

# Bridging the Gap

Between Care Settings



**Area Agency on Aging**  
*District 7*

2011 Annual Report



# 2011 State of the Agency

## 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 (AAA7) experienced another busy year, full of opportunities to expand our capabilities and lay a foundation to support a growing aging population across our nation.

Our year began with a new administration at the state level. AAA7 employed many important advocacy strategies designed to showcase the many contributions the aging network has brought forth in order to increase the number of older adults and those with disabilities who can remain at home - supporting their choices and wishes, while at the same time saving taxpayer dollars. We continued to be encouraged by the fact that more and more individuals and families are learning about and experiencing the difference home and community-based services can make. Having the availability of these services has not only been a much needed option and choice, but is certainly one that should continue in place for the ever-increasing older population.

Advocacy was an important component in budget cuts that were presented early in the year. Through staunch efforts not only by our state association and fellow Area Agencies on Aging, but also by our state legislators, consumers, families, and the public, we were able to reduce some of the budget cuts that were initially proposed. Maintaining adequate funding is vital in order to continue providing quality home and community-based care for our communities and supporting our consumers who rely on these services so very much.

2011 also presented the opportunity to “think outside the box” in working with healthcare entities on ways we could provide support for patients being

discharged from the hospital. We embraced the “care transitions” concept that was designed to help hospitals reduce their readmissions rate. Staff was trained and we began working closely with three of our major hospitals in the area on ways we could help patients during the discharge process and return home. More information on this endeavor is included in this year’s Annual Report. We also began discussions with Veterans Administration Medical Centers (VAMC) on a similar concept in assisting veterans who could benefit from home and community-based services to better support their health and well-being. Our theme for this year’s Report is “Bridging the Gap Between Care Settings.” Through these two initiatives with our local hospitals and VAMC, we feel certain that our role between care settings will be even greater in the future. We are encouraged with the opportunities available that will allow us to help individuals maneuver through the process.

All in all, 2011 was another active year for our agency. We are delighted to have the opportunity to serve the many consumers and families in our 10-county district. As you will read in the stories included in this report, our programs and services truly do make a difference for so many. Our daily mission is to continue our advocacy for these services and the individuals who greatly depend on them. We thank all of you who help us provide such important choices and options to those seeking long-term care services. Having the opportunity to remain safe and independent in the community for as long as possible is something that should always be an available option.



*Pamela K. Matura*

Pamela K. Matura  
Executive Director



*Alice A. Ward*

Alice Ward  
Board of Trustees President, 2011

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.



# PASSPORT

The comfort of feeling safe and independent at home – a place where you can feel at ease around the things that mean a lot. Living in a rural, isolated area on an extremely fixed income, Berenda Snyder knows that she can continue to remain in the community, in her own home, receiving the services and assistance that support her independence thanks to the PASSPORT Program.

After moving to Pike County from Oklahoma in 2010, Berenda was enrolled in PASSPORT to support her living in her own home even though health complications prevent her from doing many of the day-to-day activities of daily living. Services such as personal care, homemaking, home-delivered meals, transportation to physician appointments, and the comfort of an emergency response pendant allow Berenda to stay in the home she shares with her best friend, her dog Angelique. Being able to stay at home, Berenda is able to maintain her skillful sewing through which she makes beautiful quilts, pillows and curtains for herself, family and friends. Berenda enjoys daily visits from her personal care aide, and weekend assistance and help from her son. She keeps her other children and grandchildren, who live both locally and out of state, close at heart with a collage of pictures on her wall. Having experience with PASSPORT when her mother was a PASSPORT consumer, Berenda knows the

assistance that is available and is appreciative of the difference it has made for both her and her family.

PASSPORT (Pre-Admission Screening System Providing Options and Resources Today) connects families with information about the choices available in long-term care. For those who are Medicaid-eligible, in-home services like the ones that Berenda receives, include personal care, homemaking, home-delivered meals, medical emergency response systems, medical transportation, adult day care, home medical equipment and supplies, and other services as needed.



*Pictured is PASSPORT consumer Berenda Snyder and her precious pup, Angelique.*

## PASSPORT Statistics

PASSPORT New Enrollments in 2011: 884  
Total PASSPORT Census as of 12/31/11: 3,324  
Total PASSPORT Consumers Served in 2011: 4,232

# Choices Program



*Becky Mays and her mother, Mina Hamilton*



*Becky's granddaughter (and Mina's great-granddaughter) shares a story about the day at school.*

Becky Mays of Lawrence County is a big believer in honoring thy father and mother. She believes that with “honoring” also comes support in caring for parents when they become too feeble and depend on others for their health and well-being.

In 2000, Becky's mother, Mina Hamilton, was diagnosed with Alzheimer's disease and immediately moved in with Becky so that she could receive help and assistance when needed. Fifteen months later, Mina expressed to her family that she wanted to live independently and moved into a new trailer that her family placed beside the home of Becky's sister. Mina received PASSPORT services a couple of hours a day, but over the years as her condition worsened, it

was evident to Mina's family that she required 24-7 care.

