

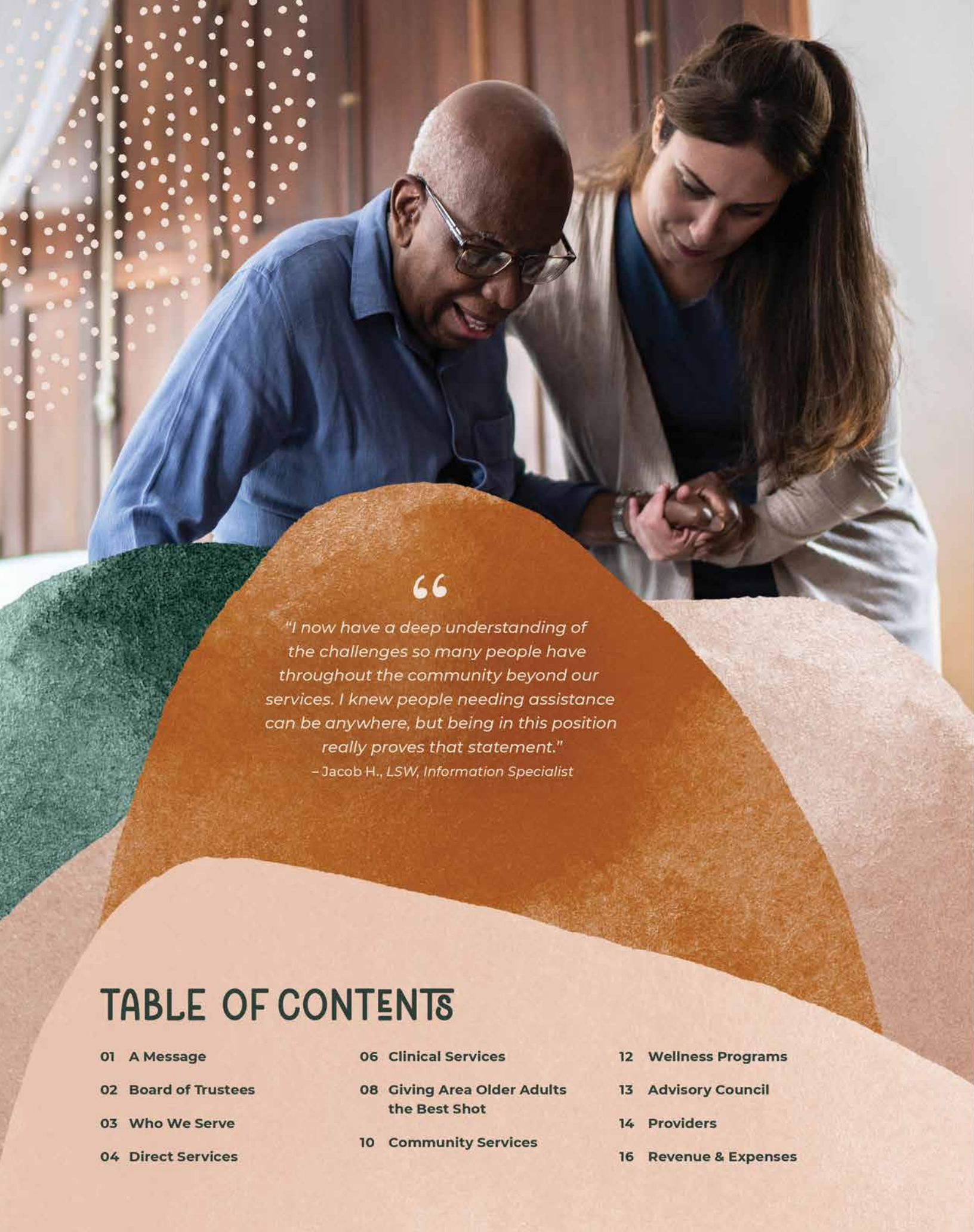
RESILIENCY AND RESOLVE

2021 ANNUAL REPORT



Area Agency on Aging

PSA 2



“

"I now have a deep understanding of the challenges so many people have throughout the community beyond our services. I knew people needing assistance can be anywhere, but being in this position really proves that statement."

