



KEEPING THE CONNECTION



Area Agency on Aging
PSA 2

2020 Annual Report



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“Everyone has been affected by this pandemic in one way or another. In my position, I may not be working with Covid patients in the hospital, but I am still working on the “front lines.” This pandemic has made positions like mine even more important, because these members aren’t able to go out and see family and friends. They need the connection that we bring over the phone to show that we still care and we are still looking out for them.”

– Ashley F., RN (Molina)

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IT'S NEVER BEEN MORE IMPORTANT TO STAY HOME.

Our work over the decades toward helping people do exactly that culminated in a year of unexpected demand and challenges for our services, resources, and staff in 2020. Through increasing home-delivered meals, home care, and caregiver support, to distributing Personal Protective Equipment (PPE) to consumers and providers, we helped more people reach this goal thanks to initiatives in place from our Strategic Priorities.

As the state shut down in March amid fears and uncertainties, programs resulting from these priorities came into focus and allowed us to face the challenges head-on.

- Additional funding from the Coronavirus Aid, Relief and Economic Security (CARES) Act and the Family First Coronavirus Response Act (FFCRA) contributed toward meeting increasing request and delivery for multiple resources and services. This helped us to meet a 55% increase in demand for our home-delivered meals (from 96,467 meals delivered in the first quarter vs. 174,698 in second quarter). We also distributed 12,000 Wellness Kits to older adults throughout our region.
- We distributed 139,298 face masks and 14,189 additional items of Personal Protective Equipment to providers.
- Our DaytonAreaCaregivers.com website opened on April 1, connecting family caregivers with free online resources available 24/7 from the comfort and safety of their homes.
- Our Wellness Programming adapted to virtual workshop formats to combat isolation while social distancing. Program facilitators for both Healthy U and the Aging Mastery Program successfully switched to conducting telephone discussion groups or online workshops and mailed materials to participants' homes.

- Our Information Technology staff converted our central workplace to a network of more than 140 individual home offices.
- Our Board of Trustees and Advisory Council transitioned to online meetings to continue their leadership role.

Continuation of services helped our consumers face concerns created by the pandemic. Our staff ramped up their efforts while working entirely from home with no in-home visits, facing the resultant challenges with caring and dedication, hope and heart. Several of our staff share testimonials about their experiences within this report.

We greatly value our partnerships with our outstanding providers and extend our appreciation to their front-line workers who were invaluable in preparing and delivering meals as well as providing home care services during these challenging times.

The pandemic focused attention on the benefits and needs for older adults and people living with disabilities to successfully remain safe within their chosen residence. We continue as we always have, offering support as our goal and strength for those who need us most. We look ahead to meet new challenges, both foreseen and unanticipated, to keep our community members safe and where they want to be – at home.

Doug McGarry
Executive Director

Judy LaMusga, Esq.
Board Chairperson

Our Board of Trustees approved five Strategic Priorities in 2019 that guided staff in meeting the challenges of 2020:

1. Responding to Revenue Uncertainties
2. Addressing Workforce Challenges
3. Supporting Caregivers
4. Preparing the Public for Aging
5. Addressing Service Delivery

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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 Mission

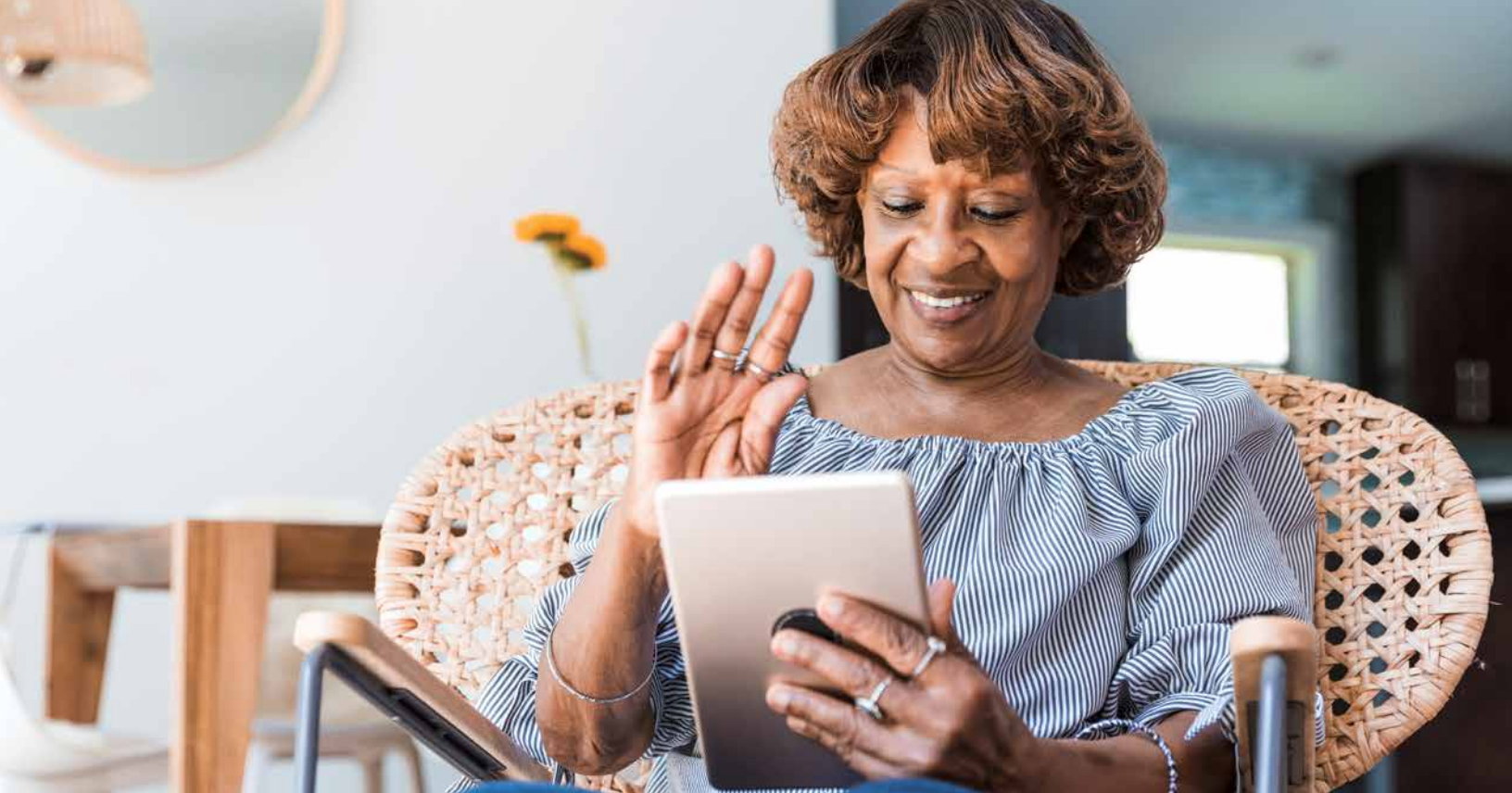
The Area Agency on Aging improves the quality of life for older adults in its nine-county community by advocating for individuals, developing and supporting a strong network of services, and providing resources for older adults.

