



CONNECTING

you with solutions



Area Agency on Aging

PSA 2

2017 ANNUAL REPORT

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our caring & commitment never stop

The only certainty in life is change, and that includes change in our health, abilities, and circumstances, which can impact our independence at any age. One thing that doesn't change is our Agency's caring and commitment to those we serve – the seniors, adults with disabilities, and caregivers who look to us for reliable, objective, and caring solutions.

Our programs and connections throughout our nine-county region are invaluable to people seeking information and support. Every day we receive requests for help in the form of information, referrals, and assistance navigating the many home- and community-based options that can provide support through life's changes. We are fortunate to have a strong Aging Network of organizations collaborating toward the common goal of improving people's lives.

Our staff stay up-to-date on issues impacting our consumers, while tending to the daily tasks of keeping vital programs responsive, efficient, and truly helpful. The Agency advocates for in-home and community programs that support the basic needs of an aging population, and understands that the right kind of assistance benefits individuals and communities. We also provide compassion for people who need a listening ear and a little help. Tough calls require tender solutions.

We were pleased that once again voters supported the Montgomery County Human Services Levy. Levy dollars designated to support frail seniors fund our ComCare program that helps more than 1,200 seniors receive necessary assistance for remaining safe and independent in their homes. This annual report includes the story of an exceptional woman who relies on ComCare and her case manager to continue to live independently.

Our dedicated staff, Board, Advisory Council, County Councils on Aging, and providers serve our region in multiple ways. Each has a story that connects them to our Agency through shared caring and commitment to those we serve, and we are proud to present this annual report outlining our accomplishments in 2017.

DOUG MCGARRY
Executive Director

DOUG LINEBERGER
Board Chairperson

Board of TRUSTEES

officers



Doug Lineberger
Chairperson

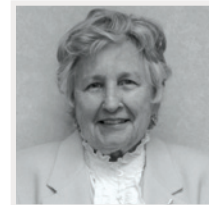
Retired CEO, United Way of Clark, Champaign and Madison Counties



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Vice Chairperson
Attorney and Counselor-at-Law



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Treasurer
Senior Service Coordinator, City of Kettering



Mareta Headapohl, RN
Past Chairperson
Retired Nursing Educator



Doug McGarry
Secretary
Executive Director, Area Agency on Aging, PSA 2

trustees

Clennia Bond
Community Volunteer

David Cleavenger
Retired, City of Dayton

Robert Dean
Retired Educator

Molly Helmlinger, Ph.D.
Chairperson, Advisory Council, Area Agency on Aging, PSA 2

Holly Hill
Chief Marketing Officer, Brethren Retirement Community

Pat Holmes
Montgomery County Extension Educator, Family and Consumer Sciences, The Ohio State University

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

Beverly Mellum, MSW, LSW
Service Coordinator, Support Services Director of Training and Education, Buckeye Community Hope Foundation

L. William Pool
Independent Insurance Agent

Deb Sanders
Director of Sales and Marketing, Ohio Living Dorothy Love

Roland Winburn
President, Harrison Township Board of Trustees

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
is 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**

TOUGH CALLS REQUIRE TENDER SOLUTIONS

As part of Ohio's Aging and Disability Resource Network, our Agency specializes in providing unbiased, objective information about the available options for long-term care. Individuals may speak to our staff or have a free in-home assessment where we can provide information to help them make educated choices.

NO WRONG DOOR

In October 2017 Ohio's "no wrong door system," Ohio Benefits Long-Term Services and Supports, was implemented statewide. As the designated lead Aging and Disability Resource Center in our region, the Agency continues to be responsible for the coordination of "front door" activities. Under this new initiative we contract with three community partners: Catholic Social Services of the Miami Valley, Goodwill Easter Seals Miami Valley, and Access Center for Independent Living. Our region's Aging and Disability Resource Network of agencies connects individuals to information, resources, and community-based, long-term services and supports.

223-HELP

Calling 223-HELP connects to a caring and knowledgeable licensed social worker or registered nurse trained by the Alliance of Information and Referral Systems with an Aging and Disability designation on their certification. Screeners answering the phone provide helpful information and explain the range of services and options available through the Agency, other social services, and our network of providers. Anyone can call: seniors, people with disabilities, caregivers, family members, friends, neighbors, professionals, or any concerned individual. The majority are first-time callers, and this is the start of our staff support – to listen and identify potential resources toward meeting the caller's needs.