– Jacob H., LSW, Information Specialist

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the Best Shot

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A PANDEMIC CANNOT DIVERT THE AGENCY FROM ITS PURPOSE OF HELPING OLDER ADULTS

Interconnected strengths between our staff, providers, and communities powered the Agency through its second pandemic year with determination, consistency, and resiliency. An emergency spotlights strengths and weaknesses, and our strengths grew to meet continued and rising needs.

Our focus turned to vaccination as an immediate goal once options became available, and a surge for appointments resulted in a major influx of calls to 937-223-HELP. Our staff directed callers to vaccination sites, provided contact information, and assisted in scheduling appointments when possible. You'll read about their experiences throughout this report. Staff additionally assisted the Ohio National Guard and the Regional Rapid Response Assistance Program (R3AP) February through April, vaccinating over 890 vulnerable residents across 19 affordable housing communities in Clark, Greene and Montgomery counties. Our partner, Catholic Social Services, similarly assisted three R3AP clinics vaccinating 90 individuals in our more rural counties.

A pandemic cannot divert the Agency from its purpose of helping older adults find the information, services and resources they need to stay safe in their preferred homes, as well as for unexpected life situations.

- Management of our budget and emergency funds met needs for increased quantities in nutrition services delivering 601,356 meals to older adults homebound due to the pandemic, illness, disability, or geographic location. An additional 123,295 meals were provided by 21 congregate meal sites throughout our nine counties mostly as drive-through service.
- Our DaytonAreaCaregivers.com online caregiver program assisted 172 additional family caregivers through 24/7 access to virtual support materials in education and self-care, ending 2021 with 330 members.
- Our Workforce Shortage Initiative graduated 81 home health aides by the end of 2021, addressing regional staff shortages.
- Virtual programming offered safe attendance for wellness, caregiver, and continuing education workshops.

- Staff rallied on a successful renewal campaign for the Montgomery County Human Services Levy. We are grateful for staff and community support contributing toward our ComCare program that served 1,606 consumers. The Preble County Council on Aging also received renewal of its vital Senior Services Levy supporting home-delivered meals, transportation, and homemaking.

Addressing aging and unexpected life situations is what we do. We didn't expect a pandemic, but found our staff, processes, resources, providers, Board, and services capable of meeting its challenges head-on. We are indebted to our providers and their front-line workers for continuing to address our consumer needs; we are grateful to our Board of Trustees and Advisory Council for their invaluable support and input toward our goals; and thankful for our dedicated and talented staff working to continue services. The combined strength and resiliency of these individuals and groups contributes toward the continued safety and independence of community members who need us most. It's our privilege to help them retain their ultimate comfort and safety of home through especially difficult times.

Doug McGarry
Executive Director

Judy LaMusga, Esq.
Board Chairperson

Our Board of Trustees' Strategic

Priorities, developed before any thoughts of a pandemic arose, were vital toward ensuring the Agency's resiliency and resolve in meeting the new challenges created by Covid-19:

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

BOARD OF TRUSTEES

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PSA 2

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*Director of Strategic Partnerships,
Green Hills Community*

Roland Winburn
*Trustee, Harrison Township
Board of Trustees*



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.

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.



DIRECT SERVICES

As a leader of Ohio's Aging and Disability Resource Network, our Agency is a trusted place where older adults, caregivers, families, and professionals can find objective information on a range of long-term care services and supports available within their communities. People seeking information call 937-223-HELP to speak to our professionally trained and caring licensed social workers and registered nurses to receive information to help make more educated choices. A free, one-on-one assessment is available to help individuals determine their eligibility for services and resources. Throughout the year, most assessments continued to be conducted over the telephone for the safety of consumers and staff.

