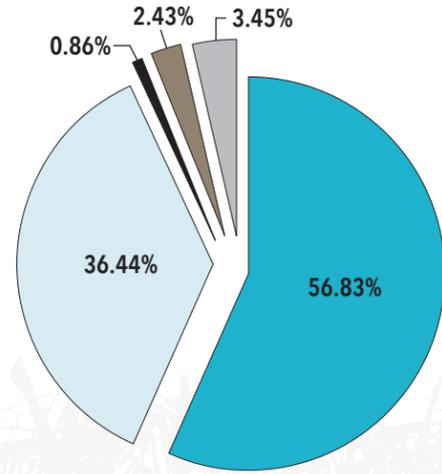


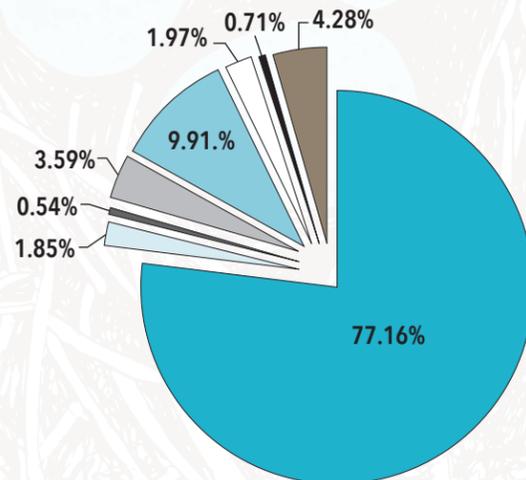
# 2017 Financial Overview

Revenue and Support	2016	2017
Federal Funds	\$35,619,044	\$37,556,235
State Funds	22,398,077	24,078,603
Consumers' Contribution Toward Their Care	612,198	569,961
Veteran-Directed Program	1,932,248	1,603,713
Other Revenue (including interest)	2,486,421	2,277,544
<b>TOTAL</b>	<b>\$63,047,988</b>	<b>\$66,086,056</b>



Revenue and Support 2017

Expenditures	2016	2017
Dollars Going Directly Into the Community to Purchase Consumer Services	\$48,181,174	\$51,113,298
Veteran-Directed Services	1,575,501	1,224,355
Veteran-Directed Administration	368,909	355,635
Administration	2,263,961	2,378,909
Case Management	6,164,934	6,562,891
Assessment	1,134,530	1,305,349
Screening-Resource Center	423,076	470,950
Other (i.e. Ombudsman, Ombudsman Support, Home Choice, Care Transitions, CLSS, Ohio Home Care, 1915i Specialized Recovery Services)	2,859,805	2,832,604
<b>TOTAL</b>	<b>\$62,971,890</b>	<b>\$66,243,991</b>



Expenditures 2017

## 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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*Nest: a place of comfort, retreat or rest; home.*



Area Agency on Aging District 7, Inc.  
F-32 URG P.O. Box 500 | 160 Dorsey Drive  
Rio Grande, OH 45674

800-582-7277 | info@aaa7.org | www.aaa7.org

Offices in Rio Grande • Waverly • West Union • Wheelersburg  
Services Rendered on a Non-Discriminatory Basis

2017  
Annual Report

It's So Good  
to Be HOME

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,

Welcome to this year's Annual Report – celebrating 45 years of service to our district! Each year when we plan our Annual Report, we spend time thinking of a theme and what we want that theme to represent for our Agency. The simplicity of a bird's nest was something that resonated with us this year – the fact that a bird's nest is a symbol of home, representing the love, commitment and effort it takes to build a happy home. We understand the importance of home, the comfort of being in your home, and the desire we all have to be at and remain at home.

