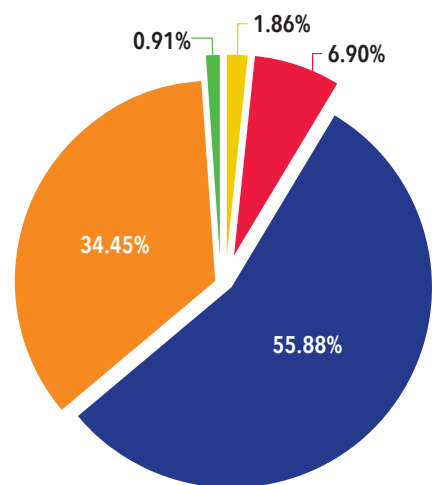


# 2020 Financial Overview

## Revenue and Support

2020

Federal Funds	\$37,173,299
State Funds	22,922,589
Consumers' Contribution Toward Their Care	605,811
Veteran Self-Directed Program	1,235,734
Other Revenue (including interest)	4,588,586
<b>TOTAL</b>	<b>\$66,526,019</b>

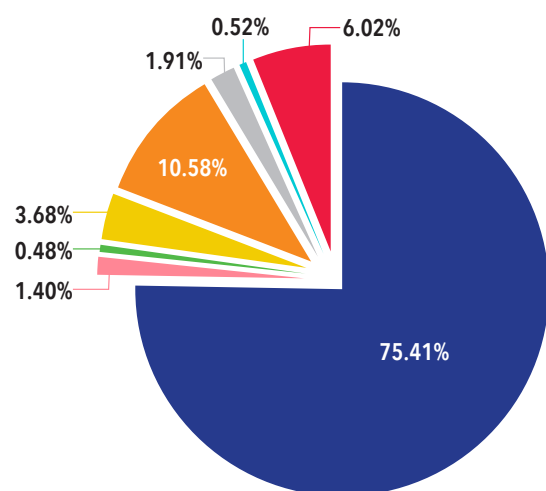


Revenue & Support 2020

## Expenditures

2020

Dollars Going Directly Into the Community to Purchase Consumer Services	\$49,184,009
Veteran-Directed Services	910,948
Veteran-Directed Administration	314,469
Administration	2,404,269
Case Management	6,894,221
Assessment	1,249,456
Screening-Resource Center	341,294
Other (Ombudsman, Home Choice Pre-Transition and Consumer Services, CLSS, Ohio Home Care Waiver and 1915i Specialized Recovery Services)	3,925,104
<b>TOTAL</b>	<b>\$65,223,770</b>



Expenditures 2020

## 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.*

### 2020 Board of Trustees

- Gary Fenderbosch – Gallia County – *President*
- Kelsey Cloud – Highland County
- Patricia Pletcher – Jackson County – *Secretary/Treasurer*
- Charles Harper – Lawrence County – *Vice President*
- Christopher Ervin – Pike County
- Rick Marriott – Ross County
- Christine Raber – Scioto County
- Jamie Herrmann – Scioto County

### 2020 Advisory Council

- Louise Davis – Adams County
- Mary Cassidy – Brown County
- Pat Parsons – Gallia County
- Jane Leach – Jackson County
- Betty Kiogima – Lawrence County
- Lorene Plybon – Lawrence County
- Harold Bennett – Ross County – *Chairperson*
- Marjorie Prince – Ross County
- Robert Shinkle – Scioto County
- Robert Davison – Scioto County
- Dola Powell – Vinton County



Area Agency on Aging District 7, Inc.  
PO Box 154 | 160 Dorsey Drive  
Rio Grande, OH 45674

800-582-7277 | [info@aaa7.org](mailto:info@aaa7.org) | [www.aaa7.org](http://www.aaa7.org)

Offices in Rio Grande • Waverly • West Union • Wheelersburg  
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, Fayette, Hamilton, Hocking, Meigs and Pickaway



# 20 | 20 Vision

Providing Service  
Through a Different Lens

## 2020 Annual Report

*Providing resources and options to help keep you at home and in your community.*



# Welcome

## "2020 Vision: Providing Service through a Different Lens"

Most people have at one time or another received an eye exam to test their visual acuity. Often, the results require corrective lenses to bring the vision to the ideal 20/20...or the term used to express "normal" visual acuity...the ability to clearly identify a row of 9mm letters from 20 feet. This past year, 20/20 took on a whole new meaning. It was not just a year to begin a new decade nor was it confirming that our vision was in good condition.