NO WRONG DOOR

The Ohio Benefits Long-Term Services and Supports (OBLTSS) statewide system started in 2017 to provide access and information for long-term care services and supports for individuals with disabilities. As the designated lead Aging and Disability Resource Center in our region, the Agency coordinates "front door" activities under Ohio's "no wrong door system" to help connect individuals immediately with the specific information, resources and community-based, long-term services they seek. To ensure smooth access to information, we contracted with three community partners in 2021: Catholic Social Services of the Miami Valley, Carestar, Inc., and Access Center for Independent Living.

26,923

Callers receiving
information
and assistance

2,200

Average number of
monthly calls to
937-223-HELP

7,729

Completed
assessments

633

Individuals connected
with intake staff
through the online
chat feature

6,600

A monthly average of
consumers receiving
care-managed services

937-223-HELP

Anyone may call 937-223-HELP to speak with an Intake Specialist: older adults, people living with disabilities, caregivers, family members, friends, neighbors, professionals or any concerned individual. Our caring and knowledgeable licensed social workers and registered nurses are professionally trained by the Alliance of Information and Referral Systems and continually updated on available services and resources in the area. In 2021, four Agency Intake Specialists were trained on the Ohio Senior Health Insurance Information Program (OSHIIIP) to better meet the needs of our callers.

Our Intake Specialists determine what each caller needs to provide helpful information and explain the range of services and options available through the Agency, additional social services and resources, and our network of providers. The Agency receives approximately 2,200 calls per month, each one important to our staff who support, listen and identify potential resources to meet each caller's specific needs. In 2021, our staff was inundated for several weeks answering calls about scheduling vaccination appointments, resulting in a 13% increase in call volume compared to 2020. They patiently helped callers to find information on local clinics and helped with online registration when possible since many callers did not have access to computers or the internet. This crew also collects information on emergency arrangements throughout our region to help residents find help through extreme weather conditions.

IN-HOME ASSESSMENTS

Our support continues through scheduling personal assessments with Agency licensed social workers or registered nurses who are trained and continually updated on eligibility and insurance information for our region. These assessments provide consumers and caregivers an opportunity to ask questions and review options for their personal situations. Assessors determine eligibility for our programs or may recommend additional community resources, linking consumers to the appropriate service or care setting. Meeting consumers one-on-one helps them to evaluate strengths and needs most accurately, ideally by meeting with individuals in their own homes. Throughout most of 2021, meeting in person was not possible to ensure the safety of both our consumers and staff. But assessors conducted assessments over the phone and helped 7,729 individuals to make informed choices about future care. Assessors also provide Home Choice assessments to help Medicaid recipients successfully transition from long-term care facilities back into their homes or communities. We completed 57 Home Choice assessments in 2021.

CARE MANAGEMENT

The Agency's care management staff provide interaction through many care settings each day to help our consumers to stay safely and happily within their choice of residence. Waiver Service Coordinators and Care Managers meet with consumers to establish unique goals and plans of care while regularly monitoring, reviewing, and addressing needs and services. They work with care providers and insurance to maintain continuation of in-home services, supplies, and transportation as needed. As with other Agency services throughout 2021, these connections and oversight were made mostly by phone to help keep consumers and staff safe from infection. Staff did their best to continue individualized care through their own interpersonal communications with consumers, and by obtaining input from family members or caregivers to help determine accurate status and health of consumers.



CLINICAL SERVICES

Communicating largely through telephone and computer, our staff continued to provide essential long-term care services and supports to older adults and people living with disabilities to stay safe and independent in their homes. The year entailed continual polishing of listening and telephone communication skills due to limited in-person interaction, often relying on the eyes and ears of consumers' family members and caregivers to help determine overall health and safety.

