



# Area Agency on Aging District 7



## 2009 Annual Report

*Helping You Age Better*

## *Message from the Executive Director*

Welcome to our most recent Annual Report for the Area Agency on Aging District 7. We hope this Report provides you with helpful information regarding the services we provide to seniors and those with disabilities. As you read through our consumer stories, I hope you are able to feel the impact these services have brought to many in our 10-county District. Working together with our provider networks, community organizations, volunteers and the public, we are able to provide independence, choice and quality - important values of adults in our Southern Ohio region.

This Report will highlight the many accomplishments and hard work by our staff, Board of Trustees, Advisory Council and provider organizations.

Their achievements, commitment and dedication have contributed to the success of a number of wonderful programs and initiatives that are designed to support in-home and community-based services. Our advocacy efforts, designed to bring awareness to the importance of these services to our legislators and communities, continued through the year and will remain a priority for our Agency. As the senior population increases, now more than ever, seniors and those with disabilities need our voice and support to continue providing these much needed services. I thank you for your support and look forward to our continued services that allow our consumers to remain in the one place they call their own...home.

### *Mission Statement*

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



*Pamela K. Matura*

Pamela K. Matura, *Executive Director*

### *Our Agency*

The Area Agency on Aging 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 are available to help older adults and those with disabilities live safely and independently in their own homes through services paid for by Medicare, Medicaid, Veterans Administration, other federal and state resources, as well as private pay.

## PASSPORT



*Pictured is PASSPORT consumer Janice Diehlman with her AAA7 Care Manager, Teresa Reed-Powell.*

There is no place Janice Diehlman would rather be than home. And thanks to the Area Agency on Aging District 7's (AAA7) PASSPORT program, she is able to stay in her home even when health situations arise that call for extra help.

After falling in her bathroom and breaking vertebrae in her neck October 2009, Janice was admitted to a nursing facility for rehabilitation. Through a long-term care consulta-

tion with an AAA7 care manager, Janice expressed her desire to be home, but noted that she would need help. After discussing her needs, Janice applied for PASSPORT and was eligible. She was discharged home November 2009, and provided with assistance such as skilled services and personal care. Janice has been very pleased with the services that have allowed her to stay in the comfort and security of her own home thanks to family and support from the PASSPORT program.

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.

"It was really hard to accept that I needed help," Janice commented. "After meeting the personal care aide, I realized how much I was not able to do anymore. PASSPORT has really helped give my family peace of mind. I really appreciate what everyone has done for me...it's good to know there is someone out there to help."

### **PASSPORT Statistics**

PASSPORT Consumers Served in 2009: 3,920  
Total PASSPORT Census as of 12/31/09: 3,141

## Choices Program



*Pictured is Choices consumer Patricia Crabtree.*

Patricia Crabtree has always been decisive when directing her life. Why should this change since she is now retired and has health issues?

Patricia had a true desire to be more involved with her care. Her PASSPORT care manager recognized this strength in Patricia and referred her to the Choices program, another Medicaid Waiver program for PASSPORT consumers who desire to direct their own care.

Patricia successfully completed the three required trainings conducted in her home and agreed to the roles and responsibilities of directing her own care. Patricia schedules her services from a financial amount that she is allowed each month. Her individual provider (IP), who Patricia prefers to provide the in-home care, is her daughter, Sandra Osborn.

Through the Choices program, Patricia is able to schedule services without interruption when she needs to attend medical or other appointments in the community. The flexibility allows Patricia to adjust her schedule to support any needed care such as personal care, homemaking, meal prep, laundry and shopping. In addition, Patricia is able to visit her mother who lives in a local nursing facility, as well as shop and visit the local library. She also has an emergency response system (ERS) to wear when alone to summon emergency assistance if needed.

Another positive note about Patricia's Choices enrollment is that it also saves Ohio tax dollars since her monthly services are much less than a nursing facility. The best outcome of all, however, is Patricia's satisfaction since her preferences are paramount through her Choices program.