Through our Agency, we continue to offer the traditional services we always have, such as in-home services and programs that help our seniors remain in their community. Over the more recent years, we have been proud of the opportunities to reach out to a number of populations to expand the services we offer. These include programs to support those under the age of 60 living with a disability, individuals living with severe and persistent mental illness, Veterans of any age, and grandparents raising grandchildren. We work, as well, with local hospitals to identify social determinants to health and prevent individuals returning back to the hospital after an inpatient stay, and help seniors with wellness initiatives to support their health.

As the age wave moves across our nation, we understand that the need for quality services in the home and community, and choice when it comes to those services, is going to be even greater now and in the future. By 2030, adults 65 years and older will make up nearly 25 percent of Ohio's population, compared to 14 percent today. Since our in-home PASSPORT program was introduced in the early 90s, Area Agencies on Aging across the state have increased consumer choice and lowered long-term care costs. In fact, the rate of individuals receiving nursing facility care, compared to in-home care, has decreased from more than 90 percent in 1992, to now close to 50 percent. This helps lower costs and provides options and choices for seniors as they age. As we look toward our aging future, we must have programs and solutions in place to address the many needs of older adults that will be forthcoming.

The Area Agency on Aging District 7 has a proven history to develop solutions for our communities – whether they are looking for long-term care options, or simply have a question about resources in their community. We are here to help individuals and their families navigate through the aging network and identify how best they can continue to feel how it's so good to be home.



Pamela K. Matura,  
Executive Director



Alice Ward, Board of  
Trustees, President, 2017

## Facts & Figures

In 2017, the AAA7 served approximately 32,650 individuals.

### Resource Center 2017

The Resource Center is the AAA7's "Front Door," serving as a referral point for consumers and the community, providing them with a comprehensive directory for a variety of services, and scheduling in-home assessments to discuss long-term care options and resources in more detail.

- Nursing Facility Pre-Admission Reviews Completed: 7,154
- Information and Referral Calls: 8,126
- Assessments Completed: 3,113

### PASSPORT 2017

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: 849
- Total Census as of 12/31/2017: 3,735
- Total PASSPORT consumers served: 4,404

### Assisted Living 2017

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: 84
- Total Census as of 12/31/2017: 261
- Total Assisted Living consumers served: 339

### Older Americans Act Services 2017

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: 18 consumers; 1,090 days
- Congregate Meals: 1,954 consumers; 82,334 meals
- Home-Delivered Meals: 766 consumers; 111,640 meals
- Homemaker: 83 consumers; 8,402 hours
- Legal Assistance: 683 consumers; 1,699.25 hours
- Personal Care: 21 consumers; 1,477.50 hours
- Transportation: 717 consumers; 19,127 one-way trips; 384,001 miles

OAA Funds for above services: \$1,293,366  
Local Matching Funds for above services: \$1,449,091

### Caregiver Support Program 2017

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 604 caregivers
- New referrals: 95

### Veteran-Directed Program 2017

Partnership with the Chillicothe Veterans Affairs Medical Center that allows Veterans of any age to self-direct the care they receive in their home.

- Served 100 Veterans

### Medicare Prescription Assistance

The AAA7 provides assistance to individuals on Medicare through a number of ways, including: assistance for those who are newly enrolled, Medicare premium assistance program eligibility determination and sign-ups, Medicare Part D sign-ups, help with finding a Medicare supplemental insurance, general questions about Medicare, and providing referrals to Agency and community resources. In 2017, eligible individuals who reached out to us and were determined eligible for special programs, or who made changes from comparing their drug plans, were able to save a combined total of \$760,800. These savings make a huge impact on people's lives!

*"Home is the nicest word there is."*  
– Laura Ingalls Wilder

### Regional Long-Term Care Ombudsman Program 2017

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 2017: 1) Requests Less Restrictive Environment; 2) Discharge/Eviction Planning/Notice/Procedure; 3) Personal Hygiene (includes nail care and oral hygiene); 4) Failure to Respond to Request for Assistance; and 5) Dignity/Respect/Staff Attitudes
- 370 out of 714 visits were completed by 18 active volunteers.
- Resolution rate was 85.7% (statewide average was 83%). Ombudsmen were able to resolve 61% of all discharge notices without a hearing.
- 1.7 days is the average time from received date of complaint to start date of investigation (statewide average is 5 days).
- Ombudsman staff investigated 249 complex complaints, not counting handling numerous uncomplicated complaints.

