

# Expanding Our Mission



- ▲ Community Care Transitions
- ▼ Person-Centered Care Project

- Veteran Self-Directed Program ▲
- Community Partnerships ▼





## 2012 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.

#### Pictured on the cover:

**Top Left:** Joy Polley, AAA7 Community Care Transitions Coach and Adena Medical Center Hospitalist Carl Punla, MD.

**Top Right:** Veteran Self-Directed Program participant, Shawn Ritchhart, is pictured with, left to right, Merritt Sessor, Area Agency on Aging District 7 Care Manager; Keshia King, Veteran-Directed Coordinator at the Chillicothe VA Medical Center; and Dr. Jeffrey Hunter, Deputy Chief of Staff at the Chillicothe VA Medical Center.

**Bottom Left:** River's Bend Health Care in Lawrence County is one of the nursing home partners working closely with AAA7's Regional Long-Term Care Ombudsman Program on the Person-Centered Care concept. Pictured is one of the residents sewing a pillow. River's Bend purchased a sewing machine in response to resident feedback about new activities they would like to do.

**Bottom Right:** Representatives from Compass Community Health and the Area Agency on Aging District 7. Pictured, left to right, are Compass Community Health representatives Andy Pierron, B.S., Pharm, R.Ph., Director of Pharmacy Services; Sonie Hash, Program Director; and Ed Hughes, CEO; with Area Agency on Aging District 7 representatives Pam Matura, Executive Director; Debbie Gulley, Director of Long-Term Care Programs; and Becky Simon, Long-Term Care Program Manager.

“Expanding our Mission” – this is the theme we have chosen for 2012. In this past year alone, we have embarked upon many new and exciting opportunities. We are optimistic about the role we have throughout our expanding aging network as we navigate through change and help plan and coordinate services for an ever-increasing aging population.

On the cover of this year's Report are four pictures that depict some of the exciting projects in which we have been involved this past year. More details and stories describing these projects are included in the Report, but we want to touch briefly on what each of these opportunities mean for our Agency.

First, our Veteran Self-Directed Program. All we can say about this project is “Fantastic!” What a wonderful opportunity for us to truly expand our mission as we work and collaborate with one of our local VA Medical Centers to help provide home and community-based services for veterans. It truly is an honor to work in this capacity and we are looking forward to watching this already successful program continue to grow.

Second, our Community Care Transitions Project. We are encouraged with the partnerships and collaborations we have established with three of our local hospitals. Working together to reduce readmissions and empower patients on ways to improve their health outcomes is a wonderful benefit we can offer to our community. This is another example of how we are able to “expand our mission” by discovering new and unique ways to reach out to our populations.

Third, our Person-Centered Care Project through our Agency's Regional Long-Term Care Ombudsman Program. More details are provided in the Report on Page 6 illustrating our excitement about the opportunity to work with our local nursing facility partners on ways we can enhance and personalize care for long-term care residents.

And last, but not least, our community partnerships. On the cover, we have showcased a collaboration we have established with Compass Community Health/The Counseling Center in Scioto County. Together, our two organizations are working to address the behavioral health needs for older adults in our community. It's a win-win for both of our organizations, and we are focused on increasing these types of community partnerships in order to create stronger resources for our district.

All in all, it was another busy year for our Agency. As you will read in the stories included in this Report, our programs and services truly do make a difference for so many. We continue to identify ways that we can provide more education and outreach so that our community knows the resources and options that are available. We look forward to the future and many more opportunities to “expand our mission” as we continue to provide community-based long-term care services, resources and options to our ten counties.



*Pamela K. Matura*

*Pamela K. Matura  
Executive Director*



*Alice A. Ward*

*Alice Ward  
Board of Trustees  
President, 2012*

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

Providing the ability to connect with a long-lost relative – that is just one of the differences that PASSPORT has made for Carroll Hamlin.

Carroll, who lives in Chesapeake in Lawrence County, looks forward to the days when he can utilize the video phone at Community Services for the Deaf and Hard of Hearing in Portsmouth. Through his transportation services with PASSPORT, Carroll is able to travel to the Community Services Office and utilize



*PASSPORT consumer Carroll Hamlin (pictured center), is with his interpreter Yvonne Patterson (pictured left) and his AAA7 Care Manager Sharon Staten (pictured right). They are sharing how to say “I Love You” in sign language.*

the technology available to connect him with his twin brother who lives away. Carroll’s brother, who is also deaf, is able to communicate with his brother through the video phone that is provided through the Community Services Office and set-up by Carroll’s assigned interpreter. It’s something Carroll appreciates tremendously as he has no immediate family in the area – it’s made a difference in his life having the opportunity to stay in contact with his twin even though they are miles apart. In addition, while at Community Services for his video chat, Carroll’s interpreter is also able to facilitate a conversation between Carroll and his PASSPORT Care Manager to ensure that his needs are being met and to address any concerns or questions.