Our vision is to be the resource on aging.

“

“Being unable to physically see and visit my consumers means that I’ve had to rely on each consumer’s support network to be my eyes and ears. Collaboration has been so important this past year. As a social worker, everything I do involves working together with other people. That’s one of the best parts of the job.”

– Shannon H., BSW, LSW,
(PASSPORT)



DIRECT SERVICE

Our goal is for people's first contact with us to be a positive experience. We encourage people seeking answers on aging to reach out to us, and more people who hadn't done so before called and found our help in 2020. While keeping updated with quickly changing information was sometimes hectic, we worked to meet the challenge toward helping to connect thousands of Ohioans in our region to information, assistance, and home-based services throughout a period of intense uncertainty.

We strive to provide full information to educate older adults and people living with disabilities, caregivers, families and professionals about available options for long-term care to help them make the most educated choices that suit their specific situations and needs. Operating as the designated lead Aging and Disability Resource Center in our region, our Agency staff is capable of providing current information through telephone calls and/or free, personal assessments. Assessments changed from March onward from in-person meetings inside homes to an entirely telephone-based operation to help determine individual eligibility for programs. Whatever the format, our free assessments remain a quick and accurate way to learn about eligibility and existing programs and resources.

23,344

Callers receiving information and assistance

9,432

Completed assessments

6,619

A monthly average of consumers receiving care-managed services

1,945

Average number of monthly calls to 937-223-HELP

No Wrong Door

The Agency is an Aging and Disability Resource Center operating as an entry for Ohio's "no wrong door system" connecting individuals to information, resources, and community-based, long-term services and supports through contracts with three community partners in 2020: Catholic Social Services of the Miami Valley, Carestar, Inc., and Access Center for Independent Living. Since 2017, the Ohio Benefits Long-Term Services and Supports (OBLTSS) statewide system has provided access and information for long-term care services and supports for individuals with disabilities. Each Aging and Disability Resource Center serves as a "front door" nationwide to help reduce frustrations encountered by older adults, people with disabilities, and/or family members, plus streamline answers and access to services and support.

In-Home Assessments

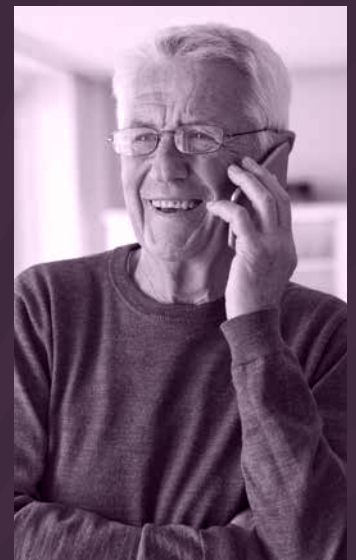
In January, assessment visits operated as usual providing free, in-home meetings with a social worker or nurse for people to ask questions in private and learn their eligibility for services and resources. Once statewide shutdowns moved staff to working from home, assessments continued as telephone meetings supported by emailed forms and requests to various services and physicians' offices. These one-on-one, personal assessments allow assessors to determine eligibility for our Agency programs as well as recommend available community resources and link consumers to needed services. Assessments are a customized approach toward finding help and support for people to manage their own care or that of a loved one. Since 2019, our Assessor staff also conducts Home Choice assessments to help determine the ability of local Medicaid recipients to transition out of long-term care facilities back into the community. In 2020, 68 Home Choice assessments were completed.

