

Assistance. Advocacy. Answers on Aging.

SERVING ADAMS, BROWN, GALLIA,
HIGHLAND, JACKSON, LAWRENCE, PIKE,
ROSS, SCIOTO, AND VINTON COUNTIES

2008 Annual Report



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A MESSAGE FROM THE EXECUTIVE DIRECTOR



In the 2008 Annual Report, you will see how our programs make a difference in southern Ohio. This year's report is more detailed than usual. From time to time, we include our agency history, and with 37 years of activity, it could go on and on.

For almost four decades, the Area Agency on Aging District 7 (AAA7) has played an important part in the daily lives of thousands of older and disabled adults and their families through the programs we administer. Statistics show that people desire choices when making decisions affecting their care. An AARP study also demonstrates that most people want to remain in their

own homes for as long as possible rather than going to live permanently in a long-term care facility.

Our agency administers both Medicaid and non-Medicaid programming. As you view our financial information, it becomes evident that our agency is one of the largest home and community based care agencies in the entire nation. The positive impact of this is twofold. One is that southern Ohioans have access to more services and supports than ever before. This helps the people receiving services, but it also helps their families as they juggle with care giving demands and their own personal responsibilities.

The second benefit is that of the positive economic impact occurring particularly since the creation of the popular PASSPORT program in 1990. When you read the part of the report detailing providers and their services offered, you will realize the tremendous financial impact our programs have on the local economies in the region's ten counties. The job creation and job stability in this service sector help support our local communities' economic development and employment needs.

Our staff is committed to carrying out AAA7's mission for those in southern Ohio who need information, assistance and/or services. On behalf of our agency, our aging and disability network partners, and our consumers and their families, I thank you for your part in our 2008 accomplishments.

Pamela Matura, Executive Director

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2008 BOARD OF TRUSTEES

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OUR AGENCY

Area Agency on Aging District 7, Inc. (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. It is one of twelve Area Agencies in Ohio.

MISSION STATEMENT

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

AAA7 HISTORY

During the past 37 years, the Area Agency on Aging District 7, Inc. has grown from a small group of dedicated volunteers to one of the most successful regional entities in southern Ohio. The region it serves, located in the most rural part of Ohio, covers over 5100 square miles of relatively undeveloped countryside, and is characterized by high unemployment, high poverty levels and a significant loss of younger people leaving the area to find employment. Since 1972, AAA7 has continued to incorporate many programs as a part of its directive through the Older Americans Act (OAA) to plan for and provide a comprehensive and coordinated system of care through in-home and community-based supportive and nutritional services. The agency continues to look for other opportunities to improve and/or expand the services available to the targeted populations served in the district.

Building a strong foundation.....

In 1972, Rio Grande College was selected to sponsor one of only four model projects in Ohio that were funded by the U.S. Administration on Aging. This selection followed over a year's worth of meetings and planning by a 12-member District Council on Aging formed to represent a four-county area including Gallia, Jackson, Meigs and Vinton counties. The council focused on ways and means to assist elderly individuals living within the district. The Area-Wide Model Project developed social services, such as transportation and information and referral, for older Americans. Two years later the Model Project was officially designated the Area Agency on Aging District 7, Inc. (AAA7) by the Ohio Commission on Aging, the forerunner of the Ohio Department of Aging. At that time, the area served by the agency was expanded to cover the present ten counties in southern Ohio, not including Meigs County. The counties served are: Adams, Brown, Gallia, Highland, Jackson, Lawrence, Pike, Ross, Scioto and Vinton. At that time, the Ohio Commission on Aging designated Area Agencies on Aging throughout the state of Ohio to plan and implement services statewide. Grants from the federally legislated Older Americans Act of 1965 and related amendments provided the funding for services and agency operations.

Expansion of AAA7 services began in 1978 with the addition of the Nursing Home Ombudsman Program, a service mandated in the OAA. The program receives, investigates, and acts on complaints by older individuals who are residents of long-term facilities and advocates for the well being of such individuals. Since that time additional responsibilities have been put into state law that broadens the scope and requirements of this program. AAA7 continues to maintain the Regional Long-Term Care Ombudsman Program as a

AAA7 HISTORY - CONTINUED

program “in-house” versus contracting the program out to another organization or agency. AAA7 also contracted with the Ohio Department of Health to operate the Nursing Home Area Training Center (NHATC) to provide training to long-term care facilities staff in southern Ohio. This program was discontinued at the state level several years later. Part of the pre-1980 expansion also included the responsibility for the planning and supervision of facility improvements to multi-purpose senior centers. The state legislature had passed a bill providing for such improvements and/or expansions and designated the Ohio Commission on Aging and their related area agencies on aging as the responsible agent for these projects throughout the statewide. This program was discontinued during state budget negotiations in the late 1990s.

Rio Grande College continued to sponsor Area Agency on Aging District 7, Inc. until 1980 when the Council formed a separate, private non-profit organization. Governance is provided by a self-perpetuating fifteen-member Board of Trustees made up of not more than two individuals from each of the ten counties in the service area. Appointees to the board consist of a wide variety of community, business and organizational leaders. The Area Advisory Council, composed of individuals representing agencies and organizations from across the district, advises the Board of Trustees on service needs and other areas of concern to older adults and other frail and vulnerable populations. They also provide excellent advocacy activities for constituents living within the district.

Shortly after becoming an independent not-for-profit agency, AAA7 took responsibility for the Nutrition Program funded through the Older Americans Act. The nutrition program provides congregate dining opportunities and home-delivered meals through a network of over twenty dining sites and numerous rural routes. Local senior citizens centers and/or community action agencies maintain commercial kitchens that comply with all state and federal regulations regarding food preparation in order to prepare and distribute these meals.

During the developmental years of Area Agency on Aging District 7, Inc. one individual’s contribution and commitment stood out. It is during this time that William A. Jenkins from Gallia County, having retired from state service, became instrumental in laying the foundation for the area agency organization and especially the development of a service delivery system throughout the ten-county region. As a member of the advisory council of AAA7, he guided the council through the process to become an independent not-for-profit agency. His tireless work towards developing an aging network that could provide much needed services, such as transportation and information and referral, set the standard for being an advocate for senior citizens.

AAA7 HISTORY - CONTINUED

Following his death, the AAA7 Board of Trustees established the William A. Jenkins Award. Given at the annual meeting of AAA7, the award is given to an individual who exemplifies the commitment to seniors that William Jenkins personified during his tenure with AAA7.