**CONTRACTS WITH 258 SERVICE PROVIDERS
IN 2021 SUPPORT THE WORK THESE ESSENTIAL
SERVICES CONDUCTED THROUGH:**

COMCARE-MONTGOMERY COUNTY

ComCare serves older residents of Montgomery County who do not meet eligibility requirements for PASSPORT or MyCare Ohio, yet benefit from similar services and supports to remain in their own homes. Montgomery County voters generously approved renewal of the Human Services Levy in November that supports our ComCare program. While individuals receiving services pay on a sliding scale, services provided are similar to those listed under PASSPORT including personal care assistance, transportation, home-delivered meals, and adult day care services. ComCare provided in-home services to approximately 1,606 individuals.

MYCARE OHIO

The Agency has been one of seven regions in Ohio utilizing MyCare Ohio, initiated in 2014 to coordinate services for people age 60 and older who are eligible for both Medicare and Medicaid. 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 to provide waiver service coordination.

CAREGIVER SUPPORT

Since the beginning of the pandemic, caregivers have taken on additional roles and faced increasing isolation. The Agency providentially began its online resource, DaytonAreaCaregivers.com, in 2020 that drew more members throughout this past year for its 24/7 caregiver assistance. The Trualta virtual platform offers free and convenient education, planning tools, tips, and information to help family caregivers both manage their loved ones' care as well as their own. Members cite finding understanding and acceptance with the much-needed information. Throughout 2021, 172 caregivers enrolled bringing total membership to 330.

PASSPORT

PASSPORT (Pre-Admission Screening System Providing Options & Resources Today) is a statewide Medicaid waiver program that offers Ohioans age 60 and older an in-home nursing-level of care instead of receiving care within an institutional setting. PASSPORT services 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 being less expensive than 24/7 institutionalized care but is preferred by many older adults who want to remain within the comforts of their own homes.

ASSISTED LIVING

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

CARE TRANSITIONS

Upon discharge from a hospital, patients and their families may feel rushed and confused due to receiving a large amount of information and instructions within a short period of time. Care transitions offers assistance for these individuals to review medical needs and provide a follow-up, in-home visit by a registered nurse. Our Care Transitions Coach helps people to review discharge plans, doctor follow-up instructions and medication changes, as well as provide information for additional services toward avoiding hospital readmission. This can include home-delivered meals, in-home care and other services to contribute toward successful healing and rest. 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. Over 100 members were able to be seen in the hospital with 192 successful care transitions completed in 2021.



GIVING AREA OLDER ADULTS THE BEST SHOT

As the Covid-19 pandemic changed daily, vaccines were the topic of focus throughout the aging network providing hope, confusion, and mixed emotions for many. The Agency worked to be there for the community throughout every change to provide research and fact-based support, information, and resources.

When Covid-19 vaccinations became available through phased eligibility, vaccine shortages and difficulties finding appointments drove a sharp increase of calls to our 937-223-HELP number. Our Information Specialists kept abreast of the almost daily changes in vaccination eligibility and clinic information throughout our nine counties to help as many people as possible, finding and making appointments for callers if able, and sharing regional transportation information to help people find rides to and from vaccination appointments.

As vaccine supplies stabilized, our Agency staff worked to provide equitable and convenient access to these life-saving vaccines. The Agency partnered with the

Ohio National Guard and the Regional Rapid Response Assistance Program (R3AP) to provide on-site Covid-19 vaccination clinics in affordable housing communities and vaccination "sprinter" vans for smaller affordable housing communities. Forty Agency staff members volunteered to help with registration, traffic flow, post-vaccination observation, and offer information about long-term services and supports. These clinics vaccinated more than 890 people through 19 clinics in Montgomery, Clark, and Greene counties. Our partner, Catholic Social Services, vaccinated 90 individuals in our northern counties through three similar regional clinics.

Our staff was instrumental in identifying and scheduling clinic sites, collaborating with residential site coordinators, arranging transportation for residents from additional housing communities to access clinics and providing support and resources for older adults and their caregivers. We appreciate their time and dedication becoming front-line workers for this life-saving initiative.

