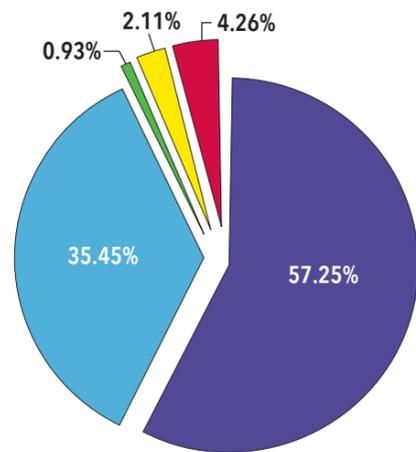


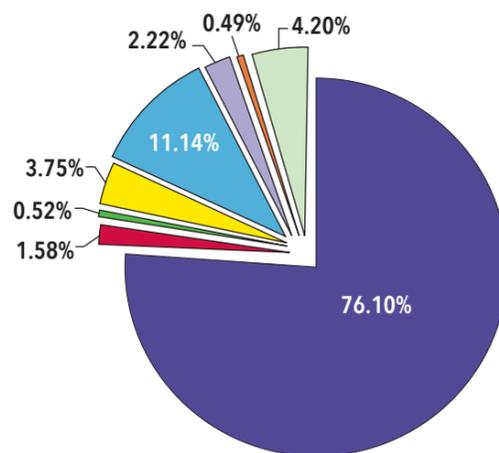
# 2019 Financial Overview

Revenue and Support	2018	2019
Federal Funds	\$37,298,039	\$37,002,683
State Funds	23,089,223	22,909,452
Consumers' Contribution Toward Their Care	587,250	603,097
Veteran-Directed Program	1,505,496	1,366,068
Other Revenue (including interest)	2,481,682	2,753,999
<b>TOTAL</b>	<b>\$64,961,690</b>	<b>\$64,635,299</b>



Revenue and Support 2019

Expenditures	2018	2019
Dollars Going Directly Into the Community to Purchase Consumer Services	\$49,382,639	\$48,759,013
Veteran-Directed Services	\$1,127,194	1,012,018
Veteran-Directed Administration	314,685	334,115
Administration	2,414,206	2,403,198
Case Management	6,692,772	7,134,146
Assessment	1,455,316	1,422,695
Screening-Resource Center	469,823	313,646
Other (Ombudsman, Home Choice Pre-Transition and Consumer Services, CLSS, Ohio Home Care Waiver and 1915i Specialized Recovery Services)	2,898,082	2,691,618
<b>TOTAL</b>	<b>\$64,754,717</b>	<b>\$64,070,449</b>



Expenditures 2019

## 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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 Services Rendered on a Non-Discriminatory Basis

# Starting a New Chapter

## 2019 Annual Report

*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,

We invite you to read this "snapshot in time" as simply one year in the life of Area Agency on Aging District 7, Inc. (AAA7). Within every lifetime of an organization, agency, or individual, you will find multiple chapters that each define a change, transition, and perhaps opportunity for growth. As you read this 2019 Annual Report, you will see that the year held all of that for AAA7, hence, "Starting A New Chapter" was a perfect fit.

A consistent theme and commitment throughout the lifetime of a successful organization is when they develop, maintain, and hold true to their Core Values, and we wanted to share ours with you in this year's *Highlights* section. These Core Values define our desired behaviors for all of our staff as they carry out the mission of AAA7 and bring our vision of service to life for all we touch. While an organization often utilizes Core Values as internal guiding principles, it is vital to externalize them by defining how they "show up" every day. Going through this external "defining" process brings more clarity and commitment to our desired behaviors which in turn is reflected in how we do our work.

You will also find an announcement concerning our participation in the Best Practices Academy focused on improving the quality of healthcare in long-term services and supports. This Academy is facilitated by the National Committee for Quality Assurance (NCQA). We were thrilled to be asked to participate and learn from our peers around the nation.