Because of her mother's progression with Alzheimer's, Becky, who was a home care worker, offered to quit her job and take care of her mother if her mother's trailer could be moved beside her home. The family agreed, and after she quit her job, Becky became her mother's full-time care provider. Losing her income of \$500.00 a week was not easy, but Becky was determined and dedicated to honor her mother in the way she

believed by supporting her mother's health, well-being, safety and independence.

As her mother was a PASSPORT consumer, Becky inquired to the program about the possibility of hiring her for her Mom's care. As a result, Mina was referred to Choices, a consumer-directed option for those on PASSPORT. Through Choices, Becky is employed as her mother's full-time individual provider and can offer care in her mother's home to promote her safety and independence. She can take her to doctor's appointments, cook her meals, provide personal care, and take care of household chores.

Over the years, Becky has witnessed many changes in her mother's condition and progression with Alzheimer's. As tough and heart-wrenching as the process is, Becky finds many blessings in the moments where she sees a sparkle in her mom's eyes, hears her whisper a word, catches a sweet smile, or receives a kiss on the hand. These moments are what Becky calls “more precious than all the gold in the world.”

Becky feels it is a privilege to take care of her mom and feels the comfort, along with her family, knowing that she is safe in her home surrounded by those who love her. Becky is a big believer in the Choices concept and is thankful for the blessings it has brought in their lives and the quality of life it has supported for her mother.

## Choices Statistics

CHOICES New Enrollments in 2011: 64  
Total CHOICES Census as of 12/31/11: 305  
Total CHOICES Consumers Served in 2011: 393



# Assisted Living Waiver

The Area Agency on Aging District 7's Assisted Living Waiver Program provides assistance to Medicaid-eligible consumers needing placement in a residential care facility. Consumers receive a private room with bathing facilities, assistance with daily living tasks and medications, and nursing care as needed.

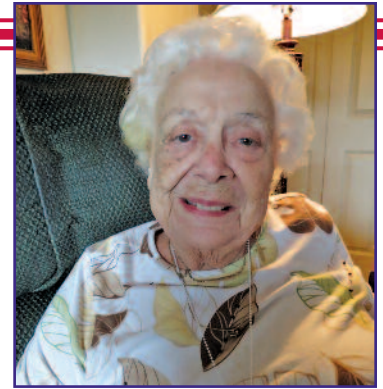
Ross County native Dorothy Conaway experiences this program through her residence at Hopeton Village in Chillicothe.

A Florida resident for 36 years, Dorothy enjoyed her life in the Sunshine State, but a number of falls and multiple hospitalizations created an unsafe living environment for Dorothy to be living alone so far from family. It was during her last hospitalization in Florida that Dorothy's children felt it was in her best interest that she move back to Ohio where she could be closer to family and part of a facility environment that could best promote her health and safety.

Through the services at Hopeton Village, Dorothy can still live independently and has available to her 24-hour nursing care, nutritious meals, help with personal care, and assistance with medications. Dorothy's children have peace of mind knowing that their mother is being well-taken care of. Her daughter Michele shares, "Knowing my mother has access to all of these wonderful services is truly a God-send. Although I would like to be with her all of the time, I can't. Knowing that she is eating

regularly and nutritiously, and that there is staff available to help Mom to bed and assist her with dressing and other personal items as she needs, is such a comfort for me and my brothers."

Dorothy shares that she especially enjoys her Bingo time, chats with friends, her room with a balcony view, and visits from her family, and states, "If I had to live anyplace, I would rather live here." Thankfully, with assistance from the AAA7's Assisted Living Waiver Program, Dorothy and many others are able to live independently in a safe environment that promotes their health and well-being.



*Dorothy Conaway*

## Assisted Living Waiver Statistics

ASSISTED LIVING New Enrollments in 2011: 70  
Total ASSISTED LIVING Census as of 12/31/11: 202  
Total ASSISTED LIVING Consumers Served in 2011: 218

# Aging and Disability Resource Network (ADRN)



*AAA7 ADRN Resource Specialists*

In 2011, the Aging and Disability Resource Network (ADRN) of the AAA7 continued to reach out to the community to establish partnerships and collaborations to best benefit our communities. During the year, the AAA7 formalized 11 new Memorandums of Understanding (MOU) with agencies in our ten-county service region.

In the fall of 2011, the Ohio Department of Aging expanded an electronic system to record and submit the required documentation for hospital patients who entered a nursing

facility for 30 days or less. The Resource Center worked with all area hospitals and nursing facilities on enrollment in the system, referred to as the Hospital Exemption and Notification System (HENS), and also provided education to hospital and nursing facility personnel.