PANDEMIC RELIEF FUNDING

Emergency federal funds continued to help support and strengthen our supportive network of partner organizations and providers through the second year of strains created by the pandemic.

CORONAVIRUS AID, RELIEF, AND ECONOMIC SECURITY (CARES) ACT

We received \$1,017,353 to assist older adults during the pandemic by expanding Home-delivered Nutrition Services throughout our nine counties.

AMERICAN RESCUE PLAN ACT (ARPA)

We received \$1,018,631 in American Rescue Plan Act dollars in 2021. By this report's publication, initial allocations have been awarded to continue support of OAA services.

NO WRONG DOOR GRANT

The Association for Community Living and the Ohio Department of Aging (ODA) continued to support the transition of the Long-Term Care Workforce Crisis Initiative:

- By Fall of 2021, the Agency's provider oversight staff assumed direction of the Long-Term Care Workforce Crisis Initiative developed by Dr. Kathy Stevens through The Dayton Foundation's Del Mar Encore Fellowship. The program provides free training for workers displaced by pandemic closures to become personal care assistants. By the grant's end, 81 students had graduated with more than half working in health care, including ODA certified providers.
- In 2021, our intake staff connected with 633 individuals through our online chat feature.

REGIONAL RAPID RESPONSE ASSISTANCE PROGRAM

We continued support of our provider network by distributing \$64,000 in federal Coronavirus Relief funds to 27 providers across our region. This Ohio Adjunct General fund's goal is to help maintain direct care staffing levels for continuation of home-based care within each county.

VACCINATION GRANTS

We received \$262,825 in vaccination grants through the Ohio Department of Aging. We primarily utilized this funding to support continued vaccination outreach efforts both for our Front-Door and enrolled consumers. This grant helped to support approximately 150 vaccinations for home-bound individuals who were unable to access traditional vaccine sites. We partnered with local public health departments in Montgomery, Clark, and Greene counties.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

Through a donation to the Ohio Department of Aging, we received one PPE delivery of 265 boxes in February that included 500 KN95 face masks. We distributed these supplies to 66 providers. We also assembled and distributed PPE home-visit kits for our clinical staff to take all necessary safety precautions when resuming in-person visits.





COMMUNITY SERVICES

OLDER AMERICANS ACT (OAA)

The foundation of Ohio's aging network is Title III of the federal Older Americans Act (OAA), which authorizes funding to states and the Area Agencies on Aging for planning, developing and coordinating home and community-based services. Toward the goal of helping older adults and their caregivers remain in the most desirable and least restrictive living arrangement, the Agency administered over **\$6 million** in Title III and related state funds, with an **additional \$3 million** from the Family First Coronavirus Response Act (FFCRA) and Coronavirus Aid, Relief and Economic Security Act (CARES) allowing the Agency to boost services including home-delivered meals, home care and caregiver services, and more to meet the increased needs of 2021.

OAA & RELATED SERVICES

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, outreach for Home Energy Assistance Program, and protective and supportive services. These funds also support wellness programming including Healthy U, A Matter of Balance, and Powerful Tools for Caregivers. Programs received emergency funding through FFCRA and CARES to help meet needs within our regional communities.

NUTRITION SERVICES PROGRAM

This is the largest OAA program contributing toward older adults remaining successfully independent through providing healthy, nutritious meals delivered to their homes. Congregate meal sites remained closed throughout 2021 but some safely distributed pre-packaged meals and provisions in a drive-through format, and emergency funding helped to accommodate the increased need for home-delivered meals.

601,356

Meals were delivered to older adults who are homebound due to the Covid-19 pandemic, illness, disability, or geographic isolation in 2021.

123,295

Additional nutritious meals were provided by 21 congregate meal sites throughout our nine-county region.

