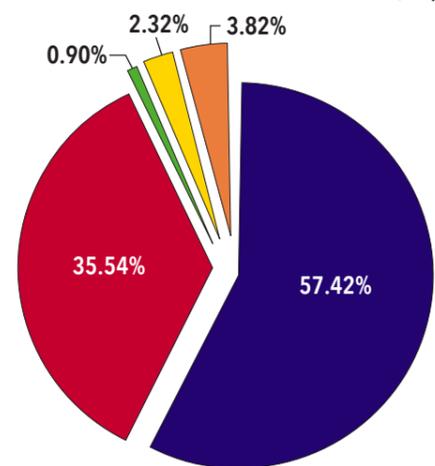


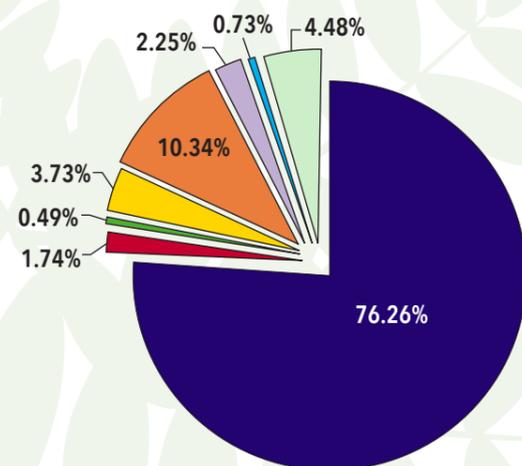
# 2018 Financial Overview

Revenue and Support	2017	2018
Federal Funds	\$37,556,235	\$37,298,039
State Funds	24,078,603	23,089,223
Consumers' Contribution Toward Their Care	569,961	587,250
Veteran-Directed Program	1,603,713	1,505,496
Other Revenue (including interest)	2,277,544	2,481,682
<b>TOTAL</b>	<b>\$66,086,056</b>	<b>\$64,961,690</b>



Revenue and Support 2018

Expenditures	2017	2018
Dollars Going Directly Into the Community to Purchase Consumer Services	\$51,113,298	\$49,382,639
Veteran-Directed Services	\$1,224,355	1,127,194
Veteran-Directed Administration	355,635	314,685
Administration	2,378,909	2,414,206
Case Management	6,562,891	6,692,772
Assessment	1,305,349	1,455,316
Screening-Resource Center	470,950	469,823
Other (Ombudsman, Home Choice Pre-Transition and Consumer Services, CLSS, Ohio Home Care Waiver and 1915i Specialized Recovery Services)	2,832,604	2,898,082
<b>TOTAL</b>	<b>\$66,243,991</b>	<b>\$64,754,717</b>