In order to continue quality improvement of our customer service, during selected months, individuals who contacted the AAA7's ADRN and were scheduled an assessment were sent a satisfaction survey. Responses to the survey shared positive comments about the Information and Referral/Assistance Specialists and overall satisfaction with their experience over the phone. Respondents also mentioned that they would recommend the AAA7's ADRN to their family and friends.

In 2011, the AAA7 ADRN Resource Specialists responded to an average of 644 calls per month from professionals, individuals and caregivers, providing problem solving, linkage and follow-up. Of the 7,086 calls received in calendar year 2011, 55 percent led to the scheduling of a face-to-face visit where further homecare options were explored.

## Resource Center Statistics

Pre-Admission Reviews: 7,382  
Information and Assistance Contacts: 7,086  
Assessments Completed: 3,952

# Care Transitions

In March of 2011, three AAA7 staff members became trained and certified as coaches in the Coleman Model of Care Transitions. Care Transitions refers to the movement from one treatment or care setting to another, for example, from hospital to home. Developed by Dr. Eric Coleman, the Coleman Model is a nationally recognized, evidenced-based program that assists individuals with achieving better health outcomes.

In April of 2011, the AAA7 began applying this intervention to Waiver (PASSPORT and Choices) consumers who entered one of three hospitals in our area, including Adena Regional Medical Center in Chillicothe (Ross County), Holzer Medical Center in Gallipolis (Gallia County), and Southern Ohio Medical Center in Portsmouth (Scioto County). AAA7 Coleman-certified coaches made contact with consumers while in the hospital to introduce the intervention, provide them with a personal health record, and make arrangements for a home visit shortly after discharge. During the home visit, the health record was reviewed and personal goals set, a medication reconciliation completed, warning signs for their condition discussed, follow-up appointment with the primary care doctor confirmed, and community care options presented as appropriate. The goal of the intervention is to coach individuals to become more knowledgeable about their own personal health condition and treatment so that they can better monitor and be aware of any changes that would indicate they were becoming more ill rather than better. After the home visit, weekly phone contact is made with individuals for 30 days following their hospital discharge.

In 2011, Care Transitions was offered to over 100 individuals with a participation rate of 77 percent. Only 16 percent of those who had completed the intervention returned to the hospital within 30 days. Coaches discovered that 44 percent of the participating individuals had one or more unintended medication discrepancies or drug-related problems.

Highlights from the client satisfaction survey indicated that 92 percent responded, “yes,” it was helpful to have someone contact them while they were in the hospital; 77 percent shared that the home visit made a difference in understanding their healthcare, and making decisions and plans related to health care; and 83 percent said that they would recommend the assistance they received from the AAA7 to a friend.

Helping individuals become more informed and involved in their care by providing ongoing education, coaching and follow-up through care transitions can improve patient safety and quality of care while saving healthcare resources.

As a result of this pilot project, the AAA7 decided to apply for a Centers for Medicare and Medicaid Services (CMS) grant to expand the program in 2012 and beyond.



## Bridges Spotlight



*Gail Large is pictured with her son, Kevin.*

Through the Bridges Program at Southern Ohio Medical Center (SOMC) in Portsmouth, the Area Agency on Aging District 7 is able to meet with patients who may be interested in learning more about programs that could provide help after discharge. For Gail Large’s family, the Bridges Program answered a lot of prayers for their mother, who was diagnosed with cancer in November 2011. While a patient at SOMC, Wheelersburg resident Gail and her family were

able to meet with an AAA7 assessor who explained more about PASSPORT, and assisted them with answering questions and completing the appropriate applications and paperwork.

Becoming eligible for PASSPORT was just what Gail and her family needed. As Gail was the primary and personal caregiver for a niece with cerebral palsy, the family understood the importance of caregiving and the importance of having in-home services available – not only for Gail, but also for her niece.

Gail’s son and her grandson took over the caregiving responsibilities for both Gail and her niece. Through the AAA7 network, Gail was assigned a PASSPORT care manager who helps facilitate needed services and support for Gail and her family. It has allowed Gail’s son to keep his job and provides her grandson, who is her primary caregiver, with respite and support as needed. Gail’s son Kevin shares, “I’m not sure what we would have done if PASSPORT had not come into the picture. My mom is a hero in my eyes for all the caregiving and love she has exhibited over the years to her niece. I am so happy we are able to provide her with needed support now that she needs it.”



# Senior Farmer's Market Program

In 2011, the Area Agency on Aging District 7 (AAA7) again received a \$10,000 grant, in cooperation with the United States Department of Agriculture and the Ohio Department of Aging, to provide vouchers to eligible seniors living in Ross County to purchase fresh fruit, vegetables, honey, and herbs from authorized farmers at the Chillicothe Farmer's Market. Partnering with AAA7 in this continuing venture was The Ohio State University Extension Service at the South Centers in Piketon, Ohio, and the Ross County Committee for the Elderly. The program worked with 14 farmers to serve 208 individuals.