SENIOR FARMERS MARKET NUTRITION PROGRAM

The second year of the Senior Farmers Market Nutrition Program (SFMNP) saw substantial growth in our region. Partnering with Homefull to operate and administer the program throughout our nine counties, the program provides \$50 coupons to eligible older adults to use at participating farmers markets and produce stands annually. SFMNP benefits not only local area farmers by helping them to sell their crops, but also helps older adults obtain fresh produce.

\$68,250

Distributed by Homefull to more than 1,365 consumers between May and October.

45

Farmers and farmers markets recruited by Homefull to participate in the program.

95%

Increase in consumers served since the program's initiation at the pandemic's start in 2020.

COMMUNITY OUTREACH

The pandemic's closures continued to limit community outreach, but we persisted to connect in a variety of ways to provide education and information.

25,500

Agency calendars were distributed free of charge to provide older adults and caregivers with information about community services throughout our nine-county region. This included approximately 6,400 calendars mailed directly to consumers enrolled in our programs.

730

Individuals were reached through 14 accepted invitations to speak or display information at community events throughout our region.

125

Professionals from throughout the region attended five public continuing education online trainings, plus three in-house trainings drew an average of 76 Agency staff apiece.

97

Family caregivers attended six free virtual Caregiver Workshops to learn from guest speakers and ask questions on caregiving-specific topics ranging from financial planning to communications to grief.

900

Individuals received our quarterly e-newsletter, *Focus on Aging*, providing updates on Agency vaccination efforts, senior levies in Champaign and Preble counties, plus the Montgomery County Human Services Levy, information on funding, resources, workshops, and issues impacting the aging network.

WELLNESS PROGRAMS

Our workshops focus on preventive health measures and education to help older adults better manage chronic health concerns, address falls prevention, family caregiving, and learn information to help organize life in retirement.

Wellness programming continued mostly in virtual formats as either telephone discussion groups or online via Zoom and other platforms, but a few in-person offerings were conducted of the Aging Mastery Program and Matter of Balance workshops following Covid-19 safety protocols. Our virtual programs provided older adults and their caregivers from throughout our nine-county region with information as well as social connection throughout the year. Virtual options, especially the phone groups, drew attendees who were previously unable to attend workshops because of difficulties leaving their homes. For people homebound due to their own or a loved one's health, transportation or other limitations, these workshops provided a connection to others and an opportunity to find new information and friends while learning that they're not alone in their daily struggles. The convenience and safety of attending from their homes included receiving workshop materials mailed directly to their doors. Nevertheless, as the year went on, virtual options struggled to draw interest as more and more people yearned for in-person opportunities.

HEALTHY U

Healthy U is an evidence-based program developed at Stanford University to help older adults who live with chronic health conditions find new ways to manage symptoms. Participants meet for six weeks to try different self-management tools and tips, share their experiences and support one another facing similar challenges.

Workshops offered are:

- ▶ **Chronic disease** for managing any long-term health concern,
- ▶ **Diabetes** to better manage or prevent type 2 diabetes,
- ▶ **Chronic pain** for people seeking alternative pain management tools.

AGING MASTERY PROGRAM

The Aging Mastery Program was created by the National Council on Aging to help older adults find information for successful retirement years. 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 partnered with United Senior Services and WestCare Ohio/East End Community Services to conduct workshops in Clark and Montgomery counties.

MATTER OF BALANCE

Matter of Balance is a program designed to help older adults reduce fear of falling by learning to manage falls and increase activity levels. Participants meet for either eight or six sessions to learn to view falls as controllable, set goals for increasing activity, find ways to reduce the risk of falls at home, and exercise to increase strength and balance. The Agency partners with Goodwill Easter Seals Miami Valley to conduct workshops throughout our region.

POWERFUL TOOLS FOR CAREGIVERS

Powerful Tools for Caregivers is a six-week program for family caregivers to learn how to care for themselves while caring for others. Participants meet once-a-week to discuss ways to lower stress, set goals and problem-solve, communicate more effectively, find community resources, make tough decisions, and reduce guilt, anger, and depression. The Agency partners with Kettering Health to offer this program in our counties.