### **Choices Statistics**

Choices Consumers Served in 2009: 330  
Total Choices Census as of 12/31/09: 267

## *Assisted Living Waiver*



*Pictured is Assisted Living Waiver consumer, Brenda Murdoch, and her beloved cat "Moo."*

### **Assisted Living Waiver Statistics**

Assisted Living Consumers Served in 2009: 189  
Total Assisted Living Census as of 12/31/09: 139

Brenda Murdoch is happy to be a resident at Holzer Assisted Living in Jackson. Brenda stays active in the community and recently participated in a swimming class at the local Days Inn. She loves art, enjoys painting and drawing anytime she likes at the facility's new art studio, is an active participant in the many activities that are offered, and enjoys frequent visits from her supportive family.

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

When asked what she likes best about the AAA7's Assisted Living Waiver program and living at Holzer Assisted Living in Jackson, Brenda shared, "I love the staff and they are really good to me. I love having my own room and am happy my cat is able to live here with me."

## *Residential State Supplement*



*Pictured is Residential State Supplement consumer Tara Eldridge.*

### **Residential State Supplement Statistics**

RSS Consumers Served in 2009: 282  
Total RSS Census as of 12/31/09: 241

Tara Eldridge has been enrolled in the Area Agency on Aging District 7's Residential State Supplement (RSS) program for several years, living in an Adult Group Home with more than a dozen other residents.

Over a year ago, Tara moved to the Admiral Adult Family Home (AFH) which only has four other residents. The move has proven to be a positive change for Tara who was an insulin dependent diabetic. Thanks to regular walks with AFH's owner, Beverly Spears, and healthier meals, Tara lost over 50 pounds and no longer needs insulin!

Tara helps Beverly often with tending to the flowers, garden and animals, and also attends Tri-State Industries in Coal Grove. Beverly notes how much she enjoys having Tara around.

Tara's feelings are mutual. "I love Beverly and I know she loves me," Tara shared. "I am proud of myself, because I have done real well here."

The Area Agency on Aging District 7's RSS program provides cash supplements to low-income aged, blind and/or disabled adults who need assistance with activities of daily living but do not require skilled nursing care provided in a nursing home. Housing arrangements can include adult foster homes, adult family homes, adult group homes or residential care facilities.

## *Ryan White Care Management Program and Housing Opportunities for Persons with AIDS (HOPWA)*

Through the Ohio Department of Health, persons with HIV/AIDS age 18 and older can receive medical care management services. In addition, through Ohio Department of Development funding, individuals with HIV/AIDS and their families can obtain assistance with maintaining affordable housing through the Housing Opportunities for Persons with AIDS (HOPWA) program. Care managers through the Area Agency on Aging District 7 assist clients in the programs through awareness and

linkage to services available that enhance their health and well-being. Care managers also help clients apply for benefits, obtain HIV medications and secure affordable housing, in addition to information and education for the community regarding HIV/AIDS. In 2009, the Ryan White Care Management Program served 83 persons. The HOPWA Program provided housing information to 106 persons with HIV/AIDS and their family members, with 85 housing referrals reported.

### *Information and Referral*

The Aging and Disability Resource Center at the Area Agency on Aging District 7 (AAA7) is viewed as a highly visible and trusted resource where community members of all ages, disabilities and income levels can turn for information and assistance regarding long-term care resources. In 2009, the AAA7's team of resource specialists responded to an average of 518 calls per month from professionals, individuals and caregivers, providing problem-solving, linkage and follow-up. From the 6,214 calls received in calendar year 2009, 68 percent led to the scheduling of a face-to-face visit where further home care options were explored.

Working with area hospitals and nursing homes to complete pre-admission screening; reviewing consumer documentation to rule out the need for specialized services related to serious mental health issues and/or developmental disabilities; and determining the level of care for individuals seeking placement in a Medicaid-certified nursing facility are still important functions of the Resource Center. During 2009, 5,357 pre-admission reviews were completed. Many comments are received that praise the work of the Resource Center staff. A social worker at Highland District Hospital in Highland County expressed her gratitude by saying, "Thank You. All staff at the AAA7 is helpful, friendly, knowledgeable, and quick with results, which makes our jobs easier."

#### **Resource Center Statistics**

Pre-Admission Reviews: 5,357

Screens: 6,214

Assessments Completed: 4,197



## *Older Americans Act (OAA) Programs*

The federal Older Americans Act (OAA) funds support a local senior service network throughout the ten-county region that provides a variety of community-based services for individuals age 60 and over. Multi-purpose senior centers, community action agencies, and other organizations delivered services on a daily basis to over 5,100 older adults, enabling them to remain in their own homes. The \$1.4 million in OAA funding leveraged almost \$1.2 million in local match that supported senior service delivery, along with client contributions and Nutrition Services Incentives Program dollars.

