

2022 Highlights



50th Anniversary

2022 marked 50 Years of service provided by the Area Agency on Aging District 7 (AAA7). The AAA7 was established in 1972 through the Older Americans Act to plan and provide a comprehensive and coordinated system of care through in-home and community-based supportive and nutritional services. Initially, the AAA7 was one of only two model projects in Ohio funded by the US Administration on Aging. It was sponsored by Rio Grande College to focus on ways and means to assist older adults living within the district. Today, the AAA7 is one of twelve Area Agencies on Aging throughout the state of Ohio. In addition to ten core counties, the AAA7 also serves other counties through specific programs that have been added over the years for those under the age of 60 living with a disability, those living with certain mental health and/or chronic conditions, and veterans receiving services in their homes. Over the years, the AAA7 has experienced a great amount of growth in programs offered, population and counties served, and staff employed. It has been a true privilege serving our communities for over five decades, and we look forward to the future and continuing to do what we do best... **Helping You Age Better!**

NCQA Accreditation

In 2022, 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 two 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.

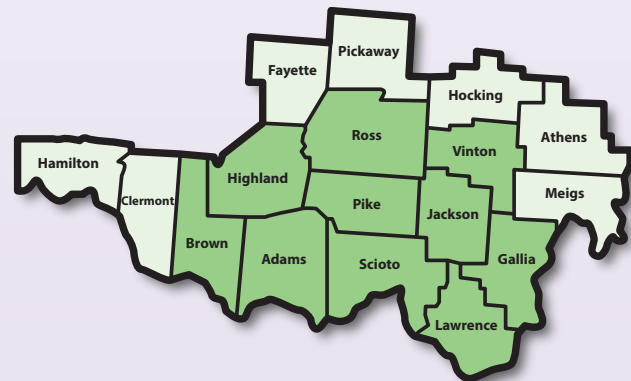
Trialta Partnership

A partnership was developed in 2022 with Trialta, an online learning platform for family caregivers, to support families managing care for loved ones at home. Trialta helps families build skills to manage care at home, improve caregiver confidence, and can reduce caregiver stress by providing the information and resources caregivers often need. The site is easy to use for all ages, completely private, and available 24/7. Through Trialta's library of online information, caregivers can easily access resources to learn how to safely provide hands-on care and connect families with reliable support agencies. The AAA7's site can be reached at aaa7.trialta.com

Nina Keller Retires



Nina R. Keller, MSW, LSW, announced her retirement from the AAA7 and her role as Executive Director in June 2022. Ms. Keller had served as the sixth Executive Director of the AAA7 starting April 2019. Prior to, she was the Interim Director beginning in November 2018. Ms. Keller first joined the AAA7 in December 1990 when she was hired as a Care Manager for AAA7's Care Coordination Program, then moved to being the AAA7 Planner in 1992 and continued in this position until she was named Assistant Director and Director of Planning in January 2001. She received her Bachelor of Science from the University of Rio Grande and earned her Master's in Social Work from The Ohio State University. "I have been very fortunate to spend my career in service to some of the most vulnerable individuals in our southern Ohio communities. To have done this with a group of colleagues that have a shared vision of caring has truly been a gift," shared Ms. Keller.



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.

2022 Board of Trustees

- Charles Harper, Lawrence County, *President*
- Christine Raber, Scioto County, *Vice President*
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2022 Advisory Council

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- Lorene Plybon, Lawrence County
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- Dola Powell, Vinton County



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(As of 3/2023)

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Services Rendered on a Non-Discriminatory Basis



2022 Annual Report

Celebrating 50 Years of Helping Our Communities Age Better

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.

50 YEARS of Milestones



1970s

- Established through the Older Americans Act to plan and provide a comprehensive and coordinated system of care through in-home and community-based supportive and nutritional services.
- Initially, the AAA7 was one of only two model projects in Ohio funded by the US Administration on Aging and sponsored by Rio Grande College to focus on ways and means to assist older adults living within the district.
- Nursing Home Ombudsman Program (advocates for nursing home residents).
- Work with local Senior Centers to function as county focal points to help deliver services to seniors.
- Develop transportation and information and referral resources for older adults.

1980s

- Left sponsorship of Rio Grande College and became a private not-for-profit organization.
- Established 15-member Board and Nutrition Program through Older Americans Act Title III (Congregate Meals and Home-Delivered Meals).
- Care Coordination (case management for Older Americans Act services).

1990s

- Administrative Agency for PASSPORT (work with the Ohio Department of Aging and Ohio Department of Job and Family Services).
- Residential State Supplemental Program (financial assistance with services and supports for disabled adults in eligible living arrangements).
- Service Coordination (coordinating services at senior apartment complexes).
- Home Repair (through Ohio Development Services Agency).
- Ryan White HIV Program

2000s

- Caregiver Support Program and Grandparents Raising Grandchildren
- Evidence-Based Disease Prevention and Health Promotion Programs
- Nursing Home Diversion Grant from the Ohio Department of Aging ("My Care, My Way")
- 2006 - Assisted Living Waiver and Choices Waiver (Consumer-Directed PASSPORT)
- 2009 - Senior Farmers' Market Nutrition Program
- 2010 - Designated by the Ohio Department of Aging as an Aging and Disability Resource Center (ADRC)
- 2012 - Care Transitions Program (working with local hospitals to reduce re-admissions).
- 2012 - Veteran-Directed Program
- 2014 - Partnership with CareSource with the Ohio Home Care Waiver (OHCW) - for under age 60.
- 2016 - Partnership with CareSource with the Specialized Recovery Services (SRS) Program - for individuals with severe and persistent mental illness or a diagnosed chronic condition.
- 2016 - Expanded Counties for OHCW and SRS (Athens, Hocking and Meigs Counties).
- 2017 - Hospital2Home (short-term services to support those being discharged from the hospital).
- 2020 - Expanded Counties for OHCW and SRS (Adding Clermont and Hamilton Counties).
- 2020 - Porch Talk Telephone Reassurance Program