A new era in service delivery to the most at-risk populations.....

The largest expansion of services to older adults came in 1990 when AAA7 became the administrative agency for the PASSPORT (Pre-Admission Screening System Providing Options & Resources Today) Medicaid Waiver program. The AAA7 region was one of the last to be included in this statewide program, but consistently holds one of the top three positions in enrollment and services rendered. The PASSPORT program provides in-home services to older adults age 60 and over who medically qualify for nursing home placement and meet specific financial eligibility requirements. This three-way contract between the Area Agency, the Ohio Department of Aging (ODA), and the Ohio Department of Job and Family Services (ODJFS) serves to provide in-home, case managed services including personal care and home-delivered meals as well as medical transportation, adult day care, emergency response systems, and durable medical equipment. By arranging the most appropriate mix of in-home services to add to the care provided by family members and friends, individuals are able to delay nursing home placement. As Medicaid Waiver options expanded in Ohio, AAA7 embraced both the Choices self-directed alternative and the Assisted Living program as viable service arrangements for eligible individuals. Another cooperative venture between the three entities is the Residential State Supplement Program. Through this program, ODJFS provides a cash supplement to low-income aged, blind, or disabled individuals who need assistance with daily activities such as bathing, eating, or dressing, but do not require skilled nursing care provided in a nursing home. These cash supplements complement an individual's personal resources so they can live in a more home-like, congregate setting. The recipient will be assigned a personal case manager from AAA7 and will be eligible for a Medicaid card to pay for medical expenses.

AAA7 has a wide range of other services and programs to complement the core mission of the agency. Care Coordination provides case management and in-home services for individuals who need assistance but are not eligible for the PASSPORT program. Service Coordination, available in three separate sites throughout the district, places a qualified individual in apartment complexes to help elderly and disabled residents access services and programs they may need. The coordinator is on-site weekly to offer assistance and information, make referrals, promote healthy lifestyles and wellness, encourage common interests and activities and improve quality of life. The Home Repair Program

AAA7 HISTORY - CONTINUED

provides actual home repair through partnerships with the Ohio Department of Development and the office of USDA Rural Development to eligible older adults. Repairs can include anything from installation of sanitary sewer systems and access to potable water to major structural and roof repairs. The National Family Caregiver Support Program is designed to take care of those who care for others by assisting in preparation for the role of caregiver or providing ongoing information, support, referral and assessment as individuals provide care and support to loved ones.

Building on experience, we embrace a new vision.....

The 21st century brought new challenges and opportunities. The Administration on Aging's (AoA) developed a new focus to address the explosion in the numbers of older adults as the "baby boomers" entered the age of retirement. This "new vision" from AoA required area agencies across the nation to adjust their thoughts on programs development and implementation. The Older Americans Act, as the cornerstone of the aging network, was to realigned with the new purpose. With the 2006 OAA amendments came the phase "Choices for Independence". In response to that initiative, which outlined the broader concept of more flexibility in service delivery, the National Association of Area Agencies joined forces with the National Association of State Units on Aging to launch "Project 2020". Project 2020 is a three-pronged approach: 1) Person-Centered Access to Information; 2) Evidence-Based Disease Prevention and Health Promotion; and 3) Enhanced Nursing Home Diversion Services. Both organizations have developed legislative strategy for additional funding from Congress in support of the new initiative.

AAA7 has been laying the groundwork to embrace the new initiatives by implementing the Aging and Disability Resource Center (ADRC) component to address the Person-Centered Access to Information...our AAA7 Aging Resource Center; embracing both Healthy IDEAS and A Matter of Balance to reflect our commitment to Evidenced-based Disease Prevention and Health Promotion; and partnering with the Ohio Department of Aging to be awarded a federal Nursing Home Diversion grant in only the second round on funding.

Through the development of a four-year strategic plan, AAA7 will continue to review the mission of the agency, service needs and gaps, the current environmental factors that will influence programs and services either directly or indirectly, and analyzes the opportunities available, and the capacity of the agency to embrace these opportunities. This internal and external review will provide the process by which AAA7 can more readily be

AAA7 HISTORY - CONTINUED

prepared to respond to any changes and new developments that impact programs and services to the older adults and at-risk individuals.

The AAA7 management team and staff are looking forward to ensuring that the significant progress already achieved is continued. The future is bright and we remain committed to building on our strong foundation of partners as we work toward our agency's vision.



Assistance. Advocacy. Answers on Aging.

Our services are delivered from four office locations throughout our district. The Administrative office is in Rio Grande, Ohio. Locations are as follows:

Administrative Office
Gallia County
F32-URG, PO Box 500
(160 Dorsey Drive)
Rio Grande, OH 45674

Adams County
PO Box 579
123 W. Main Street)
West Union, OH 45693

Scioto County
1644 11th Street
Portsmouth, Ohio 45662

Pike County
PO Box 163
(14062 US 23 North)
Waverly, OH 456900

CARE MANAGEMENT PROGRAMS

PASSPORT (Pre-Admission Screening System Providing Options and Resource Today)

PASSPORT is a Medicaid waiver program that provides screening, assessment, information and assistance, long-term care consultations, case management and in-home services to eligible low income frail older adults. Case managers, by arranging the most appropriate mix of in-home services to add to the care provided by family members and friends are able to delay nursing home placement for many program consumers.

To be enrolled in the PASSPORT program requires Medicaid eligibility, however; staff of the Area Agency on Aging provides service to a much broader group of individuals. Long-term care consultations, for example, are available to anyone interested in learning more about long-term care resources.

Statistics for calendar year 2008

PASSPORT Enrollments: **866**

PASSPORT Disenrollments: **819**

Consumers Served in PASSPORT: **3887**

The function of pre-admission screening: reviewing consumer documentation to rule out the need for specialized services related to serious mental health issues and/or mental retardation, and determining the level of care for individuals seeking placement in a Medicaid certified nursing facility is still an important Agency role. During 2008 we broadened our focus both internally and externally by re-naming the screening unit, The Resource Department. The re-naming of this unit was one of the initial transitions made to demonstrate AAA7's commitment to providing a central source of information, referral and assistance for long-term care resources.

Statistics:

Pre-Admission Reviews: **5396**

Screens: **5152**

Assessments Completed: **3698**

Extended Desk Review Coverage is a statewide contract that AAA7 has with the Ohio Department of Aging to provide Pre-Admission Review weekend coverage, preventing a delay in nursing home placement for individuals throughout Ohio. For the calendar year 2008, **682** reviews for nursing home placement were completed during extended coverage hours.