Expenditures 2018

## Mission Statement

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

## Vision Statement

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

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

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2018  
Annual Report

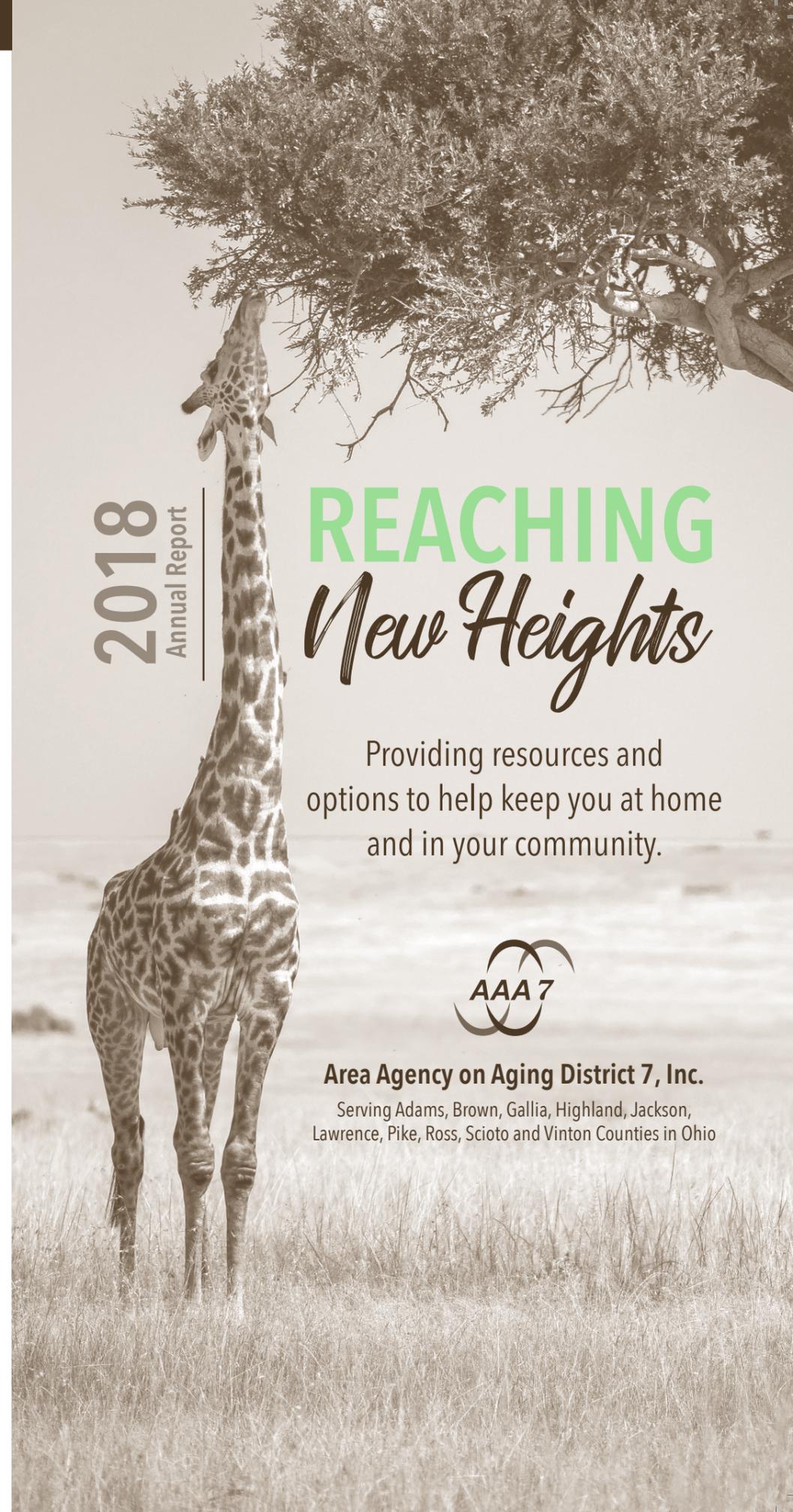
# REACHING New Heights

Providing resources and options to help keep you at home and in your community.



**Area Agency on Aging District 7, Inc.**

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



# Welcome

Dear Agency Partners and Friends,

Giraffes are known to reach the leaves nothing else is reaching and that, in turn, changes how the trees they feed on grow. This analogy means so much to us in so many different ways as we report on the services and programs we provided through the year, reaching out to our many communities.

2018 was a year of change and transition for our Agency. It was a year that was difficult in so many ways with the passing of our former Executive Director, Pamela K. Matura. Pam was our Executive Director for 29 years and witnessed so much growth over that time and worked so hard to advocate for others and support programs that provide services for those most in need.

"Reaching New Heights," the theme of this year's Annual Report, aligns so much to Pam's leadership and her "reaching" to help those in most need through her advocacy and her strides to support changes that make a difference. Her actions impacted rural service delivery in Ohio and nationwide. Her love of giraffes seems appropriate to use as our theme this year as we dedicate this Report to her memory and the everlasting impression she has left with so many.

As we look toward new heights we can achieve, we look to our ever-expanding world of service delivery and the opportunities presented to us to help provide assistance to so many individuals. Over the years, we have grown from serving those only age 60 and over to now serving those under the age of 60. We offer a variety of services for those of any age needing home and community-based programs, Veterans, seniors being discharged from the hospital who may need supportive services to help their recuperation, family caregivers who need help, individuals who need assistance or have questions about Medicare, and wellness programs to help individuals manage their long-term care conditions.

Ohio has the 6th largest population age 65 or older in the nation, and by 2030, the state's population age 65 and older will increase by 40% compared to 2015. We refer to this as "Ohio's Longevity Era," and the need for services to enable us to thrive in our homes and communities as we age will continue to increase. Our advocacy efforts to support the growing aging population will surround the need to sustain current programs and grow initiatives for the future. We must develop forward-thinking, cost-effective strategies that are available to all of us as we age so that we have the best options to support better aging outcomes.