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 can 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.

In addition to the services that allow him to stay connected with family, PASSPORT makes it possible for Carroll to receive additional transportation needs, like travel to medical appointments and the grocery store. Daily medication reminders from a nurse have also enabled Carroll to stabilize his medical condition, in addition to glucose checks and general well-being checks. Another help that has been a benefit for Carroll has been someone to help him with budgeting and making sure his payments are complete and on-time.

Carroll, who has been enrolled in PASSPORT since June 2010, is thankful for the assistance he receives through the PASSPORT program. Not only the help to stabilize his health and assure his well-being, but the help to keep him connected to something just as important – family.

### PASSPORT Statistics

PASSPORT  
New Enrollments in 2012: 847  
Total PASSPORT  
Census as of 12/31/12: 3,274  
Total PASSPORT Consumers Served in  
2012: 4,171

## Choices

At 97, Jackson County resident Mildred Sandlin is able to live in her community and remain independent thanks to the Choices Program through the Area Agency on Aging District 7 (AAA7).

The Choices Program is a consumer-directed option for those on the PASSPORT Program. Services that can be provided for a senior through Choices include personal care, homemaking, home-delivered meals, medical emergency response system, medical transportation, home medical equipment and supplies, and other services as needed. Through Choices, consumers, like Mildred, can self-direct their in-home services including the hiring of their own care providers.

Thanks to Choices, Mildred is able to live on her own and remain safe and independent while receiving assistance where she needs it most. Transportation is a big help for Mildred through Choices. Marla, Mildred’s individual provider, helps her with errands such as grocery shopping and doctor’s



*While visiting Jackson County, US Congressman Bill Johnson (pictured left), of Ohio’s 6th Congressional District, made a stop at the home of Mildred Sandlin to learn more about what the AAA7’s Choices Program has meant to her.*

appointments, as well as housekeeping needs. Mildred has known Marla since May 2008 when she was assigned as one of Mildred’s PASSPORT care providers. When Mildred signed up for Choices in August 2009 and was able to hire her own worker, Marla met the requirements needed to serve as Mildred’s individual provider. It is a comfort for Mildred to know she is receiving help from someone she knows and trusts. When Marla is not in her home, Mildred feels assured having

access to her emergency response system necklace that provides her with a link to help when needed.

An active senior, Mildred enjoys crocheting and painting through her local Senior Center. In fact, Mildred has participated in the AAA7’s annual Art Show where her artwork has been displayed for many to enjoy. Mildred stays in touch with local family through visits and Sundays at church, and always has a delicious dish ready for the apartment complex’s potluck dinner or family gathering. Through Choices, Mildred has the support that allows her to live independently in her community where she remains an active and engaged older adult.

### Choices Statistics

Choices  
New Enrollments in 2012: 51  
Total Choices  
Census as of 12/31/12: 301  
Total Choices Consumers Served in 2012:  
356

## Assisted Living

Missy Peck, 46, is happy to have found a place to call home at Country Living Assisted Living in Scioto County. And just as important, the feeling of family she experiences through her relationships with staff and fellow residents.

Prior to her residence at Country Living, Missy was a resident at a local nursing facility, where she had lived after a hospital stay. Due to her medical needs, it was necessary that Missy remain in a nursing facility in order to meet her level of care needs that included 24-hour care, rehab, and other forms of assistance that were best provided in the nursing facility environment.

Once her needs changed and her health status improved, Missy no longer required the high level of care and assistance at the nursing facility, and began to search for assisted living options that were available in the area. Working with the nursing facility, the Area Agency on Aging District 7 (AAA7) conducted an assessment with Missy and began the process of identifying assisted living facilities that would be available and suitable for her needs. This type of facility could assist Missy as needed, but also provide her with more privacy and the opportunity to partake

in a variety of activities including day trips and shopping. Country Living had an apartment available, and after making a visit to see if it was a good fit, Missy moved forward to prepare the transition to her new home. Thanks to special funding designated for this type of transition, Missy was given a budget where she was able to purchase start-up items for her new apartment.

