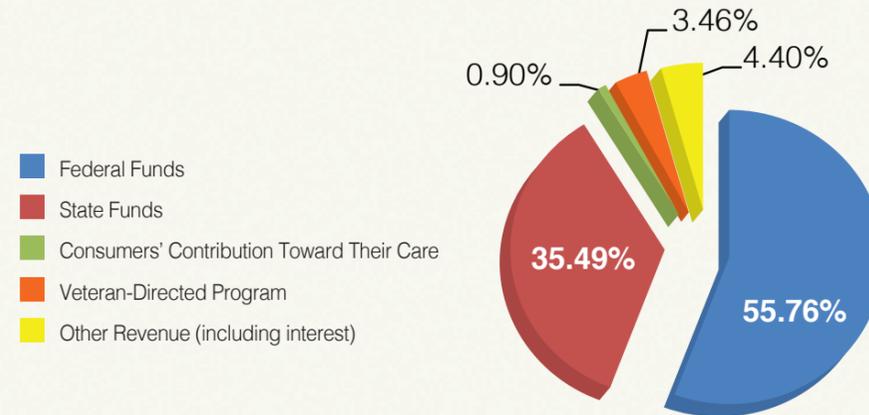


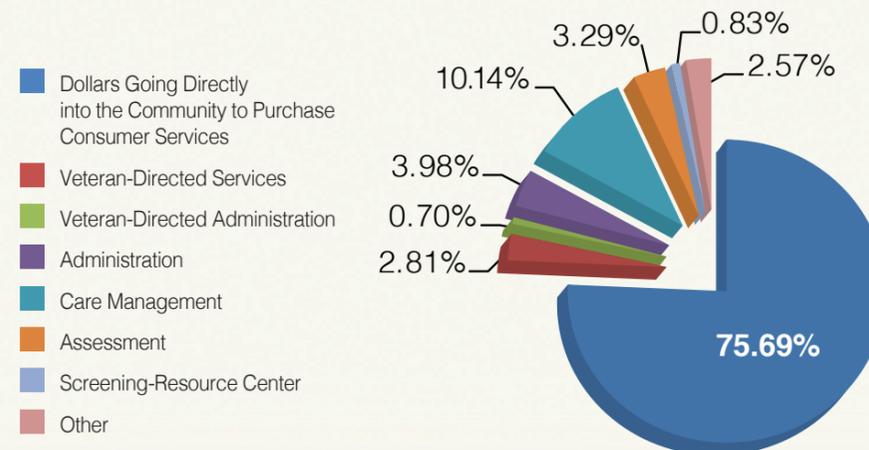


## 2015 Financial Overview

Revenue and Support	2014	2015
Federal Funds	\$ 31,154,049	\$ 34,086,189
State Funds	19,537,963	21,695,379
Consumers' Contribution Toward Their Care	546,294	552,753
Veteran-Directed Program	2,031,969	2,113,105
Other Revenue (including Interest)	2,523,365	2,688,030
<b>TOTAL</b>	<b>\$ 55,793,640</b>	<b>\$ 61,135,456</b>



Expenditures	2014	2015
Dollars Going Directly Into the Community to Purchase Consumer Services	\$ 41,470,693	\$ 46,049,522
Veteran-Directed Services	1,647,686	1,707,343
Veteran-Directed Administration	359,477	425,276
Administration	2,078,055	2,418,489
Case Management	5,878,094	6,168,530
Assessment	1,712,531	2,000,245
Screening-Resource Center	567,890	505,204
Other (i.e. Ombudsman, Ombudsman Support, Home Choice, Care Transitions, CLSS, Ohio Home Care)	1,830,509	1,564,273
<b>TOTAL</b>	<b>\$ 55,544,935</b>	<b>\$ 60,838,882</b>



## Mission Statement

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

## Vision Statement

Our region will have access to available resources and services to provide older adults and at-risk populations choices in meeting their needs for health and well-being.

The Area Agency on Aging District 7 is a private, non-profit, 501 (c)(3) corporation designated by the State of Ohio to be the planning, coordinating and administrative agency for federal and state programs in Adams, Brown, Gallia, Highland, Jackson, Lawrence, Pike, Ross, Scioto and Vinton counties in southern Ohio. The services we provide help older adults and those with disabilities live safely and independently in their own homes through services paid for by Medicare, Medicaid, other federal and state resources, as well as private pay.