We, like most people across the globe, will remember 2020 as a year like none other. Our vision of normal, our 20/20 clear vision of what we do and how we do our service, were completely disrupted and we were required to view our response from a very different point as the COVID-19 pandemic swung into gear. We had to get "new lenses" to keep 2020 in focus and respond to the needs at hand in unprecedented ways. These "new lenses" helped us to be creative by building bridges and new partnerships in order to continue providing service to the most vulnerable segment of the population and initially those at greatest risk of illness and death. The Aging Network, consisting of area agencies on aging and services providers, were considered "essential employees" by the State of Ohio, and while Ohio went into "lockdown," this crucial network actually pushed farther out into the response. Keeping up with the unprecedented communication and state guidance, the terms "flexible" and "pivot" became our operational directives. Our focus on the basic human needs of food, transportation, medical attention and social contact was brought more sharply into view as we developed creative strategies to address these critical issues.

In this annual report you will find highlights of some of those successful strategies, but it in no way can describe all the effort and commitment of this agency and the network to address the ongoing basic needs presented during the pandemic. Additional federal funding made more critical services available to vulnerable populations, many of whom had never connected with the AAA7 for assistance.

While addressing the needs of our most vulnerable populations, AAA7 operations also had to adjust to provide as much safety as possible for our staff. While we have had clinical staff involved in remote work from home situations successfully for several years, it was necessary to move the majority of our administrative functions and additional program staff to remote working arrangements despite broadband challenges. Our AAA7 staff adapted amazingly well to this very quick shift in operations and this annual report reflects their ability to maintain excellence in operations and services. They kept our focus with clear vision of our purpose...service to the most vulnerable in our population.

We are AAA7 Strong!!



Nina R. Keller  
Executive Director



Gary Fenderbosch, 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: 1,167
- ✓ Information and Referral Calls: 8,106
- ✓ Assessments Completed: 2,077

### 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: 657
- ✓ Total Census as of 12/31/2020: 3,469
- ✓ Total PASSPORT Consumers Served: 4,276

### 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: 73
- ✓ Total Census as of 12/31/2020: 275
- ✓ Total Assisted Living Consumers Served: 393

### Ohio Home Care Waiver

The Ohio Home Care Waiver (OHCW) Program meets the needs of those under age 60 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. In addition to the AAA7 ten core counties, additional counties served by the AAA7 in the OHCW Program include: Athens, Clermont\*, Hamilton\*, Hocking and Meigs.

\*Denotes new counties added in 2020.

- ✓ New Enrollments: 128
- ✓ Total Census as of 12/31/2020: 513
- ✓ Total Consumers Served: 643

### Specialized Recovery Services

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. The Ohio Department of Medicaid has contracted with CareSource to manage the SRS Program in the state of Ohio, working with the AAA7. In addition to the AAA7 ten core counties, additional counties served by the AAA7 in the SRS Program include: Athens, Clermont\*, Hamilton\*, Hocking and Meigs.

\*Denotes new counties added in 2020.

- ✓ New Enrollments: 206
- ✓ Total Census as of 12/31/2020: 750
- ✓ Total Consumers Served: 908

### 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: 11 consumers/298 days
- ✓ Congregate Meals: 1,074 consumers/46,041 meals
- ✓ Home-Delivered Meals: 1,473 consumers/219,425 meals
- ✓ Homemaker: 65 consumers/5,629 hours
- ✓ Legal Assistance: 654 consumers/1,665 hours
- ✓ Personal Care: 14 consumers/1,255 hours
- ✓ Transportation: 584 consumers/13,596 one-way trips covering 293,034 miles

OAA/CARES/Families First Funds for above services: \$1,603,920  
Matching and Other Funds for above services: \$2,193,469

### 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.

- ✓ Counseling Sessions - 170
- ✓ Information, Referral and Assistance Contacts - 209
- ✓ Newsletters - 12,675

- ✓ Personal Care/Respite - 7,993 hours for 72 caregivers
- ✓ Supplemental Services - 65 services given to 46 caregivers

### Veteran-Directed Program

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

- ✓ Served 79 Veterans

### 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 telephonic assistance to help individuals returning to their homes after a brief hospital stay reduce the chance of readmission.

- ✓ Consumers Served: 127

### 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, assistance with general questions about Medicare, and providing references to Agency and community resources. In 2020, eligible individuals who reached out to our Agency and were determined eligible for special programs, or who made changes from comparing their prescription drug plans, were able to save a combined total of \$2,935,000 in 2020.

### 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 2020: 1) Dignity and respect; 2) Response to request for assistance; 3) Personal hygiene; 4) Symptoms unattended; 5) Other rights and preferences.
- ✓ Ombudsman staff investigated 520 complex complaints, not counting handling numerous uncomplicated complaints.
- ✓ During the year 2020, Ombudsman Volunteers were unable to visit residents in person due to the coronavirus pandemic; however, they were able to make phone calls to residents and families of their assigned homes.
- ✓ Ombudsmen had a resolution rate of 94% for Region 7. The statewide average was 84%.
- ✓ Less than one day is the average time from received date of complaint to start date of investigation. Statewide average is three 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.

