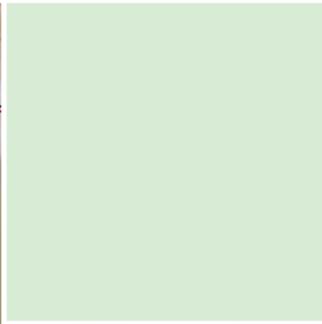


Your Resource for Independence



Area Agency on Aging District 7, Inc.
Annual Report 2014

2014 State of the Agency

Dear Agency Partners and Friends,

We are pleased to present to you our Area Agency on Aging District 7 Annual Report. It contains information covering our activities for the year 2014.

The year 2014 was like any other recent year for us – non-stop. We entered into a new partnership with CareSource, a managed care organization that contracts with the Ohio Department of Medicaid to provide services to persons with disabilities under the age of 60. Through the arrangement, we provide care management services for individuals in our district who are enrolled on the Ohio Home Care Waiver.

We continued to build the Care Transitions program with two of our sister area agencies in Marietta and Columbus. Through this federally-awarded program, we work with recently discharged hospital patients from three hospitals in our district: Adena Medical Center, Holzer Medical Center, and Southern Ohio Medical Center. The goal is to prevent hospital readmissions. We are happy to share that in 2014, we were recognized as a top performer in the nation for our work with this venture.

Our self-directed Veterans program continued to grow throughout the year. In this program, eligible Veterans have the ability to manage their own budgets, select and hire their own providers, and choose from an array of services that support safe and independent living in their own home. In 2014, our partnership with the Chillicothe Veterans Affairs Medical Center received a national award for innovative collaboration. We are proud to be a part of this partnership, providing Veterans with the services they need to stay at home.

Our Aging and Disability Resource Center continued to work diligently on our resource database and during the year, completed work on our online resource directory that provides an opportunity for the community to have access 24/7 to information regarding resources specific to a county or service.

We also continued our community wellness initiatives, with our services funded to focus more on health promotion and disease prevention. Throughout the year, we increased the number of workshops for southern Ohioans to learn how to more successfully manage their chronic diseases and prevent falls.

We could not do our work without the many provider agencies; our volunteers; our Board of Trustees; ten-county Advisory Council; regional, state and federal partners; and last but not least, our dedicated staff.

Thanks to all of you for what you do each and every day.

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.



Area Agency on Aging
District 7, Inc.

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.



Pamela K. Matura

Pamela K. Matura
Executive Director



Gary Fenderbosch

Gary Fenderbosch
Board of Trustees
President, 2014

PASSPORT/Consumer-Direction



Thomas Matteson

Thomas Matteson appreciates the PASSPORT program and the options it gives him to live safely and independently in his own home.

Thomas, who is 80 years old, was always an independent man who loved to take care of his yard and home, but declining health issues and a history of stroke and diabetes made the tasks he loved so much too difficult to do.

Thomas was enrolled in PASSPORT in May 2014. Due to several falls and difficulty ambulating, after a hospital stay, it was suggested to Thomas that he be placed in a nursing facility or find options that provided him care in the home 24/7. At the time, Thomas's wife, Donna, who is his primary caregiver, had fallen herself, broke her shoulder, and had back surgery, making her unable to assist her husband as she would have liked. Thomas relocated to Newark for a short time with family so that he could receive the support and services he needed to recuperate successfully.

Once Thomas returned home, his

PASSPORT Care Manager increased his services for personal care in order to better support his health. In addition, Thomas receives home-delivered meals, nursing, therapy, transportation, and has an emergency response system. He and his wife greatly appreciate their AAA7 Care Manager, Kristie, who they call a "jewel." In her role, Kristie helps coordinate all the services Thomas needs and as Donna shares, "works so hard and is available anytime we need her." Both Thomas and Donna share that they could not make it if it were not for the PASSPORT program. They appreciate the help from all the services they receive and are happy to be able to live in their own home. If it was not for the PASSPORT program and the long-term care services he receives at home, he would more than likely need to relocate to a nursing facility.

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

PASSPORT Statistics

New Enrollments in 2014: 937

Total PASSPORT

Census as of 12/31/14: 3,672

Total PASSPORT Consumers Served:
4,286

Total PASSPORT census includes 287 Choices consumers who were transitioned to PASSPORT in 2014 when the consumer-directed options were added upon the Choices Wavier ending on June 30, 2014.

and supplies, and other services as needed.

