

2023 Highlights

AAA7 Administrative Office and Waverly Office Move to Jackson



The AAA7 experienced a big change in 2023 when its Administrative Office, formerly located in Rio Grande, and the Waverly satellite office joined together and moved to a new office in Jackson, located at 1 Acy Avenue. The new space offers enough room to accommodate staff from both office locations, telecommuting stations for those working remotely, in addition to a Training Center for staff and community training needs and small events hosted by the

Agency. The AAA7 is grateful to the University of Rio Grande for all the years the AAA7 called Rio "home". The AAA7 began at Rio Grande College in 1972 and will carry fond memories of the growth experienced over the years as a part of the Rio community.

USAgging Award for Porch Talk



The AAA7 was thrilled that its "Porch Talk" program received a 2023 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. Porch Talk, a telephone reassurance/friendly chat service, was among 50 local aging programs to receive 2023 honors. The program was developed shortly after the pandemic started to help individuals of any age who might be feeling lonely or isolated. It provides company and conversation over the

telephone with a friendly chat, in addition to assistance with determining resources in the community that are available to help with any needs. Since the start of the program in April 2020 through the end of 2023, a total of 2,592 calls were made.

Senior Farmers' Market Nutrition Program Serves Record Number

The Senior Farmers Market Nutrition Program (SFMNP) through the AAA7 had an outstanding year, serving a record number of individuals through the ten counties served in the AAA7's district. 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. Through the program, eligible older adults throughout Ohio can receive \$50 in coupons each growing season to use at participating farmers' markets and roadside stands to purchase produce. Due to additional funding that was distributed in 2023, more seniors than ever in the AAA7's district were able to benefit from the program, including 3,593 participants who were able to purchase fresh fruits, vegetables and other designated items from 35 local, authorized farmers.

Outreach Partnerships

In 2023, the AAA7 was awarded funding from the Administration for Community Living through USAgging's Aging and Disability Vaccination Collaborative (ADVC) to provide outreach and education regarding the importance of vaccines. In addition to outreach, the ADVC allowed the AAA7 to also partner with community entities on vaccination opportunities for older adults and individuals living with a disability. Funding enabled the AAA7 to perform an array of vaccination promotion activities including hosting community vaccine clinics, providing in-home vaccinations, providing transportation to vaccination sites, and conducting outreach and education. Another partnership established in 2023, with the Ohio Senior Medicare Patrol, called on the AAA7 to help drive awareness of medical identity theft and Medicare scams. Representatives from the AAA7, in addition to other AAA partners throughout the state, supported efforts to help educate the community about Medicare fraud, ways to prevent medical identify theft, and what to do if you suspect fraud. Partnerships like these have allowed the AAA7 to expand education about Agency programs and services and build relationships with valuable resources in our communities.

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.

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Services Rendered on a Non-Discriminatory Basis



2023 ANNUAL REPORT

New Beginnings

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.

Welcome

Our inspiration for 2023...butterflies. These magnificent creatures symbolize the changes one goes through and how, because of those changes, they emerge stronger and more beautiful than ever! Just like the butterfly, the amazing Area Agency on Aging District 7 (AAA7) team has evolved over the last year through some challenging times to become a stronger more resilient organization with a very bright future.

As an organization that has been providing services for over 50 years, the AAA7 is no stranger to changes that happen over time. Through challenges and adjustments, the AAA7 has continued to meet the needs of our communities and the requirements of the organizations we work with. Like the butterfly, we are emerging in new ways, better than ever!

2023 held staffing, IT, and overall infrastructure evolutions as we prepare for the future. Our Agency is focused on building systems to accommodate future changes and dedicated to establishing and sustaining solid partnerships in the community. Most importantly, we want to continue providing our consumers with the exceptional services the AAA7 is known for and support our employees in a work environment where they feel valued, respected and fulfilled in their mission-driven work. This includes many tenured employees who are passionate about what they do, as well as a new generation that has the same commitment to our communities. Together, we create a strong team that is proud to serve our district, providing resources and programs that support individuals and their families with aging better, now and in the future.



Jamie Herrmann
Executive Director

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: 1,768
- ✓ Information and Referral Calls: 10,107
- ✓ Assessments Completed: 1,827

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: 832
- ✓ Total Census as of 12/31/2023: 2,914
- ✓ Total PASSPORT Consumers Served: 3,654

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: 128
- ✓ Total Census as of 12/31/2023: 307
- ✓ Total Assisted Living Consumers Served: 413

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: 79
- ✓ Total Census as of 12/31/2023: 420
- ✓ Total Consumers Served: 542

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: 105
- ✓ Total Census as of 12/31/2023: 698
- ✓ Total Consumers Served: 804

