurora, Colorado. The need continues to grow, as both are 100% leased.

Innovative home care services are key to giving seniors the flexibility to age in place. Through our InnovAge Home Health program, this year we became ACHC* accredited so we could expand our skilled home care services to Medicare beneficiaries in Colorado. We continue to enlarge our home care service footprint in Colorado along the I-25 corridor and into the Roaring Fork Valley.

As a leading provider of the Program of All-inclusive Care for the Elderly (PACE), we are proud to deliver coordinated healthcare, in-home services and social opportunities to the elderly. This year we created individual solutions for more than 3,000 participants in our three PACE programs. A little over a year after opening in California, our program has grown to more than 180 participants in San Bernardino. Our Albuquerque, New Mexico, PACE program celebrated its 10-year anniversary. And we expanded the Colorado program to Loveland with a sixth PACE center.

We live our mission by advocating for seniors. We are sharing the care coordination story at medical conferences and with health plans. We are working with the State of New Mexico to help move people off the PACE waiting list and into the program. And we’re finding ways to make PACE more widely available. We can’t wait for what’s next.

* Accreditation Commission for Health Care (ACHC)
We launched a new brand campaign in fiscal year 2015 that tells real InnovAge stories from real individuals. Like how InnovAge provided physical therapy to help Miles keep gardening. How Sofia discovered a desire to leave a legacy through her art. And thanks to InnovAge, Rosa’s never had to leave the home she was born in.

The launch reached 21 million people through social media and traditional media coverage. It increased call volume to InnovAge by 23%, leading to a 53% increase in enrollments at the California PACE center. The new InnovAge campaign is helping families become familiar with our specific services.

See the videos, ads and more stories at the campaign website InnovAgeCares.com
Sweet. Respectful. Caring. Safe. That’s how participants at the Chambers Center in Aurora, Colorado, describe their bus driver, Kevin Harris. Kevin is one more reason InnovAge is thriving.

InnovAge entered California just over a year ago, and it is the fastest-growing Program of All-Inclusive Care for the Elderly (PACE) in the U.S. People tell us they see InnovAge buses everywhere. While we operate one of the largest paratransit fleets in Colorado, the real power of our buses is their impact on ending seniors’ isolation.

PACE programs today reach less than 4% of eligible seniors. That’s why InnovAge supports a new Colorado law allowing non-profit and for-profit entities to own PACE facilities. This means expanding access to services while maintaining the same commitment to quality care.

92,958.

That’s how many lives we touched during the 2015 fiscal year. That’s 92,958 times someone was greeted by name during their bus ride to an InnovAge center, or was helped with cooking at home. Or got help navigating care for a loved one.

InnovAge operates 13 locations in Colorado (six PACE, four home care agencies, two senior housing, one Johnson Adult Day Program), one PACE in California and one PACE in New Mexico. InnovAge PACE serves a census of 3,000 participants across three states.

KEY
- PACE
- Home Care
- Senior Housing
- Johnson Adult Day Program

COLORADO
- Aspen – Home Care
- Aurora – PACE & Senior Housing
- Colorado Springs / Pueblo – Home Care
- Denver – PACE & Home Care
- Englewood – Johnson Adult Day Program
- Loveland/Estes Park – Home Care
- Lakewood – PACE
- Loveland - PACE
- Pueblo – PACE
- Thornton – PACE & Senior Housing

CALIFORNIA
- San Bernardino – PACE

NEW MEXICO
- Albuquerque – PACE
Alice Simkins is doing great. Which is a big help for her daughter.

Caregivers are some of the most important people InnovAge serves. More than 34 million Americans provide unpaid care to an adult aged 50 or older. The typical caregiver spends 24 hours a week providing care—and holds down a job. Not surprisingly, many report a strain on their own health.

InnovAge adult day programs provide a safe and consistent environment for more than 3,000 seniors. This program grants caregivers time to attend to their own needs, helping them to be better caregivers in the long term. Caregiver support groups meet regularly at several of our centers.

Our care management team received 12,000 calls this year, helping families coordinate care for older adults. We helped them with their questions and worries, such as figuring out primary and specialty care, getting home care and even setting up home renovation and remodeling.

Almost one in four caregivers say their care recipient suffers from Alzheimer’s or dementia. Because InnovAge understands the individualized needs of those with memory-loss conditions, we are the largest organization in Colorado to complete the Leaders in Dementia Care Certification Program from the Alzheimer’s Association.
InnovAge physical therapists Bev Cobo, Jenny Shaver and Lee Ann Krigbaum could see that falls were a significant problem for their participants, but they didn’t know the cause. So they set out to study the problem with the physical therapy department at the University of Colorado School of Medicine. They measured the standing and walking ability of 350 InnovAge PACE participants and found a major culprit—balance. They created an Interdisciplinary InnovAge Repeat Falls Prevention Team to target the issue, and have reduced participant falls by 17%. That’s potentially 17% fewer hip fractures and traumatic brain injuries. The research is being presented to the American Physical Therapy Association and with PACE centers around the country to strengthen all fall prevention programs.

