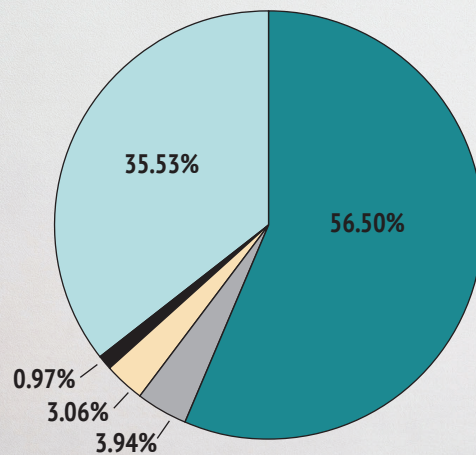
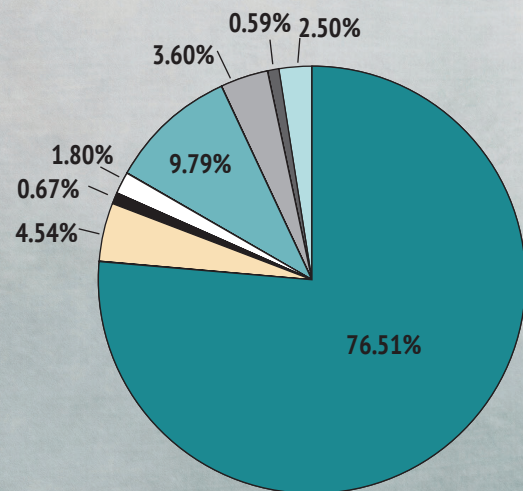


# 2016 Financial Overview

Revenue and Support	2015	2016
Federal Funds	\$34,086,189	\$35,619,044
State Funds	21,695,379	22,398,077
Consumers' Contribution Toward Their Care	552,753	612,198
Veteran-Directed Program	2,113,105	1,932,248
Other Revenue (including interest)	2,688,030	2,486,421
<b>TOTAL</b>	<b>\$61,135,456</b>	<b>\$63,047,988</b>



Expenditures	2015	2016
Dollars Going Directly Into the Community to Purchase Consumer Services	\$46,049,522	\$48,181,174
Veteran-Directed Services	1,707,343	1,575,501
Veteran-Directed Administration	425,276	368,909
Administration	2,418,489	2,263,961
Case Management	6,168,530	6,164,934
Assessment	2,000,245	1,134,530
Screening-Resource Center	505,204	423,076
Other (i.e. Ombudsman, Ombudsman Support, Home Choice, Care Transitions, CLSS, Ohio Home Care, 1915i Specialized Recovery Services)	1,564,273	2,859,805
<b>TOTAL</b>	<b>\$60,838,882</b>	<b>\$62,971,890</b>



## Mission Statement

Assisting individuals to maintain independence and personal choice by providing resource options and services.

## Vision Statement

Our region will have access to available resources and services to provide older adults and at-risk populations choices in meeting their needs for health and well-being.

The Area Agency on Aging District 7 is a private, non-profit, 501 (c)(3) corporation designated by the State of Ohio to be the planning, coordinating and administrative agency for federal and state programs in Adams, Brown, Gallia, Highland, Jackson, Lawrence, Pike, Ross, Scioto and Vinton counties in southern Ohio. The services we provide help older adults and those with disabilities live safely and independently in their own homes through services paid for by Medicare, Medicaid, other federal and state resources, as well as private pay.

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2016



ANNUAL

REPORT

Providing a Helping Hand...  
 for Generations to Come



Area Agency on Aging District 7

Serving Adams, Brown, Gallia, Highland, Jackson, Lawrence, Pike, Ross, Scioto and Vinton Counties in Ohio



# Welcome

Dear Agency Partners and Friends,

Thank You for taking the time to learn more about the beneficial services and programs provided through the Area Agency on Aging District 7 (AAA7). Our Annual Report is a way to present a quick snapshot of the work that we do in a year's time. Our Agency has certainly changed so much over the years, adapting to the ever-changing aging network and the opportunities we have in serving additional populations that allow us to enhance our mission and vision.

As you will note, our theme this year concentrates on the many opportunities we have to serve our multi-generations. The year 2016 marked 44 years of service to our district and in that time we have had the opportunity to serve families and communities that have grown with us. We are now providing services to people of all ages which you will read more about. Of course everyone is aging – it's just a process we are all experiencing every day from babies to older adults. Every birthday we celebrate, we are celebrating another year of aging. We certainly can't stop aging, but we can try to make the experience positive. We love the quote from Betty Friedan who says, "Aging is not lost youth but a new stage of opportunity and strength."

