In fiscal year 2016, Iona directly helped 3,171 older adults and their families with the challenges and opportunities of aging. We did this by meeting basic needs, providing connection and support, and offering fitness and creative engagement opportunities. More than 350 volunteers gave 20,779 hours of their time in furthering Iona’s mission. We reached an additional 20,000 people with information from our website and Resource Guide. Here are highlights and accomplishments of the past year:

**BASIC NEEDS**
- Vulnerable older adults in the community benefited from our expert care management and counseling support.
- Isolated older adults received 45,506 nutritious and well-balanced meals in their homes.
- People with memory loss, intellectual disabilities, and/or physical frailty received 42,651 hours of care by participating in Iona’s award-winning Wellness & Arts Center, which offers weekday programs including art therapy and health support.
- Family caregivers benefited from respite and support.

**FITNESS & CREATIVE ENGAGEMENT**
- Older adults stayed healthy and active through our fitness and wellness classes, increasing their strength and flexibility through dynamic classes taught by engaging professionals.
- People attended art workshops, Lunch & Learn events, and Meet-the-Artist receptions, engaging with exceptional local painters, printmakers, photographers, fiber artists, and sculptors who are over 60 years of age.

**CONNECTION & SUPPORT**
- Calls to Iona’s Helpline from 2,918 people were answered by our expert staff who always take the time to listen and connect families to community resources at Iona and beyond.
- People found solace, friendship, and new resources in 1,704 hours of our various support groups for older adults, caregivers, and family members.
- Family caregivers found information, respite, and education through direct care and support services.

**Fitness & Creative Engagement**
- Older adults from diverse neighborhoods and backgrounds who enjoyed 5,595 meals and activities at the Active Wellness Program at St. Alban’s.

**Our 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.

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

ON THE COVER: Volunteer Jessica Shoemaker, her daughter Erin, and Marie Hightower, a Wellness & Arts Center participant.
A Message from Iona’s President and Executive Director

Iona is an organization where many people blossom - our volunteers, our staff, and especially our clients. We’re thinking of people like Gregory Everett and his “twin brother” Carlton Washington, who found his voice at Iona. We’re thinking of Carolyn Barnes, whose Iona social worker saw something in her that she didn’t see in herself. We’re thinking of Wes Morrison, who went from unexpectedly losing his job to taking charge of his aging. And we’re thinking of volunteer Jessica Shoemaker, who gets as much joy from Iona as she gives. You can read their stories on the following pages.

Reflecting on the past decades and the past year in particular, several trends come to mind.

Affordable housing is increasingly becoming a challenge in our region. This is especially true for older adults living on a fixed income. For our neighbors in Wards 7 and 8, access to nutritious food, reliable transportation, quality healthcare, and adult day services present added challenges. Which is why we are exploring how to bring the excellent services and programs we’ve developed for more than 40 years to communities East of the Anacostia River.

More and more residents are recognizing the benefits of quality adult day services for family members with chronic conditions. How do we know? Because our Wellness & Arts Center is bursting at the seams - and, more importantly, because our participants are engaged and happy. With plans to expand within our Isabella Breckenridge Center on Albemarle Street NW in the coming year, we’ll be able to welcome more participants and build on our success.

Our Take Charge/Age Well Academy – one of the only programs of its kind in the region – has become one of our most popular offerings for a growing population: aging Baby Boomers. The series has led participants to pursue new careers, new hobbies, new friendships, and obtain new clarity about the future.

And advocacy, which has long been part of our mission, is more important today than ever before. Our sister aging service providers, local aging-in-place villages, and D.C. government officials not only look to us for guidance, but also count on us to play a critical leadership role in weighing in on policies that affect older adults and caregivers.

Iona has deep roots in this community. More than four decades after our founding, the world is finally catching up to us – with more recognition and a better understanding of the challenges of aging and by looking to Iona to help address these challenges, as well as the opportunities. And our 26 year partnership with the DC Office on Aging continues to enable us to provide critical support for many older adults in our community.