The most popular items were fresh berries, corn and tomatoes. AAA7 successfully submitted an application to continue the program in 2012.



*Fresh produce from the Senior Farmer's Market in Ross County*

# Regional Long-Term Care Ombudsman Program

The Area Agency on Aging District 7 (AAA7) Regional Long-Term Care Ombudsman Program (RLTCOP) continues to provide advocacy services protecting the rights of our area's long-term care consumers.

In 2011, Ombudsmen spent over 4,000 hours in direct advocacy services, handling 247 complex complaints and transitioning 38 nursing home residents back into their own homes or other community settings. Of the 247 complaints, 66.1 percent were verified and 65.6 percent were resolved to the client's or complainant's satisfaction. Consumers empowered and educated to handle their own concerns were not counted in this verification or resolution rate. The top five complaints for 2011 included nursing home transitions, discharge planning and evictions, staff attitudes/dignity and respect, accidents/falls, and residents confined against their will.

At the initial conference, each home completed the "Artifacts of Culture Change Tool" to identify two areas of person-centered practice that needed improvements, such as dining, nursing care, leadership, language, admission processes, environmental, workplace, and family/community. The residents were also surveyed about what changes they wanted to see in their homes. The pictures shared here by one of the homes involved in the project help demonstrate PCC in the nursing facility community.

To understand the importance of person-centered care and residents' rights, the following message was sent to the RLTCOP by an anonymous elder:

*"In a retirement facility, I totally understand the need for the elderly to be treated as individual human beings. One of the biggest gripes in this region is that caregivers (as well as waitresses and other service people) address seniors as 'honey' and 'dear.' We find those terms demeaning. These appellations are appropriate for small children or those who are inferior to the speaker. Not only is this disrespectful to elders, it indicates that the caregivers have no interest in learning our names. This breeds distrust...if you don't know my name, how can I expect you to remember that I am diabetic, need medications three times a day, or require assistance when using the bathroom? We feel as though caregivers are merely putting in their hours, going through the motions, and crossing off the rooms they have entered as though they have actually performed some service while there."*

This is just one example and does not represent all. However, while some long-term care consumers continue to feel this way, there will be a need for Ombudsmen to help the residents' voices be heard and understood in our region, our state, and our nation.



*Residents were able to choose the color of paint for a wall in their rooms.*

In October 2011, the AAA7 RLTCOP received funding from the Ohio Department of Aging to promote Person-Centered Care (PCC) in nursing homes. Ten area nursing homes were chosen through a survey process to work with the AAA7 RLTCOP on a journey of person-centered care and culture change. In November 2011, these homes were invited to a conference with national speakers to learn more about PCC and identify at least two areas of practice to focus attention on. Each facility was assigned a paid Ombudsman and Volunteer Ombudsman who assisted with the development of a PCC Committee that included nurses; aides; administrators; social workers; dietary managers; housekeepers; activity aides; ombudsmen; and most importantly, residents. Ombudsmen attended monthly committee meetings and provided facilities with technical assistance and educational materials, as well as assistance with the development of vision statements to meet the goals and objectives of the project.



*The nursing facility serves the garden produce separate from the meals brought from the kitchen so that the residents know the food is from "their gardens."*

## Older Americans Act (OAA) Programs

The federal Older Americans Act (OAA) 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 over. Multi-purpose senior centers, community action agencies, and other organizations delivered services on a daily basis to over 4,800 older adults, enabling them to remain in their own homes. The \$1.3 million in OAA funding leveraged over \$1.5 million in local match that supported senior service delivery, along with client contributions and federal Nutrition Services Incentive Program dollars.

In 2011, the much-needed services delivered included:

- 133,604 congregate meals
- 111,610 home-delivered meals
- 297,815 miles of transportation consisting of 27,244 one-way trips of transportation
- 10,724 hours of homemaking
- 13,050 hours of personal care
- 1,436 hours of legal assistance
- 1,102 days of adult day services

The Area Agency on Aging District 7 continued the successful partnership with The Ohio State University School of Dentistry in providing dental services through the Appalachian Geriatric Dentistry Program Mobile Clinic. The on-site service made 20 visits to the region, serving 252 older adults who had no other resources for dental care.

## Medicare Prescription Assistance

Assisting eligible individuals with Medicare prescription benefits is a service the Area Agency on Aging District 7 (AAA7) provides through the Medicare Improvements for Patients and Providers Act (MIPPA) grant from the Ohio Department of Aging. This project provides outreach to and enrollment assistance for individuals who may be eligible for the Low Income Subsidy and/or Medicare Savings Program, as well as other Medicare premium assistance programs.

The Outreach and Enrollment Assistance Program targets eligible Medicare recipients needing help with Part B premiums, Part D premiums and prescription drug costs. Income and asset qualifications must be met in order to receive assistance.