The transition has been a positive one for Missy and she loves feeling more independent. She loves having her own personal space and especially enjoys the activities she has had an opportunity to participate in such as swimming, shopping, outings to the movies, visits to one of the local lakes, and being able to go back to church. Health-wise, Country Living owner, Becky Montler, reports that since her move to Country Living, Missy is on less medicine, her sugar is normal, she is walking better, and is more active.



*Missy Peck enjoys having her hair braided by Country Living Owner Becky Montler.*

The smile on Missy's face is evident to the fact that she is "very happy" in her new home and especially appreciates everyone at Country Living. "They are my family," she proudly shares.

The Assisted Living Waiver Program, through AAA7, is a state-wide long-term care program for Medicaid recipients age 21 or older that provides another alternative to community living. Assisted Living facilities offer an apartment-like setting with a private room and private bath. Residents have access to staff 24-hours-a-day for help with activities of daily living, personal care, homemaking, meal preparation, medication monitoring and assistance, and socialization. In addition, each individual is assigned a care manager from AAA7 who is either a registered nurse or licensed social worker. The care manager assists the individual with program accessibility, well-being monitoring, advocacy, and access to community services and activities.

### Assisted Living Statistics

Assisted Living  
New Enrollments in 2012: 120

Total Assisted Living  
Census as of 12/31/12: 228

Total Assisted Living Consumers  
Served in 2012: 322

## Aging and Disability Resource Network



The Aging and Disability Resource Network (ADRN) of the Area Agency on Aging District 7 (AAA7) continued to reach out throughout 2012 in order to formalize relationships with community partners eager to establish collaborations. During 2012, the AAA7/ADRN established nineteen (19) new Memorandums of Understanding (MOUs) with agencies throughout our 10-county service region.

As a continuing quality improvement effort, the AAA7 Aging and Disability Resource Center staff participated in work groups to examine processes with a goal of improving customer service. The overall theme was to increase the

number of calls that were answered directly by a Resource Center Specialist rather than the caller leaving a voice message.

Through process changes, technological improvements, and an increase in staff, the Aging and Disability Resource Center was able to make significant progress throughout the year.

### Resource Center Statistics

Pre-Admission Reviews  
Completed: 7,958

Information and Referral  
Contacts: 8,153

Assessments Completed: 4,339

## Community Care Transitions Project

In January 2012, the Southern Ohio Community Care Transitions Project (CCTP) was approved by the Centers for Medicare and Medicaid Services (CMS) and joined approximately 30 similar projects nationwide providing care transition services to Medicare Fee-for-Service patients in our area.

The project, which was made available through the Affordable Care Act, is a collaboration between three Area Agencies on Aging (AAA) - District 7 based in Rio Grande, District 6 based in Columbus, and District 8 based in Marietta. Five area hospitals also partner in this project including Adena Medical Center in Chillicothe, Fairfield Medical Center in Lancaster, Holzer Health System in Gallipolis, Marietta Memorial Hospital in Marietta, and Southern Ohio Medical Center in Portsmouth. In May 2012, the team from each Area Agency on Aging and their hospital partners were invited and attended a Learning Collaborative in Baltimore, hosted by CMS.

All Area Agency on Aging staff that participate in this project are trained and certified in the nationally recognized evidence-based program, "The Coleman Care Transition Model." In October 2012, each AAA assigned a staff person to attend training in Denver with Dr. Eric Coleman who developed this national model. The specialized training allows

each Area Agency on Aging to train its own Coleman coaches so that the concept is continually supported within each Agency.

The Coleman Model is designed to follow patients through their transition from hospital to home for the first 30 days post discharge. The patient is identified at the hospital and visited by the coach to discuss discharge planning, provide the patient with a personal health record, and make arrangements to schedule a home visit shortly after discharge. During the home visit, the coach will review the discharge plan from the hospital; discuss the patient's personal goals; complete a medication reconciliation; review signs, symptoms and "red flags" the patient needs to note for his/her condition; confirm a follow-up appointment for the patient with the primary care physician; and discuss community care options that may be available or needed by the patient. After the home visit, the coach calls the patient weekly for follow-up and to answer any questions. The intervention is designed to empower individuals to be more knowledgeable and involved in their healthcare and treatment.

The overall goal of the CCTP project is to improve patient health outcomes and prevent avoidable readmissions back to the hospital.



AAA7 Community Care Transitions Coach Joy Polley, RN (pictured left), with Adena Nurse Navigator Carrie Hartsaugh, RN.