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: 3,616
- ✓ Information and Referral Calls: 9,628
- ✓ Assessments Completed: 1,968

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: 661
- ✓ Total Census as of 12/31/2022: 2,983
- ✓ Total PASSPORT Consumers Served: 3,866

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: 114
- ✓ Total Census as of 12/31/2021: 292
- ✓ Total Assisted Living Consumers Served: 389

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: 96
- ✓ Total Census as of 12/31/2022: 463
- ✓ Total Consumers Served: 566

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: 102
- ✓ Total Census as of 12/31/2022: 693
- ✓ Total Consumers Served: 839

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: 15 consumers/1,731.50 days
- ✓ Congregate Meals: 1,026 consumers; 50,919 meals
- ✓ Home-Delivered Meals: 1,405 consumers/230,853 meals
- ✓ Homemaker: 50 consumers/5,407.75 hours
- ✓ Legal Assistance: 606 consumers/1,716.50 hours
- ✓ Personal Care: 14 consumers/1,615.50 hours
- ✓ Transportation: 601 consumers/17,189 one-way trips covering 372,028 miles
- OAA/Other Federal Funds for above services: \$2,224,032.00
- Matching Funds for above services: \$2,762,505.00

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. In 2022, the AAA7 established 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.

- ✓ Counseling Sessions - 171
- ✓ Information, Referral and Assistance Contacts - 277
- ✓ Newsletters - 8,985
- ✓ Personal Care/Respite - 8,526.25 hours for 70 caregivers
- ✓ Supplemental Services - 45 services given to 38 caregivers
- ✓ Trualta Online Caregiver Portal Subscribers - 56

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.

- ✓ Served 82 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 who are returning to their homes after a brief hospital stay reduce the chance of readmission.

- ✓ Consumers Served: 120
- ✓ Home Delivered Meals: 1,282
- ✓ Personal Care Hours: 1,033.50

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.

- ✓ Dollars saved by eligible individuals contacting the AAA7: \$4,716,740

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 2022: 1) Discharge or Eviction; 2) Personal Hygiene; 3) Dignity and Respect; 4) Food Services; 5) Symptoms Unattended.

- ✓ Ombudsman and Ombudsman Volunteers served 2,073 consumers in 2022. This number does not include numerous consultations with providers.
- ✓ Ombudsman staff investigated 452 complex complaints, not counting handling numerous uncomplicated complaints.
- ✓ Region 7 Ombudsman had a resolution rate for complaints received of 90.7%. The statewide resolution rate was 88.9%.
- ✓ 1.2 days was the average time from received date of complaint to start date of investigation (statewide average is 4.31 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 home.

- ✓ 65 consumers.
- ✓ 65 jobs including: 20 bathroom modifications; 3 accessible step modifications; 13 ramps; 2 electrical; 16 HVAC; 9 plumbing; 1 roof replacement; 1 structural.
- ✓ \$275,017.00 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 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."

- ✓ 55 participants
- ✓ 291 sessions

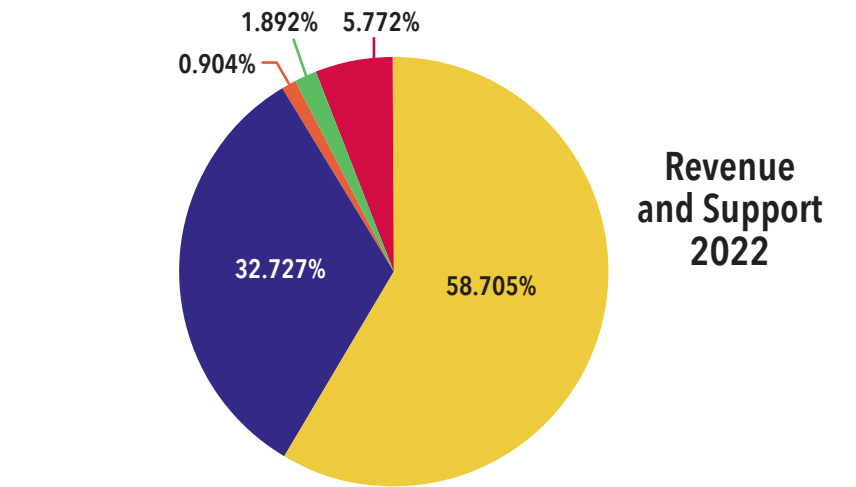
Senior Farmers' Market Nutrition Program

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.

- ✓ 1,871 consumers received coupons totaling \$80,220.00
- ✓ 31 farmers participated

2022 Financial Overview

Revenue and Support		2022
	Federal Funds	\$37,161,106
	State Funds	20,716,465
	Consumers' Contribution Toward Their Care	571,952
	Veteran-Directed Program	1,197,485
	Other Revenue (including interest)	3,653,994
TOTAL		\$63,301,002



Expenditures		2022
	Dollars Going Directly Into the Community to Purchase Consumer Services	\$45,883,691
	Veteran-Directed Services	876,096
	Veteran-Directed Administration	310,819
	Administration	2,674,917
	Case Management	7,702,976
	Assessment	976,443
	Screening-Resource Center	420,521
	Other (Ombudsman, Home Choice Pre-Transition and Consumer Services, CLSS, Ohio Home Care Waiver and 1915i Specialized Recovery Services)	4,789,037
TOTAL		\$63,634,500