A number of individuals in the AAA7's ten-county region have expressed their appreciation for the assistance provided by the AAA7 through the MIPPA grant project. One expressed appreciation for the many calls to the AAA7 that answered a number of various questions covering a wide spectrum of concerns.

Another individual also shares, "Kristy Bowman with the AAA7 has helped me more than anybody. She took time to explain things to me where I could understand it. I've called many times and she is always cheerful and understanding of my problems."

The AAA7 continues its outreach efforts throughout the region in order to find those individuals who may qualify for these helpful benefits.

## Healthy Lifestyle Programs



Debbie Rhude

Over 58 percent of Ohioans have been diagnosed with at least one chronic disease, and over 33 percent of adults over 60 fall each year. Evidenced-based health programs offered by the Area Agency on Aging District 7, Inc. have the impact to make a difference in the lives of older adults who are living with a chronic disease or who have a fear of or potential to fall.

The "Chronic Disease Self-Management Program" through the AAA7 helps individuals navigate the healthcare system, while "A Matter of Balance" integrates exercise with falls prevention. Both programs can help older adults be more independent. In 2011, four Chronic Disease Self-Management classes and two Matter of Balance classes were offered. The programs are dependent on community leaders and the time that they spend through training and the actual classes they offer in their communities. The AAA7 is actively looking for community volunteers to train in order to expand these wonderful programs throughout the district.

One of the community leaders from Highland County, Debbie Rhude, who works at Heartland of Hillsboro, shared the following about her experience as a Community Coach:

*"I enrolled in the classes given by AAA7 to become a Community Coach because my colleagues had previously taken the classes and recommended them as something that could be an important benefit for our community. With my employment, it is always helpful to serve as a resource for potential customers. I felt that the opportunity to take these classes would enhance my knowledge and experienced them along with my co-worker, JD Stevens.*

*The classes were thoroughly taught by AAA7 staff for four days. The instructors were very good and took seriously their task in regard to teaching individuals about successful, healthy lives. The information was very interesting and easily understood. "Living a Healthy Life with Chronic Conditions" was the textbook, and it proved to be very helpful. JD and I, as all those who attended the classes, learned about ourselves and how we can better manage our lives in certain situations.*

*The time came when it was our turn to present the information we learned as a part of our very own classes to the community. We held the classes at the Senior Citizens Center in Hillsboro. JD and I were very nervous, thinking that there would not be very many people interested in the material we were presenting. Much to our surprise, 16 people signed up with most attending all the classes.*

*Continued on next page*

## Healthy Lifestyle Programs - continued

Presenting the information was pretty easy following the guidelines that were given by our instructors. It was surprising how everyone was interested in the information that was taught. We had both patients and caregivers who attended. Being able to provide them with the necessary tools to help with pain control, depression, emotions, muscle relaxing, healthy eating, and exercise proved to be beneficial to all.

I believe the session that excited me the most was when we talked about "Future Plans for Health Care." By the next class,

everyone had completed their Living Wills and Durable Power of Attorney, or at least were talking about them. The attendees were interested in all the topics covered and participated well. This was truly a great learning experience not only for us, but one that is transferrable to others who want to help improve their quality of life. We were happy to have had the opportunity to lead these individuals and assist them in preparing to live a healthy lifestyle and look forward to sharing this information with future classes."

## Care Coordination Program

The Care Coordination Program at the Area Agency on Aging District 7, funded through the State of Ohio Senior Community Services Block Grant, offers the ultimate in consumer choice. This updated care-managed program now enables consumers to receive their services through a traditional service provider or self-directed option. Consumers are enrolled in the program based on their risk of entering a nursing home due to functional needs or by spending down their financial resources. The main services offered include care management, personal care, and home-delivered meals.

Reba Thacker of Vinton County is happy with the benefits received through the "My Care, My Way" program, the self-directed version of Care Coordination. Because of the program, Reba, a below-the-knee amputee, is able to live alone in the safety and comfort of her own home.

After her amputation, Reba arrived home not able to dress, bathe or cook for herself. In addition, the procedure required many follow-up appointments to maintain her health. Through the "My Care, My Way" program, Reba is able to hire her own workers who assist her with day-to-day activities, such as cleaning, laundry and transportation to the doctor and other important appointments. She is now able to dress and bathe

herself and ambulate enough to use her microwave. Although she might have some struggles at times, the program has given her quality of life as she lives in her own home. Reba truly feels a big difference in her life through the benefits of the program and the help and assistance she receives.



Reba Thacker

Reba's daughter, Luronda, is not only thankful for the peace of mind that it gives her while she is at work 45 minutes away, but most importantly, for the confidence and assistance her mother receives that is required to live a comfortable and rewarding life. Luronda shares that it would be impossible for her to keep her employment without the assistance her mother receives through the "My Care, My Way" Program.

"My Care, My Way' gives my mom the confidence and assistance required to live a comfortable and rewarding life," Luronda shares. "I am sincerely grateful that my mother is a participant in this program."