Ross County resident Annette Barnes, whose husband, Frank, participated in the CCTP, had this to share about their experience: "We both enjoyed the program very much and liked how we were checked on every week. I, personally, found it to be very beneficial especially with the help concerning what questions were best to ask the doctor and discovering ways that I could best keep track of Frank's blood sugar. Overall, the program is very good and I would encourage anyone who is in the hospital and eligible to participate."

## Older Americans Act (OAA) Programs

The federal Older Americans Act (OAA) funds support a local senior service network throughout our 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 3,700 older adults, enabling them to remain in their own homes. The \$1.5 million in OAA funding leveraged over \$1.4 million in local match that supported senior service delivery, along with client contributions and federal Nutrition Services Incentive Program dollars.

In 2012, the much-needed services delivered included:

- 120,540 congregate meals
- 102,568 home-delivered meals
- 293,303 miles of transportation consisting of 23,074 one-way trips of transportation
- 9,484 hours of homemaking
- 14,217 hours of personal care
- 1,397 hours of legal assistance
- 1,188 days of adult day services

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 209 older adults who had no other resources for dental care.

## Senior Farmer's Market Program

In 2012, 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 Picketon, Ohio, and the Ross County Committee for Elderly. The program worked with 10 farmers to serve 216 individuals. The most popular items were fresh berries and tomatoes. AAA7 successfully submitted an application to continue the program in 2013.

## Regional Long-Term Care Ombudsman Program

Area Agency on Aging District 7's (AAA7) Regional Long-Term Care Ombudsmen staff and volunteers serve as advocates for our region's long-term care consumers. Together, they work to ensure that long-term care consumers receive quality and individualized care and services.

In 2012, the Regional Long-Term Care Ombudsman Program (RLTCOP) spent 5,631 hours in direct advocacy services, handling over 305 complex complaints, and working with 43 Home Choice consumers, helping 28 of them return to their own homes or other community settings. Of the 305 complaints, 73.1 percent were verified and 70 percent resolved to the client's or complainant's satisfaction. The source of complaints came from various individuals and groups including: residents/consumers at 25.6 percent; family, friends and sponsors at 37.4 percent; guardians and legal representatives at 10.8 percent; as well as other sources including ombudsmen, AAA7 Resource Center, hospitals, provider staff, and more. AAA7 ombudsmen were also very timely in their response to complaints, averaging 1.88 days from the day the complaint was received to the day the investigation began. The top five complaints for 2012 included: Home Choice transitions, discharge planning and evictions, staff attitudes/dignity and respect, accidents/falls, and failure to respond to requests for assistance/call lights.

In 2012, the RLTCOP investigated 27 complaints involving residents being discharged from long-term care facilities against their will. Of the 27 complaints, ombudsmen resolved 23 of them by: advocating on their behalf; educating providers; assisting with discharge appeals; and representing residents at discharge hearings, which involves a very timely process requiring great preparation and skill.

Working as Transition Coordinators (TC), ombudsmen help transition nursing home residents back into the community by helping them secure benefits and housing, shop for furniture and household goods, link to service providers and community resources, and more. Due to these services, Jean

the resident first and a culture change from traditional/institutional care to a person-centered home. Ten area nursing homes were chosen through a survey process to work with the RLTCOP on a year-long journey of culture change. In December 2012, 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 their attention. Each nursing home was assigned an ombudsman to assist them in the development of a PCC Committee that included residents, ombudsmen, nursing home administrators, nurses, aides, social workers, activity aides, dietary staff, housekeeping staff, and more. Ombudsmen met with each home's PCC Committee on a regular basis and provided them with technical assistance, educational materials, and guidance on their journey that will continue throughout 2013.

PCC is an on-going process, one that never ends, but is always changing and evolving. As Dr. James Collins states in *The Person-Centered Way*, "there is no end point to person-centered care. It will always change as residents come and go."



*AAA7 Ombudsman Rex Sanders (pictured left) makes one of his routine visits at a nursing facility in Gallia County, visiting with resident Pat James.*

Reynolds, a former nursing home resident, was able to return to community living in a one-bedroom apartment. Jean's TC/ombudsman helped her shop for furniture and household goods, ensuring her apartment was "move-in" ready.

Jean, who served as a nurse in the Vietnam War, has a love for animals, and while in the nursing home worked with the local dog shelter to help her find a companion. She knew after she met a young, white and brindle mixed-breed named "Lucy" that she had found her new friend. Lucy joined Jean in the move to her new apartment and they are now enjoying their new home and life together. Jean describes her life now sharing, "Life is good, and thanks to Lucy, it's not lonely."