Through our Agency, we try to make the aging process better for individuals of all ages, whether learning more about resources in the local area, helping people receive services so that they can stay in their home, providing them with wellness opportunities to help them live life better, or hosting events like our Senior Citizens Art Show to showcase a special talent they may have discovered later in life. Aging is something we all have in common because it is something we all do each day, whether younger, middle aged or older – we're all aging together through the generations. We're honored to be a part of helping people experience that in the best possible way.



Pamela K. Matura,  
Executive Director



Alice Ward, Board of  
Trustees, President 2016

## Facts and Figures

In 2016, the AAA7 served over 33,000 individuals.

### Resource Center 2016

The Resource Center is the AAA7's "Front Door," serving as a referral point for consumers and the community, providing them with a comprehensive directory for a variety of services, and scheduling in-home assessments to discuss long-term care options and resources in more detail.

- Pre-Admission Reviews Completed: 9,002
- Information and Referral Contacts: 7,557
- Assessments Completed: 3,203

### PASSPORT for 2016

The PASSPORT Medicaid Waiver Program provides in-home services designed to help seniors who are at risk of nursing facility placement live safely at home.

- New enrollments: 836
- Total Census as of 12/31/2016: 3,749
- Total PASSPORT Consumers served: 4,837

### Assisted Living for 2016

The Assisted Living Medicaid Waiver Program is available to adults age 21 and over, offering another option for community living as an alternative to nursing facility placement.

- New enrollments: 93
- Total Census as of 12/31/2016: 257
- Total Assisted Living Consumers served: 324

### Older Americans Act Services 2016

Federal Older Americans Act funds support a local senior service network throughout the ten-county region that provides a variety of community-based services for individuals age 60 and older. Over 4,000 consumers served for services listed below:

- Adult Day Service: 17 consumers; 1,158.50 days
- Congregate Meals: 1,915 consumers; 84,804 meals
- Home-Delivered Meals: 660 consumers; 101,078 meals
- Homemaker: 88 consumers; 8,465.75 hours
- Legal Assistance: 648 consumers; 1,480 hours
- Personal Care: 17 consumers; 980.50 hours
- Transportation: 634 consumers; 17,967 one-way trips; 364,405 miles
- OAA Funds for above services: \$1,205,964
- Matching Funds for above services: \$1,360,603



### Caregiver Support Program 2016

Assists informal caregivers with information about caring for themselves and their loved ones; providing counseling, caregiver training, respite services, information and assistance; and linking caregivers to other services as needed.

- Information and outreach provided to 564 caregivers.
- Average caregiver age of those served is 65 and average age of care receiver is 79.

### Veteran-Directed Program 2016

Partnership with the Chillicothe Veterans Affairs Medical Center that allows Veterans of any age to self-direct the care they receive in their home.

- Served 92 Veterans
- Average Veteran age served is 71; 33 years youngest and 96 years oldest.

### Regional Long-Term Care Ombudsman Program 2016

Advocates for our region's long-term care consumers and protects the rights of long-term care consumers by promoting person-centered care and client choice. The primary role of the Ombudsman Program is to investigate and resolve complaints concerning long-term care facilities and home and community-based providers in an effort to improve the quality of life and care for long-term care consumers. The Ombudsman Program served approximately 2,122 long-term care consumers in 2016, including residents in long-term care facilities as well as home and community-based clients.

- Ombudsman staff investigated 332 complex complaints in 2016, not counting handling numerous uncomplicated complaints.
- Top Five Complaints of 2016: 1) Requests Less Restrictive Environment; 2) Dignity/Respect/Staff Attitudes; 3) Personal Hygiene; 4) Discharges/Planning/Notice/Procedure; and 5) Medication Administration
- Volunteers contributed 992 hours.
- 80.7% of complaints were resolved to the client and/or complainant's satisfaction.
- 1.77 days is the average time from received date of complaint to start date of investigation.

### Home Repair Program 2016

Funded by the Ohio Department of Development Housing Trust Fund Housing Assistance Grant Program and the State of Ohio Senior Community Services Program. Available for eligible seniors age 60 and over who live in and own their own home.