As we look ahead to the coming year – one that brings a certain amount of uncertainty and a growing concern about the most vulnerable among us – we offer gratitude to the multitude of donors who support our work. If Iona is like a community garden, you are the rain and the sun. With your nourishment, we will continue to grow and flourish.

Sincerely,

Sally S. White, Executive Director
Elizabeth (Lizzy) O’Hara, Board President
Gregory & Carlton: GROWING EVERY DAY
Theirs is a friendship that goes back to childhood. Together, they survived living in D.C.’s Forest Haven Asylum — which closed in 1991 after years of alleged abuse, medical incompetence, and several deaths.

Carl “Gregory” Everett and Carlton Washington met at Forest Haven when they were just eight years old. Both are blind and have intellectual disabilities. While they aren’t related by blood, the two men are known by family and friends as “the twins.” In their mid-sixties, they are the same height, but Carlton is a little heavier. Gregory holds onto Carlton’s shoulders to steady himself when he walks. They live together in a Ft. Totten apartment that is part of supportive housing provided by the Department of Disability Services which allows them to live in the community but does not provide any services or programming during the day.

Gregory has a photographic memory and can recite dates with remarkable recollection. Both are passionate about music. That’s why Gregory’s sister, Karen Everett-Bivins, enrolled them in an arts-oriented day program in Northeast Washington a few years ago. But one day, when Karen made an unexpected visit, she found them alone in a corner with only a simple toy to engage them. “It was heartbreaking,” she says. They never went back. Instead, for more than a year “the twins” have been attending Iona’s Wellness & Arts Center five days a week. Or, as Gregory says: “since October 29, 2015.”

At Iona, “everyone is happy,” he says. “We do so many different things. We do art. We paint.” When they arrived at Iona, Carlton didn’t speak. “Something must have happened, or someone in the past told him not to speak; Gregory has always been his voice,” says Karen. But in the past year, in the safety and warmth of Iona, Carlton found his voice. It started with a whispered word or two. But now, in the company of people he’s comfortable with — such as the Wellness & Arts Center staff — his thoughts pour out in sentences. While talking about the Bureau of Engraving and Printing one day, Carlton told Karen: “That’s where they make money.”

Gregory is blossoming at Iona as well. He recently won a game of “Name That Tune” — not surprising, given his memory. (The winning answer: the Beach Boys.) Another day, he told his sister that a visitor came to the Center and “played the guitar just like Elvis.” “I didn’t even know he knew about Elvis,” she says. And she had no idea he is interested in history. Yet, one day when he came home from the Center, he told her: “Martin Luther King had a dream. He said, ‘free at last, free at last.’ ” “A whole world is opening up for them,” adds Karen. Carlton likes to mold shapes with dough, make ceramics, and bake. Gregory likes participating in conversations about current events and history discussions on topics researched by the Iona staff. At the Center, they also got to pet visiting dogs, cats, and birds — for the first time ever. After holding a puppy, Carlton exclaimed to Karen, “They have hair all over their bodies!”

“There are so many things we take for granted,” adds Karen. “Iona has provided them new experiences and new opportunities. It has revealed their hidden talents.”
Jessica: CULTIVATING HER COMMUNITY
A resident of Glover Park, Jessica, 30, was looking for a volunteer opportunity near her neighborhood. Having grown up in Tennessee in a multi-generational household and earned a degree in public health, she wanted to work with older adults. “When I was a child, my mother’s parents lived with us part of the year and my father’s parents lived close by. In D.C., I missed being part of a community of all ages.”

At the Active Wellness Program at St. Alban’s, where she does a little bit of everything, Jessica is known as the “lunch lady.” Her favorite part: getting to know the participants – active older adults who come for lunch and a range of activities. But the friendships don’t end there. She frequently runs into her St. Alban’s friends on the bus, in the grocery store, or on the street. “Iona has expanded my community,” she says. “That’s a big part of what keeps me coming back.”