In October 2012, the AAA7 RLTCOP received another year of funding from the Ohio Department of Aging to promote Person-Centered Care (PCC) in nursing homes. PCC promotes placing



*Jean Reynolds enjoys her "Home Sweet Home" with her dog, Lucy.*

## Service Coordination

The Area Agency on Aging District 7 (AAA7) provides 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 Coordination offers a vital link between residents and the community, assisting residents with needed services to enhance their quality of life.

McArthur Park resident, Betty Timberman, describes how having a Service Coordinator at her apartment complex changed her life:

*“When I first met Donna Hurt, the AAA7 Service Coordinator at McArthur Park Apartments, I was having trouble*



*Betty Timberman*

*walking and had issues with my breathing. I explained to Donna that I did not have a doctor nor was I on any medications, and that it had been several years since I had seen a physician as I did not have the money available to cover doctor’s appointments or prescriptions. Immediately, Donna contacted a doctor that accepted a sliding scale fee and then helped me enroll in Medicaid and PASSPORT. Within a few weeks, I was able to see a physician and be prescribed with*

*medications that I needed. Donna then worked to help me enroll in Medicare Parts A, B and D; food stamps; and assistance through HEAP. I now see my doctor on a regular basis and was recently able to have my knee replaced, which has helped me have the opportunity to be out to visit with my neighbors and walk around the apartment complex. Service Coordination has been a benefit to this apartment complex. The Service Coordinator schedules informative speakers to help the residents understand what is available to us. She also helps the residents with understanding medical bills or other bills that we receive and will make phone calls to help resolve the problem.”*

## Veteran-Directed Program

In 2008, partnerships began to develop between Area Agencies on Aging and VA (Veterans Affairs) Medical Centers across the country to implement a new concept for the VA called “Veteran-Directed Home and Community-Based Services.” The new home-based program would allow the VA to shift more dollars into home and community-based care and out of facility care, and provide veterans more flexibility in receiving their services at home by creating a self-directed program.

In 2011, the Area Agency on Aging District 7 and the Chillicothe VA Medical Center began a partnership to develop a program for veterans in our area. The Chillicothe VA is the first VA facility in Ohio to begin this program. Today, there

are 26 states operating Veteran-Directed Home and Community-Based Programs. Ohio began the Veteran-Directed Program in June 2012, and is now home to the largest rural Veteran-Directed Program in the nation.

In 2012, the Area Agency on Aging District 7 conducted assessments on 66 veterans and enrolled 58 veterans into the Veteran-Directed Program. Ronald Wood, of Scioto County, is a veteran who enrolled into the program in September of 2012. He shares, “This program saved me and my wife, Shelly. We were at the financial point of losing our house because Shelly could not work because of my care needs. The program really has given me my life back and now I am living again.”



*Veteran Ron Wood and his AAA7 Care Manager Merritt Sessor*

Since he enrolled in the program, Ron is no longer on strong pain medications, and has been able to leave his home to go fishing, visit family, and attend local community events. Ron reports having better physical and emotional health and directly attributes this to the fact that he is able to self-direct his care.

Ron is a very positive person and proud to have served his country. He wants to promote happenings at the VA and assist other veterans in the community. Ron shares, “The Veteran-Directed Program has allowed me to be myself again and I am able to help others.”

## Home Repair Program

In 2012, the Area Agency on Aging District 7, Inc. (AAA7) 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. AAA7

was able to leverage over \$157,500 in matching funds during a time when available funds were sinking rapidly. AAA7 continued working closely with over 50 qualified contractors throughout the district.

During the grant, AAA7 completed work on 62 dwellings, assisting 95 beneficiaries. The units represent 109 separate types of work within the projects: nine roof repair/replacement, 26 plumbing, 32 heating units, two electrical, ten structural issues, six accessibility issues, and 24 other types of repairs. Most dwellings had multiple concerns that needed addressed.