In June 2014, the Choices Wavier ended and was transitioned into the PASSPORT Waiver as a "consumer-directed option." In the past, "Choices" was a separate consumer-directed waiver for those on the PASSPORT Program where consumers had the ability to hire and serve as an "employer of record" for their own individual providers. Now, it has just been added as an option through PASSPORT. Consumers were transitioned from Choices to PASSPORT after June 30, 2014. Now, consumers in the PASSPORT program have the choice of either the traditional option or consumer-directed option. Staff at the AAA7 help consumers understand their options through the PASSPORT program so that they can make the best decision that will support their health and independence.

Ohio Home Care Waiver

2014 brought about a new venture for the Area Agency on Aging District 7 in reaching out more to the under age 60 population through the Ohio Home Care Waiver. Beginning in January 2014, CareSource, a nonprofit Ohio-based health plan headquartered in Dayton, began managing the Ohio Home Care Waiver program in Southeast Ohio. The Ohio Department of Medicaid contracted with CareSource to provide case management services for the Marietta region of the Ohio Home Care and Transitions Carve-Out Waivers.

The Ohio Home Care Waiver Program provides cost-effective home and community-based services and supports for individuals under the age of 60 who meet a nursing facility level of care, enabling them to remain in a community setting.

Services include: personal care services, out-of-home respite, nursing services, short-term relief, emergency response, supplemental transportation systems, adaptive/assistive devices, home-delivered meals, home modifications, adult day health services, and vehicle modifications.

To provide the most effective coordination for these services, CareSource partnered with the local Area Agencies on Aging (AAAs) in Southeast Ohio (Districts 7, 8 and 9) as the Southeast Ohio AAAs have extensive experience in coordinating waiver and community-based care and services. The AAAs' partnership with CareSource has ensured that the highest quality of care is provided. Individual Case Managers from the local Area Agencies on Aging coordinate services for individuals on the

waiver within their service area.

"We were pleased to welcome this opportunity to expand our mission to serve new and underserved populations in Ohio, and make a difference in the lives of people who need it most by improving their health care," said Anthony Evans, Vice President for Integrated Health Services at CareSource.

"After 40 plus years of continued existence, our Area Agency on Aging District 7 was excited to welcome the partnership with CareSource. Through working together, we are committed to helping southern Ohioans of all ages with accompanying disabilities manage their care needs and access the services they need to live independently in the community," said Pamela K. Matura, Executive Director of the Area Agency on Aging District 7.

Assisted Living

The Area Agency on Aging District 7's (AAA7) 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. In addition, each individual is assigned a care manager from the 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.

Kenneth "Bud" Turner, 97, and his wife, Edna, 94, have lived at Close to Home Assisted Living facility in Lawrence County for the past two years. Natives of Ironton, Ohio, Bud and Edna first met at the local JC Penney, and have been married for 68 years. Their room at the facility has many framed photos of their family, which includes four children, seven grandchildren and three great-grandchildren.

Assisted Living became a wonderful option for the Turners to feel safe and independent while having access to help and assistance when needed. It has also given them and their family a sense of comfort as some of their family lives away. In addition, the location

of the facility allows them to stay in their hometown of Ironton where they can see their friends and familiar surroundings.

Edna shares that their life at Close to Home "suits her" and has given her the opportunity to make new friends, enjoy playing BINGO, and relax in her easy chair. Bud enjoys having the help when needed and the opportunity to continue enjoying outings outside of the facility, such as his regular routine of meeting friends for breakfast and coffee at McDonald's.

One of the most special times recently for Bud at the facility was the opportunity to participate in an Honor Flight that included a trip to Washington, DC, to visit the war memorials. Bud, a World War II veteran who served in the US Air Force and was stationed in England from 1942-1946, was able to participate in the special event in October 2014, when he flew from Columbus to Baltimore, and then traveled by bus to Washington. The experience was one he will never forget. He was most touched by the welcome and honor they were shown by so many and can often reflect back on that special day with a photo book that was presented to him that captured the day's events. He enjoys reliving that special day and often shares the book



Bud and Edna Turner

with family, friends, other residents at the facility, and visitors who stop by to see them.

Through the AAA7's Assisted Living Waiver Program, the Turners enjoy having a place they can call their own where they can have the comforts of home in a safe environment that promotes their independence, health and well-being.

Assisted Living Statistics

Assisted Living
New Enrollments in 2014: 73

Total Assisted Living Census
as of 12/31/14: 245

Total Assisted Living Consumers
Served in 2014: 297

Aging and Disability Resource Network

In 2013, the Aging and Disability Resource Network (ADRN) was introduced to support Ohio's implementation of a new federal initiative, the Balancing Incentive Program, commonly known as "BIP."