CARE MANAGEMENT PROGRAMS - CONTINUED

PASSPORT Story

For Cootsie “Toots” Bridgeman, it is all about family. When Ms. Bridgeman was in her mid-nineties, she lived alone and found that she was unable to adequately care for herself at home. Therefore, she entered a nursing home to receive care. Two years later, in the Fall of 2006, with the support of her family and PASSPORT, she returned to her daughter’s home where she has remained.

This seems like a common enough story, a nursing home resident returns back to live in the comfort of home despite considerable care needs, until you realize that in May, Ms. Bridgeman at home surrounded by family, celebrated her 100th birthday!

Ms. Bridgeman, along with her 77 year old daughter with whom she shares a home, have been PASSPORT consumers since the Fall of 2006.

Ms. Bridgeman receives personal care which assists her with grooming and mobility. Since she is unable to get in and out of her bed or chair by herself, she receives visits every morning and again every evening. Besides personal care services, PASSPORT provides home-delivered meals. Family members assist her with other needs such as setting up and administering her medications and arranging her doctor appointments.

Ms. Bridgeman’s care in a nursing facility could cost the state of Ohio approximately \$5,000 per month. The services Cootsie receives through PASSPORT, the Home and Community Service Waiver, is \$1,948 per month. That is more than \$3,000 in savings each month.

However, more important to Ms. Bridgeman than the cost savings is her ability to be at home surrounded everyday by her family and friends.

CHOICES

Choices is a consumer directed Medicaid waiver program, available to current PASSPORT consumers, that allows greater flexibility in the provision of their home and community-based services and supports. Providers can be agency or non-



CARE MANAGEMENT PROGRAMS - CONTINUED

agency professional caregivers or individual providers such as friends, neighbors or some relatives (spouses, parents, step-parents and legal guardians are ineligible).

The consumer, while still case managed by AAA7 licensed staff, is the “employer of record” for Individual Providers and is responsible for hiring, firing, training, and completing all necessary tax forms and payroll duties for these workers. The Choices program uses a Fiscal Employer Agent to assist the consumer with the financial aspects of the program.

AAA7 has been administering the Choices program since the summer of 2005. Over 700 individuals have been referred to this program with less than half, only 300, deciding not to follow through with this consumer directed care option.

In 2008, AAA7 served 356 consumers in the Choices program making AAA7 the largest of Ohio’s 4 Choices sites.

CHOICES STORY

William “Bill”, 72 years old, lives in his home in Lynchburg and is one of over 200 consumers in AAA7’s service area who is on the Choices program.

While enrolled in PASSPORT, Bill showed an ability and interest in managing his care and was placed on the Choices referral list. Bill attended the trainings, secured a worker to hire as an Individual Provider, and was enrolled onto Choices in October 2008.

While on Choices, Bill and his Choices Case Manager worked on a service plan to meet his care needs. Bill had the responsibility to schedule his services when needed, being careful not to exceed approved amounts.

Several months after enrollment into the Choices program, Bill wanted to stop his home delivered meal plan and increase his Home Care Attendant Services (HCAS) so that Ruth, his Individual Provider (IP), could prepare his meals. Bill and his Choices Case Manager revised his service plan to better meet his care needs.

Bill, while still able to drive in the community, became unable to drive out of town where many of his medical appointments were scheduled. The Choices program allows his IP to transport him to medical appointments, other community events, and even to the grocery store or to the local pharmacy.

Education and training from the Choices Case Manager gives the Consumer the tools and guidance to help this program be successful. Bill’s 12-month service plan

CARE MANAGEMENT PROGRAMS - CONTINUED

now purchases 120 hours per month instead of 72 hours through his previous PASSPORT plan. Purchasing an additional 48 hours monthly only costs the State of Ohio Medicaid budget an additional \$146.16, for a total monthly expense of less than \$2,300. The savings for the State of Ohio tax payers is significant since the Medicaid nursing home reimbursement rate averages around \$5,000.00 per month.

The Choices program places Consumers in control of their long-term care and offers these Consumers alternatives to nursing home placement. With Choices in place, Bill can stay in his home, pay his property taxes and utilities, and still be a viable part of his community. Bill really likes Choices as it offers him more control over his services so he can exercise his knowledge and ability to schedule services when needed. Bill, along with our other Choices Consumers, knows his needs better than anyone else. Bill is pleased how he now participates in his long-term care decisions and is still able to remain active in his community setting.

ASSISTED LIVING WAIVER PROGRAM

The Assisted Living Waiver Program (AL) provides assistance to Medicaid eligible consumers needing placement in a Residential Care Facility. Consumers receive a private room with bathing facilities, assistance with daily living tasks, assistance with medications, and nursing care as needed. Consumers who are transitioning from a nursing facility receive special assistance to help them set up their apartment at the Assisted Living facility.

To be eligible for the program, consumers must be at least 21 years old and must be receiving home care services through a Medicaid waiver or reside in a nursing facility. Consumers receive case management services from AAA7 to coordinate the care provided by the facility, community agencies, and family members. AAA7 works with 9 facilities in 6 counties to provide this program in our area.

Statistics:

Assisted Living consumers served in 2008: 152

CARE MANAGEMENT PROGRAMS - CONTINUED

ASSISTED LIVING STORY

Kenneth Sheward was very happy the day he moved into Holzer Assisted Living. The 73 year old had been a Nursing Home resident since 2002. He was thrilled to have the assistance of the Community Transition program, which helped him get the items he needed to make his home at Holzer Assisted Living.

Mr. Sheward shared that he loves the privacy of having his own room, which he can decorate as he chooses. He is an active participant in the Assisted Living activities, and recently helped the Activities Director at Holzer prepare for the Senior Olympics.

He has a busy and full life at Holzer Assisted Living. Mr. Sheward attends church each week in Wellston. A church he states he helped build "in my younger years."

He enjoys strolling outside on his electric wheel chair and enjoying the weather when it is nice.

Mr. Sheward can often be found socializing with his neighbors or sharing a good joke with the Assisted Living staff.

"I really like the people and staff and the residents," Mr. Sheward added.



Pictured left to right is Sondra Holstein, RN,(Holzer Assisted Living Resident Coordinator), Kenneth Sheward (Assisted Living Consumer) with Executive Director at Holzer Assisted Living, Pete Deatty.