*The following is an example of a successful project: A resident in Pike County was referred to AAA7 for roof repair. One of AAA7’s collaborative partners, Pike County Community Development, was also aware of the need for a new furnace for this individual. The amount of funds needed to address both the issues was greater than the amount available through AAA7, so collaboration was vitally important. AAA7 paid \$4,115.00 in Housing Assistance Grant funding, plus \$1,200.00 in matching Senior Community Service Grant funding to have the roof repair completed and ceiling repair where the leaks had occurred. Pike County Community Development installed a new furnace at the cost of \$6,850.00. The cost of the total project was \$12,165.00 and allowed this individual to remain in her own home and receive needed services to help her “age in place” as she desired.*

## National Family Caregiver Support Program

The National Family Caregiver Support Program has been funded through the Older Americans Act since 2000. Since that time, the Area Agency on Aging District 7 (AAA7) has served family caregivers by offering counseling and caregiver training to ease the caregiving burden, as well as providing information and assistance to family caregivers about their caregiving role. Depending upon eligibility and availability, additional supports can include respite care to provide a temporary break, as well as supplemental services, or one-time purchases, to complement the care the caregiver is providing.

In Ohio, family caregivers provide the equivalent of \$14.2 billion of care each year to their spouses, children, grandchildren, other relatives, friends, and neighbors. Approximately 60 percent of family caregivers are women, many of whom have their own families and jobs. More than three out of five workers have had to make adjustments to their work life, from reporting late to work or entirely giving up their jobs to care for their loved ones.

Vicki Ford's caregiving journey began in 2008 when her father began having health problems while he was serving as the caregiver for her mother. Vicki shares the difficulties with transitioning into the caregiver role, especially from an emotional perspective – "Seeing your parents so strong in the past, and then seeing them unable to care for themselves is very stressful," she shares. In fact, at one point, it was necessary for Vicki to leave her home and family and move in with her parents in order to provide the best care for them.

Vicki had some experience in the past with AAA7's Caregiver Support Program, so knew there was a resource she could contact for assistance with added support for her parents. Caregiving demands can be overwhelming and Vicki knew the importance of her own personal health when caring for her parents. Vicki shares what a "necessity" taking time to rest, relax and recharge is, especially when you are looking over the care of someone you love.

"Because of the flexibility and eligibility guidelines, having the Area Agency on



*Vicki Ford (center) with her parents, Harold and Helen Arledge*

Aging District 7 Caregiver Support Program has been a great help for me and my family so that I can regain balance in my life and lower my stress level," Vicki shares. "I can't say enough good things about this program. Little things like going to the grocery store with my husband or a quick dinner out are so important. I don't know where I would be in my personal life if I didn't have the privilege of this program and can't thank the Area Agency on Aging enough for their support and understanding."

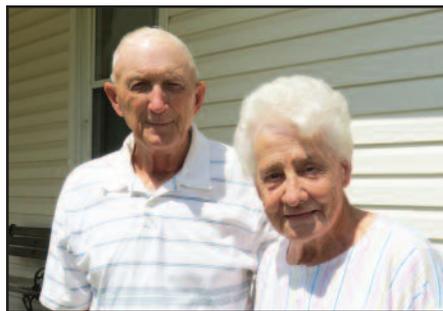
In 2012, the AAA7 Caregiver Support Program provided caregiver training for 736 caregivers and 5,796 hours of respite care.

## 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 on 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.

Richard and Jeanette McWhorter of



*Richard and Jeanette McWhorter*

Hamden in Vinton County were very confused about Medicare and all the different options and plans associated with the program. Fortunately, they found the answers and clarity they were seeking through Kristy Bowman, AAA7 Benefits Specialist and Community Services Program Assistant. Through in-person meetings and conversations

over the phone, Kristy was able to provide the McWhorters with valuable information and advice surrounding the Medicare process and the different plan options and assistance programs that are available.

"Kristy is an outstanding lady," the McWhorters share. "She is very professional and extremely knowledgeable about her job, in addition to being very kind, considerate and courteous. Kristy was very detailed in her explanations and answered our questions to our satisfaction. She has certainly helped us out and given us peace of mind on more than one occasion!"

AAA7 is dedicated to its role as a community resource to answer questions regarding Medicare prescription benefits and assistance programs. The Agency will continue its outreach efforts throughout the region in order to identify those individuals who may qualify for these helpful benefits.

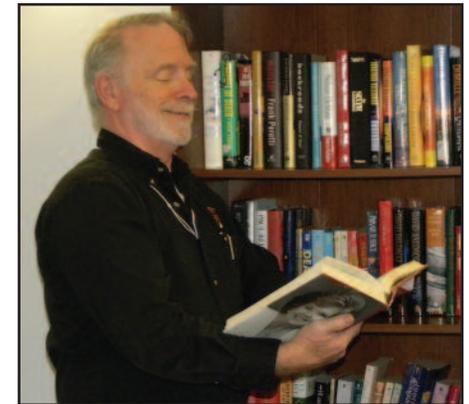
## Healthy Lifestyle Programs

Healthy Lifestyle Programs can help you take control of your life and manage your health conditions. The Area Agency on Aging District 7 (AAA7) offers two evidence-based programs which provide health benefits and promote disease prevention. Both programs are offered through community initiatives with trained coaches or local leaders who offer classes in communities throughout the district.