In 2009, the much needed services delivered included:

- 136,142 congregate meals
- 164,117 home-delivered meals
- 266,756 miles of transportation with 33,183 one-way trips of transportation
- 7,482 hours of homemaking
- 14,591 hours of personal care
- 1,839 hours of legal assistance
- 993 days of adult day care

The Area Agency on Aging District 7 continued the successful partnership with The Ohio State University School of Dentistry in providing dental services through the Appalachian Geriatric Dentistry Program Mobile Clinic. The on-site service made 20 visits to the region in 2009, and served 214 older adults who had no other resources for dental care.

## *First Year for Senior Farmers Market Nutrition Program*

In 2009, the Area Agency on Aging District 7 (AAA7) 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 in Ross County to purchase fresh fruit, vegetables and herbs from authorized farmers at the Chillicothe Farmers Market. Partnering with AAA7 in this new venture were The Ohio State University Extension Service at the South Centers in Piketon, Ohio, and the Ross County Committee for the Elderly. The program was very successful in serving 222 individuals and working with 14 farmers. The most popular items were fresh berries and tomatoes. AAA7 successfully submitted an application to continue the program in 2010.

## *Family Caregiver Support Program*



Families are the major provider of long-term care to older adults and chronically ill family members or friends regardless of age. 65 million people care for someone right now in the United States. Additionally, one in ten

children in the United States lives with a grandparent, according to the US census data.

These facts are why in 2000, the Family Caregiver Support Program became funded through the Older Americans Act to support grandparents raising their grandchildren and families caring for an older adult. The responsibility of caring for someone at home can take an emotional, physical and financial toll on a family caregiver. The funding provides caregivers with:

- Information about available services
- Assistance in gaining access to those services
- Counseling and caregiver training
- Respite care
- Supplemental or one-time purchases to complement the care being provided

Family caregiver Sue Harrison best describes the program with her experience:

“As a family caregiver, I was fortunate to come in contact with the Family Caregiver Support Program through the Area Agency on Aging District 7, Inc. I was so pleased to learn there was a program my husband and I could qualify for that would provide respite services. My husband was at a point where I did not want to leave him alone while attending church where I also play the piano. The respite services have enabled me to attend church and go to the grocery store each week. We also receive light housekeeping, along with assistance for my husband with daily tasks he is not able to do anymore. These services have been a great relief to me as a family caregiver and provided me with assurance that he is safe at home while I am able to have a break. The Caregiver Support Program has also provided assistance with training regarding lifting, transfers, and daily care, which has been very beneficial in my role as a family caregiver. These services give caregivers the added boost, encouragement and support to continue with their caregiving role.”

In 2009, the AAA7's Family Caregiver Support Program provided educational information to 709 caregivers.

## Alzheimer's Respite

Alzheimer's Respite through state funding is administered in the Area Agency on Aging District 7's ten counties to provide a temporary relief from daily caregiving responsibilities for those caring for persons with Alzheimer's Disease or a related dementia.

Reva Bailey is 81 years old, lives alone, and has been diagnosed with Alzheimer's Disease. Reva's family became concerned about her living alone and contacted the Alzheimer's Respite Program. Initially, Reva was very reluctant about receiving in-home services but agreed to give it a try. Over time, Reva began to trust and develop a friendship with the in-home caregiver. Reva's family now reports that she is happy and looks forward to the

caregiver coming to her home. Reva's family also shares how the Alzheimer's Respite Program has allowed them to spend more time with their families as they know their mother is being well cared for. The best benefit of all, according to the family, is being able to watch their mother maintain her dignity and independence.



*Pictured is Reva with her caregiver, Pam Robinson.*

## Regional Long-Term Care Ombudsman Program



*Ethel has been living in the community for over a year in an apartment the Transition Coordinator located and set up for her. Ethel loves her new home and thanks God every day for the help of her Transition Coordinator and PASSPORT Care Manager.*

The Area Agency on Aging District 7 (AAA7) Regional Long-Term Care Ombudsman Program (RLTCOP) is responsible for protecting and advocating for the rights of long-term care consumers including residents of nursing homes, assisted living and adult care facilities, as well as consumers of in-home or community-based services.

