On behalf of the Board of Trustees and the staff, we are proud to present the 2015 Annual Report of the Area Agency on Aging. The Agency is privileged to assist the frail elderly and disabled adults of our nine-county region by providing advocacy and support in navigating the complexities of long-term care options, with an emphasis on honoring the dignity and preference of the individual.

Our strength as an agency comes from the people who work each day toward improving the quality of life for those we serve, including our dedicated staff and network of providers. The partnerships of the Aging Network have been built over time to help preserve the independence of those living in communities throughout our nine counties.

We continue to broaden our focus and enhance our visibility to increase public awareness that our agency offers help to more than the elderly population. An award-winning ad campaign – with a very different look and message – was developed in 2015. Our website redesign echoed the message ... “Don’t let our name fool you.” Yes, we are experts in matching seniors and their caregivers with the proper services to make their lives easier. But we also provide expert guidance for adults of any age struggling with limitations.

In 2015, care management in Clark, Greene, and Montgomery Counties ensured that services were provided to approximately 8,000 seniors through the programs outlined on the following pages. The shift to MyCare Ohio that began in 2014 for those dually eligible for both Medicare and Medicaid has been a challenge met with determination to provide seamless care transitions and a constant focus on the consumers’ well-being.

By 2020 the Scripps Gerontology Center projects that 26.5% of the population in the PSA 2 region will be 60 and older, and the number of seniors needing in-home care will continue to grow. We remain committed to assisting seniors and disabled adults who are facing the decision of how to meet their long-term care needs, and we will continue to advocate for their choice to live successfully in their community.

Doug McGarry  Mareta Headapohl
Executive Director  Board Chairperson
Board of Trustees

OFFICERS

Mareta Headapohl  
Chairperson  
Retired Nursing Educator

Doug Lineberger  
Vice Chairperson  
Retired CEO, United Way of Clark, Champaign and Madison Counties

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Attorney and Counselor-at-Law

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Past Chairperson  
Independent Insurance Agent

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Secretary  
Executive Director, Area Agency on Aging, PSA 2

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Herbert Davis  Executive Director, Montgomery County Veterans Services

Robert Dean  Retired Educator

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Pat Holmes  Montgomery County Extension Educator, The Ohio State University

Larry Lawhorne, MD  Chair, Department of Geriatrics, Boonshoft School of Medicine, Wright State University

Deb Sanders  Director of Sales and Marketing, Dorothy Love Retirement Community

Suzanne Shelpman  Community Volunteer

Nicki Trout  Owner, NiTro NetWorks

Roland Winburn  Retired Legislator
Who We Serve
The Area Agency on Aging, PSA 2 helps older adults of west central Ohio remain in their homes with independence and dignity. We are an independent, private, nonprofit corporation that plans and funds services for older persons in Champaign, Clark, Darke, Greene, Logan, Miami, Montgomery, Preble, and Shelby Counties. The 12 Area Agencies on Aging in Ohio are part of a national aging service network.

Our Vision
To be the resource on aging.

Our Mission
The Area Agency on Aging improves the quality of life for older adults in its nine-county community by advocating for individuals, developing and supporting a strong network of services, and providing resources for older adults.
Direct Service
THE FRONT DOOR

Our courteous, caring screening staff members embody our vision “to be the resource on aging.” They are the front door to a vast network of resources for people of all ages, including seniors, disabled adults, medical professionals, caregivers, and concerned family members. Once a call to 223-HELP is made, there is the opportunity for a life-enhancing pivotal difference to begin. The number of first-time callers to 223-HELP continues to grow each year with approximately 1,400 calls received each month.

Listening to the caller, the screener is able to provide helpful information and explain the wide range of options and services available through the Agency, other social services agencies, and our network of providers. Recognizing that maintaining or regaining independence is often a struggle for frail seniors and disabled adults, the screener may suggest an in-home assessment as a way to further explore options for care at home.

Assessing needs in the home, our assessors evaluate the strengths and challenges of the individual face to face in their home, and include input from caregivers and family members. A discussion of available services and programs allows the individual to make an informed choice about their future care.

Managing care over time is the responsibility of the care manager in partnership with the individual needing services. With access to resources and the support and expertise of a care manager, the unique care needs of each individual are continuously reviewed and addressed.

It starts with a call to 223-HELP. In 2015, information and assistance was provided to 16,149 callers, and a total of 9,091 assessments were completed.

