

QUALITY

PUTTING INSIGHTS INTO ACTION FOR INNOVATIVE CARE IMPROVEMENTS.



THIS IS QUALITY

In fulfilling our commitment to help seniors live life independently, we continue to strive to meet their evolving needs. InnovAge continues to be a leader in this healthcare industry whether it's expanding and improving our centers to providing a better experience for participants, acting on concerning trends such as increasing mental health issues, or reaching the growing number of people who could benefit from the Program for All-inclusive Care for the Elderly (PACE).

We are renovating our PACE centers in Lakewood and Pueblo, Co., creating space for more participants and a better work environment for our employees. Opened in 2003, the Lakewood center is located in a growing neighborhood. In order to expand the center, we added 6,000 square feet by repurposing existing space to create a new rehabilitation gym, a new dental clinic, more exam and treatment rooms, and a beauty shop.

InnovAge redeveloped the historic Minnequa Bank Building in old town Pueblo to open a PACE center in 2010. The center is undergoing another redevelopment as we transform an unused floor into administrative space, and add a new dayroom, clinic, and triage room. Pueblo serves 350 participants today. This will allow us to comfortably serve more.

InnovAge continues to grow in other ways. In April, InnovAge acquired its first PACE center since our partnership with Welsh, Carson, Anderson & Stowe. The Roanoke Valley center in Virginia serves more than 100 participants*, and the surrounding community has a strong need for PACE. With this acquisition, InnovAge became the largest PACE provider based on participants served.

Our quality of care continues to expand. As mental and behavioral health issues among our participants have grown, we have stepped up training, launched initiatives, and added staff positions. InnovAge care providers work as an interdisciplinary team to determine the best individual care for our participants – including mental health assessments, medication management, pain treatment, acupuncture, counseling, alternatives such as physical therapy, and much more.

I am committed to leading an organization that will allow PACE to flourish and to advance the services we provide frail seniors. We want to bring PACE to more seniors in more communities throughout the country, while continuing to be a part of the fabric of the local communities in which we operate. Our work is guided by our core values of keeping more seniors independent and in their homes for as long as possible.



Maureen Hewitt
InnovAge President and CEO

** as of June 30, 2017*

2017 FINANCIAL REPORT

OUR MISSION IS TO SUSTAIN AND ENHANCE THE INDEPENDENCE
AND QUALITY OF LIFE FOR THOSE WE SERVE, ON THEIR TERMS

For the fiscal year ended June 30, 2017.

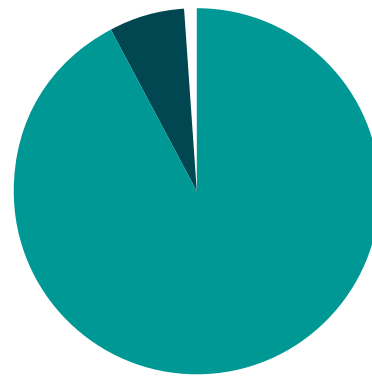
Statement of Operations

\$272,610,276
TOTAL REVENUE

\$259,130,830
LESS TOTAL EXPENSES

\$13,479,446
OPERATING MARGIN

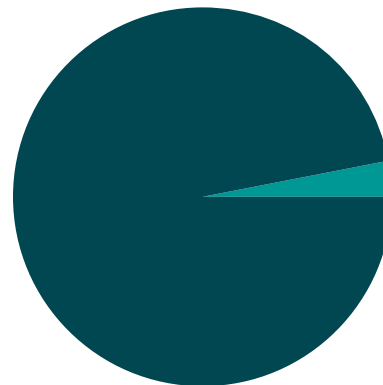
Payor Mix Breakdown



92.3%
dual eligible
(Medicare &
Medicaid)

7.1%
Medicaid

0.6%
other



98.3%
of InnovAge
revenue comes
from PACE



**LIVES TOUCHED
BY INNOVAGE**

InnovAge Home Care visits 32,435

PACE member months for:

Colorado 31,732

New Mexico 4,617

California 3,975

Virginia* 325

Care Navigation (call volume) 16,400

TOTAL **89,484**

* April 4 through June 30, 2017

BY THE NUMBERS

IN THE PAST YEAR:

150



InnovAge buses made **1512 trips** per day covering **220 zip codes**

only **2%**



repeat in falls, no increase over the last two years

16.7%



REVENUE GROWTH

9

PACE CENTERS ACROSS 4 STATES

993

FULL-TIME EMPLOYEES

87%

vaccination rate against influenza



92%

vaccination rate against pneumonia



22,229

primary care appointments

WITH INNOVAGE CLINICIANS



3,600+ PARTICIPANTS

THE TOTAL NUMBER OF INNOVAGE PACE PARTICIPANTS GREW IN FY 2017 BY 13.9% TO 3,668*

* as of June 30, 2017

21,063
staff training
modules per year

17+ AVERAGE TRAINING MODULES PER STAFF MEMBER

Sources: InnovAge electronic medical records, participant census records, and transportation, finance, and human resources departments

INNOVAGE LOCATIONS



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

InnovAge California PACE
San Bernardino

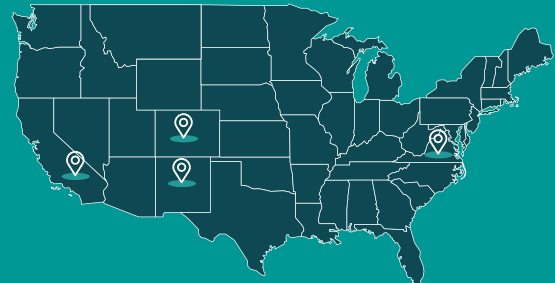
InnovAge Colorado PACE
Aurora
Denver
Lakewood
Northern Colorado
Pueblo
Thornton

InnovAge New Mexico PACE
Albuquerque

InnovAge Virginia PACE
Roanoke Valley

InnovAge Corporate Office
8950 E. Lowry Boulevard
Denver, CO 80230

InnovAge Home Care/Home Health
Serving clients in Colorado with skilled medical and non-medical personal care services in Denver Metro, Boulder, Cañon City, Colorado Springs, Estes Park, Fort Collins, Greeley, Longmont, Loveland, Pueblo, and Roaring Fork Valley.



innovAge
Life on Your Terms

MyInnovAge.com

888-992-4464

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