Her professional interests drew her to volunteer with the D.C. Coalition on Long Term Care. The Coalition is committed to expanding and improving the quality of the District’s long-term care programs so that low-income residents with chronic care and/or disability needs can age in the community safely and with dignity. “Our role is to make sure members of the D.C. City Council know – especially during budget season – that people in the community care and are paying attention to funding that is vital to older adults,” says Jessica, who has helped draft testimony. “There’s a thrill in shadowing Judith Levy (the Coalition’s coordinator), who knows everyone and everything about long-term care.”

In 2015, Jessica began volunteering in the Wellness & Arts Center, Iona’s adult day health program for older adults with dementia, intellectual disabilities, Parkinson’s, and other chronic conditions. “What strikes me is how invested the staff is in the participants’ experiences. You don’t see that everywhere.”

“Many folks my age say they are not sure what it would be like to volunteer with seniors,” she says. “They don’t understand it’s really fun to work with older people, including folks with dementia. A lot of people are afraid of that. They think it must be depressing. But it’s the complete opposite. Sharon O’Connor, director of the Wellness & Arts Center, says: ‘It’s like being on a cruise ship every day. It’s such a happy place.’”

“Volunteering at Iona lifts my spirits and grounds my week,” she adds. “I can go in there stressed and I leave feeling really good. It may seem counterintuitive to folks who haven’t had the chance to experience it.”

Jessica, who gave birth to her first child over the summer, recently returned to the Wellness & Arts Center to introduce Erin to the participants. Many of them had offered her parenting advice last spring – pearls of wisdom that Jessica will undoubtedly value for many years to come.
Wes: TENDING HIS FUTURE
Wes Morrison was living in Washington, D.C., at the height of the HIV/AIDS epidemic. In the decade from 1990 to 2000, Wes – who is a proud gay man – lost more than 100 friends. Actually, he just stopped counting at 100.

That was a low point in his life.

Another was the day in 2009 when he and 27 co-workers were laid off. Wes, who had worked as an assistant television producer at the same news station for 32 years, loved his job. He says he was “one of the lucky ones;” he had a pension and qualified for severance pay while many of his colleagues did not.

In the following months, Wes felt depressed, angry, and useless. He had planned to retire at 70. He was 62. “It felt like there was not only a hole in my life, but also a hole in my heart,” he says.

Fortunately, just as he was beginning to feel “sick and tired of being sick and tired,” Wes learned of a volunteer opportunity at AARP, which led him to Iona. “I had always thought of volunteering with youth. Why not seniors?” he thought.

Wes jumped headfirst into Iona’s Citizens Advisory Group (CAG), working to bring in speakers on everything from emergency preparedness to elder justice. Along the way, he made many friends and discovered other programs for him at Iona, including the popular Take Charge/Age Well Academy for Baby Boomers. This educational program helps retirees, or those planning to retire, think about and plan the next stage of life. Wes signed up for the introductory Take Charge of Your Aging 101 course in 2013 and never looked back.

“A lot of retirees haven’t planned for the future,” says Wes. “You wake up one day and your circumstances have changed. You may be out of work, or facing a health challenge. There’s a new class of younger older adults, too young for social security, who are out of work and don’t have a plan. This trend is only going to increase as the population of seniors grows.”

“For me, one of the most important takeaways of Take Charge/Age Well is the value of being engaged in activities and in the community. In other words, I learned how to age gracefully.”

In addition to taking several Take Charge/Age Well classes, Wes has also helped to develop a few – he was recruited to help research a new class for Lesbian, Gay, Bisexual, and Transgender (LGBT) Baby Boomers that was offered last winter. It was one of our most popular classes to date.