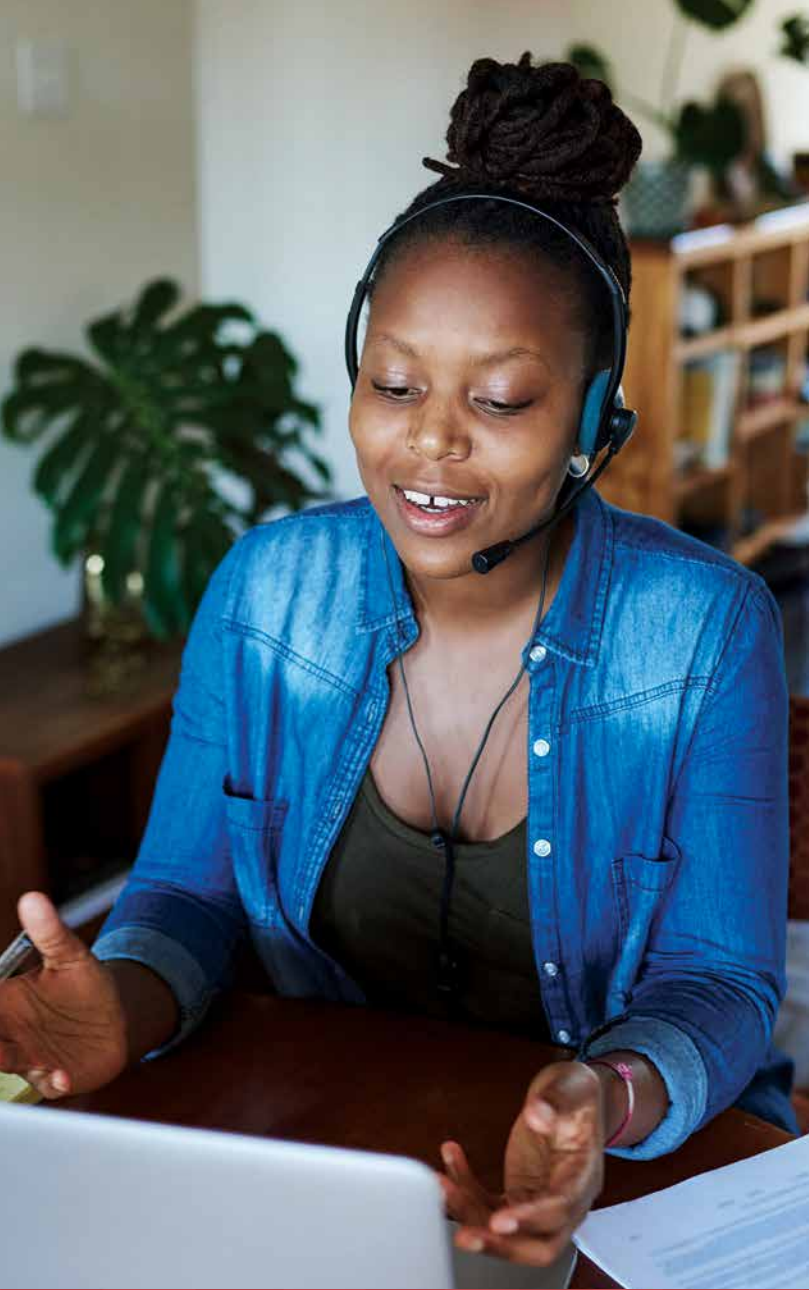
Care Management

Care management is the key toward successful services and plans that help our consumers stay safely and happily in their chosen residence. Care Managers regularly meet with consumers to establish personal goals, care plans, and address any issues with delivery of services. This level of oversight is not only supportive, but promotes the ability of our consumers and their caregivers to remain as independent as possible in their homes. As the unusual demands of 2020 wore on, Care Managers communicated with their consumers solely by telephone without the benefit of in-home visits. This format presented many challenges, but as needs increased and service delivery options were rapidly changing, our staff's dedication toward helping their consumers receive the resources they need remained steadfast. Care management proved paramount during the pandemic to link consumers with services and address growing social isolation needs of those we serve.

937-223-HELP

Calling our 937-223-HELP is often people's first contact with the Agency. Our Intake Specialists are social workers and registered nurses trained and continually updated on services and resources in order to best serve callers with accurate answers. They explain available services and options, can refer people to other social services and our network of providers when appropriate, and also schedule assessments. These specialists help to pinpoint what each caller requires and provide information that addresses their specific needs. Two specialists are certified with the Ohio Senior Health Insurance Information Program as an Aging Information/Referral Specialist and are able to assist callers specifically with their medical insurance questions. In 2020, our specialists faced an initial surge of calls after communities started quarantines and were able to help soothe concerns and link people to home services like home-delivered meals, and online caregiver resources like Trualta. Each one of the approximately 1,945 calls per month serves as an opportunity to answer a need and make a difference.





HOME CARE SERVICES

While our staff are usually found visiting frail older adults and people living with disabilities in-person every weekday, from mid-March onward they relied on telephones and computers to maintain or update services to help keep their consumers safe and independent within their homes. Additional needs including new delivery of services as well as addressing social isolation caused staff to become more reliant on the eyes and ears of our consumers' family members, caregivers, and contracted providers. It also required polishing listening and telephone communication skills since no in-person interaction was possible, and balancing new work-from-home schedules with changed needs within their own households. Our staff felt additional pressure to assure that our consumers, especially those living alone, were safe and receiving critical services while fighting their own personal fatigue and concerns.

WE CONTRACTED WITH 250 SERVICE PROVIDERS IN 2020 TO SUPPORT HOME CARE NEEDS IN OUR REGION THAT COVER:

PASSPORT

A statewide Medicaid waiver program, PASSPORT (Pre-Admission Screening System Providing Options & Resources Today) provides an option to receive care at home to individuals age 60 and older. This takes the place of receiving care within an institutional setting. Services that are in highest demand to meet home-care needs include personal care assistance, home-delivered meals, transportation, emergency response systems, and home medical equipment. The PASSPORT program not only saves taxpayer money due to its being markedly less expensive than 24/7 institutionalized care, but is preferred by many people wanting to remain within the comforts of their own homes.

Assisted Living

Another option for Medicaid-eligible adults is the Assisted Living Waiver. This supports people who need more hands-on care than can be provided within their homes, but do not require round-the-clock skilled nursing care. Assisted living facilities generally provide less restrictive and less expensive, more home-like settings than are found in full-care nursing facilities. This waiver covers the cost of care in certified assisted living facilities while consumers are responsible for room and board cost which is a state-set rate.

