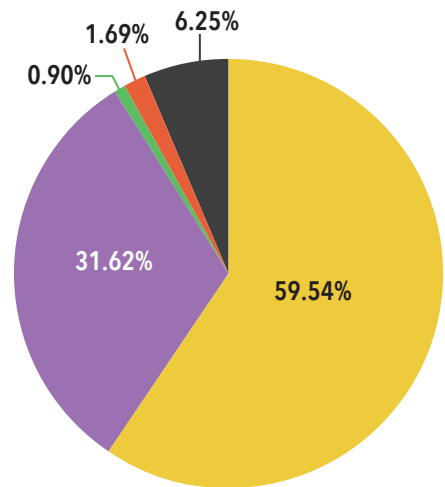


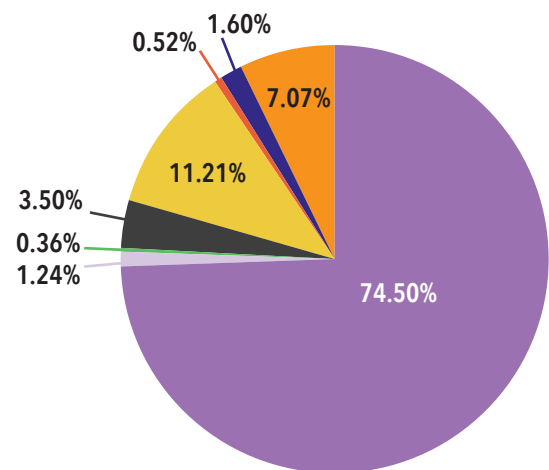
2021 Financial Overview

| Revenue and Support | 2021 |
|---|---------------------|
| Federal Funds | \$37,388,570 |
| State Funds | 19,852,266 |
| Consumers' Contribution Toward Their Care | 567,683 |
| Veteran-Directed Program | 1,058,712 |
| Other Revenue (including interest) | 3,925,280 |
| TOTAL | \$62,792,511 |



Revenue and Support 2021

| Expenditures | 2021 |
|--|---------------------|
| Dollars Going Directly Into the Community to Purchase Consumer Services | \$46,494,599 |
| Veteran-Directed Services | 776,459 |
| Veteran-Directed Administration | 225,366 |
| Administration | 2,186,526 |
| Case Management | 6,994,559 |
| Assessment | 995,537 |
| Screening-Resource Center | 322,523 |
| Other (Ombudsman, Home Choice Pre-Transition and Consumer Services, CLSS, Ohio Home Care Waiver and 1915i Specialized Recovery Services) | 4,415,356 |
| TOTAL | \$62,410,925 |



Expenditures 2021

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 (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.

2021 Board of Trustees

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Area Agency on Aging District 7, Inc.
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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.



Working Together Connecting Our Communities

2021 Annual Report



Welcome

Welcome to our 2021 Annual Report – “Working Together. Connecting Our Communities.”

I'm sure you noticed the incorporation of bees into our theme this year. Bees can symbolize focus, hard work, teamwork and dedication. How fitting these words are with what the year 2021 brought us: a second year with the COVID-19 pandemic; a year of experience with it under our belt; and a year of continued transition with finding ways to provide the best possible care for our consumers while still keeping everyone as safe as possible. This hard work and dedication by our staff and providers required focus and resourcefulness. As the bee works with commitment and resilience, so too are those who deliver long-term care home and community-based services to our communities regardless of what challenges may exist. It's a tradition of work ethic and dedication that our Agency is proud to carry on.

Traditions are an important and necessary part of life. They help us keep a perspective on what is truly important, they allow us to have a shared experience with others, and they can be a reminder that even with the passage of time some things in life remain the same. We all have traditions, whether it's stopping at the same coffee shop every morning before heading in to work, or taking your family to the same beach every year on vacation. Traditions can be comforting in a changing world, hoping that no matter what happens, some things in life will always be there.