The photo was taken outside, in front of the new shelter house. The Assisted Living staff recently organized a BBQ, where friends and family members of the residents enjoyed an evening with their resident.

CARE MANAGEMENT PROGRAMS - CONTINUED

After suffering a massive stroke, Mary “Kathy” Meadows had to spend time in a Nursing Facility. She longed to be closer to her son and grandchildren. She also hoped to be in an Assisted Living Facility where she could have a room to herself.

This month Kathy’s dream came true when she moved into Holzer Assisted Living in Jackson, Ohio. Kathy said “ It felt like home right away. The care is wonderful. All I have to do is push a button for help and they are there. The staff is so friendly and nice.”

As far as having her own room, Kathy shared, “It is so nice. I love having my privacy. My son is going to paint my room for me.” Her son, Dustin, is a talented artist, so she can’t wait to see what he does with “her place.”

Kathy also added, “ I love the food, and the activities are fun. I love just relaxing on the porch and rocking in the rocking chairs while visiting with other people here.” She has made many friends with the other residents, and Kathy said, “ I couldn’t be happier.”



Pictured left to right: Pete Deatty (Interim Director at Assisted Living); Kathy Meadows (Assisted Living Consumer), and Sondra Holstein, RN (Resident Coordinator).

CARE MANAGEMENT PROGRAMS - CONTINUED

RESIDENTIAL STATE SUPPLEMENT

The Residential State Supplement (RSS) program provides a cash supplement to low income aged, blind, and disabled adults to assist them to live in a residential setting such as a foster home, group home, or residential care facility.

Consumers use their own income plus the supplement to pay room and board fees at the home. AAA7 staff visit consumers to monitor their care needs and assist them to access other community services. AAA7 works with 43 homes in our area to provide this program.

Statistics:

RSS consumers served in 2008: 297

RESIDENTIAL STATE SUPPLEMENT STORY

Seventy-one year old James “Marvin” Prickett lived on a farm in rural Highland County with his parents most of his life. In April of 1994, after his parents passed away, his only living relative, his brother Kenny, could not take him into his home. Kenny heard about the RSS program and called AAA7. Mr. Prickett received an assessment with an AAA7 staff member and was placed in an Adult Group Home. Mr. Prickett has lived in several group homes over the past 15 years and currently lives at Minford Retirement Center. The home is near a corner market and Mr. Prickett likes to walk there for treats. Homeowner’s Henry and Jeanetta Collins say Mr. Prickett is a joy to have in their home. Donna, a caregiver at the home, says she is glad a program like RSS exists to help people like him. Mr. Prickett’s RSS case manager checks on him regularly and enjoys hearing him tell stories of life on the farm.



CARE MANAGEMENT PROGRAMS - CONTINUED

CARE COORDINATION

The Care Coordination Program is funded through the State of Ohio Senior Community Services Block Grant. The program assists adults, 60 and older, in remaining independent in the community by providing care managed home and community based services. The program is intended to serve those who have only minimal needs with their activities of daily living and would not be ready for the more intensive services provided through the Medicaid Home and Community Based Waiver, PASSPORT. However, in the past two years the program has seen a change in the level of need of those served within the program due to a significant lack of resources in the AAA7 district and the increased aging population.

One such program participant is an 88 year old female who is blind and has minimal family support in the community as her daughter resides out of state. A close neighbor helps as much as possible but with the assistance of the Care Coordination Program, the participant receives home delivered meals and personal care assistance allowing her to continue to live independently in the community. Through the care management she receives as a part of the program, her long term care needs will be monitored and options will be provided to assist her in making choices related to her ongoing care needs.

In connection to the Care Coordination Program, AAA7 received significant funding in October of 2008 from the Ohio Department of Aging to design a nursing home diversion program for individuals who are not eligible for Medicaid, but are at risk of spending down their resources and enrolling into Medicaid, and are at a functional risk of entering a nursing home. The grant was received by the Ohio Department of Aging from the Administration on Aging, and AAA7 is the sole Area Agency in the state to receive the funding.

The grant dollars are intended to assist AAA7 to transform and/or modernize Older Americans Act funding to offer a consumer-directed option within the Care Coordination and Caregiver Support programs.

CARE MANAGEMENT PROGRAMS - CONTINUED

RYAN WHITE HIV/AIDS CASE MANAGEMENT PROGRAM AND HOPWA (HOUSING OPPORTUNITIES FOR PERSONS WITH AIDS)

The Ryan White Program is funded through a grant from the Ohio Department of Health and serves those with HIV/AIDS age 18 and older. AAA7 has received this grant since 2001 and currently has two case managers and one case aide funded by the program. The program serves seven counties including: Fayette, Gallia, Jackson, Lawrence, Pike, Ross, and Scioto. Program participants must have proof of HIV status and meet a financial eligibility of 300% of the federal poverty level.

The program provides medical case management for persons with HIV/AIDS to assist with obtaining and maintaining medical care and other essential daily living needs. Financial assistance is provided for transportation, medical labs/appointments, nutrition, dental, housing, medications, mental health and substance abuse, insurance premiums, and home health. Case managers also provide referral and linkage to other services and provide advocacy and support for those in the program.

In conjunction with the Ryan White Program the agency also has applied for and received the HOPWA (Housing Opportunities for Persons With AIDS) grant from the Ohio Department of Development. The agency has received this grant since 2003.

The primary goal of the HOPWA Program is to assist low income persons with HIV/AIDS and their families to obtain and/or maintain affordable housing. Services in the program include: short-term rental and mortgage payments, time-limited utility payments, case management to assist individuals in obtaining access to benefits and other services to maintain their health and safety.



OLDER AMERICAN ACT (OAA) PROGRAMS

The federal Older Americans Act (OAA) funds support a local senior service network throughout the ten-county region that provides a variety of community-based services for individuals age 60 and over. Multi-purpose senior centers, community action agencies, and other non-profit organizations delivered services on a daily basis to over 5,000 older adults enabling them to remain in their own homes. The almost 1.5 million dollars in OAA funding leveraged approximately 1.3 million in local match that supported senior service delivery along with client contributions and Nutrition Services Incentives Program dollars.