## Service Coordination Program



Jerry Edgington

"The Service Coordination Program helped save my life," states 64-year-old Jerry Edgington, who lives at Glendale Apartments in West Union, Ohio.

Jerry, who had not visited a doctor in over ten years and would pass out several times a day in addition to other health issues, has had his life turned around with the help of his AAA7 Service Coordinator. Unsuccessful with obtaining Medicaid on his own, Jerry's AAA7 Service Coordinator helped him with the application process. Now, Medicaid-eligible, Jerry receives PASSPORT services, has a family physician and transportation to doctor

appointments, and is taking important medications needed to regulate his health issues.

"I am so grateful that the apartment building I live in has this service available to its residents," Jerry shares. "Service Coordination is a great service that has made a difference in my life."

The Area Agency on Aging District 7 continues to provide Service Coordination at three sites in the region: McArthur Park in Vinton County, Hurth Apartments in Scioto County, and Glendale Apartments in Adams County. Service Coordinators offer a vital link between residents of apartment housing complexes and the community to enhance the quality of life for residents in the complex. Assisting with needed services like transportation, applications for benefits, resolution of resident conflict, and ensuring fair housing practices are in place are everyday practices for Service Coordinators.



# National Family Caregiver Support Program



*Diane and Ron Harris*

In 2000, the Family Caregiver Support Program was created through funding provided by the Older Americans Act. The term caregiver refers to anyone who provides assistance to someone else who, to some degree, needs help performing the daily tasks essential to living a normal life. Formal caregivers are paid care

providers associated with a service system, but informal or unpaid caregivers such as a spouse, friend, significant other, other family member, or neighbor do not receive pay for the assistance they provide. Unpaid or informal family caregivers will likely continue to be the largest source of long-term care services in the United States, providing an estimated value of \$450 billion dollars worth of service each year.

Statistics show that family caregivers who experience extreme stress have been shown to age prematurely, taking as much as ten years off their life. The Area Agency on Aging District 7 (AAA7) Family Caregiver Support Program offers

counseling and caregiver training to ease the burden. Additional services include information about available services for the caregiver and the person they are caring for, assistance in gaining access to those services, respite care, and supplemental or one-time purchases to complement the care being provided.

When Diane Harris' husband Ron received the diagnosis of vascular dementia, she set a long-term goal – to keep him at home where he could be around familiar surroundings. During the first few years after his diagnosis, she was able to accomplish this goal in their Lucasville (Scioto County) home without assistance, but as his condition progressed, Diane realized that she was feeling overwhelmed and needed help.

Thankfully, the Family Caregiver Support Program through the Area Agency on Aging District 7 has been able to support Diane when she has needed it most. Diane now has the opportunity to keep appointments, run errands, and occasionally have lunch with friends. When she is out and away from the home, Diane feels confident and assured that Ron is being cared for by someone she has personally chosen and trusts.

“Had it not been for the help of AAA7, my long-term goal of keeping Ron at home might have already become a distant memory,” Diane shares. “I will be forever grateful for their help.”

## Home Repair Program

In 2011, the Area Agency on Aging District 7, Inc. continued to address the sub-standard housing conditions of older adults living in our ten-county region. Funding for the two-year cycle, which began March 1, 2011, and ends April 30, 2013, was awarded through the Ohio Department of Development's Housing Assistance Grant program. The State of Ohio Housing Trust Fund provides funding for many housing-related issues, including home repair and accessibility modifications. The AAA7 was able to leverage over \$157,500 in matching funds during a time when available funds were sinking rapidly. We continued working closely with over 50 qualified contractors throughout the district.

During the first nine months of the grant, the AAA7 completed work on 18 dwellings, assisting 30 beneficiaries. The units represent 28 separate types of work within the projects, such as roof repair/replacement, plumbing, heating units, electrical, structural issues, potable water, and accessibility. Most dwellings had multiple concerns that needed to be addressed.

The following is an example of a successful project:

A gentleman living in Pike County was referred to the AAA7 for some furnace repair. This request was simply the tip of the iceberg. Upon completion of the initial home inspection by Tim McNeilan, AAA7 Housing Field Specialist, it was obvious that there were other major repairs needed at the home. The roof was at the end of its life, the wiring was outdated, plumbing was bad, etc. The amount of funds needed to address all the issues was greater than the amount available through the AAA7, so collaboration was vitally important. AAA7 paid the Community Action Agency of Pike County (Pike CAC - a service provider under contract with the AAA7) the \$2,200.00 that was required