Through BIP, the Ohio Department of Medicaid will create a statewide toll-free number, a comprehensive website, and a series of No Wrong Door/Single Entry Points throughout Ohio's Aging and Disability Networks. Area Agencies on Aging will serve as the lead agencies for the BIP, and the Single Entry Points will serve as partners, providing referrals and assisting consumers through the toll-free number and website.

Since 2013, and throughout 2014, the Aging and Disability Resource Network at the AAA7 has been busy working with our community partners. The AAA7 hosted a "Lunch and Learn" in early Spring of 2014 to provide an opportunity for community partners to learn more about and engage in a discussion surrounding the ways everyone can join together to best support BIP. A guest speaker from the Ohio Department of Medicaid offered an overview of BIP, and the session was well attended with representation from not only our aging partners, but also partners from developmental disability, mental health, and more.



Holly Moody (standing) and Lorrie Staley (sitting)

Since the meeting, the AAA7 has contracted with the Community Action Committee of Pike County as a Single Entry Point (SEP) partner. Our Aging and Disability Resource Network is ready and eager to embark on this new adventure, and looks forward to providing individuals who are seeking long-term care services and supports with the best information and resources

to assist them in making informed decisions about their care needs.

The ADRN also worked diligently throughout the year with the development and upkeep of our Resource Directory. In 2014, a resource database was added as a feature on our website, providing an opportunity for the community to have access to 24/7 information regarding resources specific to a county or service.

Two individuals were especially key in helping make our directory a success. Pictured on page 4 are Holly Moody and Lorrie Staley who both provided countless hours of contacting individual partners and updating all the information, as well as entering it in the database so that our communities have the most accurate and up-to-date information possible.

Resource Center Statistics

Pre-Admission Reviews
Completed: 8,263

Information and Referral
Contacts: 11,872

Assessments Completed: 3,922

Care Transitions

The Community-Based Care Transitions Program (CCTP) at the Area Agency on Aging District 7 (AAA7) is an initiative from the Affordable Care Act (ACA) mandated by Section 3026. Funding is provided to test models that assist with improving care transitions for high-risk Medicare beneficiaries and reduce all-cause readmissions in the hospital.

In 2012, the AAA7, in partnership with Area Agency on Aging District 8 in Marietta and Area Agency on Aging District 6 in Columbus, worked with five area hospital partners on the initiative: Adena Medical Center in Chillicothe, Fairfield Medical Center in Lancaster, Holzer Health Systems of Gallipolis, Marietta Memorial Hospital in Marietta, and Southern Ohio Medical Center (SOMC) in Portsmouth. All combined, the hospitals cover 26 counties in rural Southern Ohio. The CCTP works to meet the needs of patients being discharged from these five area hospitals.

In 2014, the Southern Ohio Community Care Transitions Project (SOCCTP) was recognized by the Centers for Medicare and Medicaid (CMS) as a Top Performer among 76 CCTP teams nationally. The

AAA7 employs ten certified Coleman model coaches who serve patients from Adena, Holzer and SOMC. The goal and focus of the entire team is to show a decrease in all-cause readmissions among the five area hospitals we serve.

In 2012, the baseline all-cause readmission rate was 21.2 percent. In October 2014, according to CMS's quarterly report, our all-cause readmission rate as a team for SOCCTP was 19.5 percent. Among those individual patients enrolled in the CCTP project, the 2012 baseline was also 21.2 percent and in the same timeframe, CMS reported the readmission rate among enrolled participants in the CCTP project in October 2014 was at 14.7 percent - a 6.5 percent decrease. The team completed the first two-year agreement having met CMS goals for the project and were extended another year for meeting these goals.

A daughter of one of the patients assisted through Care Transitions greatly appreciated the benefits provided through this program. She shares that her father was hospitalized with total heart failure, which resulted in overwhelming feelings for her - she was



Representatives from SOMC, Holzer, and Adena are pictured at the AAA7's Annual Appreciation Brunch in 2014. The three hospitals were presented with the Agency's "Trailblazer Award" for their work on the Care Transitions Project. Also pictured is AAA7 Executive Director Pam Matura (far left) and Connie Montgomery, AAA7 Director of the ADRN (far right).

worried, scared, hopeless, and felt alone. After her father was released from the hospital, one of the AAA7 Community Care Transitions Coaches visited the home and discussed her father's health conditions, medications, and provided a personal health record where they could document important information such as doctor's appointments and other details. Through weekly phone calls from the Care Transitions Coach, the daughter felt hopeful, at ease, and truly appreciated the devotion and care provided to her father through the program. As she states, "I know angels exist because I was able to talk to mine. I am truly blessed."