2017 *numbers*

16,826

Callers receiving information
and assistance

9,310

completed assessments

6,300+

Average daily census of consumers
receiving care-managed services

1,400+

Calls to 223-HELP received
monthly

IN-HOME ASSESSMENTS

Our support can continue by scheduling an in-home assessment with an Agency assessor. In-home assessments provide the consumer and caregiver the opportunity to ask questions and review options with a knowledgeable licensed social worker or registered nurse. Assessors determine eligibility for our programs or can recommend other community resources, linking consumers to the appropriate service or care setting. They evaluate strengths and needs most accurately by meeting with an individual in their own home. This one-on-one discussion of available services and programs allows the individual to make an informed choice about their future care.

ONGOING SUPPORT

If enrolled in a program managed through our Agency, a case manager or waiver services coordinator will monitor the unique care needs of each individual and ensure that their needs and services are continuously reviewed and addressed. This monitoring is based on the unique and changing needs of the individual.

home care SERVICES

THERE'S NO PLACE LIKE HOME

Every day, the following programs provide essential long-term care services and supports to enable frail seniors and people with disabilities to stay safe and independent in their own homes. Contracts with 211 service providers support the work done by:

PASSPORT

PASSPORT (*Pre-Admission Screening System Providing Options & Resources Today*) is a statewide Medicaid home- and community-based services waiver program providing adults with an alternative to living in a nursing facility. PASSPORT allows individuals age 60 and older who are eligible for Medicaid and require hands-on care to “waive” nursing home residency and receive services at home instead. This program is preferred by many people and saves taxpayer money due to being far less expensive than 24/7 institutionalized care. The most requested services are personal care assistance, home-delivered meals, transportation, emergency response systems, and home medical equipment.

ASSISTED LIVING

The Assisted Living Waiver is another option for Medicaid-eligible adults who require more hands-on care than can be provided within their home, but do not need 24/7 skilled nursing care. Assisted living facilities provide more home-like settings that are less restrictive and less expensive than full-care nursing facilities. The waiver pays for the cost of care in certified assisted living facilities, and consumers are responsible for the cost of their room and board at a rate set by the state.

COMCARE-MONTGOMERY COUNTY

ComCare provides in-home services to approximately 1,200 seniors in Montgomery County who do not meet the criteria for PASSPORT or MyCare Ohio, but need help to stay safe and healthy in their homes. The ComCare program is funded through the Montgomery County Human Services Levy that voters overwhelmingly renewed on November 7, 2017. Services provided are comparable to those listed under PASSPORT including personal care assistance, transportation, home-delivered meals, and adult day care services.

MYCARE OHIO

MyCare Ohio is designed to coordinate services for people age 60 and older who are eligible for both Medicare and Medicaid. This demonstration project began in 2014 in seven regions of Ohio and is scheduled to continue through 2019. In our region, MyCare applies to residents in Clark, Greene, and Montgomery counties, and our Agency contracts with Buckeye Community Health Plan and Molina Healthcare to provide waiver service coordination.



care & compassion **COMES FULL CIRCLE**

Known by family and friends as Honey, Marguerite has always lived by the Golden Rule to treat others the way she wants to be treated, and carries a bag emblazoned with the motto, “One kind word can change someone’s entire day.”

Marguerite has spent a lifetime nursing and caring for others, and nearing her 87th birthday, she is happy to live in her own apartment. She attributes her independent lifestyle to a combination of support from her family, the ComCare program, and her Case Manager, Celeste. Celeste has managed Marguerite’s home care services since April 2013, after a stroke left Marguerite with home health needs due to reduced capacity in communication and mobility. Her immediate needs included physical and speech therapy, along with homemaking and personal care help. Celeste not only monitored her condition and adjusted services as Marguerite improved, but also helped her transition to a more convenient senior residence. She continues to monitor Marguerite’s services that include an aide twice weekly for laundry and cleaning, weekly food delivery, transportation, and an emergency response system.





For Marguerite, the ComCare program has meant the difference between independent living and a nursing home.

“After my stroke, I stopped driving and had to depend on other people.” Without ComCare, “I probably couldn’t stay here,” she says.