*Before*



*After*

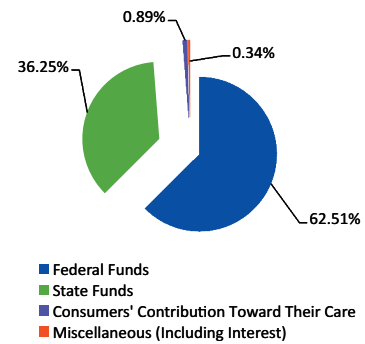
to install a new fuel oil furnace and chimney. After the furnace was installed, the Pike CAC was able to weatherize the entire home for a cost of \$1,250.00. Referrals were made to the United States Department of Agriculture (USDA) in Hillsboro, which contracted to place a new roof on the home at a cost of \$6,500.00. AAA7 also made a referral to the Pike County Community Housing Improvement Program (CHIP) office which was able to complete an entire rehabilitation on the home, that included but was not limited to wiring, plumbing, air conditioning (needed due to a respiratory condition) and new energy efficient windows. The total cost of the rehabilitation was \$30,650.00. The total cost of the entire project, including all the collaborative partners funding, was \$40,650.00. The AAA7 was able to utilize \$2,200.00 in Senior Community Services funding to leverage \$38,400.00 in other community resources. Thanks to a collaboration of agencies working together, this gentleman was able to remain in his own home and began receiving home and community-based services.

# Revenue and Expenses

## Revenue and Support

	2010	2011
Federal Funds	\$34,349,412	\$38,647,629
State Funds	24,951,216	22,411,307
Consumers' Contribution Toward Their Care	476,694	551,046
Miscellaneous (Including Interest)	187,299	213,237
<b>Total</b>	<b>\$59,964,621</b>	<b>\$61,823,219</b>

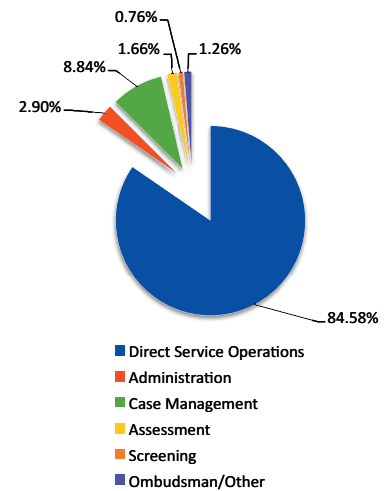
Revenue and Support, 2011



## Expenditures

	2010	2011
Direct Service Operations	\$49,997,673	\$52,327,300
Administration	2,051,683	1,793,803
Case Management	5,220,046	5,471,818
Assessment	1,292,070	1,024,745
Screening	467,148	467,197
Ombudsman/Other	755,599	781,165
<b>TOTAL</b>	<b>\$59,784,219</b>	<b>\$61,866,028</b>
Change in unrestricted net assets	180,402	(42,809)
Unrestricted net assets, beginning of year	1,266,522	1,446,924
Unrestricted net assets, end of year	1,446,924	1,404,115

Expenditures, 2011



# AAA7 Service Providers 2011

## A

A&J Home Health, Inc.  
A&L Home Care and Training Center  
Abbott Home Care, Inc.  
Accent Care Home Health of California, Inc.  
Accent Health Care  
Access to Independence  
Activstyle, Inc.  
ADT Security Services, Inc.  
Adams-Brown Counties Economic Opportunities, Inc.  
Adams County Senior Citizens Center, Inc.  
Adena Regional Medical Center  
Advantage Home Health Care, Inc.  
Air Concepts Heating & Cooling  
Allcare Home Health, LLC  
Alli Home Health Care  
Alternative Home Care  
Altimate Care, LLC  
Alzheimer's Association of Central Ohio  
Alzheimer's Association of Greater Cincinnati  
Alzheimer's Store  
American Medex, Inc.  
American Nursing Care  
Anchor Termite and Pest Control  
Assurity Home Health PASSPORT Services, LLC

## B

B&B Mobile Food and Catering  
Banks Construction & Excavating  
Barber's Septic Service  
Beaver Produce Acres  
Best Care Nursing and Rehab  
Best Choice Home Care  
Blessed at Home Health Care, LLC  
Brown County General Hospital  
Brown County Senior Citizens Council, Inc.  
Buckeye Home Health Care

## C

Cambridge Home Health Care  
Care Companions of Ohio  
Carealot, Inc.  
Caring Hands Home Health Care  
Cardiopulmonary Care, Inc.  
Close to Home III  
Clossman Catering, LLC  
Comfort Keepers/CK of Cincinnati, Inc.  
Comfort Keepers/Stewart Care Givers, Inc.  
Community Action Committee of Pike County, Inc.  
Community Action Organization of Scioto County, Inc.  
Community Choice Home Health, Inc.  
Community Home Health Care, Inc.  
Constance Care  
Cory Farms  
Country Living Assisted Living  
Country Living Home Care, LLC  
Critical Signal Technologies

## D

David and Brenda's Catering, LLC  
Daybreak  
The Drug Store  
Duraline Medical Products

## E

Elliott's Farm, Inc.  
ELP Concrete and Gas Lines  
Everyday Home Care

## F

Family Senior Care, Inc.  
Fosterbridge, Inc.  
Frank's Repair Service  
Frontier Community Services  
FRS Transportation

