In 2018, we celebrated 25 years as an independent, nonprofit agency, leading us to reflect on how our Agency has evolved to meet the needs of older adults and caregivers in our nine-county region.

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### Distribution of Ohio’s Long-Term Care Services and Supports Used by People Age 60 and Older, 1993-2015

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### Data from the Scripps Gerontology Center, Miami University

Over the past 25 years, our Agency has been a leader in developing home- and community-based care alternatives by implementing PASSPORT and Assisted Living waiver services, ComCare services that expanded significantly with funding from the Montgomery County Human Services Levy, and the MyCare Ohio demonstration. As community-based service options increased, our Agency grew and adapted to serve greater numbers of seniors, caregivers, and people with disabilities from 495 consumers in 1993, to 6,356 in 2018. Expanding our public and media presence to billboards, radio, and television advertisements successfully increased recognition throughout our communities, logging 18,900 information and referral telephone calls in 2018, compared to 2,300 in 1993.

We are proud to be part of Ohio’s re-balancing of long-term care systems over the past 25 years. Not only did we strongly advocate for home-care options but our Aging Network has been instrumental in providing home- and community-based services to fulfill people’s preferences, budgets, and peace of mind. These options also save taxpayer dollars. The chart on the bottom left illustrates the transition of people receiving institutional versus in-home care services since 1993. Savings to the Medicaid program are substantial, since care in a nursing facility can cost three times more than at home.

The Agency values its role administering community services through the Older Americans Act and state funding. Despite funds not keeping pace with the aging population, we explored innovative methods of offering congregate meals, provided supportive services through the National Family Caregiver Support Program, and developed health promotion/disease prevention programs. Our Advisory Council and county councils or coalitions on aging continue to provide invaluable information on how to best meet the needs unique to each individual county.

As we reflect on our accomplishments, we look forward to continuing to provide resources supporting the independence and safety of a growing older population. In 2018, the Agency completed its 2019-2022 Strategic Plan in accordance with the Ohio Department of Aging, and in early 2019 the Board of Trustees approved the Agency’s strategic direction for the next 5-7 years. We are proud of our role as a central, unbiased source of information and connection to community resources for older and disabled adults, caregivers, families, and professionals. We could not succeed without our valued collaborations within a strong Aging Network of providers and organizations who share our goals of improving the quality of life for these individuals in our region, or without our dedicated and caring staff.

This anniversary report illustrates 25 years of listening, learning, and reaching out to our communities through advocacy, support, and collaboration. Thank you for your interest and support since 1993 and as we look forward to the next 25 years.

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

Judy LaMonga, Esq.
Vice Chairperson
Attorney and Counselor-at-Law

Vickie Carracher, RN, BC
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 Helminger, Ph.D.
Chairperson, Advisory Council, Area Agency on Aging, PSA 2

Holly Hill
Chief Marketing Officer, Brethren Retirement Community

Pat Holmes
Montgomery County Area Leader and County Extension Educator, Family and Consumer Sciences, The Ohio 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

Steven Swedlund, M.D.
Assistant Professor of Geriatrics, Director of Geriatric Medicine Fellowship, Wright State University

Cheryl Wheeler
Retired Social Services Administrator

Roland Winburn
Trustee, 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 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
The Agency specializes in providing unbiased, objective information about available options for long-term care as part of Ohio’s Aging and Disability Resource Network. By speaking to our staff over the telephone or through our free in-home assessment, older adults, caregivers, families, and professionals can receive information to help make educated choices that are right for them. The Agency’s ‘Answers on Aging’ multimedia campaign introduced in 2005 increased the Agency’s visibility through television, print advertisements, and billboards. A resulting 98% increase in calls has since been sustained. In addition, more than half of callers every month indicate it is their first time calling us.

### Ongoing Support

Customized care is the hallmark of our services for individuals enrolled in programs managed through the Agency. Case Managers or Waiver Service Coordinators provide personal attention to each individual and regularly review and address needs and services, tweaking when necessary to meet changes that occur in an individual’s health and home.

### Personal Solutions

**One Call Away**

**No Wrong Door**

Ohio Benefits Long-Term Services and Supports (OBLTSS) is a statewide system designed to provide access and information for long-term care services and supports for any individuals with disabilities. Aging and Disability Resource Centers across the country serve as a “front door” answer to frustrations many older adults, people with disabilities, and family members experience when trying to learn about services and support. The Agency is the designated lead Aging and Disability Resource Center in our region, and responsible for the coordination of “front door” activities for Ohio’s “no wrong door system” that debuted in 2017. Under OBLTSS, the Agency contracted with four community partners during 2018: Catholic Social Services of the Miami Valley, Goodwill Easter Seals Miami Valley, Carestar, Inc., and Access Center for Independent Living.

**223-HELP**

Agency support starts with our Intake Specialists who carefully listen to callers, identify specific needs, and problem-solve for answers and information. The social workers and nurses answering 223-HELP receive an average of 1,575 calls per month and provide callers with helpful information, an explanation of the range of services and options available through the Agency, and referrals when appropriate to other social services and our network of providers. Our Intake Specialists take a professional yet personal approach and are knowledgeable, caring, and trained by the Alliance of Information and Referral Systems with special certification in aging and disability information. Intake Specialists can also schedule an in-home assessment for people to further explore home care options.