Older Americans Act Programs

The federal Older Americans Act (OAA) 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. Multi-purpose senior centers, community action agencies, and other organizations delivered services on a daily basis to over 4,900 older adults, enabling them to remain in their own homes. The \$1.46 million in OAA funding leveraged over \$1.42 million in local match that supported senior service delivery, along with client contributions and federal Nutrition Services Incentive Program dollars. In 2014, the much-needed services delivered included:

- 97,784 congregate meals
- 103,973 home-delivered meals
- 301,183 miles of transportation consisting of 19,471 one-way trips
- 9,376 hours of homemaking
- 2,117 hours of personal care
- 1,136 hours of legal assistance
- 1,244 days of adult day service
- 163 medication screening sessions
- 2,843 hours of health education

Veteran-Directed Program

The Chillicothe Veterans Affairs Medical Center (VAMC) partnered with the Area Agency on Aging District 7 (AAA7) in June 2012 to create the Veteran-Directed Home and Community-Based Program, referred to in Ohio as the Veteran-Directed Care Program. There are now 31 states with Veteran-Directed programs, although the Chillicothe VAMC is the only VA medical center in Ohio to have an operational program.

In 2014, 123 Veterans were served through this program that allows Veterans the choice to employ who they want to provide a set of services they desire. The Chillicothe Veteran-Directed Care Program has been named a model program nationwide with impressive outcomes. In fact, 90

percent of veterans enrolled in the program believe it is keeping them at home versus a nursing home, and 78 percent believe the program has improved their quality of life.

One such Veteran, John W. Peters, 61, from Circleville, certainly believes the program is making a difference in his life. Mr. Peters enrolled in the program in January 2014, and shares his experience, "It is the perfect program, thank you. It is so nice to have someone assist me in bathing and dressing, cutting my hair, tucking in my shirt, cooking my meals, doing my laundry, and even rubbing my back when it is sore. By having this program, I am able to see my family and friends. I was allowed to replace my worn out patio door which did not open, and now I have

another safe way to exit my home. This program shows how much the VA cares and actually loves their disabled Vets."

Both Mr. Peters and his family say that the program

has given them "comfort and a peace knowing he will not have to go to a nursing home or other facility to have his needs met."



John W. Peters

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.

Low Income Subsidy (LIS), or "Extra Help," is a discount plan that can: lower prescription co-pays, cover all or part of an individual's Medicare Part D monthly premiums, or eliminate the "donut hole" of coverage for medications. To

be eligible for "Extra Help," income guidelines and qualifications must be met, and the AAA7 can help individuals determine eligibility and provide assistance with the application process.

Each year, the AAA7 conducts outreach to our communities in order to better identify who might be eligible for the "Extra Help" program as there are a large amount of individuals who are eligible, but currently not receiving the benefit. In 2014, 91 people, who called the AAA7 to inquire about the program, learned they were eligible, and all combined were able to save a total of \$306,435.00 for an average savings of \$3,367.42 per person. In addition, the Agency was able to save 993 individuals an additional \$223,590.00 in savings by running Medicare Part D comparisons and changing their Part D plans for an average savings of \$225.17 per person during the open enrollment period for Medicare in 2014. That's a grand total of \$530,025.00 saved in 2014! Over a half-million dollars of savings for individuals in our district!

All of the individuals the AAA7 was able to reach throughout our communities during the year were

also assisted in additional ways, including Medicare Part D sign-ups, Medicare Savings applications (Part B premium), help with finding a Medicare supplemental insurance, providing other services made available through our Agency, and references to additional community organizations that may be able to help.

Wayne and Erika Shelton appreciated the Medicare help and assistance the AAA7 provided to them when they retired and lost their employer's insurance coverage. The Sheltons were very confused about how Medicare works and the enrollment process for the different programs offered. Kristy Bowman, Benefits Navigator at the AAA7, helped to explain Medicare and provided them with different options based on their personal health and finances. Kristy helped them enroll into a Medicare Part D plan and assisted them with selecting a Medicare supplemental insurance. The Sheltons shared that they did not know where to turn for help until one of their friends suggested the AAA7. They were very thankful for the Medicare assistance they received from the AAA7.



Wayne and Erika Shelton review Medicare information with the AAA7's Kristy Bowman.

Regional Long-Term Care Ombudsman Program

The Area Agency on Aging District 7's (AAA7) Regional Long-Term Care Ombudsman Program (RLTCOP) staff and volunteers serve as advocates for our region's long-term care consumers. The Program's Vision Statement reads, "The RLTCOP is highly respected in Southern Ohio as the ones that protect the rights of long-term care consumers by promoting person-centered care and client choice."