Institutions also have traditions, and AAA7 is no exception. I have been a member of the Board of Trustees of AAA7 for most of the last 25 years, and I have observed and appreciated the traditions and practices that are a part of AAA7's culture. Such things as consistent care and concern for the people they serve, firm but careful management of its funding and resources, and creating a workplace culture of integrity while still maintaining a nurturing, family-like setting for its staff are things that have been encouraged and maintained. These traditions, along with the many positive contributions AAA7 has made to the region it serves have made me proud and pleased to be associated with it as both Board member and President.

As the last few years have shown us, no one knows what the future holds. But I am confident that AAA7 will be able to handle any challenges that arise with the traditions of compassion, dignity, and integrity it has demonstrated in the past. I am certain it will continue with its focus and its vision of service to the most vulnerable in our population.



Charles Harper
President, AAA7 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: 1,215
- Information and Referral Calls: 10,482
- Assessments Completed: 1,813

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: 595
- Total Census as of 12/31/2021: 3,207
- Total PASSPORT Consumers Served: 4,070

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: 84
- Total Census as of 12/31/2021: 282
- Total Assisted Living Consumers Served: 373

Ohio Home Care Waiver

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. 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.

- New Enrollments: 88
- Total Census as of 12/31/2021: 468
- Total Consumers Served: 595

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.

- New Enrollments: 114
- Total Census as of 12/31/2021: 700
- Total Consumers Served: 883

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: 13 consumers/1,142 days
- Congregate Meals: 35,635 meals
- Home-Delivered Meals: 1,648 consumers/254,141 meals
- Homemaker: 59 consumers/5,848.50 hours
- Legal Assistance: 559 consumers/1,356.75 hours
- Personal Care: 13 consumers/1,154 hours
- Transportation: 603 consumers/14,802 one-way trips covering 340,202 miles

OAA/Other Federal Funds for above services: \$1,857,947.00
Matching Funds for above services: \$2,538,099.00

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 – 232
- Information, Referral and Assistance Contacts – 273
- Newsletters – 9,018
- Personal Care/Respite – 11,092 hours for 75 caregivers
- Supplemental Services – 111 services given to 80 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 11 counties

including Adams, Fayette, Highland, Hocking, Jackson, Meigs, Pickaway, Pike, Ross, Scioto and Vinton.

- Veterans Served: 81

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 who are returning to their homes after a brief hospital stay reduce the chance of readmission.

- Consumers Served: 130

Medicare Prescription Assistance

- Dollars saved by eligible individuals contacting the AAA7: \$3,467,462.

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 referrals to Agency and community resources.

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 2021: 1) Dignity/Respect/Staff Attitudes; 2) Symptoms unattended; 3) Response to request for assistance; 4) Discharge or eviction; 5) Personal property.
- Ombudsman and Ombudsman Volunteers served 2,203 consumers in 2021. This number does not include numerous consultations with providers.
- Ombudsman staff investigated 257 complex complaints, not counting handling numerous uncomplicated complaints.

- Ombudsmen assisted in the safe, person-centered transfer of residents in five (5) homes that closed voluntarily/involuntarily in 2021. Ombudsmen were able to resolve 40% of the proposed involuntary discharges without a hearing.
- 1.1 days was the average time from received date of complaint to start date of investigation (statewide average is 4.74 days).
- Ombudsmen had a resolution rate of 90% for Region 7. The statewide average was 83%.

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 home.

- 45 consumers.
- 48 jobs including: 7 bathroom modifications; 10 accessibility; 11 HVAC; 8 plumbing; 5 roof replacements; 4 structural; 2 water taps; 1 other.
- \$277,945.00 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 in 2021 included: Chronic Disease Self-Management, Diabetes Self-Management, and Chronic Pain Self-Management. In addition, the AAA7 also offers a class specific to family caregivers, "Powerful Tools for Caregivers," and a program for falls management and prevention entitled "Matter of Balance."

- 56 Participants

Senior Farmers' Market Nutrition Program

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 coupons each growing season to use at participating farmers' markets and roadside stands to purchase produce.