After a distinguished career in nursing growing from nursing assistant to licensed practical nurse, to registered nurse, to Nurse Practitioner, Marguerite knows the value of quality assistance coming at just the right time. She appreciates Celeste’s knowledge and help. “She seems to understand. She just knows what to say and do. It makes a lot of difference when someone understands you,” she says.

“Whenever I have a question, Celeste can answer it. I don’t know how long I’ll be here, but I want her with me.”

Marguerite states that nursing has been a worthy profession for her. “I like to think I made the world a little better one patient at a time.” The ComCare program similarly exists to make the world a little better one person at a time. It was created to provide needed services for people like Marguerite who worked so hard to help others for decades, and now need a little help in return.

community **SERVICES**

OLDER AMERICANS ACT

Funding for planning, developing, and coordinating home- and community-based services that support older adults comes from Title III of the federal Older Americans Act (OAA). Signed into law in 1965, the OAA created the network of Area Agencies on Aging across the country that respond to the needs of seniors and advocate on their behalf. Our Agency administered more than \$6 million in Title III and related state funds in 2017 to help older adults remain in their homes and to support family caregivers.

OAA funding supports nutrition, transportation, personal care, housekeeping, adult day service, home repair, legal assistance, caregiver support, Long-Term Care Ombudsman, Alzheimer's services, outreach for Home Energy Assistance Program, protective and supportive services, and senior volunteer services.

The Nutrition Services Program is the largest OAA program, supporting both home-delivered meals and congregate meal sites. The 198,486 meals served in 2017 at 64 congregate meal sites in our region provided both nutrition and socialization. Additionally, 367,856 nutritionally-balanced meals were delivered in 2017 to seniors who are homebound due to illness, disability, or geographic isolation. The program helps older individuals remain independent within their communities.

The month of May was first proclaimed as Older Americans Month in 1963 to acknowledge the contributions of citizens age 65 and older.

Initially named Senior Citizens Month, the recognition was established by President John F. Kennedy upon meeting with the National Council of Senior Citizens, and following two years of introducing programs devoted toward improving the health and quality of life for older Americans.

Every president since has annually issued a formal proclamation for Older Americans Month asking that the nation pay tribute to older citizens in their communities.

The Agency supports each of our nine county's Senior Day events held throughout May featuring events to draw communities together for socialization, recognition, and celebration of older adults. Since 1975, the Agency has coordinated nominations for Outstanding Senior Citizen awards in each county that are announced at their respective Senior Day. These awards recognize the contributions and accomplishments of older adults who enhance their communities through personal actions.

community OUTREACH

The Agency connects with our communities in a variety of ways to provide education and information.

26.5k

Agency calendars were distributed free of charge to provide seniors and caregivers with information about community services throughout our nine-county region

166

professionals were presented information at six Agency-sponsored trainings

49

invitations were accepted by the Speakers Bureau to speak or display information at community events reaching more than 3,000 people

focus on aging

our quarterly newsletter provided information about issues impacting the aging network



health linked to INDEPENDENCE

Personal health is a major factor in retaining independence as we age. Nearly 300 people completed the Agency's Healthy U program at a variety of community sites in our nine-county region throughout 2017 to work toward improving their health and successfully self-managing their chronic conditions.

Healthy U is an evidence-based, small-group workshop that meets weekly for six weeks.

Conducted by a trained leader team, the workshops address various challenges and symptoms of living with chronic conditions such as diabetes, chronic pain, heart disease, lung disease, arthritis, depression, and more. Participants try different tools and learn from one another as they change their perception from what they can't do to what **they can do** for healthier, happier lives.

The programs were developed by Stanford University researchers, and we offer three different Healthy U workshops in our region: chronic disease (for better management of any long-term health condition), diabetes, and chronic pain. Programs are regularly updated to reflect the most current research, and in 2017 the Agency trained 19 leaders to offer the fully updated diabetes workshop. The programs have proven outcomes that include reduced emergency room visits and hospitalizations, along with improved confidence in self-managing chronic conditions.

Self-management is not managing your health independently, but recognizing your individual responsibilities in partnership with a team of healthcare providers. This team can include a general practitioner, specialist(s), pharmacist, therapist, etc. Individuals are responsible for day-to-day management of their condition that includes taking medicines as directed, regular physical activity, healthy food choices, and communicating with their physicians about changes or problems. As the workshop progresses, participants become active self-managers of their condition and symptoms, putting them – not their disease – in control.