Care Transitions

Discharging from the hospital can feel rushed and confusing at times. Often so much information is provided that instructions can get mixed up or even forgotten. Care transitions offers assistance for individuals who are discharging from the hospital to review their medical needs and provide a follow-up in-home visit by a Registered Nurse. Our Care Transitions Coach will help review discharge plans, doctor follow-up instructions, and medication changes, as well as referrals for additional services to provide the support necessary to avoid a readmission back to the hospital. Currently, the Agency provides care transitions for Medical Mutual of Ohio members through a contract with Direction Home Akron-Canton Area Agency on Aging and Anthem members through a contract with GroundGame Health and Direction Home, LLC.

ComCare – Montgomery County

Many older adults in Montgomery County need help to stay healthy and safe within their own homes but do not meet eligibility requirements for PASSPORT or MyCare Ohio. Approximately 1,232 people in this position receive in-home services through our ComCare program every month. ComCare relies on funding through the Montgomery County Human Services Levy. As a result of Covid-19, additional CARES Act dollars were awarded by Montgomery County to serve 152 additional consumers. ComCare-provided services are similar to those listed under PASSPORT including personal care assistance, transportation, home-delivered meals, and adult day care services.

MyCare Ohio

MyCare Ohio was developed to coordinate services for people age 60 and older who are eligible for both Medicare and Medicaid. Our Agency is one of seven regions in the state selected for this demonstration project that began in 2014. Within our region, MyCare applies to residents of Clark, Greene, and Montgomery counties, and our Agency contracts with Buckeye Community Health Plan and Molina Healthcare for waiver service coordination.

Caregiver Support

In the midst of the shutdown due to the Covid-19 pandemic, it became clear that caregiver support services were critical. Starting in April, the Agency began offering a new resource that provides caregiver assistance in a relevant and innovative way - completely virtual. At DaytonAreaCaregivers.com people can sign up for Trualta, a free and convenient online resource that can help families manage senior care at home. More than 150 caregivers linked to these educational resources, planning tools, and tips to help make them a better caregiver. The Agency also initiated a series of free online workshops featuring local speakers on informative and supportive topics for caregivers. All available within the comfort of their own home whenever information and support is needed.



EMERGENCY RESPONSE

Change happened fast in the spring. Both individuals and our network of providers felt new strains and contacted us for answers, direction, and assistance. Emergency federal funds and supplies from the Ohio Department of Aging helped us to strengthen our supportive network of resources and services through invaluable partner organizations and providers.

PERSONAL PROTECTIVE EQUIPMENT

We took delivery of 33,659 individual items of Personal Protective Equipment (PPE) from the Ohio Department of Aging (ODA) in June to share with our partners and providers to help their staffs continue working safely with older adults. Ahlers Catering generously offered its centrally-located warehouses plus assistance in unloading pallets of PPE, and provided space and assistance for Agency staff to repack these supplies into 92 individual kits. The kits were picked up and distributed by providers.

Ahlers helped us again in November with another ODA shipment of 105,000 disposable facemasks. Agency staff divided this quantity among 25 partners and providers representing home meal delivery, housing sites, and senior centers who in turn quickly distributed the masks into the hands of the older adults they serve.

We delivered additional PPE of 10,298 facemasks plus 4,530 additional items including face shields, gloves, sanitizer, and disposable gowns to local senior centers and adult day services in November.

PANDEMIC RELIEF FUNDING

Family First Coronavirus Response Act (FFCRA)

Funds totaling \$930,007 arrived in April to expand congregate and home-delivered meals, both to the number of people served as well as the number of meals per person per week. This additional funding covered 162,412 meals in both home-delivered and carry-out options between April and December.

Coronavirus Aid, Relief, and Economic Security (CARES) Act

A variety of expanded services to assist older adults during the pandemic were made possible from \$2,867,130 dispersed across the areas of Supportive Services, Home-delivered Nutrition Services, and Caregiver Services throughout our nine counties.

- **Supportive Services** funds assisted with emergency services, and expansion of our existing contract services. We additionally distributed over 12,000 Wellness Kits to older persons in our PSA 2 region, each containing cloth facemasks, hand sanitizer, hand soap wipes, and educational literature. We partnered with our Older Americans Act meal providers to deliver these kits to more than 4,300 home-delivered and congregate meal consumers. Additionally, staff mailed or delivered kits to 7,800 consumers within our nine-county region receiving home and community-based services through the Agency and Catholic Social Services of the Miami Valley.
- **Nutrition Services** supported a significant expansion of home-delivered meals, an increase of 182,061 meals. In addition, our meal providers conducted outreach and recruitment of small business restaurants to provide 25,526 carry-out meals for older adults during this period.
- **Caregiver Services** contributed toward a caregiver outreach campaign promoting our new Trualta online caregiver education program marketed as DaytonAreaCaregivers.com; increased contract caregiver respite services; and five free virtual education workshops.

No Wrong Door Grant

The Administration for Community Living and the Ohio Department of Aging supported two initiatives specific to coronavirus response:

- We collaborated with Dr. Kathy Stevens through The Dayton Foundation's Del Mar Encore Fellowship program for our Long-Term Care Workforce Crisis Initiative. She helped to develop a free training opportunity for workers displaced by pandemic closures to become personal care assistants.
- Updates to our Agency website including a live chat feature to reach our Information Specialists directly from our website as a supplement to contacting them through 937-223-HELP and email.

Regional Rapid Response Assistance Program

We directed the Ohio Adjunct General's \$316,716 in federal Coronavirus Relief Funds to contracted personal care agency providers throughout our nine counties. The goal of the funds was to help maintain staffing levels of direct care workers in order to continue meeting the needs of older adults within their communities.

Indoor Air Quality Assistance Grant

The Agency designated the ODA's additional \$211,144 in federal Coronavirus Relief Funds to AABEL to administer home modification, home repair, and maintenance activities throughout our nine counties to control the spread of Covid-19 through indoor heating, ventilation, and air conditioning (HVAC) systems.