- 1,703 consumers received coupons
- 33 farmers participated

2021 Highlights



Continued COVID-19 Response

As 2020 was a year of adjustment for all with the global coronavirus pandemic, 2021 involved the realization of a "new normal" with operations in the COVID-19 world that carried on throughout the entire year. The AAA7 provided services just as it had in 2020, offering primarily telephonic assessments and care management, but resuming some in-person activities in the Fall of 2021. Offices remained closed to the public and masks and social distancing were a mode of operation to keep staff safe and healthy. Adjustments were made as they had been in 2020 to continue providing services to our consumers.

Pandemic Outreach (2021)

- People Receiving Home-Delivered Meals in All Programs – 6,843 (estimate)
- Home-Delivered Meals Provided in All Programs – 1,706,292 (estimate)
- Congregate Meals Provided – 35,635
- Telephone Reassurance/Check-In Calls – 582
- Information and Assistance Calls – 10,482
- Caregivers Who Received Support – 775 (estimate)
- The AAA7 also received PPE and KN-95 masks from the Ohio Department of Aging that was distributed to AAA7 providers.

The AAA7 used COVID-19 CARES Act funds to provide additional services in Older Americans Act Title III-B (Social Services) and Title III-C (Nutrition Services). It provided:

- 187 days of Adult Day Service
- 441 hours of Homemaker Services
- 2,701 hours of Caregiver Respite
- 254 hours of Personal Care
- 105 Caregiver Supplemental Services
- 484 Transportation Trips
- 37,348 Home-Delivered Meals

Intergenerational Outreach

Shortly after the pandemic started, the AAA7 developed a new program to address isolation and loneliness. Through the "Porch Talk" telephone reassurance program, staff at the Agency reach out to individuals for an informal chat and check-in – a way to provide companionship and a friendly voice for those who may not have much interaction with others. Callers can also talk with someone in more detail about community resources that are available to help them with any needs they may have. Participants in the program have expressed their appreciation for the calls and how much they look forward to the conversation.

As a way to expand the outreach to those participating in the program, the AAA7 worked with local schools to develop items to send to program participants to provide cheer in another way. This consisted of special drawings and messages from school-age children that were mailed to the individuals in the Porch Talk program to brighten their day. The project was a wonderful way to bring generations together to help address isolation and loneliness.

Livestream Features

As social distancing continued to be observed throughout 2021, the AAA7 utilized livestreams as a way to educate and communicate with the public about Agency services, programs and updates. These included:

- Medicare Monday – partnering with the Ohio Senior Medicare Patrol on a monthly livestream to discuss Medicare scams and other important information for Medicare beneficiaries.
- Wellness Wednesday – discussions with AAA7 Wellness staff about wellness information and sharing wellness class content.
- Coffee Break – livestream to discuss Agency programs and services in more detail.
- Functional Fridays – partnering with the Shawnee State University Occupational Therapy Program, graduate students discussed a number of topics surrounding older driver safety awareness and everyday function when living with a chronic condition.
- Fall-Free Fridays – another partnership with the Shawnee State University Occupational Therapy Program. Community education, provided by graduate occupational therapy students, was moved from in-person to a social media livestream discussing falls prevention.

Suicide Prevention/Awareness Training

The AAA7 was among the first organizations to be featured on the Foundation for Appalachian Ohio's (FAO) Cause Connector giving site, a charitable matchmaking site, created to help more donors support local nonprofit projects in Appalachian Ohio.

Through the giving site, the AAA7 received funding to help support an important community training for suicide awareness and prevention called QPR: Question, Persuade, and Refer. Through the Suicide Prevention Foundation, AAA7 staff were trained to provide QPR to the community to learn the QPR method to help recognize signs and clues of suicidal behavior, how to approach and communicate with a person experiencing suicidal thoughts, and where to refer them for assistance.

The AAA7 hosted its first QPR training virtually in November 2021, with plans for more trainings in 2022.