2015 NUMBERS

16,149 calls to our agency for information/assistance

Assessments by type:

4,225 in-home assessments to explore needs/options

4,332 managed care assessments

179 community level of care assessments

355 delayed level of care assessments

Total Assessments: 9,091

Agency’s Assessment Numbers
Increase with Transition to Managed Care

Individuals in Clark, Greene, and Montgomery Counties who are eligible for both Medicaid and Medicare must receive at-home services through a managed care plan. Medicare recipients who are eligible but not currently on Medicaid are assessed for enrollment in a Medicaid waiver program to begin needed services, and later transitioned to a managed care program. The Agency is also mandated by the State of Ohio to assess care needs annually for managed care consumers. This has significantly increased the numbers of assessments performed and presented additional challenges to ensure continuity of care between programs.
The Key To Success

An Aging and Disability Resource Center, our agency specializes in providing objective information about the range of options for long-term care offered by the network of social service agencies located in our region. Seniors, people with disabilities, caregivers, family members, and other professionals can call 223-HELP and speak to a professionally trained information specialist/screener who will listen and identify potential resources, including assessment for enrollment in programs offered by the Area Agency on Aging.

THE RIGHT NUMBER

Summer heat can present a threat to the health of the frail elderly. During the summer, a caller who was 78-years-old said she had called several numbers asking for assistance when her central air conditioner stopped working. Though she had spent hundreds for a repair, the air conditioning still was not cooling the home. Our screener learned that the woman was recently discharged from the hospital after suffering a stroke. Additionally, the caller stated that an infant grandchild also shared the home. The screener contacted adult protective services (APS) and learned that emergency funds were available to make a repair. After submitting the estimates to APS, the repair was made. The caller was grateful for the assistance and happy that she had finally called the right number.
PARTNERING WITH FIRST RESPONDERS

Fire departments are sometimes the first to identify someone who needs assistance to remain safe at home, and we were contacted by the Dayton and Vandalia Fire Departments about their efforts to support seniors in those communities. The Vandalia Fire Chief wanted to share information on initiatives their fire department was implementing to identify at-risk seniors in their city. We provided agency information so that firefighters could make referrals when they encountered someone who needed additional assistance. The Fire Prevention Specialist with the Dayton Fire Department was working on initiatives to reduce emergency calls to seniors in the city. He now stocks every emergency vehicle with Area Agency on Aging brochures so that fire personnel have information to share when they encounter a senior in need of in-home supportive services.

SAFER AT HOME

Home repairs are often needed to enhance home safety and support continued independence. A couple in their 50s and disabled were in need of floor repairs and grab bars due to a recent history of falls. A referral to Rebuilding Together and People Working Cooperatively directed the couple toward resources that could make the repairs to make their home safer.

A LITTLE HELP FOR CAREGIVERS

Knowing where to find help is part of the expertise offered by our screeners. A couple in their 60s called to report that they were assigned custody of grandchildren, ages 4 and 7, and they were in need of respite care. They stated they had been providing care for the past 4 years and added that some days they didn’t have the energy to keep up with the children. Our screeners referred the couple to the Kinship Program with the Center for Healthy Communities.
Home Care Services

These programs have financial benefits to Ohio taxpayers because care can be provided more economically at home. More importantly, they benefit the individual requiring care who is able to age in place.
IT’S GOOD TO BE HOME

Enjoying the comfortable surroundings of your own home and remaining independent and safe at home... these are the benefits to seniors who receive services through our team of professionals and network of providers.

Our 208 service providers are contracted to make a difference through the programs described below. Our care managers leave our door each day to be present in the community, making home visits to people with disabilities and the frail elderly. Together, care managers and service providers work to address consumer needs in the home and ensure quality care.

PASSPORT

PASSPORT is the statewide Medicaid home and community-based services waiver that began in 1990 and offers the option to “waive” nursing home care and instead receive services at home. Individuals 60 and older who are eligible for Medicaid only and require hands-on care are able to benefit from the many PASSPORT services, including personal care assistance, home-delivered meals, adult day service, emergency response system, and transportation.

ASSISTED LIVING WAIVER

The Assisted Living Waiver pays the costs of care for older adults who are eligible for Medicaid and meet certain service and care needs. It is an alternative to a nursing facility placement for those who require assistance beyond what can be provided in the home. An assisted living facility provides a home-like setting that is less restrictive and less expensive than a nursing facility.