Kaye Inoshita, Director of the RLTCOP, was asked to present at a joint meeting of the Ohio Department of Health Nursing Home Surveyors and State and Regional Long-Term Care Ombudsmen about "the day in the life of an Ombudsman." Kaye shared with the group that, "Being an Ombudsman is a way of life, it's who you are, and if I'm truthful, I believe most Ombudsmen are born with a gift of advocacy, an unrelenting desire to make right what is wrong in this world. You can train a person to be a Long-Term Care Ombudsman, but an effective Ombudsman has the heart of an advocate."

In 2014, AAA7's advocates served over 11,000 consumers in direct advocacy services, handling 302 complex complaints and numerous uncomplicated complaints, as well as working with 36 Home Choice consumers as Transition Coordinators, transitioning nursing home residents into the community. Ombudsmen also managed their time well and were effective advocates. Ombudsmen resolved 80 percent of the complaints received to the client's or complainant's satisfaction. Ombudsmen were also timely in their response to complaints, averaging 2.8 days from the day the complaint was received to the day the investigation began. The source of complaints came from various individuals and groups including: residents/consumers, families, friends, legal representatives, provider staff, visitors, hospitals, anonymous sources, and more. The top five complaints investigated in 2014 included: Requests for Less Restrictive Environment/Home Choice, Discharge/Evictions, Dignity and Respect/Staff Attitudes, Failure to Respond to Requests for Assistance/Call Lights, and Personal Hygiene.

In 2014, Volunteer Ombudsmen spent more than 863 hours advocating on behalf of long-term care consumers by visiting their assigned homes on a regular basis; educating residents, families, and staff about residents' rights; person-centered care; Music and MemorySM; handling simple complaints; and working with staff Ombudsmen on more complex concerns. Volunteer Ombudsmen also conducted "Lighting Surveys" in our area's nursing homes to gather information for the Ohio Department of Aging regarding the lighting needs of residents and to identify possible lighting issues in long-term care facilities.

Through grant funding from the Ohio Department of Aging, the AAA7 RLTCOP worked on two projects with nursing homes in 2014 – Person-Centered Care and Music and MemorySM.

In 2014, Ombudsmen completed the Person-Centered Care project, working with five nursing homes on a year-long project of culture change and transformation. Ombudsmen conducted on-site training to nursing home staff on how to provide person-centered care on a daily basis. In the later part of 2014, Ombudsmen began collaborating with the Ohio Department

of Aging on a Nursing Home Quality Improvement Project centered on Music and MemorySM, a new person-centered approach to working with residents with dementia and other psychosocial needs. Music and MemorySM (musicandmemory.org) train nursing home staff, other elder care professionals, and family caregivers with ways to help enable those struggling with dementia to reconnect to the world through memories triggered by the music they love.

In 2014, the AAA7 RLTCOP worked with a few of the region's nursing homes to reduce the number of antipsychotics being prescribed for residents with dementia. At the initial meeting with one nursing home, the Ombudsmen educated the nursing home staff about the Music and MemorySM project as an intervention to reduce antipsychotics. It was later found, through a visit by the Ombudsman to the facility, that the Director of Nursing (DON) had implemented music therapy with an elderly female resident with a diagnosis of dementia. Over the years, the Ombudsman had visited this resident and knew she never made eye contact, was non-verbal, and would rock her body back and forth on a continual basis. With the implementation of music therapy, the resident is now making eye contact with staff and others, rocks to the rhythm of the music, and feels like a part of the world again.

In 2014, the RLTCOP Director and staff Ombudsmen conducted numerous regional presentations on various topics including: "Protecting the Elderly from Financial Exploitation," "How to Provide Person-Centered Care on a Daily Basis," "Residents' Rights," "The Services of the Ombudsman Program," and more. In July 2014, Kaye Inoshita, and Debbie Guley, AAA7 Director of Long-Term Care Programs, presented at the National Association of Area Agencies on Aging conference in Dallas, Texas, on "The Impact of Prescription Drug Abuse on Our Region's Seniors and Their Support Systems/Collaborating with Mental Health and Addiction Services."



Pictured is AAA7 Staff Ombudsman Rex Sanders, who presents Wayne Davis, Nursing Home Administrator at Sunset Nursing Home in Lawrence County, with equipment for Music and MemorySM.



Pictured is Cindy Oakes, AAA7 Ombudsman Specialist and Transition Coordinator, and representatives at Westmoreland Place in Ross County, including David Dixon, Nursing Home Administrator, and social worker Jessica Miller. Cindy delivered Music and MemorySM equipment to help support the initiative in their facility.