- ✓ 25 consumers
- ✓ 25 jobs including: 9 ADA-compliant bathroom modifications; 4 wheelchair ramps; 4 HVAC; 3 hot water tanks; 2 roof replacements; 1 wheelchair lift; 1 handrail; 1 steps replaced
- ✓ \$112,776.52 total amount spent for all jobs.

### Wellness Programs

Programs provided at no cost through the AAA7 that can help individuals take control of their lives and better manage their health conditions. These evidence-based programs provide health benefits and promote disease prevention. Classes provided to 85 individuals in 2020 included: Chronic Disease Self-Management, Diabetes Self-Management, Chronic Pain Self-Management, and Matter of Balance Falls Management. In addition, the AAA7 also offers a class specific to family caregivers, "Powerful Tools for Caregivers."

## 2020 Highlights



### The COVID-19 Pandemic

2020 was a year of adjustment with the global coronavirus pandemic that shifted us all to a world of emergency operations that nobody could have ever imagined. The Area Agency on Aging District 7 (AAA7) and its network of service providers were considered essential due to the vulnerable populations we serve. The AAA7 remained open throughout the pandemic with modifications made to business operations, such as the move from in-person home visits to telephonic assessments and care management, and a suspension of walk-in appointments at the physical offices. Social distancing became the new norm and conference calls and virtual meetings became the standard.

As many experienced during the pandemic, we learned to adapt to new ways of doing our "normal" operations to keep people safe and healthy. Creative initiatives were developed during the year to help our communities, with some catching the attention of our national association, the National Association of Area Agencies on Aging (n4a). These were highlighted in n4a communications and shared with other AAAs throughout the nation as examples of innovative ways to conduct business through the pandemic.

- "Porch Talk" Telephone Contact Program - to address social isolation. \*n4a Recognition
- Caregiver Telephone Support Group - monthly support for family caregivers. \*n4a Recognition
- Wellness Tip of the Day - as in-person wellness classes had to cease during the pandemic, these special Tips, shared on social media, provided beneficial wellness information. \*n4a Recognition
- Telephone Wellness Classes - usual in-person wellness classes were moved to a telephone conference call.
- "Fall-Free Friday" - partnering with the Shawnee State University Occupational Therapy Program, we were able to move in-person community education, provided by graduate occupational therapy students, to a social media livestream discussing falls prevention.
- Virtual Art Show - our annual in-person Senior Citizens Art Show, held during May and June, was moved to a virtual format. \*n4a Recognition
- Volunteer Ombudsman Assistance - volunteer opportunities to provide assistance to nursing home residents and their families was moved to telephone only help in place of on-site visits.
- "Medicare Monday" - helpful information about Medicare and assistance the Agency can provide shared on social media each Monday.
- Pandemic Outreach (March - December 2020)
  - People Receiving Home-Delivered Meals in All Programs - 4,283
  - Home-Delivered Meals Provided in All Programs - 905,395
  - Congregate Grab and Go Meals Provided - 33,246
  - Wellness Kits to Senior Apartments - 3,400
  - Telephone Reassurance/Check-In Calls - 742
  - Information and Assistance Calls - 5,677
  - Caregivers Who Received Support - 1,147
  - The AAA7 also received PPE and educational kits from the Ohio Department of Aging that were distributed to AAA7 independent providers, adult day centers, and county senior centers.

### Farmers' Market Expansion

In 2020, the Senior Farmers' Market Nutrition Program (SFMNP) received an increase in the State budget to expand to all 88 counties in Ohio. Prior to the expansion, the SFMNP was available in 45 of Ohio's counties, with Ross County serving as the lone county in the AAA7's ten-county district. In 2020, the AAA7, the regional program manager, was able to expand to the other nine counties in its core district which includes Adams, Brown, Gallia, Highland, Jackson, Lawrence, Pike, Scioto and Vinton. The 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). ODA provides additional state funds to support SFMNP operation within Ohio. SFMNP provides eligible older adults with \$50 in coupons each growing season to use at participating farmers' markets and roadside stands to purchase produce. In 2020, 1,941 consumers received coupons and 27 farmers participated in the Program.

### Census 2020

Once a decade, the country participates in the Census, which provides the basis for re-distribution of Congressional seats, redistricting, and assigning billions of dollars in federal and state funding to support state, county and community programs. Many of the programs provided through the Area Agency on Aging District 7 are dependent upon federal and state dollars, with population size determining funding amounts. Throughout 2020, the AAA7 provided education and information about the Census and encouraged the community to participate. Education efforts focused on the importance of having an accurate reflection of the true population size in order to best serve the people in our district who could benefit from our programs and services.