Nina R. Keller  
Executive Director



Rick Marriott, President  
Board of Trustees

## Facts & Figures

### Resource Center

The Resource Center is the AAA7's "Front Door," connecting individuals of any age or disability to a variety of resources and scheduling in-home assessments to discuss long-term care options in more detail.

- Pre-Admission Reviews Completed: 6,391
- Information and Referral Calls: 8,866
- Assessments Completed: 3,141

### PASSPORT

The PASSPORT Medicaid Waiver Program provides in-home services designed to help seniors age 60 and over who are at risk of nursing facility placement live safely at home.

- New Enrollments: 716
- Total Census as of 12/31/2018: 3,497
- Total PASSPORT Consumers Served: 4,457

### Assisted Living

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

- New Enrollments: 118
- Total Census as of 12/31/2018: 299
- Total Assisted Living Consumers Served: 357

### Ohio Home Care Waiver

The Ohio Home Care Waiver Program meets the needs of those age 60 or under who prefer to receive long-term care services and supports in their home or community rather than in an institutional setting. CareSource has contracted with the Ohio Department of Medicaid in the role of Case Management Agency, working with the AAA7.

- New Assessments: 211
- Total Census as of 12/31/2018: 314
- Total Consumers Served: 578

### Specialized Recovery Services

Specialized Recovery Services provides home and community-based services to support individuals age 21 or older diagnosed with severe and persistent mental illness or with a diagnosed chronic condition. The Ohio Department of Medicaid has contracted with CareSource to manage the Specialized Recovery Services program in the state of Ohio, working with the AAA7.

- New Assessments: 223
- Total Census as of 12/31/2018: 448
- Total Consumers Served: 539

### Older Americans Act Services

Federal Older Americans Act funds support a local senior service network throughout the 10-county region that provides a variety of community-based services for individuals age 60 and older.

- Adult Day Service : 23 consumers; 1,261 days
- Congregate Meals: 1,900 consumers; 78,585 meals
- Home-Delivered Meals: 735 consumers; 117,681 meals
- Homemaker: 85 consumers; 8,289.25 hours
- Legal Assistance: 661 consumers; 1,760.24 hours
- Personal Care: 30 consumers; 1,954.50 hours
- Transportation: 667 consumers; 18,703 one-way trips; 373,362 miles

OAA Funds for above services: \$1,262,394

Matching Funds for above services: \$1,549,680

### Caregiver Support Program

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

- Information and outreach provided to 710 caregivers
- New referrals: 245

### Veteran-Directed Program

Partnership with the Chillicothe Veterans Affairs Medical Center

that allows Veterans of any age to self-direct the care they receive in their home.

- Served 91 Veterans

### Hospital2Home Program

Voucher program for those eligible who are being discharged from hospital to home. Services provided can include personal care, home-delivered meals and telephonic assistance to help individuals returning to their homes after a brief hospital stay to reduce the chance of readmission.

- Consumers Served: 137
- Consumers Not Readmitted After Participation in the Program: 94%

### Medicare Prescription Assistance

The AAA7 provides assistance to individuals on Medicare through a number of ways, including: Medicare premium assistance program eligibility determination and applications, Medicare Part D applications, help with finding a Medicare supplemental insurance, general questions about Medicare, and providing references to Agency and community resources. In 2018, eligible individuals who reached out to us and were determined eligible for special programs, or who made changes from comparing their drug plans, were able to save a combined total of \$476,015.

### Regional Long-Term Care Ombudsman Program

Advocates for excellence in long-term services and supports wherever consumers live. Paid and volunteer staff work to resolve complaints about services, help people select a provider, and offer information about benefits and consumer rights. Ombudsmen provide access to consumers by creating a regular presence in long-term care facilities and educating consumers about the program and their rights. Ombudsmen are not regulators, but work with consumers, families, providers and regulators to advocate for excellence in all services and supports.

- Top Five Complaints of 2018: 1) Dignity/Respect/Staff Attitudes;

2) Discharge/Eviction Planning/Notice/Procedure; 3) Failure to Respond to Request for Assistance; 4) Medication Administration, Organization; and 5) Personal Hygiene (includes nail care and oral hygiene).

- Ombudsman staff investigated 237 complex complaints, not counting handling numerous uncomplicated complaints.
- 268 out of 677 visits were completed by 15 active volunteers.
- Ombudsmen were able to resolve 83.33% of all discharge notices without a hearing.
- 1.9 days is the average time from received date of complaint to start date of investigation. Statewide average is 4 days.