Care Coordination

The Care Coordination Program at the Area Agency on Aging District 7 is funded through the State of Ohio Community Services Block Grant. The program offers consumers traditional and self-directed service options.

Carl Davis, age 85, receives traditional services through the Care Coordination Program and reports, "I do not know what I would do without this program." Carl has a history of falls, one of which he was hospitalized for. He uses a walker at all times and believes he needs the services he is receiving to be able to remain at home. Carl says, "I am unable to do a lot of things by myself and without the services, things would not get done. I don't know what I would do without the ladies that come in here; they help me do everything."

Carl talks about feeling fortunate that he is able to remain at home with his dog, Buddy, who he says is quite spoiled. Carl also talks about how much he misses gardening, which he is unable to do any longer, but shares that he is still able to enjoy working in his yard through riding a lawn mower and tending to his grass, which he takes great pride in.

In 2014, the Care Coordination Program served 74 consumers with traditional-based care and ten consumers who self-directed their care. Additional stats reflecting all consumers served during the year include: 2,128 hours of case management provided; 4,871 home-delivered meals; and 13,082 hours of personal care.



Pictured is Carl and his dog, Buddy.

National Family Caregiver Support Program

Informal caregivers are those unpaid individuals such as a spouse, partner, family member, friend, or neighbor who are involved in assisting others with activities of daily living or medical tasks. A total of 65 million caregivers make up 29 percent of the adult population providing this care in the United States.

A Gallup survey in November 2012 found 72 percent of caregivers were caring for a parent, step-parent, mother-in-law or father-in-law, with 50 percent of these caregivers being employed full-time. Working caregivers often must rearrange their work schedules, decrease their work hours, or take unpaid leave to care for their loved ones.

The Caregiver Support Program at the Area Agency on Aging District 7 (AAA7) was created in 2001 through Older Americans Act funding to assist informal caregivers with information about caring for themselves and their loved ones, providing respite services, and linking caregivers to other needed services.

Aaron Bollinger reached out to the Caregiver Support Program in January 2008 at a time when he was new to his caregiving role. He had started providing assistance to his 77-year-old father, Barrett, only five months before contacting the Area Agency on Aging. Over time, Barrett's care increased, and he became bed-bound and unable to leave the home.

Incredibly, Aaron, who lived with his father providing hands-on care, worked full-time at the Lawrence County Sheriff's Department as a Deputy and drug task force member during the



Barrett and Aaron Bollinger

entire time he cared for his father. He provided care for his father in the morning before going to work, returned home at lunch to attend to caregiving duties, and then home every evening to resume his caregiver role.

The Caregiver Support Program provided four hours per week of respite for Aaron and referred him to the Care Coordination Program at the AAA7 so that he could receive additional assistance.

Aaron has expressed, "I am grateful for the services provided through the programs. Although it was only a few hours a week, the services were extremely helpful in assisting me to keep my father at home."

The Caregiver Support Program offers counseling, caregiver training, and information and assistance to family caregivers. In 2014, the program provided 6,547 hours of personal care; 251 hours of adult day service; 34 supplemental service items; provided mass outreach information to over 500 caregivers; information, referral and assistance to over 140 caregivers; and phone contact/counseling to over 170 caregivers.

Senior Farmer's Market Program

In 2014, the Area Agency on Aging District 7 (AAA7) received an \$8,485 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 fruits, vegetables, honey and herbs from authorized farmers at the Chillicothe

Farmer's Market. Partnering with AAA7 in this continuing venture was the Ross County Committee for Elderly. In addition to the grant amount, AAA7 allocated \$3,165 in State Community Services Block Grant funds to allow 233 seniors to receive \$50 each in vouchers. Eleven farmers participated in the 2014 program.

Service Coordination

The Area Agency on Aging District 7 provides Service Coordination at three sites in the region: McArthur Park Apartments in Vinton County, Hurth Apartments in Scioto County, and Glendale/Oakdale Apartments in Adams County. Service Coordination offers a link between residents and the community, assisting residents with needed services to enhance their quality of life.

Oakdale Apartment resident Connie Hall, 68, reports that the Service Coordination Program has helped her to remain in her apartment. Connie states, "I was having difficulty getting around and being able to keep up with my daily chores. I was doing what I could do and let everything else go. I tire easily and have asthma, which makes me become short of breath very easily. The Service Coordinator explained to me about

the PASSPORT Program and how services through the program would help me. The Service Coordinator helped answer all the questions that I had through the process of getting Medicaid and once I was on the program, the Service Coordinator would contact my PASSPORT care manager to help resolve any issues I had. The Service Coordination program is wonderful. It's good to know that I have someone in the building every week that is willing and able to help answer my questions or help find services that will meet my needs."