“Being a nurse during the pandemic has meant providing a lot more education and emotional support for my consumers that have been shut in and trying to figure out how to navigate in the pandemic.”

– Jessica H., RN (PASSPORT)



COMMUNITY SERVICES

Older Americans Act

The federal Older Americans Act (OAA) is the foundation of Ohio’s aging network, authorizing funds to states and the Area Agencies on Aging to plan, develop, and coordinate home and community-based services. Title III and related state funds allow the Agency to develop a network of community partners and providers relied upon to deliver services supporting older adults and their caregivers in the nine-county region. The Agency administered more than \$6 million of OAA funds in 2020.

OAA and state funding supports nutrition, transportation, personal care, housekeeping, adult day service, home repair, legal assistance, caregiver support, Long-Term Care Ombudsman, Alzheimer’s services, protective and supportive services. These funds also support wellness programming including *Healthy U, A Matter of Balance*, and *Powerful Tools for Caregivers*.

Pandemic Response

We received an additional \$3 million from the Family First Coronavirus Response Act (FFCRA) and Coronavirus Aid, Relief and Economic Security (CARES) Act allowing a significant expansion of home-delivered meal services, distribution of Wellness Kits, and increases to caregiver and other services. As the largest OAA program, Nutrition Services experienced a significant increase in demand after congregate meal sites and restaurants closed in March. Our CARES funding helped our meal providers to meet these needs both from a sharp increase in consumers, plus delivering more meals per person/per week.

\$6M

OAA funds were administered to our network of community partners and providers in 2020

631,163

Total home-delivered meals. This was 62,199 more meals than were provided from a combination of home-delivered meals and congregate meals sites in 2019

50,204

Nutritious meals served by congregate meal sites that switched to a “grab & go” format from Apr - Dec (post-pandemic)

\$3M

Additional funds allowed a significant expansion of home-delivered meal services, distribution of Wellness Kits, and increases to caregiver and other services

46,807

Nutritious meals served by 56 congregate meal sites in our nine counties between Jan 1 - March 31 (pre-pandemic)

25,526

Carry-out meals for older adults utilizing CARES Act funding to enroll small business restaurants in the Staying Healthy initiative

Senior Farmers Market Nutrition Program

This was our first year offering the Senior Farmers Market Nutrition Program (SFMNP) in our region, providing \$50 in coupons to eligible older adults to use at participating farmer's markets. This program helps older adults get fresh produce, while also helping area farmers sell their crops. We partnered with Homefull to operate and administer the program throughout our nine counties. Homefull faced difficulties as the summer opened during the pandemic including fewer operating farm markets and stands, lack of available produce, hesitancy from farmers and market

administrators on undertaking this new initiative, and uncertainty from older adults about the safety of public interactions. The pandemic also delayed the program's start until July 1 and we received approval to extend the date range to redeem coupons to November 30.

Despite these obstacles, Homefull distributed \$23,690 to more than 700 consumers and recruited 13 farmer's markets and five farm stands to participate in the program. Between the first and second halves of the SFMNP season, they increased enrollment 300%.

Community Outreach

Community outreach was curtailed once restrictions on group gatherings began and the majority of requests to speak or appear at regional resource fairs were canceled. However, the Agency continued to reach out to communities to provide information and education through mail and virtual formats:

- **Agency calendars** containing lists of community services throughout our nine-county region were distributed free of charge to 23,000 seniors, including 7,000 mailed directly to consumers enrolled in our programs. The remaining were distributed by our partners, providers, regional organizations, and services to share among their members and communities.
- **Focus on Aging**, our quarterly newsletter sent via email, provided updates on Agency response to the pandemic, information on emergency funding, both enhanced and temporary resources, plus overall issues impacting the aging network.
- **Agency-sponsored trainings** were changed from in-person to meeting online, and 53 professionals from throughout our region participated in five continuing education workshops. To help support our Agency staff as they addressed new issues and challenges serving their consumers without in-person visits, an in-house Clinical Rejuvenation Series of three workshops was hosted in October that drew an average of 35 Agency staff per session.



Photo courtesy of Area Agency on Aging



Photo courtesy of Preble County Council on Aging



Photo courtesy of Homefull



WELLNESS PROGRAMS

Our Wellness programs pivoted to virtual formats to continue supporting personal health and wellness throughout the closures of 2020. Our programs provided older adults and their caregivers both information and social connection throughout the year.

Virtual Formats

Workshops were offered as telephone discussion groups and online via Zoom, with workshop materials (including the books, *Living a Healthy Life with Chronic Conditions* or *Living a Healthy Life with Chronic Pain*) mailed to participants' homes before their first workshop session. The benefits of these virtual formats quickly became apparent as they attracted people who had previously been unable to attend in-person workshops for a variety of reasons: homebound due to health or lack of transportation; caregivers with no respite care available to leave loved ones at home; anxiety about entering a room full of strangers; worry and fatigue about toting oxygen or other needed equipment and medications; or even concerns about driving in bad weather. Telephone discussion groups drew people from throughout our nine counties to meet weekly to share information, provide regular social interaction, make new friends and acquaintances, and work on personal action plans to discuss the next week. These sessions sometimes gave attendees their only interpersonal connection each week and something to look forward to. For those with internet connection, online workshops provided the same social benefits, plus the opportunity to become more proficient using Zoom.

Healthy U

Healthy U is an evidence-based program developed at Stanford University proven to help people with chronic conditions to live healthier lives through better managing their symptoms. Participants meet weekly for six weeks and try out different self-management tools and tips, share their own experiences, and support others who face similar challenges. Workshops offered are:

- Chronic disease supporting management of any long-term health problem
- Diabetes to better manage or prevent type 2 diabetes
- Chronic pain for people seeking alternative pain management tools

Aging Mastery Program

After a trial period, we launched the Aging Mastery Program in 2020. This program was created by the National Council on Aging to help older adults find information toward mapping successful retirement years. Workshops topics include navigating longer lives, physical activity, healthy eating and hydration, financial fitness, medication management, advanced planning, healthy relationships, falls prevention, and community engagement. The Agency conducted region-wide workshops online, plus partnered with United Senior Services and WestCare Ohio/East End Community Services.