In 2008, the much needed services delivered included:

- * 135,600 congregate meals
- * 189,585 home-delivered meals
- * 290,562 miles or 37,881 one-way trips of transportation
- * 7063.50 hours of homemaking
- * 14,854.25 hours of personal care
- * 2,321 hours of legal assistance
- * 937.5 days of adult day care

AAA7 continued the successful partnership with The Ohio State University School of Dentistry in providing dental services through the Appalachian Geriatric Dentistry Program Mobile Clinic. The on-site service made 20 visits to the region in 2008 and served 184 older adults who had no other resources for dental care.

Caregiver Support Program

This Older Americans Act funded program is designed to take care of those that are caring for others and, therefore, the consumer for this program is the care giver. The person they are caring for is considered the care recipient. Goals of the program include: to provide support, services and education, assist caregivers to better understand their role and when and how to access assistance, assist caregivers to understand how to use the information and services to be able to decrease their physical and emotional stress, and to assist caregivers in accessing services for themselves.

One such caregiver, Joni Dixon, recalls how the program assisted her and her mother during a stressful time. Ms. Dixon cares for her 78 year old mother and was in need of back surgery due to a herniated disc. She had put off having the

OLDER AMERICAN ACT (OAA) PROGRAMS

surgery while searching for a solution to finding assistance in caring for her mother. That solution came after Ms. Dixon's mother received an assessment from the Area Agency on Aging District 7, Inc. While her mother was not eligible for the Medicaid Waiver Program, Passport, Ms. Dixon was eligible to receive assistance as a family caregiver from the Caregiver Support Program. The Caregiver Support Program was able to offer her respite services, which assisted her to care for her mother. Ms. Dixon relates, "The respite provided to me during this difficult time has allowed me to heal properly; without it I would have had to start right back into caring for my mother soon after surgery and I would not have had the proper time to heal and take care of myself. The services offered through the Caregiver Support Program have been a Godsend to me and I appreciate everything that has been done to assist me and my mother while I was healing from my surgery."

Several types of caregivers are eligible to receive program services: those caring for an older adult who is age 60 or over, those who are age 55 and are grandparents caring for a child no older than age 18, and those age 55 or older who are caring for an adult child age 19-59 who has a disability (not including natural or adoptive parents).

All caregivers are eligible to receive information, assistance and counseling. To receive respite and supplemental services, certain functional requirements are required. There are no income requirements. The Caregiver Support Program serves hundreds of caregivers each year.



Pictured above are Lena and Thomas Collins. Lena received the 2008 Ohio Department on Aging's Caregiver of the Year Award.

OLDER AMERICAN ACT (OAA) PROGRAMS

2008 REGIONAL LONG TERM CARE OMBUDSMAN PROGRAM

The AAA7 Regional Long Term Care Ombudsman Program (RLTCOP) is responsible for protecting and advocating for the rights of long-term care consumers including residents of nursing homes, assisted living and adult care facilities as well as for recipients of in-home or community based services.

Ombudsmen work to improve the quality of life and care for long term care consumers.

In 2008, Ombudsmen (paid staff and volunteers) provided a voice for approximately 7,600 individuals spending 2,300 hours of direct advocacy services and handling 233 complex complaints requiring extensive research, investigation, and record review. Ombudsmen also handled numerous “simple” complaints on a daily basis. Of the complex complaints investigated, 71% were verified and almost 70% were resolved or the complainant was empowered to resolve the concern.

During 2008, Ombudsmen conducted 656 advocacy visits to our area’s long term care facilities including spending 350 hours working with Nursing Home Resident Councils. The top five complaints for 2008 were: Medication Administration; Discharge and Evictions; Accidental injury; falls and improper handling; Dignity & Respect Issues; and Personal Property lost, stolen or destroyed.

On October 1, 2008, the Ombudsman Program began offering HOME (Helping Ohioans Move, Expanding Choice) Choice Transition Coordination Services to our area’s nursing home residents. Eligible nursing home residents now have an opportunity to transition back into the community by using services and supports available through the HOME Choice Transition Coordination Program. Ombudsmen help residents to be where they really want to be, at Home. Ombudsmen help residents locate suitable housing, secure benefits, purchase household goods and furniture, and link them to appropriate community resources. In the past, the major stumbling block for residents was a lack of money to pay for rental and utility deposits, transportation expenses, furniture and other household items. As part of Ohio’s initiative of the federal “Money Follow the Person Demonstration” grant, Ohio is providing residents with up to \$2,000.00 in moving expenses with the Transition Coordinator assisting the consumer in determining the most effective use of HOME Choice funds, and assisting the consumer with the purchase of the necessary goods and services needed to transition back into the community.

OLDER AMERICAN ACT (OAA) PROGRAMS

Mark Skaggs, a 47 year-old former resident of Golden Years Health Care Center in Portsmouth, Ohio, began his personal journey in November 2008 with a HOME Choice referral. The transition coordinator/ombudsman visited him at the nursing home to identify appropriate types of services and supports he would need to live in the community. The transition coordinator/ombudsman helped Mr. Skaggs secure appropriate, affordable housing and worked with his Care Star case manager to secure in-home services, and assisted Mr. Skaggs and his family with purchasing furniture and other household items needed to set up his new home. When the transition coordinator visited Mr. Skaggs a few months later, she found him visiting with his family and friends in his cozy apartment filled with family photos and personal mementos. Kaye Inoshita, AAA7 Ombudsman Program Director, says in her nineteen years as an ombudsman, the addition of the HOME Choice Transition Coordination Services has been one of the program's greatest challenges, but the rewards to the client and the ombudsman staff have been immeasurable.



Pictured left to right: Kaye Inoshita, Director of Regional Long Term Care Ombudsman Program; Mark Skaggs; and Tammy Bowen, Manager of Park Apartments in Portsmouth, Ohio.

SPECIAL PROJECTS

SERVICE COORDINATION

The Service Coordination Program is funded through a grant from the Ohio Department of Aging. A Service Coordinator is a community resource specialist who offers a link between older adults of housing complexes and the community. The Service Coordinator is located on-site at the apartment complex one time per week to offer assistance and information about community resources for residents, make referrals for services residents may need to remain safely at home, promote healthy lifestyles and wellness, and generally improve the quality of life for residents.

Specifically, Service Coordinators can arrange transportation, assist with insurance paperwork and application to needed services, assist residents in dealing with resident conflicts, ensure fair housing practices, and provide resident in-services through community contacts and many other activities.