“

Completing this 6-week refresher course has opened my eyes to the forgotten solutions of how to improve my health. At 77 years of age I had been informed of most of the topics and experienced some of them. However, through the years, some of the solutions to many of the topics I had forgotten. This was a great refresher course. I especially enjoyed the open forum and many one-on-one conversations on many of the issues.

It has been great learning that others have the same issues as we do. The class has been good sharing so many great ideas with each other.

The action plans are great! I brainstorm about things more, without just rushing into something and not completing the plan.

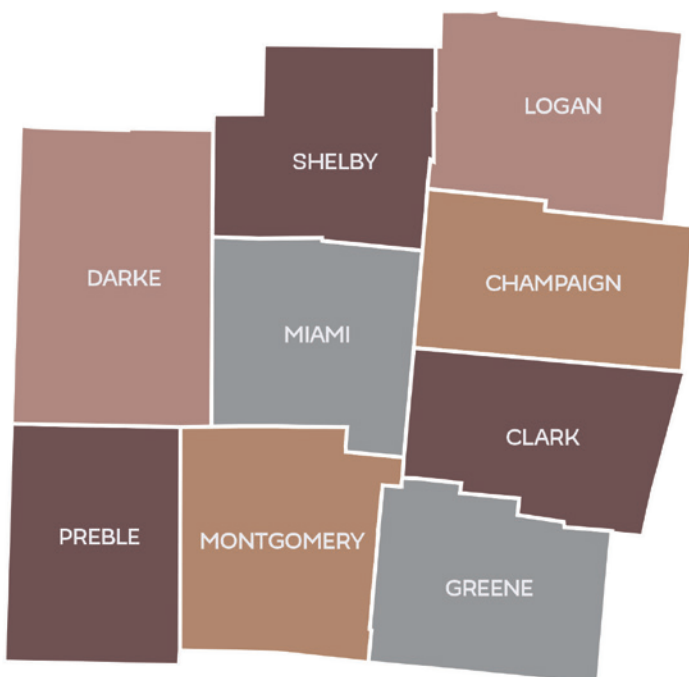
The class helps to reinforce my efforts to work with the doctors in dealing with my disease. Communication and expressing my pains and feelings were also emphasized in this class.

”

2017

advisory council

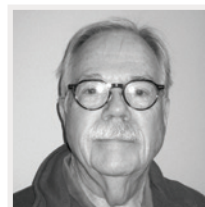
The 27 volunteer members of our Advisory Council help support us as the resource on aging in our nine-county region. Three representatives from each of our nine counties advise the Agency on development and coordination of community-based systems of services for all older persons in our region. They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