ADVISORY COUNCIL



The 27 volunteer members of our Advisory Council help support us as the resource on aging in our nine-county region. Three representatives from each of our nine counties advise the Agency on development and coordination of community-based systems of services for all older persons in our region. They also provide recommendations to the Board of Trustees on distribution of federal and state funds.

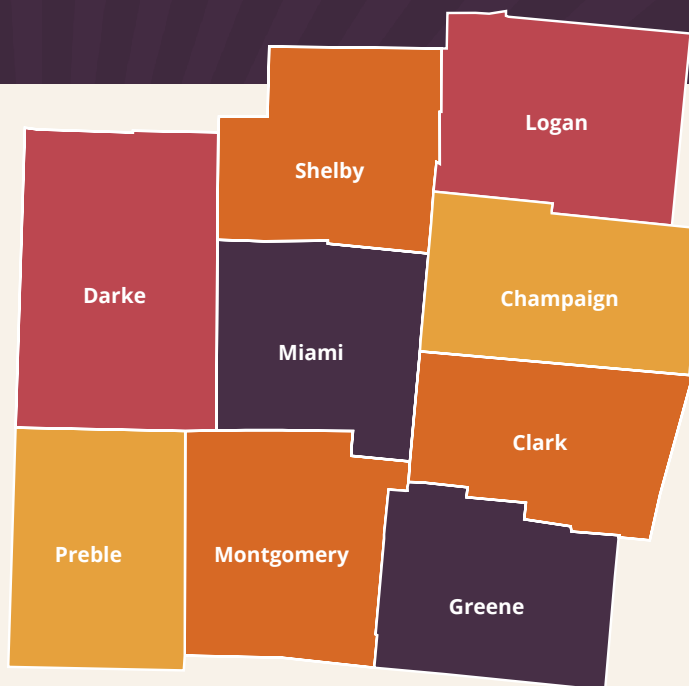
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Charles Morris
Chairperson



Laura Haverkos
Vice Chairperson



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Vickie Henson
Amber Spence

Clark County

Bonnie Hitchcock
Glen Massie
Charles Morris

Darke County

Lauren Henry
Christena Sharp
Megan Stull

Greene County

Linda Konz
Lynn Foubert
Eric Winston, Ph.D.

Logan County

Patricia DePasquale
Laura Haverkos
Linda Wilcox

Miami County

Beth Bell
Heather Bolton
Randy Earl

Montgomery County

Quiana Bickham
Charles Holderman
Debbie Nelson

Preble County

Anna Carlson
Teresa Freeman
Doris Pollet

Shelby County

Rachel Hale
Jenica Huelskamp
Shelia Nuss



“As a recent graduate, being a social worker during a pandemic is all I know. Being a social worker in the pandemic involves showing empathy to clients who haven’t left their home in almost a year. And showing compassion to clients who have lost their family members, friends or loved ones due to Covid-19.”

– Holly H., BSSW, LSW (Molina)

THANK YOU TO OUR PROVIDERS

- # 10 Wilmington Place
- 4EverReady Homecare
- 6 Roses Home Health Care
- A** A Brand New Horizon
- A-Abel Exterminating
- Aaran Home Health Service, LLC
- Absolute Home Care
- Academy Health Service, Inc.
- Accelera Home Health Care, LLC
- Access Home Care, LLC
- Access to Independence
- Acclaim Home Health Services, Inc.
- Active Day of Franklin
- Adaptive Medical Marketing, Inc.
- ADT, LLC
- Advance Home Care, LLC
- Advanced Medical Equipment
- Affinity Healthcare Solutions
- Affinity Homecare Solutions, LLC
- Agape Home Health Services, Inc.
- Ahlers Catering
- Align Home Health
- All About Homecare Services, LLC
- Alliance Healthcare Partners, LLC
- Alzheimer's Association Miami Valley Chapter
- Amadys HealthCare and Training Services
- Amazing Grace Home Care, LLC
- Ameripass Home Healthcare, LLC
- Angels of Ohio
- Anointed Helpers Home Care, LLC
- AnswerCare, LLC
- Arcadia Home Care and Staffing
- Assisted Care by Black Stone of Dayton, LLC
- Assistive Solutions
- Aylin Six Angel's Care, Inc.
- B** Baby Boomers Home Health Care, LLC
- Bed Bug Burners
- Bee Safe Transportation
- Better Living Home Health & Medical Supplies
- Blu Diamond Home Care
- BlueGreen Home Health Care, LLC
- Board of Shelby County Commissioners for Adult Day Services of Shelby County and Nutrition Services of Shelby County
- Bonetta F. Dennis
- Bridges Community Action Partnership
- Brightstar Healthcare of Dayton
- Brookdale Beaver Creek
- Brookdale Buck Creek
- Brookdale Centennial Park
- Brookdale Kettering
- C** Capital Home Health, Inc.
- CarePlus Home Healthcare, LLC
- CareStaff Ohio Home Health Services, LLC
- CareStar, Inc.
- Caring 4 You Home Care Services
- Caring Hands Home Care
- Cassandra L. Powers
- Catholic Social Services - Sidney branch
- Catholic Social Services of the Miami Valley
- Centerville Place Assisted Living
- Champaign County of Board Commissioners for Champaign Transit System
- Cheryl E. Tucker
- City of Sidney/Shelby Public Transit
- Clossman Catering, LLC
- Columbus Global Home Health Services, Inc.
- ComForCare Senior Services
- Community Mercy Home Care Services of Springfield
- Compass Home Care of Southwest Ohio
- Complete Care Living, Inc.
- ConnectAmerica.com, LLC
- Connie Henry
- Constant Care Home Health Services
- Crestwood Select Homes
- Critical Signal Technologies, Inc.
- Cura Care Corp.
- Custom Home Elevator And Lift Co., Inc.
- D** Dayaway
- Dedicated Nursing Associates, Inc.
- Developing Angels
- Diane K. Smith
- Diversicare of Siena Woods, LLC
- Duraline Medical Products
- Dynamic Senior Solutions, LLC
- E** Easter Seals Adult Day Services - Clark County
- Easter Seals Adult Day Services - Montgomery County
- Elmcroft of Washington Township
- Elmcroft of Xenia
- Epic Home Care Solutions, LLC
- Excel Developmental Services
- Excel Home Health Care
- Extended Hearts
- F** Fairborn Senior Citizens Association
- Family and Community Services, Inc.
- Family Service Association
- Fidelity Health Care
- First Community Health Services, LLC
- First Step Development Group
- FirstLight Home Care Clayton
- FirstLight HomeCare Limesky
- FirstLight HomeCare Roseheart
- Forest Glen Health Campus
- Friendly Care Agency
- Friendly Care, Inc.
- Friends Care Community
- Friendship Village
- Future Home Care, LLC
- G** Gabriel Staffing Associates, Ltd.
- Get There Safe, LLC
- Global Meals
- Good Remedy Home Healthcare, LLC
- GoodLife Homecare Services, LLC
- Goodwill Easter Seals (A Matter of Balance program)
- Goodwill Easter Seals Miami Valley-Beaver Creek
- Goodwill Easter Seals Miami Valley-Kettering
- Goodwill Easter Seals Miami Valley-Springfield
- Graceful Transportation
- Greater Dayton Regional Transit Authority
- Greene County Council on Aging
- Greene County Job & Family Service
- Greene Respiratory Services, Inc.
- Guardian Medical Monitoring
- H** Halsom
- Healing Springs Med-Care, LLC