## G

G&P Meals and Transportation  
Gallia County Council on Aging  
Gallia Health Partners, LLC  
Genesis Respiratory Services  
Guardian Medical Monitoring

## H

Hallmark Health Care, Inc.  
Heritage Square Assisted Living  
Highland County Community Action Organization, Inc.  
Highland County Senior Citizens Center  
Hill View Retirement Center  
Hirsch Fruit Farm, Inc.  
Holzer Assisted Living - Gallipolis  
Holzer Assisted Living - Jackson  
Holzer Extra Care  
Home Care Delivered, Inc.  
Home Care Network, Inc.  
Home Delivered Meals, Inc.  
Home Helpers  
Hometown Medical Supplies, Inc.  
Home Sense Enterprises  
Hope Home Care  
Hopeton Village  
Horizon Health Care

## I

Incare Adult Day Health Services  
Incare Health and Wellness  
Interim HealthCare of Ohio, Inc.  
Interim Homestyles of Greater Cincinnati  
Ironton and Lawrence County Area Community Action Organization

## J

Jackson County Board on Aging, Inc.  
Jenkins Memorial Assisted Living  
Jordan's Mobile Home Service

## K

Kelley Med Care, Inc.  
Kelly Heating and Air, Inc.  
Kendall Home Care, Inc.  
Kinnikinnick Gardens

## L

Leading Respiratory Care  
Legal Aid Society of Cincinnati  
Life Alert Emergency Response, Inc.  
Life Care Home Health  
Lifeline Systems  
Littleton Homecare Supply  
Lorraine Surgical Supply Co.

## M

Medi Home Care  
Medscope America Corporation  
Mikey's Construction  
Milt's Termite and Pest Control  
Minford Retirement Center  
Mom's Meals

## N

Nina's Health Care

## O

Ohio Pest Control  
Ohio State Legal Services  
The Ohio State University College of Dentistry  
Ohio Valley Home Health  
Ohio Valley Manor  
Birch Place Apartments  
Ohio Valley Manor Home Health

## P

Pap's Hilltop Honey  
Personal Home Assistance, LLC  
Personal Touch Home Care of Ohio  
Pflaumer Farms  
Pro Nursing and Health Services, Inc.

## Q

Quality Heating and Air

## R

Res Care Home Care, Inc.  
Retired and Senior Volunteer Program of the Ohio Valley  
Rhoads Farm Market  
Risch Home Health Care  
Ross County Committee for the Elderly, Inc.  
Ross County Home Health  
Ryker Ridge Farm

## S

Scioto Paint Valley Transportation Senior Homecare Unlimited, LLC  
Shafer Heating & Cooling  
Silver Maple Farm  
Skilled Nursing, Inc.  
Sodexo Operations  
Southern Ohio Communications Services, Inc.  
Special Touch Home Care, LLC  
Spradlin Farms  
Springhaven Farms  
Staker's Service Drugs  
Stat Home Health and Nursing  
Sunnybank Farm

## T

TLC Assisted Living Services, Inc.  
Tender Touch Transport, Ltd.  
Traditions at Bristol  
Traditions of Chillicothe  
Transportation 4 You  
Tub Cutter  
Twin Maples Home Healthcare  
Twin Maples Nursing Home

## U

Ultimate Health Care, Inc.  
United Scioto Senior Activities, Inc.  
Unity 1 Home Healthcare, LLC

## V

Vinton County Health Department  
Vinton County Senior Citizens, Inc.  
VRI

## W

Walker Construction  
Way Farms, LLC  
Welch Farms, LLC  
Wise Medical Staffing, Inc.  
Witchey Medical Supplies  
Woodrow Construction  
Wright's Plumbing



## 2011 Board Members

**Adams County**  
Kathleen Finnegan

**Brown County**  
Doug Green (Vice President)

**Gallia County**  
Gary Fenderbosch

**Highland County**  
Harold Walker

**Jackson County**  
Andy Graham (Secretary/Treasurer)

**Lawrence County**  
Charles Harper

**Pike County**  
Patricia Strickland  
Alice Ward (President)

**Ross County**  
John Stultz

**Scioto County**  
Tammy Nelson

**Vinton County**  
Jane Ann Burns  
Deanna Tribe

## 2011 Advisory Council Members

**Adams County**  
Louise Davis  
Eudora Stratton

**Gallia County**  
Henry Dillon  
Wanda Willis

**Highland County**  
Donna Jean Haynes

**Jackson County**  
Ron Courtney  
Dan Dobbins  
Juanita Smith

**Pike County**  
Walter Dawson  
Larry Teeters

**Ross County**  
Harold Bennett  
William Lester  
Mary Ann Ryan

**Scioto County**  
Paul Maple  
Chester Neff

**Vinton County**  
Elizabeth Dobbins  
Dola Powell



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