Today, Wes considers Iona to be a home away from home. “I feel productive again – something I thought was taken away from me when I lost my job,” says Wes. “Having Iona in my life is a comfort to me. I have two cousins, but we’ve never been close. Plus they aren’t nearby, and I don’t have a car. It’s a comfort to know if I get sick, I can call someone at Iona. It’s a comfort that they know me. Iona is my family. There are a lot of single adults without family who need this.”

In turn, Wes has become an unofficial ambassador for Iona. He takes Iona’s Resource Guide with him wherever he goes, handing out the free publication to people who may need information about housing or legal help or are looking for social activities. Wes knows it is hard to ask for help. In 2012, thinking he had a pinched nerve he took three buses to Georgetown Hospital only to learn he had suffered a stroke. If there’s one lesson he’s learned from Iona, it’s “Age Well, Live Well,” he says, citing Iona’s tagline – “but be willing to ask for help when needed.”
Sally: BLOOMING FOR 30 YEARS
Sally White’s Iona journey began 30 years ago, when she arrived fresh out of graduate school. Three decades later, she is a leader in the field of aging and champion of the rights of older adults and their caregivers.

“As my colleagues like to remind me, I’m aging in place with Iona!”, Sally recently told a group of visitors.

“I came to Iona because I had a wonderful grandmother who was one of my best friends,” she says. “I came to Iona because I worked on the psychiatric ward of a hospital when I was in college and couldn’t understand why there were so many depressed older people in the ward. Now I know why: all the losses they suffered and the lack of meaning in their lives for many who are no longer working. And I came to Iona because my parents were older than most of my peers’ parents and, for much of my childhood, I was more comfortable talking to their friends than to people my own age.”

In her time at Iona, Sally has worn nearly every hat, from intake specialist to director of the Wellness & Arts Center, from deputy director of programs and services to director of quality management – and more. For the past seven years, she has served as executive director.

Sally’s first office was in a converted bathroom in a former parish house. Today, she oversees a staff of 48 in Iona’s 20-year-old Isabella Breckenridge Center on Albemarle Street in Northwest Washington. Under her leadership, Iona has added new programs to meet the growing needs of older adults (such as the Take Charge/Age Well Academy), continues to expand its care management services, and is planning the upcoming expansion of its Wellness & Arts Center, which is currently bursting at the seams. With a strong commitment to improving the quality of life for all older residents of the District and beyond, Sally also is instrumental in the leadership of the city-wide DC Senior Advisory Coalition, which she co-chairs.

For Sally, this work is personal. “When my father developed dementia, I watched helplessly as this brilliant man, and my unbelievably patient and kind mother, struggled through the highs and lows and the thousand goodbyes that mark the progression of this terrible disease.” That is one motivation for her efforts to identify the best ways to support both older adults and their family caregivers now and in years to come.

Thirty years after arriving, Sally pours her heart into Iona “because of the thousands of people whose lives have been changed for the better and, in quite a few instances, whose lives Iona has literally saved. I’m at Iona because the staff and volunteers are the most compassionate, dedicated, and talented group of people I have ever known. And I’m at Iona because I get to witness the most wonderful celebrations and appreciations of the miracles – both big and small – that happen every day.”

And, she adds, “I’m here because I feel like the world and our community are finally catching up to Iona – recognizing the challenges of aging that we face today and looking to Iona to help them face those challenges and make the most of the opportunities of aging. Today, my vision – our vision – is that every older adult and his or her family in this city and around the region can easily find and get the help they need when they need it.”
Carolyn: PLANTING SEEDS OF CHANGE
With these words, Carolyn Barnes began her February 2016 testimony before the City Council’s Committee on Health and Human Services. A resident of Regency House, Mrs. Barnes was there to talk about a Medicaid program that provides free home health aides to qualified seniors and people with disabilities. Called the EPD Waiver program, its purpose is to help individuals stay in their homes rather than go into nursing homes.

In 2006, doctors put five screws in Mrs. Barnes’ back to address a spine condition. She’s been in debilitating pain ever since.

