

2024 HIGHLIGHTS

Jamie Herrmann Named Executive Director

In July 2024, Jamie Herrmann was named the new Executive Director of the Area Agency on Aging District 7. Herrmann is a graduate of Shawnee State University, earning a bachelor's degree in Individualized Studies, with a concentration in Healthcare Administration; and an associate's degree in Applied Science in Physical Therapy Assisting. Herrmann volunteered her time serving on the AAA7 Board of Trustees from 2020 through 2024 and joined the AAA7 as Executive Director after her role at Compass Community Health as the Revenue and Risk Director for eight years. In her Executive Director role at the AAA7, Herrmann 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. 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.

USAgging Award for Fall-Free Fridays



The AAA7 was proud that its “Fall-Free Fridays” program received a 2024 Aging Achievement Award from USAgging, one of the highest honors presented by USAgging to its members. USAgging is the AAA7's national association, representing the work of AAAs throughout the country. Starting in Fall of 2020, the AAA7 and the Shawnee State University Occupational Therapy Program collaborated to provide virtual education to the community through a social media livestream called “Fall-Free Fridays”. AAA7 hosts the 15-minute livestream and Shawnee State graduate students conduct education on a variety of falls prevention topics. In Spring 2021, due to the success of Fall-Free Fridays, another livestream named “Functional Fridays” was created to focus on driver safety, stroke awareness, and managing function in everyday life. Both livestream features provided an opportunity to share helpful falls prevention information to the community in a safe and convenient format and broadened the reach allowing more individuals to benefit from the education presented.

NCQA Accreditation

In 2024, the AAA7 received Accreditation of Case Management for Long-Term Services and Supports from the National Committee for Quality Assurance (NCQA) for its PASSPORT and Assisted Living Medicaid Waiver Programs for a period of three years. Earning NCQA's Accreditation of Case Management for Long-Term Services and Supports (LTSS) demonstrates that an organization is dedicated to coordinating the delivery of care in a person-centered and integrated manner to help individuals function optimally in their preferred setting. NCQA standards are set high to encourage organizations coordinating LTSS to continuously enhance the quality of services they deliver and are intended to help organizations achieve the highest level of performance possible, increase adherence to care guidelines, and create an environment of continuous improvement. NCQA's Accreditation of Case Management for LTSS is a voluntary review process. AAA7 programs that were part of the accreditation review included both the PASSPORT and Assisted Living Medicaid Waiver Programs. The AAA7 first received this accreditation in 2022 for a period of two years and was proud to achieve a second round in 2024 for a three-year accreditation, which is the highest renewal period available through NCQA.

Healthy Aging Grants

The Healthy Aging Grants program in Ohio was a one-time grant providing \$40 million in support of local aging services throughout the State focused on helping Ohioans age 60 and older stay healthy, live longer, and maintain their independence. Funds were made possible through the Ohio Department of Aging and awarded to Ohio counties to address social determinants of health and foster an improved quality of life for older Ohioans, enabling them to remain in their homes and stay connected to their communities; preserve their personal assets; and promote a healthy, independent, and active lifestyle. In the AAA7's ten-county district, the Pike County Commissioners contracted with the AAA7 to administer the Healthy Aging Grant entirely and several activities were organized to support healthy aging through the Grant. These included addressing wait lists for home-delivered meals, home repair jobs, an iPad class to increase digital literacy, and gym memberships to promote activity. The AAA7 also worked with Jackson and Ross Counties on some elements of the Grant in their counties specific to home repair jobs.

2024 Mission Statement

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

2024 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 (AAA7) 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 residence of choice through services paid for by Medicare, Medicaid, other federal and state resources, as well as private pay.

2024 Board of Trustees

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Services Rendered on a Non-Discriminatory Basis



Area Agency on Aging District 7, Inc.

Serving Adams, Brown, Gallia, Highland, Jackson, Lawrence, Pike, Ross, Scioto and Vinton Counties in Ohio. Additional counties served by contracted programs include: Athens, Clermont, Clinton, Fayette, Hamilton, Hocking, Meigs and Pickaway.



2024 ANNUAL REPORT

Building a Stronger Tomorrow

Welcome

Each year, as we prepare our Annual Report, we take time to reflect on the past year. We review its challenges, its triumphs, and most importantly, what lies ahead. When we look at how the aging network has evolved over the past 100 years, there is one thing we can predict: change. Change is not only inevitable, but also essential. As advancements in medical science and technology continue to extend life expectancy in the United States, our aging population grows and with it, the need for the aging network to expand services and develop innovative solutions. Meeting these needs is both our challenge and our mission.