Calls to our 223-HELP number started with 2,300 in 1993 and have steadily grown following the introduction of our multimedia campaign in 2005. The continued “Answers on Aging” marketing campaign has grown the number of calls to 18,900 in 2018.

### In-Home Assessments

Free in-home assessments are the next step to specialized information after calling 223-HELP. An assessment visit provides people with a no-obligation opportunity to consult one-on-one with a licensed social worker or registered nurse to ask questions and review options specific to individual eligibility and needs. Assessors determine eligibility for our programs or recommend other community resources, and link consumers to the appropriate service or care setting. Meeting with an assessor one-on-one is the quickest path toward finding answers to make an informed choice about future care. The multimedia advertising campaign begun in 2005 resulted in more in-home assessments. There were 941 assessment visits in 1993, growing to 5,206 in 2008, and to 9,387 in 2018, providing people with customized information for their situations.

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<table>
<thead>
<tr>
<th>Category</th>
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<tr>
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<tr>
<td>Completed assessments</td>
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<td>Average daily census of consumers receiving care-managed services</td>
<td>6,356</td>
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<td>Average number of monthly calls to 223-HELP</td>
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HOME CARE SERVICES

Essential long-term care services and supports are the keys to helping seniors and people with disabilities to stay safe and independent in their own homes for as long as possible.

PASSPORT

PASSPORT is a statewide Medicaid waiver program that offers Ohio seniors an in-home alternative to nursing home care. The Agency became the PASSPORT (Pre-Admission Screening System Providing Options & Resources Today) Administrative Agency for Clark, Greene, and Montgomery counties in 1990. The program’s rapid growth played a critical role in the Agency’s incorporation as an independent agency in 1993. PASSPORT allows individuals age 60 and older who are eligible for Medicaid and require hands-on care to “waive” nursing home rules and receive services at home instead. PASSPORT services include personal care assistance, home-delivered meals, transportation, emergency response systems, and home medical equipment. As home services continue to expand, the Agency will continue to work with the Aging Network to help ensure that Ohioans have access to the long-term care setting of their choice.

Assisted Living

The Assisted Living Waiver began in 2006 as another Medicaid waiver option to more expensive nursing home placement. The waiver pays for services received by low-income elderly and disabled adults in certified assisted living facilities. This option provides more support than in-home care and offers more independence, home-like settings, and privacy than full-care facilities. The waiver is for Medicaid-eligible adults who require more assistance than can be provided at home, yet do not need full-time, skilled nursing. The program further expanded in 2007 and 2011, and served an average of 187 consumers per month in 2018.

MyCare Ohio

The Agency became one of seven regions in Ohio to test the pilot project of MyCare Ohio in 2014 and continues through 2019. In MyCare, the Agency coordinates waiver services through Buckeye Health Plan and Molina Healthcare for people age 60 and older who are eligible for both Medicare and Medicaid. The aim is to streamline coordination and remove overlap between Medicare and Medicaid, which saves taxpayer money through increased efficiency and single oversight of services. Our region's MyCare waiver applies to residents in Clark, Greene, and Montgomery counties.

ComCare-Montgomery County

In 1996, the Agency designed ComCare, a care program to provide services to seniors who did not qualify for PASSPORT. The program expanded to all nine counties in 1998 through funding from the State Community Senior Block Grant. A significant growth spurt came when an increase to the Montgomery County Human Services Levy was successfully passed in November 2003, and earmarked $5 million for frail elderly services. Funding topped $9.6 million in 2009, allowing 1,300 consumers to receive services. ComCare continues to help Montgomery County seniors who need services to remain in their homes, but do not qualify for PASSPORT or MyCare Ohio. ComCare provides aid similar to what PASSPORT offers – personal care, transportation, home-delivered meals, adult day care services, and more.

Ohio’s population has steadily increased over the past 25 years and the population age 80 and older is expected to increase 46% in the coming decade. The Agency has continually answered home care needs through contracts with service providers supporting a variety of services, and had 243 providers in 2018. The Agency relies on its Provider Relations staff to ensure these organizations and businesses are educated in our Agency rules and expectations.
When PASSPORT began offering Consumer Directed Care, Jimmy was considered an excellent candidate since he and his son could directly complete paperwork such as time sheets, and manage his own services. Pat became an independent contractor hired directly by Jimmy, and Consumer Directed Care widened the options for her work assisting him.

In addition to caring for the house and his meals, she reminds him about appointments and his medications, can provide personal care if needed, plus drives him to appointments and elsewhere. Winter weather doesn’t deter her from reaching him seven days a week and ensuring his continued safety, independence, and comfort within his own home.

“I think the Agency is wonderful. Anything I need, they get it,” he says. “Leah is very nice, very caring. She makes sure I have everything I need.”

Leah has helped him to get medical equipment like a rolling walker, and safety items like grab bars and a handheld shower for his house. She meets with him every three months to discuss his services and check if any adjustments are needed, and they talk on the phone when anything comes up in between.