COMCARE-MONTGOMERY COUNTY

ComCare also provides at-home services to seniors in Montgomery County. This program is an option to those who do not meet the criteria for PASSPORT or MyCare Ohio. Funded through the Montgomery County Human Services Levy, ComCare is able to provide services similar to those listed under PASSPORT.

MYCARE OHIO

MyCare Ohio is a managed care demonstration project and is an effort by the State of Ohio to create an integrated care delivery system for home care services. Our agency contracts with Buckeye Community Health Plan and Molina Healthcare to provide waiver service coordination for individuals 60 years of age and older who are eligible for both Medicare and Medicaid in the regions of Clark, Greene, and Montgomery Counties. Initiated in July 2014, a full year of the program was realized in 2015.
OLDER AMERICANS ACT

The Older Americans Act (OAA) passed into law in 1965, allowing the creation of the Area Agency on Aging network across the United States. Title III of the OAA provides funding to respond to the needs of the elderly. With the goal of helping older adults and their caregivers remain in the most desirable and least restrictive living arrangement, the Agency administered over $5 million in Title III and related state funds. By working with community partners and providers, the Agency continues to develop and coordinate home and community-based services.

The largest program offered through OAA Title III funding is the Nutritional Services Program. Across the nine-county region, 59 different congregate meal sites provided nutrition as well as opportunity for socialization. Additionally, “meals on wheels” delivered nutritionally-balanced meals to seniors who are homebound.

Other services supported through OAA and state funding include adult day service, Alzheimer’s services, caregiver support, outreach for Home Energy Assistance Program, homemaker services, home repair, legal assistance, Long-Term Care Ombudsman, personal care, protective and supportive services, senior volunteer services, and transportation.

KEEPING OUR DOOR OPEN TO THE COMMUNITY

Educational outreach and raising community awareness of the services available through the Agency are accomplished in a variety of ways.

The Speakers Bureau accepted 44 invitations to speak or display information at community events.

Agency calendars that provide information about community services were distributed free of charge to 28,500 seniors and caregivers in our nine-county region.

Focus on Aging, our quarterly newsletter, provided information about issues impacting the Aging Network.

Nine Agency-sponsored trainings were presented to 189 professionals.
OPENING THE DOOR TO BETTER HEALTH - HEALTHY U

In keeping with the mission of the Area Agency on Aging to improve the quality of life for older adults, Healthy U workshops are offered throughout our nine-county region.

These small group, interactive workshops were developed by researchers at Stanford University and proven to reduce emergency room visits and hospitalizations, and improve participants’ confidence in managing their condition(s). The supportive interaction promotes an active and empowered approach in making decisions and goals that enhance well-being and improve health.

Three different self-management workshops are offered: chronic disease, diabetes, and chronic pain. The six weekly sessions are led by two trained lay leaders, and assurance of course quality and adherence to the evidence-based program format is monitored by our two Master Trainers.

Healthy U workshops have opened doors at various community sites and have provided the added opportunity for outreach and greater visibility of all programs offered by the Area Agency on Aging.

THE BENEFIT OF LEARNING FROM SOMEONE LIKE YOU

We recruit Healthy U leaders who have a chronic condition or care for someone with a chronic condition. People do better when taught by people like themselves. They see self-management is possible, which increases their belief in their own ability to manage their condition(s). There is value in being led by someone who can understand your struggles and model for the group their own weekly progress toward better health.

STATEMENTS FROM PARTICIPANTS

“I came away from every session with ideas to implement.”

“This was time well spent, and I would recommend it to others.”

“It helps you to be more aware of the things you should be doing in order to maintain a healthier you.”
Advisory Council

The Advisory Council is comprised of twenty-seven individuals, three representatives from each of the nine counties of our region. The volunteer members advise the Agency on development and coordination of community-based systems of services for all older persons in our region. Recommendations regarding state and federal funds are reviewed by our Advisory Council and presented to the Board of Trustees.

MEMBERSHIP AS OF DECEMBER 31, 2015

Champaign County
- David Higgins
- Bill Miller
- Warren Stevens

Clark County
- Bonnie Hitchcock
- Charles Morris
- Donna Parks

Darke County
- Debbie Baker
- Theresa Crandall
- Dennis Wein

Greene County
- Sharon Fulcher
- Sonia Green
- Suzanne Patterson

Logan County
- Beverly Mellum
- Dianne Nelson
- Robert Notestine, Jr.