As always, we want to share the 12-month *Facts and Figures* which transition our work to the numbers. While this is important to understand, it is more important to realize that each one of those numbers represents individual lives that were touched in some way by the work we do. No Annual Report would be complete without an overview of the financial picture of the year. It is always amazing to see visually the amount of money our Agency contributes to the economy of the region through contracts for direct services. During 2019, AAA7 was given the opportunity to expand the area in which we do business. While we have had an expanded reach through our Veteran-Directed Home and Community-Based Services contract with the Chillicothe Veterans Affairs Medical Center, we never expected to have an opportunity to expand our Ohio Home Care Waiver and Specialized Recovery Services program to include counties farther west, Clermont and Hamilton.

In addition, you will read more about the announcement of a new Executive Director who has helped open a new chapter in the life of a well-established and committed organization that has been serving our district and beyond for over 47 years.

Thank you to all in our communities for the continued support, commitment and dedication as we bring another year of services to our growing area.



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: 2,876
- ✓ Information and Referral Calls: 9,122
- ✓ Assessments Completed: 3,324

### 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: 841
- ✓ Total Census as of 12/31/2019: 3,508
- ✓ Total PASSPORT Consumers Served: 4,188

### 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: 113
- ✓ Total Census as of 12/31/2019: 304
- ✓ Total Assisted Living Consumers Served: 389

### 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 Enrollments: 91
- ✓ Total Census as of 12/31/2019: 314
- ✓ Total Consumers Served: 405

### 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 Enrollments: 225
- ✓ Total Census as of 12/31/2019: 585
- ✓ Total Consumers Served: 673

### 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: 14 Consumers; 1,191 Days
- ✓ Congregate Meals: 1,789 Consumers; 77,749 Meals
- ✓ Home-Delivered Meals: 932 Consumers; 127,699 Meals
- ✓ Homemaker: 75 Consumers; 7,380.75 Hours
- ✓ Legal Assistance: 2,559.50 Hours
- ✓ Personal Care: 25 Consumers; 1,996.75 Hours
- ✓ Transportation: 658 Consumers; 19,399 Trips; 382,972 Miles

OAA Funds for above services: \$1,184,733

Matching Funds for above services: \$2,051,689

### 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 approximately 828 caregivers

### Veteran-Directed Program

Partnership with the Chillicothe Veterans Affairs Medical Center that allows Veterans age 18 or older to self-direct the care they receive in their home. The Veteran-Directed Program serves 11 counties including Adams, Fayette, Highland, Hocking, Jackson, Meigs, Pickaway, Pike, Ross, Scioto and Vinton.

- ✓ Veterans Served: 95

### 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 short-term case management to help individuals returning to their homes after a brief hospital stay to reduce the chance of readmission.

- ✓ Consumers Served: 95

### 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 2019, eligible individuals who reached out to our Agency and were determined eligible for special programs, or who made changes from comparing their drug plans, were able to save a combined total of \$1,448,000. These savings make a huge impact on people's lives.

### 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 2019:
  - 1) Personal Hygiene (includes nail care and oral hygiene);
  - 2) Failure to Respond to Request for Assistance;
  - 3) Dignity and Respect;
  - 4) Symptoms Unattended; and
  - 5) Medication Administration.
- ✓ Ombudsman staff investigated 310 complex complaints, not counting handling numerous uncomplicated complaints.
- ✓ 303 out of 505 visits were completed by 21 active volunteers.
- ✓ Ombudsmen were able to resolve 75% 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 3.4 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.

- ✓ 20 consumers
- ✓ 24 jobs including 2 bathrooms (ADA-compliant); 3 floor repairs; 6 furnaces; 2 handrails (outside); 2 hot water tanks; 1 new commode; 1 new door; 1 new ductwork; 2 ramps; 1 roof; 1 sewer; and 2 new step installations.
- ✓ \$73,581.90 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 265 individuals over 1,286 sessions in 2019 included: Chronic Disease Self-Management, Diabetes Self-Management, Chronic Pain Self-Management, A Matter of Balance Falls Management, and Powerful Tools for Caregivers