- 48 consumers
- 60 jobs (17 accessibility; 20 HVAC; 11 plumbing; 9 roofs; 1 water tap; 1 foundation; and 1 electrical)
- \$191,142.65 total amount spent for all jobs

### Medicare Prescription Assistance 2016

The AAA7 provides assistance to individuals on Medicare through a number of ways, including: Medicare premium assistance program eligibility determination and sign-ups, Medicare Part D sign-ups, help with finding a Medicare supplemental insurance, general questions about Medicare, and providing references to Agency and community resources. In 2016, 793 individuals called for assistance, with 163 individuals being qualified for programs that saved them an average of \$3,639 per person. In total, there was \$593,152.61 in savings for individuals in our ten-county district.

### Wellness Programs 2016

Complimentary programs provided through the AAA7 that can help individuals take control of their lives and better manage health conditions. These evidence-based programs provide health benefits and promote disease prevention.

- Chronic Disease Self-Management: 54 participants completed the class
- Diabetes Self-Management: 44 participants completed the class
- Matter of Balance Falls Management: 154 participants completed the class
- Powerful Tools for Caregivers: 14 participants completed the class

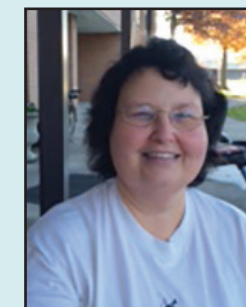
# 2016 Highlights

## Continuing Our Outreach to Additional Populations

We continued to work with several programs that have provided us with the opportunity to reach out to additional populations in our communities – this included working with local hospitals on improving care transitions, providing veterans home and community-based options at home, and working with individuals under the age of 60 living with a disability with services and resources to keep them at home. In addition, in 2016, we added a new population of individuals to work with including those living with severe and persistent mental illnesses. In 2016, we also added three more counties to services provided for those age 60 and under living with a disability and those living with severe and persistent mental illnesses – these additional counties included Athens, Hocking and Meigs. Through these two groups of individuals in the 13 counties covered, we were able to serve 560 people.

## Community Care Transitions Project Receives Aging Achievement Award

The Southern Ohio Community-Based Care Transitions Program (CCTP) was honored in 2016 with an Aging Achievement Award by the National Association of Area Agencies on Aging (n4a). The program was among 46 local aging programs to receive honors at the n4a Annual Conference in July. The AAA7, along with the Area Agency on Aging District 6, based in Columbus, and Buckeye Hills Area Agency on Aging District 8, based in Marietta, were partners in the program. The Medicare-funded CCTP was sponsored by the Centers for Medicare and Medicaid Services and was designed to make the transition from the hospital to another setting as seamless as possible, with the goal of reducing avoidable hospital readmissions and empowering people to be engaged in their care. The Southern Ohio CCTP included five hospital partners and spanned 26 counties in Ohio and multiple counties in West Virginia. Sandy Markwood, n4a's Chief Executive Officer, commented on the award by sharing, "With the health care landscape continuing to change rapidly, our members are discovering new ways to position themselves in the long-term and health care marketplaces, as well as to strengthen long-standing services to meet the needs of America's rapidly growing older population. Our members work tirelessly and with little fanfare in their communities, and this program enables us to shine a well-deserved spotlight on their critical work to support older adults' health, safety, independence and dignity."



## Program Spotlight *Martha's Story*

HOME Choice is a transition program that assists persons of any age with any type of disability to move from a long-term care facility (such as a nursing facility or residential treatment facility) into a home and community-based setting. The individual or their family/guardian works with the long-term care facility and the AAA7 HOME Choice transition staff to apply, discuss options, find housing, and coordinate benefits through the discharge planning process.

This program provides "extra" services and supports for the first 365 days post discharge. The Area Agency on Aging District 7 has been working with the HOME Choice program since 2008 and has successfully transitioned over 300 people back into the community.

HOME Choice client Martha was diagnosed with MS when she was 27-years-old. After she lost both of her parents at the age of 39, Martha entered a nursing home as her disease had progressed to the point where she could not walk or even sit up in bed by herself. Over time, Martha started a new medication and worked with therapy to learn to walk again and was able to do more and more for herself. Martha learned about the HOME Choice program, applied, and was accepted. The AAA7 HOME Choice Transition Coordinator worked with Martha and helped her secure and set-up her new home where she is very happy and independent. In fact, she has a job working in housekeeping and laundry in the nursing home from which she was discharged!