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: 17 consumers/1,732.50 days
- ✓ Congregate Meals: 1,218 consumers/50,907 meals
- ✓ Home-Delivered Meals: 1,366 consumers/216,861 meals
- ✓ Homemaker: 44 consumers/3,042.75 hours
- ✓ Legal Assistance: 622 consumers/2,124.50 hours
- ✓ Personal Care: 10 consumers/1,490.50 hours
- ✓ Transportation: 680 consumers/22,737 one-way trips covering 418,109 miles

OAA/Other Federal Funds for above services: \$2,151,876.00
Matching Funds for above services: \$2,902,763.00

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 - 179
- ✓ Information, Referral and Assistance Contacts - 257
- ✓ Newsletters - 8,718
- ✓ Personal Care/Respite - 10,209.75 hours for 76 caregivers
- ✓ Supplemental Services - 64 services given to 59 caregivers
- ✓ Trualta Online Caregiver Portal Subscribers - 197

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. In late 2023, the AAA7 started a partnership with the Cincinnati Veterans Affairs Medical Center to help provide this service. The Veteran-Directed Program serves 13 counties including Adams, Athens, Brown,

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

- ✓ Served 97 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: 89
- ✓ Home-Delivered Meals: 811 meals for 57 consumers
- ✓ Personal Care Hours: 1,179.50 hours for 63 consumers

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: \$4,377,385

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 2023: 1) Response to Request for Assistance; 2) Symptoms Unattended; 3) Discharge and Eviction; 4) Personal Hygiene; 5) Dignity and Respect.
- ✓ Ombudsman and Ombudsman Volunteers served 2,040 consumers in 2023. This number does not include numerous consultations with providers.
- ✓ Ombudsman staff investigated

467 complex complaints, not counting handling numerous uncomplicated complaints.

- ✓ Region 7 Ombudsman had a resolution rate for complaints received of 96%. The statewide resolution rate was 83%.
- ✓ 1.7 days was the average time from received date of complaint to start date of investigation (statewide average is 3.8 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.

- ✓ 42 consumers.
- ✓ 68 jobs including: 15 accessibility/bathroom modifications; 1 accessibility/kitchen modification; 2 accessibility/railings; 7 accessibility/wheelchair ramp; 15 HVAC; 1 lift installation; 3 hot water tanks; 3 water lines; 1 other plumbing; 1 door widening; 2 structural (floors/walls/ceiling); 9 roofs; 8 other.
- ✓ \$372,825.00 total amount spent for all jobs.

Wellness Programs

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 - 6 classes / 71 participants
- ✓ Matter of Balance - 318 sessions / 55 participants
- ✓ Tai Chi for Arthritis and Falls Prevention - 150 sessions / 27 participants

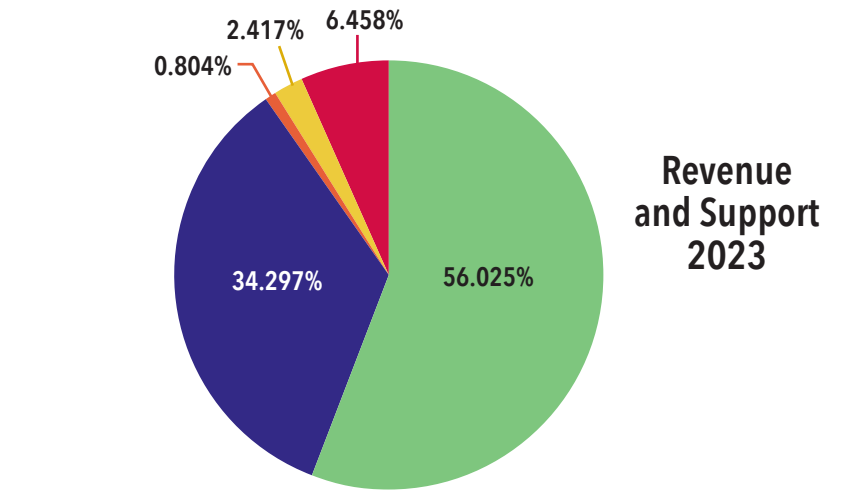
Senior Farmers' Market Nutrition Program

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- ✓ 3,593 consumers used 26,843 coupons totaling \$134,215.00
- ✓ 35 farmers participated

2023 Financial Overview

Revenue and Support	2023
Federal Funds	\$38,270,606
State Funds	23,428,094
Consumers' Contribution Toward Their Care	549,240
Veteran-Directed Program	1,650,835
Other Revenue (including interest)	4,411,338
TOTAL	\$68,310,113



Expenditures	2023
Dollars Going Directly Into the Community to Purchase Consumer Services	\$48,420,373
Veteran-Directed Services	1,053,681
Veteran-Directed Administration	350,740
Administration	3,172,563
Case Management	8,354,555
Assessment	1,142,318
Screening-Resource Center	482,450
Other (Ombudsman, Home Choice Pre-Transition and Consumer Services, CLSS, Ohio Home Care Waiver and 1915i Specialized Recovery Services)	4,639,542
TOTAL	\$67,616,221