“A Matter of Balance” is an educational program that teaches practical strategies to reduce the fear of falling and increase activity levels. Participants learn to view falls as controllable, set realistic goals, change their environment to reduce risk factors, and increase strength and balance through exercise.

The “Chronic Disease Self-Management Program” helps adults gain confidence in their ability to manage symptoms and understand how their health problems affect their lives. The program emphasizes the person’s role in managing his/her illness and building self-confidence in order to adopt healthy behaviors.

In 2012, the AAA7 brought the Chronic Disease Self-Management Program to Hurth Apartments in Portsmouth, Ohio. The program was offered to residents at this complex as part of a grant that was received by the Ohio Capital Corporation for Housing. The focus of the grant was to assist residents with gaining more knowledge about living a healthier life and taking action to achieve goals that lead to a more satisfying and active life. AAA7 secured the grant locally to help address the county health outcomes ranking for Scioto County, which ranked 87 out of the 88 counties in Ohio. Through the grant, AAA7 established a health and wellness program at the complex offering the classes, educational material, and exercise equipment. Forty percent of the residents participated in the activities and half of those residents reported having improved nutrition, feeling more confident in managing their health, losing weight, and becoming more active.



*Residents at Hurth Apartments in Scioto County utilize new equipment and reading materials that were made available as part of a grant to promote healthy living.*

## Care Coordination

The Care Coordination Program is funded through the State of Ohio Community Services Block Grant and offers the choice for consumers to receive their services through a traditional service provider or a self-directed option.

Marvis Huff’s daughter, Susanna McGuire, chose the self-directed option of the Care Coordination Program called “My Care, My Way.” Enrollment into the program is based upon the consumer’s risk of entering a nursing home due to functional needs or by spending down their financial resources.

Susanna has been a caregiver for her mother for almost seven years. Marvis has Alzheimer’s disease, diabetes and leukemia. Although her diabetes and leukemia have remained stable, the Alzheimer’s disease has progressed over time. Susanna shares her experience and how the “My Care, My Way” program has helped her in Highland County:



*Marvis Huff and her daughter, Susanna.*

*“I provide 24/7 care, but as a caregiver for my mother, it is a labor of love. It takes a lot of patience, but knowing that I can give her the love and care she needs is all that really matters. Caring for my mother would be very hard to do without the help of the “My Care, My Way” program. The program allows me to live a somewhat*

*normal life. It helps me provide the care my mother needs at home, where she has dignity and the love of her family, which she so much deserves. I am grateful for the “My Care, My Way” program for helping me do what needs to be done for her.*

*As time progresses, Mom’s condition is worsening as expected, and has become much harder for the caregivers. With the help of the “My Care, My Way” program, I can do what I need to do and keep her at home and out of a nursing home. We can make the decisions that we feel are the best for her in her final stage of life.*

*There is a great need for help and support for people in my situation, and I am very thankful that there is a program like “My Care, My Way” to help fill that need. Her life is a great importance. As we age, the end of life is just as important as the beginning.*

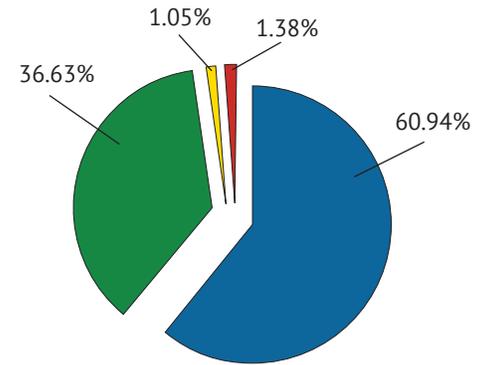
*All I can say is thank you. Thank you for making it possible for me to care for my mother at home. Thank you to all who give your life, support and care to the aging.”*

## Revenue and Expenses

### REVENUE AND SUPPORT

	2011	2012
Federal Funds	\$38,647,629	\$31,360,610
State Funds	\$22,411,307	\$18,851,222
Consumers' Contribution Toward Their Care	\$551,046	\$542,339
Miscellaneous (including interest)	\$213,237	\$709,088
<b>TOTAL</b>	<b>\$61,823,219</b>	<b>\$51,463,259</b>