Service Coordinators also monitor and ensure continuity in care related to residents as in the case of one such 66 year old female. Originally the Service Coordinator assisted the resident in receiving home delivered meals, which eventually led to a long term care consultation in which the resident received an assessment from the Area Agency on Aging District 7, Inc. reviewing a range of long term care options. Ultimately, the resident was enrolled in the Medicaid Waiver PASSPORT Program where the resident now receives a range of services to assist her in remaining independent and safe in her home.

The Area Agency on Aging District 7, Inc. provides Service Coordination at three sites in the ten county area: Hurth Apartments in Scioto County, Glendale Apartments in Adams County, and McArthur Park Apartments in Vinton County.

SPECIAL PROJECTS - CONTINUED

HOME REPAIR PROGRAM

December 2008 saw the completion of another two-year Housing Assistance Grant awarded through the Ohio Department of Development. AAA7 utilized the Housing Trust Fund monies for emergency home repair/handicapped accessibility modifications in all ten counties served by AAA7. We exceeded the number of homes and beneficiaries assisted that were initially projected. Our initial projection for the number of home repair projects to be completed was 80. At the completion of the grant, we had completed work on 99 dwellings. The units represent 182 separate types of work within the projects, such as roof repair/replacement, plumbing, heating units, electrical, structural issues, potable water, and accessibility.

We had initially projected that 120 individuals would benefit from the projects completed. The final number of individuals is 137. We were able to leverage over \$160,700 in matching funds during a time when available funds were sinking rapidly.

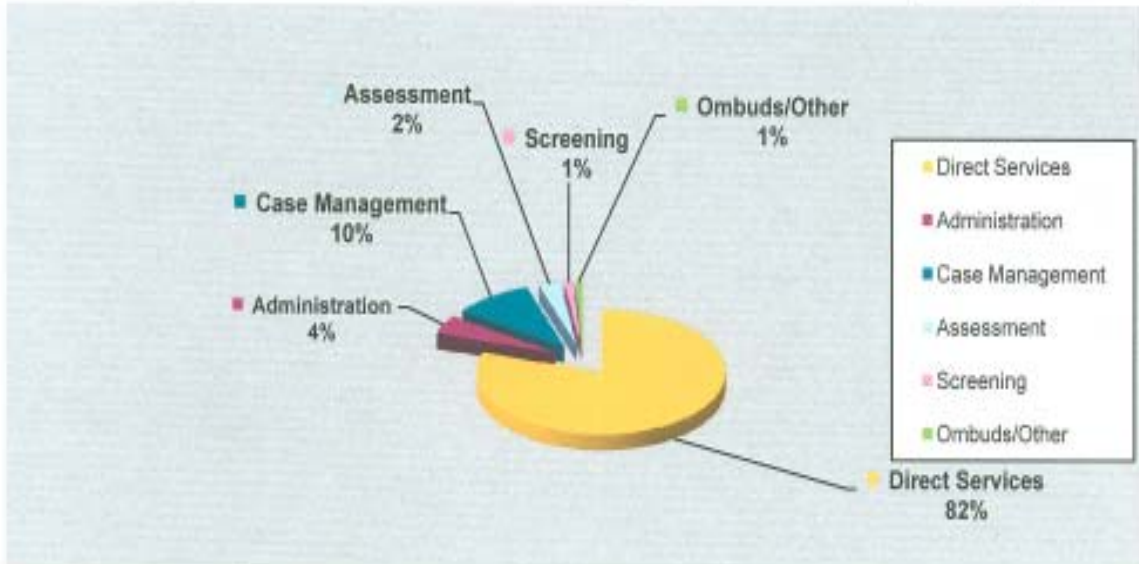
HOME REPAIR STORY



Paul Hager was having health related issues, which limited his ability to ambulate safely up and down steps. After we had his approval to remove some of the landscaping, we were able to design and install a ramp that met ADA guidelines. He is now able to safely come and go without the worry or needed assistance of having to negotiate the steps.

FISCAL YEAR 2008
FINANCIAL REPORT

The following pie chart shows the audited 2008 expenses by major cost center. As shown, direct services represent 82% of the Agency's expenses. These payments to our provider organizations, plus the remaining expenditures yield a direct economic impact in each of our ten counties. Our administrative expenses continue to remain below 5% (4.3% in 2008)



STATEMENT OF ACTIVITIES
Year Ending December 31, 2008

Support and Revenue

Federal	27,389,276	55%
State	21,487,468	43%
Interest	63,769	0%
Co-Pay	378,153	1%
Miscellaneous	314,832	1%

49,633,498 100%

Expenses:

Direct Services	\$40,662,997	81.81%
Administration	2,167,094	4.36%
Case Management	4,732,795	9.52%
Assessment	1,227,461	2.47%
Screening	472,210	0.95%
Ombudsman/Other	438,826	0.88%

49,701,383 100%

Increase (decrease) in unrestricted net assets (67,885)

Net assets - beginning of year 1,319,627

Net assets - end of year 1,251,742

An audit of the financial statements of the Area Agency on Aging District 7, Inc. was performed by Clark, Schaefer, Hackett & Co. The financial information in this report has been extracted from the financial statements covered by the report of independent auditors, in which Clark, Schaefer, Hackett and Co. expressed an unqualified opinion. The audited financial statements and the reports thereon may be reviewed upon request at the Area Agency on Aging, District 7, Inc., 160 Dorsey Drive, Rio Grande, OH 45674

2008 PROVIDERS

Name	Fund Title
.Abbott Home Care Inc	PASSPORT
.Adams Brown Counties EOI Inc	Title III C1 Congregate Meals
.Adams Brown Counties EOI Inc	Title III C2 Hm Delivered Meal
.Adams Brown Counties EOI Inc	NSIP/USDA C1
.Adams Brown Counties EOI Inc	NSIP/USDA C2
.Adams Brown Counties EOI Inc	SCSBG Block Grant Services
.Adams Brown Counties EOI Inc	PASSPORT
.Access to Independence	PASSPORT
.Adams County Senior Citizens	Title III B Support Services
.Adams County Senior Citizens	Title III E Caregiver Supp
.Adams County Senior Citizens	HEAP
.Adams County Senior Citizens	SCSBG Block Grant Services
.Adams County Senior Citizens	PASSPORT
.Adena Regional Medical Center	PASSPORT
.ADT Security Services, Inc.	PASSPORT
.Advantage Home Health Agency	PASSPORT
.Ageless Design	Title III E Caregiver Supp
.Air Concepts Heating Cooling	SCSBG Block Grant Services
.Air Concepts Heating Cooling	Housing Trust Fund
.Air Concepts Heating Cooling	Housing Preservation
.A J Home Health, Inc	PASSPORT
.A and L Home Care	PASSPORT
.Alternative Homecare	Title III E Caregiver Supp
.Alternative Homecare	PASSPORT
.Alzheimers Assoc Central OH	Alzheimers
.Alzheimers Assoc Cincinnati	Alzheimers
.The Alzheimers Store	Title III E Caregiver Supp
.American Medex Inc	PASSPORT
.American Nursing Care	PASSPORT
.Assurity Hm Hlth PASSPORT LLC	PASSPORT
B&B Mobile Food Catering	Title III C2 Hm Delivered Meal
B&B Mobile Food Catering	SCSBG Block Grant Services
B&B Mobile Food Catering	PASSPORT