Another important measure of InnovAge quality is participant and caregiver satisfaction. We survey families every quarter and quickly act on the feedback. At the end of fiscal year 2015, 89.6% of participants and caregivers reported they were satisfied, and 90.8% said they would recommend InnovAge to family or a friend.

And this year, all of the PACE Centers in Colorado earned the highest level of recognition from the National Committee for Quality Assurance (NCQA) as a Level III Patient-Centered Medical Home™. Each center had to meet NCQA’s key standards, such as access, teamwork and information technology, to improve participants’ care experiences.
2015 FINANCIALS
For the year ended June 30, 2015

STATEMENT OF OPERATIONS

Total unrestricted revenue, gains and other support $204,215,390
Less total expenses $189,177,045

Operating Margin $15,038,345

STAFF STATISTICS

938 EMPLOYEES
165 VOLUNTEERS
*Each person represents 100 employees

PAYOR MIX

2015

Dual Eligible (Medicare and Medicaid) 93%
Medicaid 6%
Other 1%

97% of InnovAge revenue comes from PACE

LIVES TOUCHED BY INNOVAGE

InnovAge Home Care visits 37,011
Clients served by grant-funded programs* 1,011
PACE member months for:
  Colorado 26,029
  New Mexico 4,575
  California 1,105
Johnson Adult Day Program total visits 10,628
Care management (call volume) 12,599

Total 92,958

*Programs that include Senior Companions, Money Management, help line, transportation, public benefits assistance, and prescription drug assistance.

BOARD OF DIRECTORS 2014-2015

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OUR EXPERTISE IS NEEDED BY MORE PEOPLE IN MORE PLACES.

With 10,000 Americans turning 65 every day, the need for services is huge. Some of these people don’t qualify for the Program of All-inclusive Care for the Elderly (PACE) model. But just like PACE participants, they still need interdisciplinary care that maintains their independence. Their family caregivers still need the guidance and comfort that comes with our supportive and coordinated approach.

Here are just some of the steps we’re taking to create the future of InnovAge.

WE’RE REFINING PRODUCT LINES.
Every healthcare entity that cares for high-cost medically fragile populations is urgently looking for ways to manage this complex and expensive care. With consumer care coordination and business partnerships, InnovAge will be part of the solution.

WE’RE EMBRACING TECHNOLOGY TO TRULY MANAGE POPULATION HEALTH.
As a health plan and an organization offering a broad range of services for vulnerable people, InnovAge is using analytics to deliver personalized care coordination and care. This data-driven approach is key to being a competitive, expanding organization.

WE’RE RE-ENGINEERING THE ENROLLMENT PROCESS.
We are targeting referrals to ensure they are quickly and appropriately routed to the correct service. InnovAge is implementing this process in all of our markets and is ready to deploy it in places where we expand.

WE’RE GROWING OUR WORKFORCE.
InnovAge is sourcing qualified employees to meet our growing needs and expectations. With self-service online tools, we are scaling up to add, train and develop employees efficiently.

These changes will help us improve our scalability and are designed to help us fulfill our mission—to sustain and enhance the independence and quality of life for those we serve.
INNOVAGE SERVICES

Adult Day Programs
Come socialize and get the care you need at one of our modern and specialized facilities.

Home Care
Get help with simple chores and personal care, and even skilled and non-skilled medical support.

Memory Care
Enjoy peace of mind and stimulating day programs provided by our compassionate memory care experts.

PACE
Live independently with help from healthcare experts coordinating your care.

Caregiver Support
Caregivers need care, too. Access in-home help or respite care.

Care Management
Get care coordination support to make decisions, create a plan and tap into senior services.

Senior Housing
Reside in safe, affordable and comfortable senior apartments in the Denver metro area.

LOCATIONS

Our services vary depending on location. For more information call 888-992-4464 or email us at info@MyInnovAge.org.

InnovAge Greater California PACE Day/Health Center
San Bernardino

InnovAge Greater Colorado PACE Centers
Chambers Center, Aurora
Denver Center
Cody Center, Lakewood
North Center, Loveland (opened fall 2015)
Pueblo Center
Thornton Center

InnovAge Greater New Mexico PACE
Albuquerque

InnovAge Johnson Adult Day Program
Englewood, Colorado

InnovAge Home Care

InnovAge Corporate Office
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