### REVENUE AND SUPPORT 2012

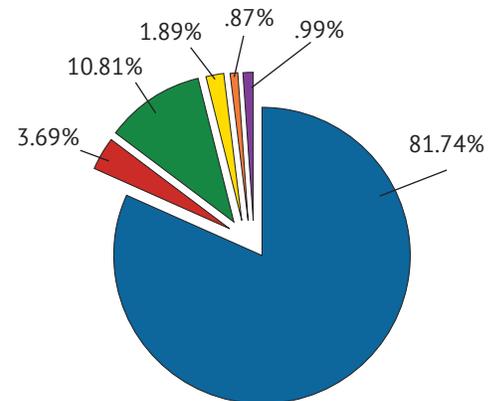


- Federal Funds
- State Funds
- Consumers' Contribution Toward Their Care
- Miscellaneous (including interest)

### EXPENDITURES

	2011	2012
Direct Service Operations	\$52,327,300	\$42,121,063
Administration	\$1,793,803	\$1,902,991
Case Management	\$5,471,818	\$5,572,352
Assessment	\$1,024,745	\$976,283
Screening	\$467,197	\$448,353
Ombudsman/Other	\$781,165	\$510,429
<b>TOTAL</b>	<b>\$61,866,028</b>	<b>\$51,531,471</b>

### EXPENDITURES 2012



- Direct Service Operations
- Administration
- Case Management
- Assessment
- Screening
- Ombudsman/Other

Change in unrestricted net assets	(42,809)	(68,212)
Unrestricted net assets, beginning of year	\$1,446,924	\$1,404,115
Unrestricted net assets, end of year	\$1,404,115	\$1,335,903

# AAA7 Service Providers 2012

## 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  
Adena Regional Medical Center  
Advantage Home Health Care, Inc.  
Air Concepts Heating & Cooling  
Allcare Home Health, LLC  
Alli Home Health Care  
Alliance Home Health, LLC  
Alternative Home Care  
Altimate Care, LLC  
Alzheimer's Association of Central Ohio  
Alzheimer's Association of Greater Cincinnati  
American Nursing Care  
American Medex, Inc.  
Anchor Termite and Pest Control  
Assurity Home Health PASSPORT Services, LLC

## B

B&B Mobile Food and Catering  
Beaver Produce Acres  
Bed Bug Burners, LLC  
Best Care Nursing and Rehab  
Best Choice Home Care  
Blessed at Home Health Care, LLC  
Boomers Medical Equipment  
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 Home Care  
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  
Daybreak  
Duraline Medical Products

## E

Elliott's Farm, Inc.  
Everyday Home Care

## F

Family Senior Care, Inc.  
Foreman & Abbott  
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  
Genesis Respiratory Services  
Guardian Medical Monitoring

## H

Hallmark Health Care, Inc.  
Hart's Home Health Care  
Heritage Square  
Highland County Community Action Organization, Inc.  
Highland County Senior Citizens Center  
Hill View Retirement Center  
Hirsch Fruit Farm, Inc.  
Holzer Assisted Living - Jackson  
Holzer Extra Care  
Home Care Delivered, Inc.  
Home Helpers  
Hometown Medical Supplies, Inc.  
Home Care Network, 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-Lawrence Community Action Organization

## J

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

## K

Kelley Med Care, 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

Marquis Mobility  
Maxim Healthcare Services, Inc.  
Medi Home Care  
Medscope America Corporation  
Mikey's Construction Co.  
Milt's Termite and Pest Control  
Minford Retirement Center  
Mom's Meals

## N

Nina's Health Care

## O

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  
Ohio Pest Control

## P

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

## R

RDS Contracting, LLC  
Retired and Senior Volunteer Program of the Ohio Valley  
Ron Evans Enterprises  
Ross County Committee for Elderly, Inc.  
Ross County Home Health  
Ryjker Ridge Farm

## S

Scioto Paint Valley Transportation  
Senior Homecare Unlimited, LLC  
Shafer Heating & Cooling  
Silver Maple Farm  
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 Chilllicothe  
Transportation 4 You  
Tub Cutter  
Twin Maples Home Healthcare

## 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.  
Woodrow Construction  
Wright's Plumbing

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*Services Rendered on a Non-Discriminatory Basis*