### 2015 Board of Trustees

Mary Jo Baumgartner, Adams County  
 Michael Michalski, Brown County  
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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 | 2015 Annual Report





## Welcome

We are pleased to present to you our Annual Report containing a summary of information and highlights from 2015. You may notice a different format for this year's Report – we felt the time had arrived for change and a new way of presenting this information to you. We hope this year's format provides you with a new opportunity to learn more about our Agency and the programs we provide.

As you "opened the door" to our Report this year, know that each and every day, we have the opportunity to open doors for our communities and neighbors... whether it is opening the door to learning more about options and resources, opening the door to greater independence, opening the door to enhanced health and safety, or opening the door to opportunities that allow individuals to remain in their own home.



As you will see when you read the Report, we now serve people of all ages who need help to live life more fully. We appreciate the many partnerships that allow us to achieve our mission and provide needed services in the ten counties that we serve. Our staff, volunteers, Board of Trustees, Advisory Council, provider agencies, and state and federal partners help us support individuals to live as independently as possible. We thank all those in our aging network for their dedicated service to older adults and persons with disabilities here in southern Ohio.

Sincerely,



*Pamela K. Matura*

Pamela K. Matura, Executive Director

*Gary Fenderbosch*

Gary Fenderbosch, Board of Trustees, President, 2015

## Facts and Figures

### Resource Center 2015

The Resource Center is the AAA7's "Front Door," serving as a referral point for consumers and the community, providing them with a comprehensive directory for a variety of services, and scheduling in-home assessments to discuss long-term care options and resources in more detail.

- ✓ Pre-Admission Reviews Completed: 8,563
- ✓ Information and Referral Contacts: 9,184
- ✓ Assessments Completed: 4,058

### PASSPORT 2015

The PASSPORT Medicaid Waiver Program provides in-home services designed to help seniors who are at risk of nursing facility placement live safely at home.

- ✓ New enrollments: 975
- ✓ Total Census as of 12/31/2015: 3,822
- ✓ Total PASSPORT Consumers Served: 4,565

### Assisted Living 2015

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: 80
- ✓ Total Census as of 12/31/2015: 249
- ✓ Total Assisted Living Consumers Served: 317



### Older Americans Act Services 2015

Federal Older Americans Act (OAA) 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. Over 3,100 consumers received the services listed below:

- ✓ Adult Day Service: 25 consumers; 1,165 days
- ✓ Congregate Meals: 2,019 consumers; 91,662 meals
- ✓ Home-Delivered Meals: 667 consumers; 105,848 meals
- ✓ Homemaker: 103 consumers; 8,334 hours
- ✓ Legal Assistance: 700 consumers; 1,601.75 hours
- ✓ Personal Care: 25 consumers; 1,470.50 hours
- ✓ Transportation: 682 consumers; 19,331 one-way trips; 339,357 miles
- ✓ OAA Funds for above services: \$1.38 million
- ✓ Matching Funds for above services: \$1.3 million

### Caregiver Support Program 2015

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.

- ✓ Information and outreach provided to 506 caregivers
- ✓ Average caregiver age of those served is 51 and average age of care receiver is 80

### Veteran-Directed Program 2015

Partnership with the Chillicothe Veterans Affairs Medical Center that allows Veterans of any age to self-direct the care they receive in their home.

- ✓ Served 117 Veterans
- ✓ Average Veteran age served is 70; 31 years youngest and 98 years oldest

### Regional Long-Term Care Ombudsman Program 2015

Advocates for our region's long-term care consumers and protects the rights of long-term care consumers by promoting person-centered care and client choice. The primary role of the Ombudsman Program is to investigate and resolve complaints concerning long-term care facilities and home and community-based providers in an effort to improve the quality of life and care for long-term care consumers.

- ✓ Ombudsman staff investigated 335 complex complaints in 2015, not counting handling numerous uncomplicated complaints.
- ✓ Top Five Complaints of 2015: 1) Home Choice Transitions; 2) Dignity/Respect/Staff Attitudes; 3) Discharges/Planning/Notice/Procedure; 4) Personal Hygiene; and 5) Cleanliness of Environment/Pests.
- ✓ Volunteers contributed 1,151.2 hours.
- ✓ 79.4% of complaints were resolved to the client and/or complainant's satisfaction.
- ✓ 1.71 days is the average time from received date of complaint to start date of investigation.

### Home Repair Program 2015

Funded by the Ohio Department of Development Housing Trust Fund Housing Assistance Grant Program and the State of Ohio Senior Community Services Program. Available for eligible seniors age 60 and over who live in and own their own home.