2008 PROVIDERS - CONTINUED

Name	Fund Title
Best Care Nursing	Title III E Caregiver Supp
Best Care Nursing	PASSPORT
Best Choice Home Care	Title III E Caregiver Supp
Best Choice Home Care	Alzheimers
Best Choice Home Care	PASSPORT
Birch Place Apartments	Assisted Living
Blessed at Hm Health Care LLC	PASSPORT
Bristol Village Terrace Cafe	PASSPORT
Brown County General Hospital	PASSPORT
Brown County Senior Citizens	Title III B Support Services
Brown County Senior Citizens	Title III E Caregiver Supp
Brown County Senior Citizens	HEAP
Brown County Senior Citizens	Alzheimers
Brown County Senior Citizens	SCSBG Block Grant Services
Brown County Senior Citizens	PASSPORT
· Carealot Inc	PASSPORT
· Caregiver Resources LLC	PASSPORT
· Caring Hands Home Health Care	PASSPORT
· C and B Contracting	Housing Trust Fund
· C and B Contracting	Housing Preservation
· Clossman Catering LLC	PASSPORT
· COAD RSVP Gallia Jackson Vinto	HEAP
· COAD RSVP Gallia Jackson Vinto	RSVP
· Community Choice	PASSPORT
· Community Home Health Care Inc	PASSPORT
· Constance Care Home Healthcare	PASSPORT
· Country Living Assisted Living	Assisted Living
· Country Living Home Care	Title III B Support Services
· Country Living Home Care	Title III E Caregiver Supp
· Country Living Home Care	PASSPORT
Dave and Brenda's Catering	Title III C2 Hm Delivered Meal
Dave and Brenda's Catering	SCSBG Block Grant Services

2008 PROVIDERS - CONTINUED

Name	Fund Title
Dave and Brenda's Catering	PASSPORT
Duraline Medical Products	PASSPORT
Everyday Home Care	Title III B Support Services
Everyday Home Care	Title III E Caregiver Supp
Everyday Home Care	PASSPORT
Family Recovery Services	PASSPORT
Family Senior Care	Title III B Support Services
Family Senior Care	Title III E Caregiver Supp
Family Senior Care	Alzheimers
Family Senior Care	PASSPORT
Franklin Thompson	Title III E Caregiver Supp
Frontier Community Service	Title III B Support Services
Frontier Community Service	Title III E Caregiver Supp
Frontier Community Service	Alzheimers
Frontier Community Service	SCSBG Block Grant Services
Frontier Community Service	PASSPORT
Gallia Health Partners LLC	Assisted Living
Gallia Co Council on Aging	Title III C2 Hm Delivered Meal
Gallia Co Council on Aging	NSIP/USDA C2
Gallia Co Council on Aging	Alzheimers
Gallia Co Council on Aging	SCSBG Block Grant Services
Gallia Co Council on Aging	PASSPORT
Genesis Respiratory Services	Title III E Caregiver Supp
Genesis Respiratory Services	PASSPORT
Go Troupe LLC	PASSPORT
GP Meals and Transportation	PASSPORT
Guardian Med Monitor	PASSPORT
Hallmark Health Care	Title III B Support Services
Hallmark Health Care	Title III E Caregiver Supp
Hallmark Health Care	Alzheimers
Hallmark Health Care	PASSPORT
Home Delivered Meals Inc	PASSPORT
Heartland Homecare	PASSPORT
Heritage Square Assisted Livin	Assisted Living

2008 PROVIDERS - CONTINUED

Name	Fund Title
Highland County CAO	Title III B Support Services
Highland County CAO	Title III C1 Congregate Meals
Highland County CAO	Title III C2 Hm Delivered Meal
Highland County CAO	NSIP/USDA C1
Highland County CAO	NSIP/USDA C2
Highland County CAO	HEAP
Highland County CAO	SCSBG Block Grant Services
Highland County CAO	PASSPORT
Highland Co Senior Citizens	PASSPORT
Holzer Extra Care	Title III B Support Services
Holzer Extra Care	Title III E Caregiver Supp
Holzer Extra Care	Alzheimers
Holzer Extra Care	SCSBG Block Grant Services
Holzer Extra Care	PASSPORT
Homecare Network Inc	PASSPORT
WJDean Inc dba Home Helpers	Title III B Support Services
WJDean Inc dba Home Helpers	Title III E Caregiver Supp
WJDean Inc dba Home Helpers	Alzheimers
WJDean Inc dba Home Helpers	PASSPORT
Hometown Medical Supplies	Title III E Caregiver Supp
Hometown Medical Supplies	PASSPORT
Hope Home Care	Title III B Support Services
Hope Home Care	Title III E Caregiver Supp
Hope Home Care	Alzheimers
Horizon Healthcare	PASSPORT
Interim Healthcare Services	Title III B Support Services
Interim Healthcare Services	Title III E Caregiver Supp
Interim Healthcare Services	PASSPORT
Interim Healthcare of Ohio	PASSPORT
Ironton Lawrence County CAO	Title III B Support Services
Ironton Lawrence County CAO	Title III C1 Congregate Meals
Ironton Lawrence County CAO	Title III C2 Hm Delivered Meal
Ironton Lawrence County CAO	NSIP/USDA C1
Ironton Lawrence County CAO	NSIP/USDA C2
Ironton Lawrence County CAO	HEAP
Ironton Lawrence County CAO	SCSBG Block Grant Services
Ironton Lawrence County CAO	PASSPORT
Jackson Health Partners LLC	Assisted Living
Jackson County Board on Aging	Title III B Support Services