### 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 a home they own.

- 34 consumers
- 43 jobs (1 accessibility; 14 HVAC; 1 plumbing; 6 roofs; 1 water tap; 8 bathroom modifications; 3 hot water tanks; 5 ramps; 1 water line; and 3 other)
- \$165,863.89 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 206 individuals in 2017 included: Chronic Disease Self-Management, Diabetes Self-Management, Chronic Pain Self-Management, A Matter of Balance Falls Management, and Powerful Tools for Caregivers.

*"The result of all ambition is to be happy at home"*

– Samuel Johnson

## 2017 Highlights

### Celebrating 45 Years in 2017

2017 marked 45 years of home and community-based services that the Area Agency on Aging District 7 has provided to the community. The AAA7 was founded in 1972 when Rio Grande College in Rio Grande, Ohio, was selected to sponsor one of only four model projects in Ohio that were funded by the US Administration on Aging to focus on the ways and means to assist older adults living within the district. Program growth within the Agency has occurred over the years and many programs and services have been added. Not only has the AAA7 been engaged and involved in a number of activities and initiatives designed to support the rapidly increasing older adult population, but more recently, the Agency has added a number of programs and services to meet the needs of younger adults living with a disability, Veterans of any age, those being discharged from hospitals, and wellness programs to support those living in the community with a chronic disease. The Agency's Aging and Disability Resource Center, our "Front Door", is designed to serve as a resource for the community with questions involving in-home and long-term care options. The AAA7 has grown and expanded over the years to meet the needs of the community and is proud to serve as an expert in the field of home and community-based long-term care resources and services.

### Hospital2Home Program Debuts

In 2017, the AAA7 began the Hospital2Home program, which helps older adults in the AAA7's 10-county district transition from the hospital to their homes. The program gives eligible patients vouchers for services like personal care and home-delivered meals. To determine those who could benefit from the program, hospital discharge planners and/or social workers identify recently admitted patients who are age 60 or older, not currently on Medicaid, and have a high risk of being readmitted to the hospital. The AAA7 works with a number of hospitals and local provider partners to help make the program successful. In Hospital2Home's first year, 88 individuals were served and, over a three month period, 89 percent of patients were not readmitted to the hospital and 80 percent reported that the services they received as a result of the Hospital2Home program helped their recovery process.

### Care Coordination/Short-Term Case Management Program

Beginning in January 2017, the AAA7 and Holzer Health Systems, based in Gallipolis, Ohio, began a new partnership with the Care Coordination/Short-Term Case Management program. This initiative was designed to make the transition from hospital to home as seamless as possible while providing patients needed community supports and services, empowering them with educational materials and follow-up for 30 days post-discharge to prevent readmissions, and improving their overall health. The program follows the Dr. Eric Coleman model and includes a home visit and weekly follow-up phone calls. AAA7 staff is positioned in the hospital to meet face-to-face with patients and then provide post-discharge follow-ups on the phone and in the patient's home in order to assist with reducing readmissions and helping patients feel more empowered with their health and recuperation. The project has proven to be successful and a win-win for both the hospital and the Agency.

### Continuing Our Outreach to Additional Populations

We continue to seek opportunities to serve additional populations in our region to meet the needs of individuals and families across the spectrum of health conditions and caregiving needs. Building on our experience serving seniors for more than four decades, the AAA7 recently started working with individuals experiencing acute health changes and younger individuals with physical or behavioral health disabilities. Noted above in additional "highlights" is our work with local hospitals in our area to assist individuals upon discharge from the hospital. We also value the work our staff provides to those under the age of 60 living with a disability or with severe and persistent mental illness and in 2017, served 758 individuals.