- ✓ 36 consumers
- ✓ 45 jobs (11 accessibility/bathroom modifications and wheelchair ramps; 16 HVAC; 9 plumbing; and 9 roofs)
- ✓ \$167,114.10 total amount spent for all jobs

### Wellness Programs 2015

Programs provided at no cost through the AAA7 that can help individuals take control of their lives and better manage health conditions. These evidence-based programs provide health benefits and promote disease prevention.

- ✓ Chronic Disease Self-Management: 68 participants completed the class
- ✓ Matter of Balance Falls Management: 91 participants completed the class



## 2015 Highlights

### Successfully Transitioned the Carve-Out Waiver

The Ohio Department of Medicaid phased out the Transitions Carve-Out Waiver in 2015. This Waiver program was designed to meet the needs of consumers who were age 60 and older by offering services that help an individual remain in their own home. Consumers in this program were traditionally enrolled in the Ohio Home Care Waiver (for individuals under age 60) and then moved to the Transitions Carve-Out Waiver upon turning 60 years of age. As the PASSPORT Waiver program offers the same types of services as the Transitions Carve-Out Waiver, and to simplify the system, as of July 1, 2015, Ohio Home Care Waiver consumers who turn 60 are now transitioned to the PASSPORT program. During the transition period, the AAA7 worked with 144 nursing and independent aide providers to become PASSPORT providers in order to continue serving their consumers who were transitioning to the PASSPORT Waiver. Working with the Ohio Department of Medicaid Case Management Agencies, the AAA7 smoothly transitioned 217 consumers from the Transitions Carve-Out Waiver to PASSPORT.

### Medicare Prescription Savings

In 2015, our Agency once again continued to assist eligible individuals with Medicare prescription benefits through the Medicare Improvements for Patients and Providers Act (MIPPA) grant from the Ohio Department of Aging. This project provides outreach to, and enrollment assistance for, individuals who may be eligible for the Low-Income Subsidy and/or Medicare Savings Program, as well as other Medicare premium assistance programs. Each year, our Agency conducts outreach to our communities in order to better identify who might be eligible for the "Extra Help" and Medicare Savings programs. In 2015, the AAA7 received 778 calls related to Medicare inquiries and questions with 63 people being identified as eligible for "Extra Help" and Medicare Savings Programs – and all combined saved a total of \$189,678 (average savings of \$3,011.00 per person). After running Medicare Part D comparisons and changing plans, 107 individuals saved a total of \$285,006.00 (average savings of \$2,664.00 per person). All combined, this brings a grand total of \$474,684.00 saved.

### Music and Memory/Alive Inside Documentary

We continued to work with local nursing facilities on the Music and Memory Program<sup>SM</sup>, an innovative approach to care developed by New York social worker Dan Cohen that uses personalized playlists on digital music players to help people with dementia and other chronic conditions focus and reconnect with the world around them. The Ohio Department of Aging and the Office of the State Long-Term Care Ombudsman assisted nursing facilities across the state to become certified to offer Music and Memory<sup>SM</sup> to their residents, with the AAA7 Regional Long-Term Care Ombudsman Program as the local contact. Launching our work with this program in 2014, we continued our support and excitement for this initiative in 2015 by working locally with Shawnee State University and Hill View Retirement Center in Portsmouth, Ohio, for a special showing of Alive Inside, an award-winning documentary that explores the healing power of music for people with dementia through Music and Memory<sup>SM</sup>. The screening was well received and also featured a panel discussion where participants engaged in dialogue with the audience about the importance of the film and the positive effects music can have on health and healing.

### Reaching Out to Additional Populations

We continued to work with two programs that have provided us with the opportunity to reach out to additional populations in our communities – the Community Care Transitions Program (CCTP), and the Veteran-Directed Program. The CCTP is an initiative from the Affordable Care Act that provides us with the opportunity to work with local hospitals on improving care transitions for high-risk Medicare beneficiaries who are being discharged. We began our work with the CCTP in 2012 and continue as a top performer in the nation among 46 other teams also working with this Centers for Medicare and Medicaid project. The Veteran-Directed Program also launched in 2012 as a partnership with the Chillicothe Veterans Affairs Medical Center, and grew quickly into a model program throughout the nation. The Program allows Veterans the choice to self-employ workers who provide them with needed services in their home. Due to the success of the Program, both the Chillicothe VA Medical Center and the AAA7 have assisted other states throughout the nation in developing and implementing their own Veteran-Directed Care Programs.