officers



Molly Helmlinger, Ph. D.
Chairperson



Charles Morris
Vice Chairperson

members

Champaign County

Stacy Barnhart
David Higgins, Ph.D.
Bill Miller

Clark County

Bonnie Hitchcock
Charles Morris
Donna Parks

Darke County

Debbie Baker
Beth Bell
Dennis Wein

Greene County

Sharon Fulcher
Linda Konz
Suzanne Patterson

Logan County

Therese Calland
Laura Haverkos
Dianne Nelson

Miami County

Tamara Baynard-Ganger
Lisa Beanblossom
Heather Bolton

Montgomery County

Charles Holderman
Debbie Nelson
Linda Uebel

Preble County

Anna Carlson
Teresa Freeman
Paul Lindquist

Shelby County

Molly Helmlinger, Ph. D.
Jenica Huelskamp
Shelia Nuss

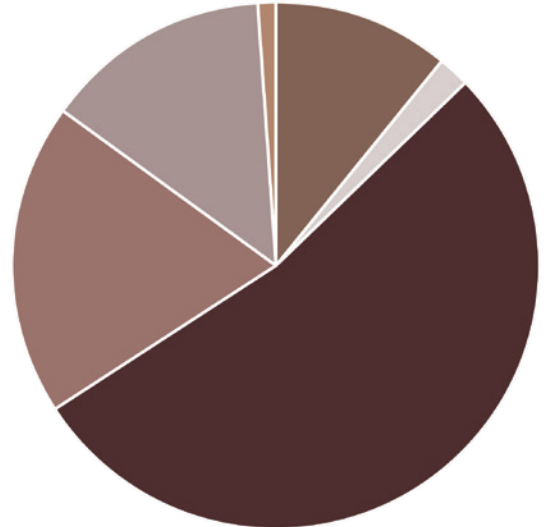
- 4EverReady Home Care
10 Wilmington Place
101 Mobility
- A** A-Abel Exterminating
Aaran Home Care
ABC Abdihakim Hassan
ABC Home Health Care Plus, LLC
A Brand New Horizon, LLC
Absolute Home Care
Academy Health Services
Accelera Home Health Care
Access Home Care, LLC
Access to Independence
Acclaim Home Health Services, Inc.
Accurate Nurse Staffing, LLC
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
AllPest Pest & Wildlife Removal
Alstork, Quentin I.
Alternate Solutions First
Alzheimer's Association, Miami Valley Chapter
Amazing Grace Home Health Care, LLC
Ameripass Home Healthcare, LLC
Angels of Ohio
Aplus Health Care, LLC
Arcadia Health Care
Arch Home Care
Assisted Care by Blackstone of Dayton, LLC
Assistive Solutions
- B** Bed Bug Burners
Best Choice Transportation
Better Living Home Health and Medical Supplies
BIA Enterprises, Inc. LLC
BlueGreen Home Health Care
Board of Shelby County Commissioners for the Shelby County Adult Day Care & Fair Haven Shelby County Home
Bridges Community Action Partnership of Delaware, Madison, Union, Champaign, Logan & Shelby Counties
Bright Ideas
BrightStar Healthcare of Dayton
Brookdale Beavercreek
Brookdale Buckcreek
Brookdale Centennial Park
Brookdale Kettering
Brown, Tammy
Buckeye Home Health Care, LLC
- C** 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 Charities of Southwestern Ohio Springfield Service Center
Celestial Human Services, Inc.
Champaign County Commissioners for Champaign Co. Transit
CHCAS Keisha Bement
Choice Health Care Ltd.
City of Sidney/Shelby Public Transit
Clawson, Cynthia
Clossman's Catering
ComForCare Senior Services
Comfort Keepers, Inc.
Comfort Keepers/Centerville
Community Action Partnership of the Greater Dayton Area
Community/Mercy Health Partners
ConnectAmerica.com
Constant Care Home Health
- Continental Home Health
Cottages of Clayton, The
Critical Signal Technologies, Inc.
Custom Home Elevator and Lift Co., Inc.
- D** DASCO Home Medical Equipment
Dayaway Adult Day Center
Dedicated Nursing Associates, Inc.
Diversicare of Siena Woods
Duraline Medical Products, Inc.
Dynamic Senior Solutions, LLC
Dynamic Solution Service, LLC
- E** Eaglewood Village
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 Development Services
Excel Home Health Care, LLC
- F** 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
- G** Gabriel Staffing Associates
Galyon, Marian
Geisel, Linda L.
Global Meals
GoodLife Homecare Services, LLC
Goodwill Easter Seals Miami Valley