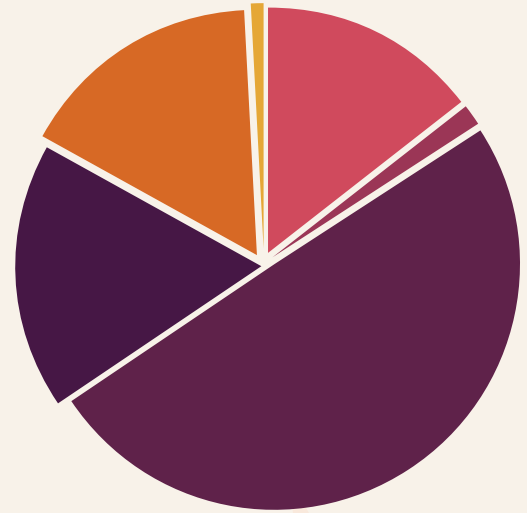
Who help us help others

- Healing Touch Agency, LLC
Hearth and Home of Vandalia
Hearts of Passion
Hearts on Call
Heather Riesinger
Helping Hand Home Care Services, LLC
Hillside Assisted Living
Hock's Vandalia Pharmacy
Home State Healthcare
Homecare Network
Homefull
HomeSense Enterprises, LLC
HomeSite Home Health Care
Hope Care Team, LLC
Hope Home Care, LLC
- I** INA Home Care
Interim Health Care of Dayton, Inc.
International Elderly Care Group, LLC
International Quality Healthcare
- J** J & B Medical Supply Co., Inc.
J & K In Home Care, Inc.
Jaime Wirth
Jennifer Martin
Jimika B. Bean
Joint Office of Citizen Complaints
Judith M. Williams
- K** Kettering Medical Center - Kettering Health Network
Kimberly I. Baird
Kimberly Wolf
Knightengales Home Care, LLC
- L** Lady Of Mercy Home Care
Ladybug Services, LLC
Lakeview Assisted Living
LAM Home Health Care, LLC
Laurelwood Senior Living
Lavender Home Care Solutions, LLC
LCD Home Health Agency
Legal Aid of Western Ohio, Inc.
Liberty Home Health Care
LifeCare Alliance
Lifeline Systems Company
Lou A. Fine
- M** Making Brighter Smiles, LLC
- Marian A. Galyon
Marimart Health Care, LLC
Mark Roush
Marquivio B. Robinson
Mary Ann Turri
Maurice A. McCalister
Maxim Health Care Services, Inc.
MedScope America Corporation
Miami Valley Community Action Partnership
Milt's Termite & Pest Control
Mobility Plus of Dayton
Mom's Meals
Moonstar Transportation Home Health Services
- N** National Church Residences Legacy Village
NCR Home & Community Services Central Ohio Health
Northwood Assisted Living
- O** Oakwood Village
Ohio HealthCare Plus, LLC
Ohio Living Home Health-Greater Dayton
On Call, Inc.
- P** Patricia Barrett
Patricia Middlebrook
People Working Cooperatively
Personal Companions Home Care
Perspective Home Care, LLC
Phoenix Home Care Passport Program, Inc.
Pkm: Life Transitions, LLC
Plunkett's Pest Control, Inc.
Point to Point Transportation
Preble County Council on Aging, Inc.
Precious Life Center/Services
Preferred Senior Transportation, LLC
Premier Home Care Corp.
PremierFirst Home Health Care
Prime Home Care, LLC
Prince Home Health Care, Inc.
Professional Home Health Care 2, Inc.
- Q** Qmedic
Quality Care
Queen City Med Mart, Inc.
Quinton L. Alstork
- R** Rebuilding Together
- Reliable Health Care Plus, LLC
Reliance Home Health Care, LLC
Roxanne Dixon
RTC Industries, Inc.
- S** Sanctuary at Wilmington Place
Selective Nursing, LLC
Senior Helpers
Senior Resource Connection
Serene Home Health Services, LLC
Serenity Home Healthcare Services, LLC
Simply EZ-Home Delivered Meals
Sochi Home Health Agency
Spring Hills Singing Woods
Springfield Nursing and Independent Living
Springfield, ALF Springfield Assisted Living
St. Leonard Dayaway ADS
St. Leonard's Assisted Living
State Health Care, Ltd.
Stateline Medical, Inc.
Suman Goel
Sunrise Center for Adults, Inc.
Supreme Touch Home Health Services Corp.
Sycamore Glen Retirement Community
Synergy Home Care of South Dayton
- T** Tatiana's Home Care, LLC
Teasha Bell
The Cottages of Clayton, Inc.
There and Back Transportation Services, LLC
Timesmith Consulting
Trinity Community
- U** United Rehabilitation Services
United Senior Services
Universal Transportation Systems
- V** Valley Transport, LLC
Vancrest of New Carlisle, LLC
Vizion One, Inc.
VRI
- W** Wellcare Home Health
Wesley Community Services
Willmia Davidson
Wings of Love Services, LLC
- X** Xenia Adult Recreation & Services Center
- Z** Ziks Family Pharmacy, Inc.
Ziks Home Healthcare, LLC