Miami County
- Tamara Baynard-Ganger
- Lisa Beanblossom
- Heather Bolton

Montgomery County
- Charles Holderman
- Sanford Holmes
- Valerie Parker-Haley

Preble County
- Anna Carlson
- Teresa Freeman
- Paul Lindquist

Shelby County
- Molly Helmlinger
- Betty Hughes
- Shelia Nuss

Officers

David Higgins
Chairperson

Molly Helmlinger
Vice Chairperson
Providers

4EverReady Home Care
10 Wilmington Place
101 Mobility

A
A-Abel Exterminating
Aaran Home Care
ABC Home Health Care Plus, LLC
A Brand New Horizon, LLC
Absolute Home Care
Academy Health Services
Accelera Home Health Care
Access Home Care, LLC
Access to Independence
Acclaim Home Health Services, Inc.
Accurate Nurse Staffing, LLC
Ace Home Healthcare Agency, Ltd.
ActivStyle
ADT Companion Services
Addison Home Health
Advance Home Care
Advanced Medical Equipment
Affinity Healthcare Solutions
Agape Christian Home Health, LLC
Agape Home Health Services, Inc.
Ahler’s Catering
Algo Termite & Pest Control
Align Home Health
Alliance Healthcare Partners
All About Home Care Services
Alstork, Quentin I.
Alternate Solutions First
Alzheimer’s Association, Miami Valley Chapter
American Nursing Care Dayton
Ameripass Home Healthcare, LLC
Angel Heart Home Health
Angel Star Home Healthcare
Aplus Health Care, LLC
Arcadia Health Care
Arch Home Care
Assistant Care Services, LLC
Assisted Care by Blackstone of Dayton, LLC
Assistive Solutions
Ashley, Shonda

B
Bathroom Alternatives
Bed Bug Burners
Best Choice Transportation
Better Living Home Health and Medical Supplies
Biggs, Deborah L.
BlueGreen Home Health Care
Board of Shelby County Commissioners for the Shelby County Adult Day Care & Fair Haven Shelby County Home
Bright Ideas
BrightStar Healthcare of Dayton
Brookdale Beaver Creek
Brookdale Buck Creek
Brookdale Centennial Park
Brookdale Kettering
Brookhaven Home Health Care Co. Ltd.
Brown, Tammy

C
Cambridge Health
Capital Home Health
Careplus Home Healthcare
Caring 4 You Home Care Services
Caring Hands Home Care
Catholic Social Services of the Miami Valley, Inc.
Catholic Social Services of Southwestern Ohio
Celestial Human Services, Inc.
Champaign County Commissioners for Champaign Co. Transit
Charter Home Services
Choice Health Care Ltd.
City of Sidney/Shelby Public Transit
Clark’s Home Medical
Clawson, Cynthia
Clossman’s Catering
ComForCare Senior Services
Comfort Keepers, Inc.
Comfort Keepers/Centerville
Community Action Organization of Delaware, Madison & Union Counties
Community Action Partnership of the Greater Dayton Area
Community/Mercy Health Partners
ConnectAmerica.com
Constant Care Home Health
THANKS TO EVERYONE WHO HELPS US HELP OTHERS.