Connie Hall

Home Repair Program

In 2014, 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 3, 2013, and ended April 30, 2015, 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 \$150,000 in matching funds during a time when available funds were sinking rapidly. We continued working closely with over 50 qualified contractors throughout the district.

Marian Patten from Mt. Orab in Brown County appreciated the assistance the AAA7 Home Repair Program provided in constructing a new front porch for her home. Previously, the only way she could enter her home was by a step that was too high for her to navigate safely. She shares, "I am so grateful and thankful for the help I received from the Area Agency on Aging. I can now get in my front door without the fear of falling. Thank you for being so kind and helpful."

Through the end of the 18-month reporting period in October 2014, the AAA7 program had worked on 55 units, completing 91 separate types of work: eight (8) roof repair/replacement; 17 plumbing jobs; 24 heating units; six (6) electrical jobs; ten (10) accessibility jobs, 21 other types of jobs, and one (1) water tap. Eighty-six beneficiaries were assisted and over \$100,000 was raised in matching funds.



Marian Patten enjoys sitting on her new front porch.

Healthy Lifestyle Programs



Tamra Jolly

Healthy Lifestyle Programs can help individuals take control of their lives and better manage health conditions. The

Area Agency on Aging District 7 offers two evidence-based programs that provide health benefits and promote disease prevention.

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 learn exercises to increase strength and balance. The Chronic Disease Self-Management Program (CDSMP) helps adults gain confidence in their ability to manage symptoms and understand how their health problems affect their lives. The program emphasizes their role in managing their illness and building self-confidence in order to be successful in adopting healthy

behaviors. Both programs are offered through community initiatives with trained coaches or leaders offering classes throughout the district.

Tamra Jolly, a community coach and leader for both programs, shares her experience in this role. "Becoming a leader and coach for these programs has been a venture that is so worthwhile for me. I feel being able to offer a free service which is a learning experience is so beneficial to older adults and it helps me keep in touch with the local community needs. Rather than medical professionals, these programs are taught by lay persons who sometimes are also experiencing chronic conditions. I think this helps people express their concerns and participate more. It is healthy for those who attend to feel their ideas and concerns are important. I am proud to be a part of offering these wonderful programs in the community."

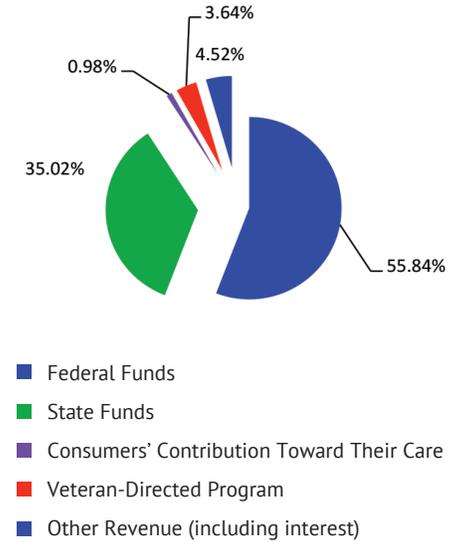
In 2014, AAA7 sponsored ten Matter of Balance classes with 82 participants completing the program, and 12 Chronic Disease Self-Management classes with 82 participants completing the program.

Revenue and Expenses

REVENUE AND SUPPORT

	2013	2014
Federal Funds	\$29,827,755	\$31,154,049
State Funds	\$18,385,859	\$19,537,963
Consumers' Contribution Toward Their Care	\$436,139	\$546,294
Veteran-Directed Program	\$1,498,699	\$2,031,969
Other Revenue (including interest)	\$916,567	\$2,523,365
TOTAL	\$51,065,019	\$55,793,640