thank you to our providers who help us help others

- Grace Home Health Care Services
Graceful Transportation
Greene County Council on Aging
Greene County Department of Job and Family Services
Greensprings Home Health Care
Guardian Medical Monitoring
- H** Hall, Vicki
Halsom Home Care
Healing Springs Med-Care, LLC
Healing Touch Health Care, LLC
Health at Home, LLC/Graceworks
Lutheran Services
Healthcom, Inc.
Hearth & Home at El Camino
Hearth & Home at Vandalia
Hearts on Call
Helping Hand Home Health Care
Hillside Assisted Living
Hocks Medical Equipment
Home Care Delivered, Inc.
Home Care Network, Inc.
Homefront Nursing
Home Helpers #58222/Story's, Inc.
Home Products for Seniors
HomeSense Enterprises, LLC
HomeSite Home Healthcare
Home State Healthcare
Hope Home Care
- I** Interim Health Care
International Elderly Care Group, LLC
International Quality
- J** J & K In Home Care, Inc.
Joint Office of Citizen Complaints
Jones, Jennifer
- K** Kitchen, Joseph
Knightengales Home Care, LLC
- L** Ladybug Services, LLC
Lakeview Assisted Living
LAM Home Health Care, LLC
Laurelwood Senior Living
Lavender Home Care Solutions
- Legal Aid of Western Ohio, Inc. (LAWO)
Liberty Home Care
Lifecare Alliance
Lifeline Systems Company
Lorraine Surgical Supply
- 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
- N** National Church Residences Legacy Village
Nina's Health Care Agency
- O** Oak Creek Terrace
Oakwood Village
Ohio Home Health Care, Inc.
Ohio Living Home Health – Greater Dayton
Ortega, Tamara
- P** People Working Cooperatively
Personal Touch Home Care
Perspective Home Care
Phoenix Home Care Passport Program, Inc.
PKM: Life Transitions
Preble County Council on Aging, Inc.
Precious Life Center/Services
Prime Home Care
Pristine Senior Living of Centerville
Professional Home Health Care 2, Inc.
- Q** Quality Care
Quality Care Transport
Queen City Med Mart
- R** Rebuilding Together Dayton
Reliable Health Care Plus
ResCare Home Care
RTC Industries, Inc.
- S** Sanctuary at Wilmington Place
Selective Nursing
Senior Helpers
Senior Resource Connection
Serenity Home Healthcare
Simply EZ Home Delivered Meals
Sochi Home Health Agency
Spectrum Home Care
Springfield ALF
Spring Hills Singing Woods
State Health Care Ltd.
Stateline Medical Equipment
Supreme Touch Home Health Services Corp.
Sycamore Glen Retirement Community
Synergy Home Care of South Dayton
- T** Tatiana's Home Care, LLC
Timesmith Consulting
Today Center for Adults
Trinity Community
Trotwood Healing Touch Agency
Tub Cutter
- U** United Rehabilitation Services
Universal Transportation Systems
- V** Valley Transport
Valued Relationships, Inc.
Vancrest of New Carlisle
Varment Guard
Venable, Tricia
Verrett, Mary
Vizion One, Inc.
- W** Washington Intergenerational ADS
Wellcare Home Health
Wesley Community Services
Wilkerson, Tasha
Wings of Love
- X** Xenia Adult Recreation and Services Center
- Z** Ziks Family Pharmacy
Ziks Home Health Care, LLC

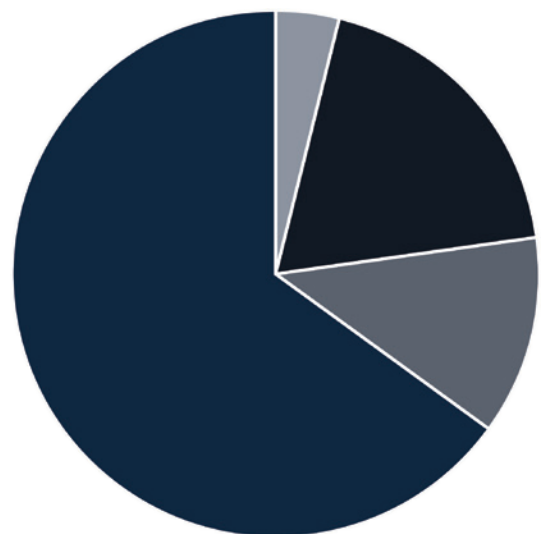
support & revenue

	2016*	2017*
FEDERAL FUNDS	\$5,039,624	\$4,941,890
STATE FUNDS	\$914,986	\$912,584
PASSPORT / ASSISTED LIVING	\$24,552,644	\$27,068,178
LEVY SERVICES	\$8,797,941	\$8,797,941
MYCARE OHIO	\$6,434,758	\$7,337,764
OTHER (INCLUDING INTEREST)	\$438,872	\$413,246
TOTAL	\$46,178,825**	\$49,471,603**



expenditures

	2016*	2017*
ADMINISTRATION	\$1,689,252	\$1,739,246
DIRECT SERVICE OPERATIONS	\$8,311,275	\$8,758,033
PURCHASED COMMUNITY SERVICES	\$5,364,018	\$5,325,517
PURCHASED HOME CARE SERVICES	\$28,787,748	\$31,485,339
TOTAL	\$44,152,293	\$47,308,135



* 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.





AREA AGENCY ON AGING, PSA 2

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