Continental Home Health
Cornerstone Helping Hands
Cottages of Clayton, The
Council on Rural Service Programs, Inc.
Critical Signal Technologies, Inc.
Custom Home Elevator and Lift Co., Inc.
DASCO Home Medical Equipment
Dayaway Adult Day Center
Diversicare of Siena Woods
Duraline Medical Products, Inc.
Dynamic Senior Solutions, LLC
Eagle One Medical Transport
Eaglewood Village
Eaton Medical Transport
Edmondson, Rose
Elderly United of Springfield and Clark County, Ohio, Inc. (United Senior Services)
Elmcroft of Washington Twp.
Elmcroft of Xenia
Everyday Living, Inc.
Excel Home Health Care
Fairborn Senior Citizens Association
Family & Community Services, Inc.
Family Services Association
Fidelity Health Care
First Community Health Services, LLC
First Light Home Care/Clayton
First Light Northeast Dayton
First Light South Dayton
First Step Development Group
Forest Glen Health Campus
Friendly Care Agency
Friendly Care, Inc.
Friends Care Community
Friendship Village
Fuller, Tanara
Gabriel Staffing Associates
Galyon, Marion
Global Meals
Goodwill Easter Seals Miami Valley
Grace Home Health Care Services
Graceworks Lutheran Services
Greene County Council on Aging
Greene County Department of Job and Family Services
Greensprings Home Health Care
Guardian Medical Monitoring
Hall, Vicki
Halsom Home Care
Healing Springs Med-Care, LLC
Healing Touch Agency, LLC
Healing Touch Health Care, LLC
Health at Home, LLC
Healthcom, Inc.
Hearth & Home at El Camino
Hearth & Home at Vandalia
Hearts on Call
Heavenly Hands 4 You
Hillside Assisted Living
Hocks Medical Equipment
Home Care Delivered, Inc.
Home Care Network, Inc.
Home Helpers #58222
Home Products for Seniors
HomeSense Enterprises, LLC
HomeSite Home Healthcare
Hope Home Care
Interim Health Care
International Elderly Care Group, LLC
International Quality
J & K In Home Care, Inc.
Joint Office of Citizen Complaints
Jones, Jennifer
Kaup Pharmacy
Kitchen, Gerald
Kitchen, Joseph
Ladybug Services, LLC
Lakeview Assisted Living
Laurelwood Senior Living
Lavender Home Care Solutions
Legal Aid of Western Ohio, Inc. (LAWO)
Liberty Home Care
Lifecare Alliance
Lifeline Systems Company
Providers

M  Maxim Health Care Services
   McCalister, Maurice
   McLemore, Jacqueline
   Medical Service Company
   MedScope America Corporation
   Milt's Termite & Pest Control
   Mom's Meals
   Montgomery, Jasmine
   Mullaney's Pharmacy & Home Health Care
   National Church Residences Legacy Village
   Nina's Health Care Agency
   Oak Creek Terrace
   Oakwood Village
   Ohio Home Health Care, Inc.
   Ortega, Tamara
   Parrish Home Care Services
   Pavliga, Christina
   People Working Cooperatively
   Personal Touch Home Care
   Perspective Home Care
   Phoenix Home Health
   PKM: Life Transitions
   Preble County Council on Aging, Inc.
   Price, Lauren
   Prime Home Care
   Pristine Senior Living of Centerville
   Professional Home Health Care 2
   Quality Care
   Quality Care Transport
   Queen City Med Mart
   Rebuilding Together Dayton
   Redmond, Germaine
   Reliable Health Care Plus
   ResCare Home Care
   Right at Home
   RTC Industries, Inc.
   Sanctuary at Wilmington Place
   Security One Systems, Inc.
   Selective Nursing
   Senior Helpers
   Senior Independence
   Senior Resource Connection
   Serenity Home Healthcare
   Simply EZ Home Delivered Meals
   Spectrum Home Care
   Spirit Medical Transport
   Springfield ALF
   Spring Hills Singing Woods
   State Health Care Ltd.
   Stateline Medical Equipment
   Sycamore Glen Retirement Community
   Synergy Home Care of South Dayton
   Tatiana's Home Care, LLC
   Timesmith Consulting
   Today Center for Adults
   Trinity Community
   Tri-State Maintenance
   Tub Cutter
   Unified Health Solutions
   United Rehabilitation Services
   Universal Transportation Systems
   Valley Transport
   Valued Relationships, Inc.
   Vancrest of New Carlisle
   Varment Guard
   Venable, Tricia
   Verrett, Mary
   Washington Intergenerational ADS
   Wellcare Home Health
   Wesley Community Services
   Wilkerson, Tosha
   Wood, Kanitha
   Xenia Adult Recreation and Services Center
   Ziks Family Pharmacy
### SUPPORT AND REVENUE

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<th></th>
<th>Federal Funds</th>
<th>State Funds</th>
<th>PASSPORT/AL</th>
<th>Levy Services</th>
<th>MyCare Ohio</th>
<th>Other (including interest)</th>
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**Services for those in MyCare Ohio are paid directly by the member’s health care plan.

### EXPENDITURES

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<th>Direct Service Operations</th>
<th>Purchased Community Services</th>
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* Unaudited

Funded in part by a Title III grant under the Older Americans Act administered by the Ohio Department of Aging through the Area Agency on Aging, PSA 2. The Area Agency on Aging is nondiscriminatory in services and employment.