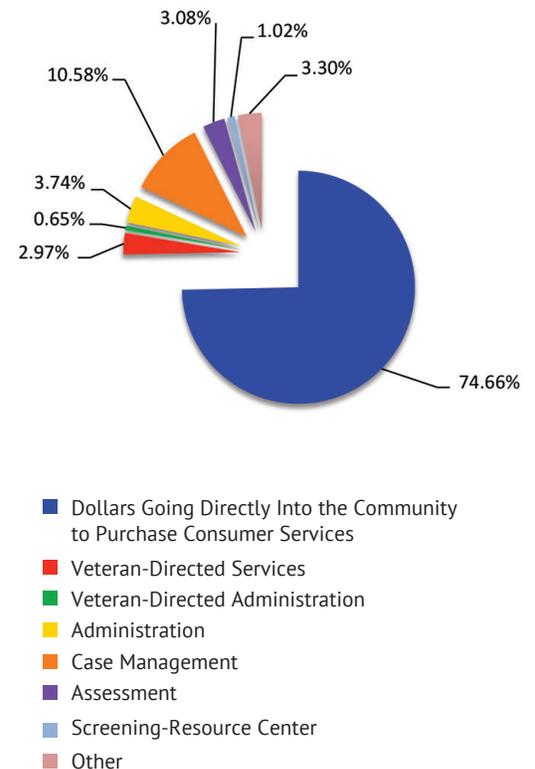
REVENUE AND SUPPORT 2014



EXPENDITURES

	2013	2014
Dollars Going Directly into the Community to Purchase Consumer Services	\$41,240,079	\$41,470,693
Veteran-Directed Services		\$1,647,686
Veteran-Directed Administration	\$280,181	\$359,477
Administration	\$2,077,506	\$2,078,055
Case Management	\$5,333,460	\$5,878,094
Assesment	\$1,160,264	\$1,712,531
Screening-Resource Center	\$435,793	\$567,890
Other (i.e. Ombudsman, Ombudsman Support, Home Choice, Care Transitions, Ohio Home Care)	\$584,599	\$1,830,509
TOTAL	\$51,111,882	\$55,544,935

EXPENDITURES 2014



Change in unrestricted net assets	(46,863)	248,705
Unrestricted net assets, beginning of year	\$1,335,903	\$1,289,040
Unrestricted net assets, end of year	\$1,289,040	\$1,537,745

AAA7 Service Providers 2014

A

A&L Home Care and Training Center
Abbott Home Care, Inc.
Accent Care Home Health of California, Inc.
Accent Health Care, Inc.
Access to Independence
Activstyle, Inc.
ADT Security Services, Inc.
Adams-Brown Counties Economic Opportunities, Inc.
Adams County Senior Citizens Center
Adams County Regional Medical Center Home Care
Adena Health System
Advantage Home Health Care, Inc.
Alliance Home Health, LLC
Alternative Home Care
Altimate Care, LLC
Alzheimer's Association of Central Ohio
Alzheimer's Association of Greater Cincinnati
Amaramedical Health Care Services, Inc.
American Nursing Care
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
Brown County Senior Citizens Center, Inc.
Buckeye Home Health Care

C

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

D

Dave and Brenda's Catering, LLC
Daybreak
Dean Farm and Flowers
Dhulmar Transportation
Duraline Medical Products

E

Elliott's Farm, Inc.
Everyday Home Care, LLC

F

Family Senior Care, Inc.
Fosterbridge, Inc.
Frontier Community Services
FRS Transportation

G

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

H

Hallmark Health Care, Inc.
Hart's Home Health Care
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 Helpers
Hometown Medical Supplies, Inc.
Home Care Network, Inc.
HomeSense Enterprises, LLC
HomeSite Home Health Care

I

Incure Adult Day Health Services
Incure Health and Wellness
Interim HealthCare of Portsmouth
Interim Homestyles of Greater Cincinnati
Ironton-Lawrence Community Action Organization

J

Jackson County Board on Aging, Inc.
Jenkins Memorial Assisted Living

K

Kelley Med Care, Inc.
Kendall Home Care, Inc.

L

Leading Respiratory Care
Legal Aid Society of Cincinnati
Liberty Village Senior Communities, Inc.
Lifeline Systems Company
Littleton Homecare Supply, Inc.
Lorraine Surgical Supply Inc.

M

Maxim Healthcare Services, Inc.
Medi Home Care
Medical Shoppe, Inc.

Medscope America Corporation
Milt's Termite and Pest Control
Minford Retirement Center
Mom's Meals

N

Nina's Health Care Agency, LLC

O

Ohio State Legal Services
Ohio Valley Home Health, Inc.
Ohio Valley Manor Birch Place Apartments
Ohio Pest Control, Inc.

P

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

R

ResCare Home Care
Retired and Senior Volunteer Program of the Ohio Valley
Ross County Committee for Elderly, Inc.
Ross County Home Health
Ryjker Ridge Farm

S

Scioto Paint Valley Transportation
Senior Homecare Unlimited, LLC
Silver Maple Farm
Sodexo Operations
Special Touch Home Care LLC
Staker's Service Drugs, Inc.
STAT Home Health and Nursing Care, Inc.
Sunnybank Farm

T

TLC Assisted Living Services, Inc.
Traditions at Bristol Village
Traditions of Chillicothe
Traditions of Hopeton Village
Transportation 4 You, LLC
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
Wise Medical Staffing, Inc.

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Services Rendered on a Non-Discriminatory Basis