2008 PROVIDERS - CONTINUED

Name	Fund Title
. Jackson County Board on Aging	Title III C1 Congregate Meals
. Jackson County Board on Aging	Title III C2 Hm Delivered Meal
. Jackson County Board on Aging	NSIP/USDA C1
. Jackson County Board on Aging	NSIP/USDA C2
. Jackson County Board on Aging	SCSBG Block Grant Services
. Jackson County Board on Aging	PASSPORT
. Jackson Transportation Group	PASSPORT
. Jackson Vinton CAO	Housing Trust Fund
. Jackson Vinton CAO	Housing Preservation
. Jackson Co Water	Housing Preservation
. Jenkins Memorial Hlth Facility	Assisted Living
. Jordans Mobile Home Service	SCSBG Block Grant Services
. Jordans Mobile Home Service	Housing Trust Fund
. Jordans Mobile Home Service	Housing Preservation
Kelley Med Care Inc	PASSPORT
Kendall Home Care	Title III B Support Services
Kendall Home Care	Title III E Caregiver Supp
Kendall Home Care	PASSPORT
Leading Respiratory Services	PASSPORT
Legal Aid Society of Cincinnati	Title III B Support Services
Lifeline Systems Company	PASSPORT
Littles Septic Service Inc	SCSBG Block Grant Services
Littles Septic Service Inc	Housing Trust Fund
Madonna Pinkerton	Title III E Caregiver Supp
Medi Home Health	PASSPORT
Mercy Medical	PASSPORT
Mikeys Construction	Housing Trust Fund
Mikeys Construction	Housing Preservation
Milts Pest Control	PASSPORT
Minford Retirement Center Inc	Assisted Living
My Alarm of Cincinnati	PASSPORT
NCR At Home Health Wellness	Title III B Support Services

2008 PROVIDERS - CONTINUED

Name	Fund Title
NCR At Home Health Wellness	Title III E Caregiver Supp
NCR At Home Health Wellness	PASSPORT
Ohio State Legal Services	Title III B Support Services
Ohio Pest Control	PASSPORT
Ohio Valley Home Health	PASSPORT
OSU Geriatric Dentistry	Title III D Preventative Hlth
Personal Touch HC of Ohio Inc	PASSPORT
CAC Pike County	Title III B Support Services
CAC Pike County	Title III C1 Congregate Meals
CAC Pike County	Title III C2 Hm Delivered Meal
CAC Pike County	NSIP/USDA C1
CAC Pike County	NSIP/USDA C2
CAC Pike County	HEAP
CAC Pike County	SCSBG Block Grant Services
CAC Pike County	PASSPORT
Pro Nursing Services	PASSPORT
Rebecca O Connor	Title III E Caregiver Supp
Res Care Inc	Title III B Support Services
Res Care Inc	Title III B Support Services
Res Care Inc	Title III E Caregiver Supp
Res Care Inc	Alzheimers
Res Care Inc	SCSBG Block Grant Services
Res Care Inc	PASSPORT
Ron Evans Enterprises	SCSBG Block Grant Services
Ron Evans Enterprises	Housing Trust Fund
Ron Evans Enterprises	Housing Preservation
Ross Co Home Health	PASSPORT
Ross Co Committee for Elderly	Title III B Support Services
Ross Co Committee for Elderly	Title III C1 Congregate Meals
Ross Co Committee for Elderly	Title III C2 Hm Delivered Meal
Ross Co Committee for Elderly	NSIP/USDA C1
Ross Co Committee for Elderly	NSIP/USDA C2
Ross Co Committee for Elderly	HEAP
Ross Co Committee for Elderly	SCSBG Block Grant Services
Ross Co Committee for Elderly	PASSPORT
RSVP Scioto County	RSVP
:CAO Scioto County	Title III C1 Congregate Meals

2008 PROVIDERS - CONTINUED

Name	Fund Title
: CAO Scioto County	Title III C2 Hm Delivered Meal
: CAO Scioto County	NSIP/USDA C1
: CAO Scioto County	NSIP/USDA C2
: CAO Scioto County	SCSBG Block Grant Services
: CAO Scioto County	PASSPORT
: Shafer Heating & Cooling	SCSBG Block Grant Services
: Shafer Heating & Cooling	Housing Trust Fund
: Shafer Heating & Cooling	Housing Preservation
: Skilled Nursing Inc	PASSPORT
: Skilled Nursing II Inc	PASSPORT
: Southern OH Communication Ser	PASSPORT
: Sodexho	Title III C1 Congregate Meals
: Sodexho	NSIP/USDA C1
: Special Touch Home Care	PASSPORT
: Stakers Service	PASSPORT
: Stat Home Health and Nursing	PASSPORT
: Tender Touch Transport Ltd.	PASSPORT
: TLC Assisted Living Services	PASSPORT
: Traditions of Bristol Village	Assisted Living
: Traditions at Chillicothe	Assisted Living
: Transportation 4 You LLC	PASSPORT
: Twin Maples Home Health Care	Alzheimers
: Twin Maples Home Health Care	PASSPORT
: Twin Maples Nursing	PASSPORT
: Ultimate Health Care	PASSPORT
: Unity I Home Healthcare LLC	PASSPORT
: United Scioto Sen Activities	Title III B Support Services
: United Scioto Sen Activities	HEAP
: United Scioto Sen Activities	Alzheimers
: United Scioto Sen Activities	SCSBG Block Grant Services
: United Scioto Sen Activities	PASSPORT
: Vinton Co Health Department	SCSBG Block Grant Services

2008 PROVIDERS - CONTINUED

Name	Fund Title
'Vinton Co Health Department	PASSPORT
'Vinton County Senior Citizens	Title III B Support Services
'Vinton County Senior Citizens	Title III C1 Congregate Meals
'Vinton County Senior Citizens	Title III C2 Hm Delivered Meal
'Vinton County Senior Citizens	NSIP/USDA C1
'Vinton County Senior Citizens	NSIP/USDA C2
'Vinton County Senior Citizens	SCSBG Block Grant Services
'Vinton County Senior Citizens	PASSPORT
'Walker Construction	Housing Trust Fund
'Walker Construction	PASSPORT
'Wise Medical Staffing Inc	PASSPORT
'Wrights Plumbing	Housing Trust Fund

Serving Adams, Brown, Highland, Jackson, Lawrence, Pike, Ross, Scioto, and Vinton Counties

“Services Rendered On A Non-Discriminatory Basis”