## 2019 Highlights



### New Executive Director Named

One of the top announcements of the year was the naming of Nina R. Keller, MSW, LSW, as the sixth Executive Director of the Area Agency on Aging District 7 (AAA7). Keller starting serving as Interim Director in November 2018, and prior to that was the Assistant Director and Director of Planning. She started at the AAA7 in December 1990 when she was hired as a Care Manager for AAA7's Care Coordination Program, then moved to being the AAA7 Planner in 1992 and continued in this position until she was named Assistant Director and Director of Planning in January 2001. In her new role, Keller serves as the chief administrator, directing the affairs of the AAA7 and maintaining responsibility for the implementation of policies and programs for the benefit of older adults and/or at-risk individuals, and also serves as the certified HIPAA Privacy Officer for the AAA7. She also represents the Agency at national, state and local level meetings and conferences, and advocates on behalf of the population served by the Agency. Keller has participated in a number of national and state level presentations as well as maintaining professional affiliations at state, regional and local levels. She received her Bachelor of Science from the University of Rio Grande and earned her Master's in Social Work from The Ohio State University.

### Plans Announced for Program Expansion

During 2019, expansion plans were announced for a few of the programs the AAA7 is involved with: the Senior Farmers' Market Nutrition Program, Ohio Home Care Waiver, and Specialized Recovery Services.

In the Summer of 2019, the Ohio Department of Aging announced that part of the State budget for 2020-2021 would include funding to support an increase in access to healthy, locally grown, fresh fruits and vegetables for older Ohioans through the Senior Farmers' Market Nutrition Program (SFMNP). The Program is a federally-funded program administered by the United States Department of Agriculture's Food and Nutrition Services Agency and in Ohio, by the Ohio Department of Aging (ODA). ODA provides additional state funds to support SFMNP operation within Ohio.

Prior to the expansion of funding in Ohio, the SFMNP was available in 45 of Ohio's 88 counties. In the AAA7's ten-county district, Ross County was the lone county that was designated to participate in the program. Thanks to the increased funding in the State budget, the AAA7 was able to make plans to expand the SFMNP in 2020 to the other nine counties in the AAA7's primary district.

Also in 2019, plans were announced for the expansion of counties served by the AAA7 in the Ohio Home Care Waiver (OHCW) and Specialized Recovery Services (SRS) programs. These expanded counties included areas in the southwestern part of the state, Clermont and Hamilton Counties. In addition to the ten counties in the AAA7's primary district, other counties the AAA7 has been serving through these programs also include Athens, Hocking and Meigs. This brings the number of counties served by the AAA7 through OHCW and SRS to 15. You can read more about these programs in the individual program reports included in this publication.

### AAA7 Completes Best Practices Academy

The National Committee for Quality Assurance's (NCQA) Long-Term Services and Supports Best Practices Academy is an interactive forum for professionals to discuss strategies for coordinating quality long-term services and supports programs. The Academy fosters informative discussions and enriching exchanges. Key benefits of participating include: the opportunity to learn and discuss ideas and strategies with industry peers and partners; overcoming issues and uncovering the most effective methods for addressing challenges; hearing the latest information from thought leaders; and discussing the NCQA accreditation process and best practices. AAA7 participated in the Academy in 2019, with Agency representatives learning more about improvement, person-centered care, transitions, integration, and engagement, which are important topics to discuss as long-term services and supports evolves with the ever-expanding world of healthcare. The AAA7 received a Certificate of Completion for participating in the Academy from NCQA, which exists to improve the quality of healthcare.

### AAA7 Core Values Highlight Agency Culture

Several years ago, the AAA7 created a new internal culture committee responsible for developing initiatives to help support and enhance a positive work culture. One of the first projects the group worked on was developing set Core Values for the Agency. The acronym "PRIDE" was developed, which stands for Professional, Respect, Integrity, Diversity and Empathy. These Core Values are what the Agency "prides" itself in setting as expectations for customer service within and outside of the Agency. They represent important and lasting beliefs or ideals shared by the Agency about what is desirable. Desired behaviors and actions to support those behaviors were also developed and shared as key components to supporting the Mission and Vision of the Agency. Through these established Core Values, the AAA7 is able to promote the behaviors and values that are expected to be exhibited and supported as representatives of the Agency for the present and beyond.