REVENUE & EXPENSES

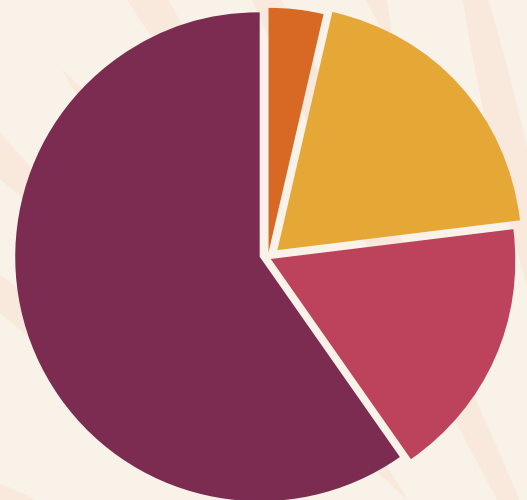
support & revenue

	2019*	2020*
Federal Funds	\$5,169,921	\$7,522,553
State Funds	\$865,726	\$700,093
PASSPORT / Assisted living	\$25,553,498	\$25,881,031
Levy Services	\$8,797,941	\$9,044,019
MyCare Ohio	\$7,827,258	\$8,300,016
Other (including interest)	\$408,149	\$395,314
Total	\$48,622,493**	\$51,843,026**



expenditures

	2019*	2020*
Administration	\$1,779,858	\$1,833,243
Direct Service Operations	\$9,664,803	\$9,714,959
Purchased Community Services	\$5,490,398	\$8,463,652
Purchased Home Care Services	\$29,443,645	\$29,528,140
Total	\$46,378,704	\$49,539,994



*Unaudited

** Services for those in MyCare Ohio are paid directly by the member's healthcare plan.

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.

KEEPING THE CONNECTION // 2020 in Our Own Words

“

“Because we no longer have the sense of sight when talking with our members, I rely more on intuition, knowledge of the member, and fine-tuned listening skills in each interaction. Not having to spend time driving between visits, I’ve had a little more time to truly listen to the members (even as an unbiased listening ear when they don’t have anyone else to talk to).”

– Leah M., LSW (Buckeye)

“

“The pandemic is not for the weak. I have become accustomed to having my members express their fears and frustration. There have been deaths related to Covid; it is a scary time, but it is the time that social workers are needed the most. This is the time when we rise up and be the best or better than we have ever been before.”

– Shantae W., BSW, LSW (Assessment)

“

“This last year case managing in the pandemic has truly been a tough one. It’s been difficult not seeing our clients in person. Having only phone contact - while necessary at this time - is just not quite the same. It’s harder to build a rapport, especially with clients I have never even met. But it’s challenged me to find new ways to connect and be more creative in how I approach my job.”

– Leah B., LSW (PASSPORT)

“

“RNs usually assess most notably through observation, however working from home has really made me hone in on my listening skills to be able to convey in documentation what the consumer is reporting for their level of care. I’ve had to ask more questions to pull out information since I cannot connect it to a visual. In doing this, they begin having conversations with me, and I get to learn some of who they are and what they are going through at home. They get the opportunity to share their story and really have someone listen and engage in meaningful conversation.”

– Amy R., BSN, RN (Assessment)

“

“With exposure and quarantine guidelines, it’s difficult to staff services and to keep services. A lot of the consumers only had regular contact with me. They knew I’d be there to see them every 3 months. A lot of them are dealing with depression and isolation issues due to the lack of socialization. A number of them call me daily or every other day just to “check in.” They just need to chat and know that someone is going to answer.”

– Betsy R., LSW (PASSPORT)

“

“Working for the Area Agency on Aging in the Intake Department during the pandemic is like nothing I’ve seen in the 16 years I’ve been in this department. In the beginning, the calls were from stressed-out caregivers wanting to know how to get their loved ones out of a nursing home, then upset callers because they can’t go visit their loved ones. All of these calls were time-consuming and required a lot of education, providing callers with support and resources. When an elderly person called, you could tell that they were craving human contact.”

– Christine H., LSW (Intake Specialist)

“

“Being a social worker during Covid-19 has been like I am a window for my consumers to see daylight. I am sometimes the only person they have to talk to since they are not able to get out and socialize. They are going through a very difficult time, and I am glad to help them in any way.”

– Kathy W., LSW (Buckeye)



Area Agency on Aging
PSA 2

Area Agency on Aging, PSA 2

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