PASSPORT makes it possible for Jimmy to receive invaluable assistance from a well-known and trusted aide, Pat.

She originally assisted him as an employee of a home care company, while the Agency arranged for his transportation needs.

PASSPORT and its Consumer Directed Care service has meant all the difference to Jimmy and his family. It allows him to enjoy this independent quality of life, in control of his services and home, living near his family and friends, and surrounded by photographs, unique clocks, and other items that make his house a home. He has found trusted help from the Agency and security from Leah and Pat, and sums up what they mean to him very simply: “They’re family.”
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 responds to the needs of seniors and advocates on their behalf.

OAA has seen changes with reauthorizations including enactment of the National Family Caregiver Support Program in 2000, and the OAA is set for another reauthorization in 2019. Our Agency administered more than $6 million in Title III and related state funds in 2018 to help older adults remain in their homes and to support family caregivers.

OAA also supports health promotion and disease prevention programs including Healthy U, A Matter of Balance, and Powerful Tools for Caregiving.

The Nutrition Services Program is the largest OAA program, supporting both home-delivered meals and congregate meal sites. The 190,001 meals served in 2018 at 63 congregate meal sites in our region provided both nutrition and socialization. Additionally, 358,584 nutritionally-balanced meals were delivered in 2018 to seniors who are homebound due to illness, disability, or geographic isolation. The program helps older individuals remain independent within their communities.

OAA 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
- Senior Volunteer Services

Focus On Aging
(our quarterly newsletter) provided information about issues impacting the aging network

28,750
Agency calendars distributed free of charge to provide seniors and caregivers with information about community services throughout our nine-county region

57
Accepted invitations by the Speakers Bureau to speak or display information at community events

147
Professionals were presented information at 6 Agency-sponsored trainings
HEALTHY U

Health Programs for Independence and Quality of Life

Healthy U workshops offer three topics –

• Living with Chronic Conditions – The focus is on conditions that cannot be cured but can be managed including Arthritis, Heart Disease, Diabetes, Cancer, HIV, Fibromyalgia, Parkinson’s, Multiple Sclerosis, Kidney Disease, COPD, Stroke, and more.
• Living with Chronic Pain.
• Living with Diabetes.

All three programs were developed by Stanford University researchers and follow evidence-based, scripted formulas to ensure consistency of quality and results. Workshop participants try a variety of actions and activities that suit their own conditions and lifestyles, plus learn from their fellow participants. Offered weekly for six weeks, these interactive workshops help people change their perceptions about their own capabilities and power to increase their health, happiness, and comfort.

Participants leave the workshop with an excellent resource book and a relaxation CD. The Agency recognizes the contributions of programs like Healthy U toward helping people to successfully maintain their health and independence through their most valuable resource – themselves.

“...helps you realize there are many others who have the same ‘little’ everyday health problems or issues that you have. A group makes your learning time also a ‘social’ time, which is also a health benefit.”

workshop participant testimonial

Topics include –

• Setting and succeeding in achievable steps toward overall goals.
• Methods for healthy eating and physical activity, and impact on strength, independence, and quality of life.
• The power of using one’s mind to control perceptions, negative thoughts, and help with sleep.
• Methods for managing medications for best personal results.
• Improving effective communications with healthcare providers, family, and friends.

The Agency initiated Healthy U disease self-management workshops in 2010 to provide people living with chronic health conditions with the tools to help improve overall health and quality of life.

Healthy U has proven outcomes that include reduced emergency room visits and hospitalizations, plus improved confidence in self-managing chronic conditions. The goal is to empower people to identify and control what they can with help from the workshops’ guidance, education, informative take-home materials, and encouragement from leaders and fellow participants.

The Agency’s adoption of the program began with three workshops by two Leaders in two counties, and within one year expanded to 14 workshops in seven counties. In 2018, the Agency offered 36 workshops throughout all nine counties in our region led by more than 30 Leaders. Since its inception, the Agency’s Healthy U program has graduated more than 1,900 people from its workshops.

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 county 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
Bill Miller
Amber Spence

Clark County
Bonnie Hitchcock
Charles Morris
Donna Parks

Darke County
Lauren Henry
Mindy Jo Stebbins
Dennis Wein

Greene County
Linda Kozz
Suzanne Patterson
Eric Winston, Ph.D.

Logan County
Laura Haverkos
Ryan Phipps
Kim Wildermuth

Miami County
Beth Bell
Heather Bolon
Randy Earl

Montgomery County
Quiana Bickham
Charles Holderman
Debbie Nelson

Preble County
Anna Carlson
Teresa Freeman
Paul D. Lindquist

Shelby County
Molly Helmlinger, Ph.D.
Jennifer Huelskamp
Shelia Nuss

ADVISORY COUNCIL

The Agency initiated Healthy U disease self-management workshops in 2010 to provide people living with chronic health conditions with the tools to help improve overall health and quality of life.
thank you to our providers who help us help others
REVENUE & EXPENSES

support & revenue

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expenditures

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* 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.