2024 was a year of laying the groundwork to ensure the Agency is well-positioned for the future. A significant part of this work included strengthening leadership through key administrative positions, including a new Executive Director and Director of Finance. These additions have brought fresh perspectives and valuable experience to our already tenured and dedicated team, reinforcing our commitment to excellence at every level.

We also prioritized deepening our relationships with community partnerships to enhance the services provided across our district. Collaborations with local universities have provided unique opportunities for those we serve and for students preparing to enter the aging network.

Additional partnerships included working with our area's county governments to manage Ohio's Healthy Aging Grants and explore innovative approaches to helping older adults maintain their health and independence.

Our focus on quality remained central throughout the year. We were proud to achieve a three-year renewal of our NCQA (National Committee for Quality Assurance) recertification, the highest renewal period available, which affirms our ongoing commitment to excellence and accountability. In every way, 2024 was a year of meaningful progress, defined by thoughtful change and a clear vision for the future. We remain committed to building a stronger tomorrow for the aging communities we serve by helping individuals age better!



Jamie Herrmann,
Executive Director

FACTS & FIGURES

Resource Center 2024

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: 1,584
- ✓ Information and Referral Calls: 12,638
- ✓ Assessments Completed: 2,280

PASSPORT 2024

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.

- ✓ Total Census as of 12/31/2024: 3,023
- ✓ Total Consumers Served: 4,276

Assisted Living 2024

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.

- ✓ Total Census as of 12/31/2024: 366
- ✓ Total Consumers Served: 393

Ohio Home Care Waiver 2024

The Ohio Home Care Waiver (OHCW) Program meets the needs of individuals under the age of 60 who prefer to receive long-term care services and supports in their home or community rather than in an institutional setting. During 2024, CareSource contracted with the Ohio Department of Medicaid in the role of Case Management Agency, working with the AAA7. Total Census as of 12/31/2024: 215

Specialized Recovery Services 2024

Specialized Recovery Services (SRS) 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. During 2024, the Ohio Department of Medicaid contracted with CareSource to manage the SRS Program in the state of Ohio, working with the AAA7. Total Census as of 12/31/2024: 482

Older Americans Act Services 2024

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: 19 consumers/1,567 days
- ✓ Congregate Meals: 1,268 consumers; 52,215 meals
- ✓ Home-Delivered Meals: 1,274 consumers/204,849 meals
- ✓ Homemaker: 42 consumers/3,196.25 hours
- ✓ Legal Assistance: 603 consumers/2,437.50 hours
- ✓ Personal Care: 17 consumers/1,977.50 hours
- ✓ Transportation: 665 consumers/22,288 one-way trips covering 363,693 miles

OAA/Other Federal Funds for above services: \$2,090,511.94
Local Matching Funds for above services: \$2,482,522.08

Caregiver Support Program 2024

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. In 2024, the AAA7 continued a partnership with Trualta, an online caregiver portal, to help family caregivers better manage care at home for their loved one. The platform focuses on reducing caregiver burden while improving outcomes and reducing costs for the aging population.

- ✓ Case Management - 580.25 hours for 224 caregivers
- ✓ Counseling Sessions - 170
- ✓ Information, Referral and Assistance Contacts - 236
- ✓ Newsletters Mailed - 8,013
- ✓ Personal Care/Respite - 9,644.25 hours for 104 caregivers
- ✓ Supplemental Services - 58 purchases for 42 caregivers
- ✓ Trualta Online Caregiver Portal Subscribers - 401

Veteran-Directed Program 2024

Partnership with the Chillicothe and Cincinnati Veterans Affairs Medical Centers that allow Veterans of any age to self-direct the care they receive in their home. In 2024, the AAA7 added an additional partnership with the Huntington Veterans Affairs Medical Center

to help provide this service. The Veteran-Directed Program serves 16 counties including Adams, Athens, Brown, Clinton, Gallia, Fayette, Highland, Hocking, Jackson, Lawrence, Meigs, Pickaway, Pike, Ross, Scioto and Vinton.

- ✓ Served 139 Veterans

Hospital2Home Program 2024

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

- ✓ Consumers Served: 115 for 746 hours
- ✓ Home Delivered Meals: 1,761 meals for 70 consumers
- ✓ Personal Care Hours: 2,809 hours for 97 consumers

Medicare Premium and Prescription Assistance

The AAA7 provides assistance to individuals on Medicare through several ways, including: Medicare premium assistance program eligibility determination and applications, Medicare Part D applications, help with finding a Medicare supplemental insurance, assistance with general questions about Medicare, and providing references to Agency and community resources.