For most of the past decade, she has had a home health aide who helped with grocery shopping, picked up prescriptions, and accompanied her to doctor’s appointments, among other activities. The aides were paid by a long-term care insurance policy she purchased.

Two years ago, her Iona case manager, Randy Smith, noticed that Mrs. Barnes’ insurance money was running out and told her that the EPD Waiver program would provide her with a free aide. That aide started last February – around the time her insurance money was about to run out and she would have been on her own.

“The EPD Waiver program has worked well for me,” Mrs. Barnes, who is 69, told the City Council. “I’ve been very happy with my aide. But because of a bureaucratic scare, I nearly lost her.”

Enter Randy Smith. A journalist-turned social worker who has been working as an Iona case manager for six years, “Randy really knows how to navigate D.C. government programs,” says Iona’s Executive Director Sally White.

A former newspaper reporter, Randy doesn’t take no for an answer. “I greatly appreciate being able to use my previous experience dealing with all branches of government to get results for individuals,” he says.

With Randy’s help, Mrs. Barnes – and countless other Iona clients – have benefited from government services for which they qualify. Many didn’t know those opportunities even existed.

“Mrs. Barnes was down to her last dollar,” says Sally. “I hate to think about the outcome if she didn’t have Randy in her corner.”

While Randy frequently testifies before the City Council, it is Mrs. Barnes, he says, who was the best one to share her story. “I wasn’t there to help myself,” she says. “I testified in hopes that it will help other senior citizens who need help in order to stay in their homes.” As for her initial anxiety about speaking in public, Mrs. Barnes said it made all the difference to have Randy by her side. “Once I started, I couldn’t stop,” says the newly empowered advocate. “I just had to speak my mind.”

“I wish everyone had a Randy Smith in her life,” she adds. “Once you have all your ducks in a row, and all your questions answered, it’s smooth sailing.”
Fruits of Aetna’s Gift

Iona was awarded the Aetna Foundation’s two-year GoLocal: Cultivating Healthy Communities 2015-16 Grant. Working to make fresh fruits and vegetables locally available, accessible, and affordable, the $50,000 grant provided support for Iona’s Farm to Table Program, which provides free fresh and local produce to older adults. In addition, Iona was able to purchase cooking supplies and equipment, a new white board at St. Albans (pictured above), and food for cooking demonstrations. These items help us provide food and nutrition education to older adults in our community and have led to impressive results. Of the participants who we surveyed, 100% reported an improved knowledge/awareness of healthy eating, 78% reported improved health/well-being, and 96% reported an increased consumption of fruits/vegetables.

How Does Your Garden Grow?

Iona’s Food Access Coordinator Ashlea Steiner restored the raised beds in the Wellness & Arts Center and launched Iona’s very own “Wellness Gardens.” Though gardening has always been a part of our enriching adult day health program, it was difficult to stay on track with the upkeep. But, with Ashlea’s help and the investment of several donors, today the gardens feature nutrient-rich soil (we’re even composting at Ional), tomato cages, a special storage bench, and seat cushions for our older participants. Best of all? We enjoyed a bountiful harvest of cucumbers, beans, pumpkins, strawberries, tomatoes, basil, carrots, chives, eggplant, bell peppers, lettuce, broccoli, kohlrabi, parsley, mint, and beets.
**The Lois & Richard England Gallery at Iona**

Iona’s gallery was dedicated as “The Lois & Richard England Gallery at Iona,” in recognition of the England family’s ongoing passion, commitment, and generosity toward Iona. Three generations of family members were on hand for the dedication, including Lois England – pictured here with other family members, Iona’s Executive Director Sally S. White, and Rick England, who spoke about the family’s longtime commitment to Iona, older adults, and community caregivers. The Englands have supported Iona as donors, by leading the campaign that led to the opening of Iona’s building on Albemarle Street, as board members, as volunteers, and in many other ways.