In 2009, volunteer and paid Ombudsmen provided a voice for approximately 6,500 individuals, spending over 2,000 hours in direct advocacy services and handling 221 complex complaints requiring extensive research and investigation. The top five complaints for 2009 were: Home Choice Transitions, Discharge and Evictions, Symptoms Unattended, Accidents/Falls, and Medication Administration.

In January 2009, the AAA7 Regional Long-Term Care Ombudsman Program agreed to provide Home Choice Transition Coordination Services for nursing home residents in the AAA7 ten-county area. Home Choice is a demonstration project funded by the Centers for Medicare and Medicaid Services to help Ohio transition approximately 2,200 individuals from nursing homes to the community setting. Ombudsmen are able to assist residents with locating suitable housing, securing benefits and an income, purchasing furniture and household items, and connecting to services necessary to live in the community.

From January 2009 through December 2009, Ombudsmen helped transition 18 nursing home residents back into the community.



*Estalena was 80 years old when she left the nursing home to live with her son in his home. She has been living in the community for over a year now!*

## Positive Outcomes Through Education and Awareness

In 2009, the AAA7 RLTCOP received funding from the Ohio Department of Aging to support efforts to prevent and resolve involuntary nursing home resident discharge. Ombudsmen focused on education for nursing home residents and families about resident discharge and appeal rights. In addition, a regional provider conference was offered to educate nurses, social workers and nursing home administrators. In an effort to decrease the number

of nursing home residents illegally discharged to hospitals, Ombudsmen also conducted one-on-one educational visits with our region's hospital discharge planners including hospitals bordering our region in Kentucky and West Virginia. With this increased focus on Resident Discharge Rights, the RLTCOP is happy to report the number of discharge-related cases resolved on behalf of the resident has increased by over 50 percent.

## Care Coordination

Through this State of Ohio Senior Community Services Block Grant funded program, older adults receive assistance such as care management, personal care services, home-delivered meals and transportation to remain independent in their homes. The Care Coordination program typically has offered these services through traditional service providers in the area, but in 2009, a self-directed option became available through an Ohio Department of Aging/Administration on Aging grant demonstration project. The project, *My Care, My Way*, offered an alternative to older adults at-risk for nursing facility placement and at-risk of spending down their financial resources.

Pauline (pictured below) became associated with the Area Agency on Aging District 7 (AAA7) as a caregiver for her husband who had

Alzheimer's Disease, and received respite services through the Alzheimer's Respite Program. When Pauline began having multiple health problems and needed assistance herself, she turned to the AAA7. Pauline now receives assistance two times per week through the Care Coordination Program, making it possible for her to remain at home.



Dorothy S. (pictured above, right) from Wheelersburg, Ohio, is 85-years-old and lives alone. Just prior to enrolling into the *My Care, My Way* program, Dorothy was discharged from a nursing home. Dorothy's family began dividing up duties at home to care for her, as they were unable to find



any resources to assist in her care at home. Dorothy was not Medicaid-eligible, but could also not afford to pay privately for the amount of care she needed. Dorothy's daughter, Sharon, worked a full-time job and juggled to provide care for her mother. Through the *My Care, My Way* program, Dorothy was able to employ her daughter, Sharon, to care for her at home. Sharon states, "This program has relieved stress on all family members. If mom was not on this program, I would have to go back to working full-time and juggling to provide the care she needs." Since Dorothy has been on the program and afforded the opportunity to receive in-home services on a regular basis, her overall health has improved and she has been able to attend church on a regular basis. Dorothy is also an avid Cincinnati Reds fan and was recently able to attend her first Reds game at Cincinnati's Great American Ball Park. Dorothy states, "If it wasn't for the services I receive through the *My Care, My Way* program, all I would do is sit here in my chair."

## Service Coordination

The Area Agency on Aging District 7, Inc. currently 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 Coordinators offer a link between residents of apartment housing complexes and the community to enhance and improve the quality of life for residents in the complex. Service Coordinators assist with

needed services like transportation, applications for benefits and other needed resources, resolution of resident conflicts, and ensuring that fair housing practices are in place. Additionally, Service Coordinators have started providing assistance with housing transitions for those individuals discharged from nursing homes through programs such as Home Choice and Home First.