- ✓ Overall Contacts: 21,222
- ✓ Combined Savings for Eligible Individuals Contacting the AAA7 - \$6,519,085

Regional Long-Term Care Ombudsman Program 2024

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. Ombudsman provide access to consumers by creating a regular presence in long-term care facilities and educating consumers about the program and their rights. Ombudsman are not regulators, but work with consumers, families, providers and regulators to advocate for excellence in all services and supports.

- ✓ Top Five Complaints of 2024:
 - 1) Symptoms Unattended;
 - 2) Food Services;
 - 3) Respond to Request for Assistance;

- 4) Dignity and Respect;
 - 5) Personal Hygiene.
- ✓ Ombudsman and Ombudsman Volunteers served 5,050 consumers in 2024. This number does not include numerous consultations with providers.
 - ✓ Ombudsman staff investigated 491 complex complaints, not counting handling numerous uncomplicated complaints.
 - ✓ Region 7 Ombudsman had a resolution rate for complaints received of 94.8%. The statewide resolution rate was 91.3%.
 - ✓ 1.1 days was the average time from received date of complaint to start date of investigation (statewide average is 3.2 days).

Home Repair Program 2024

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 home.

- ✓ 9 consumers.
- ✓ 18 jobs including: bathroom modifications, electrical, HVAC, ramps, roofs, and structural.
- ✓ \$91,450.54 total amount spent on all jobs.

Wellness Programs 2024

Programs provided at no cost through the AAA7 that can help individuals with falls prevention. These evidence-based programs included: Bingocize, Matter of Balance, and Tai Chi for Arthritis and Falls Prevention.

- ✓ Bingocize - 230 sessions / 88 participants
- ✓ Matter of Balance - 112 sessions / 20 participants
- ✓ Tai Chi for Arthritis and Falls Prevention - 274 sessions / 31 participants

Senior Farmers' Market 2024

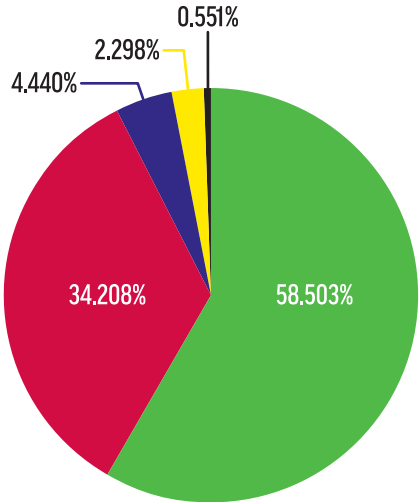
The Senior Farmers' Market Nutrition Program (SFMNP) is a federally-funded program administered by the United States Department of Agriculture's Food and Nutrition Services Agency, and in Ohio, by the Ohio Department of Aging (ODA). SFMNP provides eligible older adults with \$50 in benefits each growing season to use at participating farmers' markets and roadside stands to purchase produce.

- ✓ 3,900 consumers used benefits totaling \$116,964.00
- ✓ 24 farmers participated

2024 Financial Overview

REVENUE AND SUPPORT

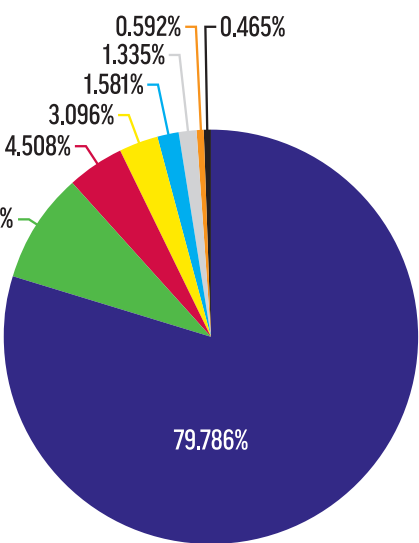
Federal Funds	\$56,936,473
State Funds	\$33,292,330
Consumers' Contribution Toward Their Care	\$536,658
Veteran-Directed Program	\$2,236,833
Other Revenue (Including Interest)	\$4,320,796
TOTAL	\$97,323,090



REVENUE AND SUPPORT 2025

EXPENDITURES

Dollars Going Directly Into the Community to Purchase Consumer Services	76,731,125
Veteran-Directed Services	1,520,166
Veteran-Directed Administration	447,255
Administration	2,977,360
Case Management	8,307,600
Assessment	1,283,492
Screening-Resource Center	569,015
Other (Ombudsman, Home Choice Pre-Transition and Consumer Services, CLSS, Ohio Home Care Waiver and 1915i Specialized Recovery Services)	4,335,295
TOTAL	96,171,308



EXPENDITURES 2025