### Home Repair Program

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

- 38 consumers
- 52 jobs including 1 accessibility (railings); 1 accessibility (steps); 5 accessibility (ramps); 1 electrical upgrade; 15 HVAC; 8 roofs; 5 bathroom modifications; 5 hot water tanks; 7 water lines; 1 septic tank; 1 structural; and 2 other home maintenance
- \$177,189.98 total amount spent for all jobs

### Wellness Programs

Complimentary programs provided through the AAA7 that can help individuals take control of their lives and better manage health conditions. These evidence-based programs provide health benefits and promote disease prevention. Classes provided to 199 individuals in 2018 included: Chronic Disease Self-Management, Diabetes Self-Management, Chronic Pain Self-Management, A Matter of Balance Falls Management, and Powerful Tools for Caregivers

## 2018 Highlights

### Hospital2Home Program Receives National Recognition

The AAA7's Hospital2Home program was recognized nationally by the National Association of Area Agencies on Aging (n4a) with an Aging Achievement Award. The n4a Aging Innovations and Achievement Awards recognize programs that develop and implement cutting-edge approaches to support older adults, people with disabilities, and their family caregivers. A part of the criteria for the selection of the honorees was the ease with which other agencies could replicate the program in their communities. The AAA7's Hospital2Home program helps older adults in the AAA7's 10-county district transition from the hospital to their homes. The program gives eligible patients vouchers for services like personal care and home-delivered meals. In Hospital2Home's first year, over a three-month period, 89 percent of patients were not readmitted to the hospital and 80 percent reported that the services they received as a result of the Hospital2Home program helped their recovery process. In addition, in 2018, Hospital2Home was featured in the Rural Health Information Hub (RHlhub), which covers rural health issues and serves as a resource for opportunities and information that can help provide better healthcare to rural residents. The RHlhub is funded by the Federal Office of Rural Health Policy and provides access to current and reliable resources and tools to help share information about health needs and how to address them. There are many obstacles to offering services in a rural area, including limited personal care resources, transportation and social contacts, as well as fewer available caregivers. For older adults being discharged from a hospital, the lack of these services can increase their chances of being readmitted. The success of the Hospital2Home program in the rural area made it beneficial to share with others in similar settings.

### AAA7 Named Winner of National Contest

The AAA7 was honored in 2018 by the National Association of States United for Aging and Disabilities (NASUAD) through its "Stories from the Field" contest. The AAA7 was named a Second Place winner in the contest and was therefore invited to present at NASUAD's national convention and participate in a webinar. The contest collects examples of business strategies used by disability community-based organizations to sustain or grow their community-based business. The AAA7 submitted information for the contest surrounding their work with the Ohio Home Care Waiver program. In 2014, the AAA7 became a subcontractor for CareSource, a managed care company, to help with care management services for the Ohio Home Care Waiver Program that provides home and community-based services to those under the age of 60 living at home with a disability. The opportunity has allowed the AAA7 to branch out to more populations, now including those from birth to age 59, as well as expanded geographic reach to three additional counties for these services.

### AAA7 and AAA7 Benefits Navigator Receive State Recognition

The Ohio Senior Health Insurance and Information Program (OSHIP) presented AAA7 and AAA7 Benefits Navigator Kristy Bowman with their Partnership of the Year Award in 2018. OSHIP and the AAA7 partner on Medicare Check-Up events during open enrollment each year and work together on outreach and education for low income assistance for Medicare Part D and Medicare Savings Programs. In addition, Kristy was recognized for the daily outreach, education, and one-on-one counseling she provides. Rebecca Hayward of OSHIP commented, "Kristy's dedication to the OSHIP mission and program is commendable. She goes above and beyond to make sure Medicare beneficiaries in the AAA7 district get all the benefits and resources they deserve through Medicare, Medicaid and the Part D Extra Help program."

### Memorial Fund Established



Pamela K. Matura

With the passing of former Executive Director Pamela K. Matura in November 2018, in her memory, the AAA7 and Pam's family established the Pamela K. Matura Fund at the Area Agency on Aging District 7. Pam's dream was to create a fund that would provide monies as needed to help secure funds for new programs or help those in most need with existing services. The AAA7 believes this is a beautiful way to honor our former leader of 29 years, who was so instrumental in working on behalf of older adults and those living with a disability on the local, state and national levels. Contributions to this special Fund can be sent to the Pamela K. Matura Fund, Area Agency on Aging District 7, F-32 URG PO Box 500, Rio Grande, Ohio, 45674.