## Home Repair

2009 was the beginning of another two-year Housing Assistance Grant awarded through the Ohio Department of Development. The Area Agency on Aging District 7 (AAA7) utilized the Housing Trust Fund monies for emergency home repair/handicapped accessibility modifications in all ten counties served by the AAA7. The new grant called for the repair of 80 homes and 120 individuals. As of December 31, 2009, the AAA7 had completed 50 of the 80 homes and served 87 of the 120 individuals. The average cost per unit was \$3,196.00, which was slightly lower from the previous year of \$3,354.00 per unit. The units represent 98 separate types of work within the projects such as roof repair/replacement, plumbing, heating units, electrical work, structural issues, potable water and accessibility. The Agency was able to leverage over \$93,484.00 in matching funds during a time when available funds were sinking rapidly.

In one particular case, the AAA7 was able to partner with the United States Department of Agriculture (USDA) Rural Development, Vinton County Development and the Jackson County Community Action Organization to complete the addition of a new American Disabilities Act (ADA) bathroom. This gentleman was unable to move his wheelchair into his existing bathroom without assistance.

Once he was in the bathroom, he wasn't able to bathe or groom on his own. Thanks to this helpful program, he now has the freedom and independence to perform his daily hygiene activities on his own.



## Healthy Lifestyle Programs

Healthy Lifestyle programs can help you take control of your life and manage your health conditions. These "evidenced-based" programs are scientifically proven community initiatives that provide health benefits and disease prevention. The programs are made possible through funding from the U.S. Administration on Aging and support from the Ohio Department of Health.

In 2009, the Area Agency on Aging District 7 (AAA7) offered one such program called, "A Matter of Balance," which emphasizes practical strategies to reduce the fear of falling and increase activity levels. Participants in the class learn to view falls as controllable, set realistic goals, change their environment to reduce risk factors, and exercise to increase strength and balance. Participants from the class report making multiple changes in

their environments to make their homes safer, as well as changed attitudes about exercise and a reduced fear of falling.

In the future, the AAA7 will also offer other Healthy Lifestyle programs surrounding chronic disease self-management and diabetes self-management.



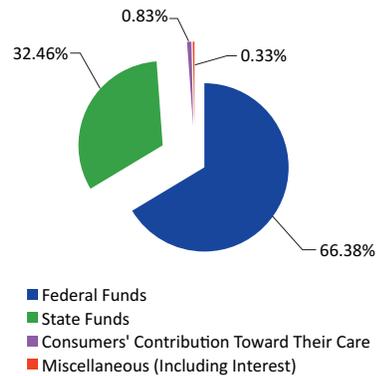
*Pictured are participants in "A Matter of Balance" class.*

# *Revenue and Expenses*

## Revenue and Support

	<b>2008</b>	<b>2009</b>
Federal Funds	\$27,627,015	\$36,409,373
State Funds	21,487,468	17,801,739
Consumers' Contribution Toward Their Care	378,153	455,586
Miscellaneous (Including Interest)	140,862	180,304
<b>Total</b>	<b>\$49,633,498</b>	<b>\$54,847,002</b>

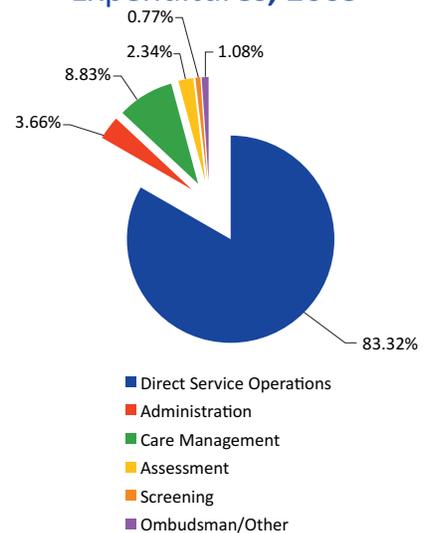
## Revenue & Support, 2009



## Expenditures

	<b>2008</b>	<b>2009</b>
Direct Service Operations	\$40,662,997	\$45,684,304
Administration	2,067,094	2,006,490
Care Management	4,732,795	4,844,264
Assessment	1,227,461	1,283,212
Screening	472,210	422,716
Ombudsman/Other	438,826	591,236
<b>TOTAL</b>	<b>\$49,701,383</b>	<b>\$54,832,222</b>