At the gallery dedication a new artwork – commissioned by Iona to honor the Englands – was previewed. The piece is a collage/mixed media work by Terry Svat, an artist and printmaker who has been creating art her entire adult life. Iona’s gallery exhibits works by talented artists from the area who are 60 or older as a way to showcase how community members express themselves creatively.

**Take Charge/Age Well Academy℠ is Growing**

Take Charge/Age Well Academy classes are a hit with active Baby Boomers who have retired or are thinking of retiring. Each season brings new offerings, including a new series for LGBT Baby Boomers. In the past year, sessions on such topics as affordable housing and how to de-clutter your home drew returning and new participants. Just like parents or professionals who formed networking groups earlier in life, participants found comfort and joy meeting other people going through the same experiences.

**New Website**

This fall, Iona revealed a newly redesigned website. The redesign included updates to our appearance and content, a new navigation, and other valuable information for older adults, family caregivers, and community activists. As part of the new site, Iona also launched a blog featuring articles from Iona staff and community members. The blog serves as a community space to share resources, tips, and personal stories. Whether you are looking for an answer to a question about an older loved one, hoping to find a volunteer opportunity, or want to make a financial donation to Iona, it’s all there and easy to access at www.iona.org.
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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 2016. Thank you!” We strive for accuracy, should you find your information to be presented incorrectly or if you prefer your name to be listed differently in the future, please contact us at (202) 895-9416 or development@iona.org.
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A special thank you to ALL of our United Way and CFC Donors for FY16. The FY16 list had not yet been published when this annual report went to print. Following are our FY15 donors. Please note, some remain anonymous to us.

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Ms. Joan Bailey
Mr. Tegan M. Flynn
Mr. Richard Heuwinkel
Ms. Elizabeth Koprowski
Ms. Helen Z. Lamont
Mr. Etienne T. Lamoreaux
Mr. Jacob Lew
Ms. Shoshana Lew
Ms. Ann Mathis
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Ms. Kit Turner
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Ms. Janine Turinsky
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Iona is part of the District’s Senior Service Network — Supported by the DC Office on Aging.
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, contact the development department at (202) 895-9401 or info@iona.org.

**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 or call (202) 895-9435. To learn more about the DC Senior Advisory Coalition, contact swhite@iona.org or call (202) 895-0246.

**Volunteer**

Iona was started by volunteers back in 1975, and only remains successful with the efforts of dedicated volunteers. We have volunteer assignments for people of all ages, skills, and experience. Come to Iona to learn how you can be a part of keeping our organization strong and meeting the needs of older adults in the community. Whether it’s a group project, individual interest, or community service requirement, Iona has a place for you.

Contact our volunteer coordinator at volunteer@iona.org.

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**Thank you to our volunteers**

who provided thousands of service hours—delivering meals, visiting homebound older adults, supporting Iona’s activities—and who are absolutely essential to Iona’s mission and work.
2016 FINANCIALS

Fiscal year October 1, 2015 - September 30, 2016 (unaudited)

Revenues

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Government Grants</td>
<td>$1,416,646</td>
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<tr>
<td>Contributions</td>
<td>$1,382,980</td>
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<tr>
<td>Participant Income &amp; Insurance Reimbursements</td>
<td>$917,247</td>
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<tr>
<td>Other Income</td>
<td>$351,501</td>
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<tr>
<td>Investment Income</td>
<td>$228,380</td>
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<tr>
<td>Donated Services &amp; Facilities</td>
<td>$155,474</td>
</tr>
<tr>
<td><strong>Total Revenue</strong></td>
<td><strong>$4,452,228</strong></td>
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Expenses

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Administration</td>
<td>$392,676</td>
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<tr>
<td>Fundraising</td>
<td>$549,296</td>
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<tr>
<td>Program Services</td>
<td>$3,469,923</td>
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<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>$4,411,896</strong></td>
</tr>
</tbody>
</table>
We offer gratitude
to the multitude of donors
who support our work.

If Iona is like a community garden,
you are the rain and the sun.

With your nourishment,
we will continue to grow and flourish.