## Expenditures, 2009



## AAA7 Service Providers 2009

A J Home Health, Inc.	Genesis Respiratory Services	Ohio Pest Control
A and L Home Care	Go Troupe LLC	Ohio State Legal Services
A J Stockmeister	GP Meals and Transportation	Ohio Valley Home Health
Abbott Home Care, Inc.	Graves Growers	OSU Geriatric Dentistry
Access to Independence	Guardian Medical Monitoring	
Adams Brown Counties EOI, Inc.		Personal Touch Home Care of Ohio, Inc.
Adams County Senior Citizens	H&H Roofing	Pflaumer Farms
Adena Regional Medical Center	Hallmark Health Care	Pro Nursing Services
ADT Security Services, Inc.	Haven Hill Farm	
Advantage Home Health Agency	Heartland Homecare	ResCare Home Care, Inc.
Ageless Design	Heritage Square Assisted Living	Rhoads Farm Market
Air Concepts Heating and Cooling	Highland County Senior Citizens	Ron Evans Enterprises
Alternative Homecare	Highland County CAO	Ross County Committee for the Elderly
Alzheimer's Association of Central Ohio	Hilltop Farm and Greenhouse	Ross County Home Health
Alzheimer's Association - Cincinnati	Hirsch Fruit Farm, Inc.	RSVP of Scioto County
American Medex, Inc.	Holzer Extra Care	Ryjker Ridge Farm
American Nursing Care	Home Delivered Meals, Inc.	
Assurity Home Health PASSPORT LLC	Home Helpers	Shafer Heating & Cooling
	Homecare Network, Inc.	Silver Maple Farm
B&B Mobile Food Catering	Hometown Medical Supplies	Skilled Nursing II, Inc.
Beaver Produce Acres	Hope Home Care	Skilled Nursing, Inc.
Best Care Nursing	Horizon Healthcare	Sodexho Operations, LCC
Best Choice Home Care		Southern Ohio Communication Services
Birch Place Apartments	Interim Healthcare of Ohio	Special Touch Home Care
Blessed at Home Health Care LLC	Interim Healthcare Services	Stakers Service
Bristol Village Terrace Cafe	Ironton-Lawrence County CAO	Stat Home Health and Nursing
Brown County General Hospital		Sullivan Farm
Brown County Senior Citizens	Jackson County Water	Sunnybank Farm
	Jackson County Board on Aging	
C and B Contracting	Jackson Health Partners LLC	Tender Touch Transport Ltd.
CAC Pike County	Jackson Transportation Group	Terrace Cafe
CAO Scioto County	Jackson Vinton CAO	TLC Assisted Living Services
Carealot, Inc.	Jenkins Memorial Health Facility	Traditions at Chillicothe
Caregiver Resources LLC	Jordans Mobile Home Service	Traditions of Bristol Village
Caring Hands Home Health Care		Transportation 4 You LLC
Clossman Catering LLC	Kelley Med Care, Inc.	Twin Maples Home Health Care
COAD/RSVP of the Ohio Valley	Kendall Home Care	Twin Maples Nursing
Community Choice	Kinnikinnick Gardens	
Community Home Health Care, Inc.	Klassic Construction	Ultimate Health Care
Constance Care Home Healthcare	Leading Respiratory Services	United Scioto Senior Activities
Country Living Assisted Living	Legal Aid Society of Cincinnati	Unity I Home Healthcare LLC
Country Living Home Care	Lifeline Systems Company	
	Littles Septic Service, Inc.	Vinton County Health Department
Dave and Brenda's Catering		Vinton County Senior Citizens
Duraline Medical Products	Mason Bradbury	
	Medi Home Health	Walker Construction
Everyday Home Care	Mercy Medical	Water Works
	Mikeys Construction	Way Farms LLC
Family Recovery Services	Milts Pest Control	Welch Farms LLC
Family Senior Care	Minford Retirement Center, Inc.	Westly Spradlin
Foreman and Abbott	My Alarm of Cincinnati	Wise Medical Staffing, Inc.
		Woltz Excavating and Septic
Gallia County Council on Aging	NCR At Home Health Wellness	Wright Plumbing and Excavating
Gallia Health Partners LLC	New England Builders	

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