36

Total workshops

236

People served

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 the distribution of federal and state funds.

OFFICERS



Laura Haverkos
Chairperson



Eric Winston, Ph.D.
Vice Chairperson



MEMBERS

Champaign County

Stacy Barnhart
Vicki Henson
Amber Spence

Clark County

Michele Hemphill
Bonnie Hitchcock
Glen Massie

Darke County

Lauren Henry
Christena Sharp
Megan Stull

Greene County

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Linda Konz
Eric Winston, Ph.D.

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Laura Haverkos
Linda Wilcox

Miami County

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Rose-Hollicker

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Quiana Bickham
Debbie Nelson

Preble County

Anna Carlson
Teresa Freeman
Karen Lindquist

Shelby County

Rachel Hale
Jenica Huelskamp
Shelia Nuss



THANK YOU TO OUR PROVIDERS

10 Wilmington Place

4EverReady Homecare

6 Roses Home Health Care

A A Brand New Horizon

A Elevated Care

A-Abel Exterminating

A-Abel Plumbing, Inc.

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.

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.

Ahler's Catering

Align Home Health

All About Homecare Services, LLC

Alliance Healthcare Partners, LLC

Alzheimer's Association Miami Valley Chapter

Amadyss Healthcare and Training Services

Amazing Grace Home Care, LLC

Americare Home Health Agency

Ameripass Home Healthcare, LLC

Angels of Ohio

Ann M. Piselli

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

Bertha Jackson

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 Beavercreek

Brookdale Buck Creek

Brookdale Centennial Park

Brookdale Kettering

C Capital Home Health, Inc.

Caregiving Angels

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.

Comfort & Dignity Home Healthcare

Community Mercy Home Care Services of Springfield

Compass Home Care of Southwest Ohio

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

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

Elizabeth Tenesaca

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

First Community Health Services, LLC

First Step Development Group

FirstLight Home Care Clayton

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 Miami Valley-Beavercreek

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 Services

Greene Respiratory Services, Inc.

Guardian Medical Monitoring

H Halsom

Healing Springs Med-Care, LLC

Healing Touch Agency, LLC

Hearth and Home of Vandalia

Hearts of Passion

Hearts on Call

Heather Riesinger

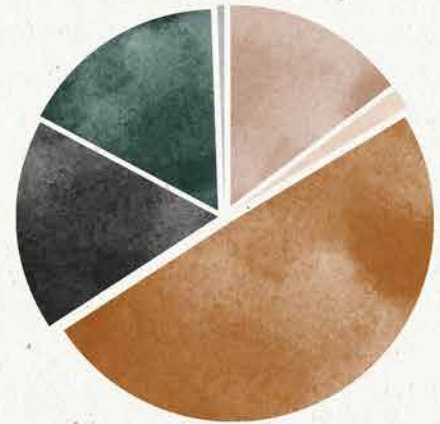
WHO HELP US HELP OTHERS

- 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** K&J Homecare
- Kettering Medical Center - Kettering Health Network
- Kimberly I. Baird
- Knightengales Home Care, LLC
- L** Lady Of Mercy Home Care
- Ladybug Services, LLC
- Lakeview Assisted Living
- 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
- Marimart Health Care, LLC
- Mark Roush
- Marquivio B. Robinson
- Mary Ann Turri
- Maurice A. McCalister
- Maxim Health Care Services, Inc.
- MedScope America Corporation
- Metro Orthopedic Home Care
- Miami Valley Community Action Partnership
- Michael Randall
- Midwest Home Healthcare
- 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
- Nicole Wilson
- 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
- 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.
- Precedence Home Healthcare, LLC
- Precious Life Center/Services
- 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
- Rescue91 Healthcare Services, LLC
- Roxanne Dixon
- RTC Industries, Inc.
- S** Sanctuary at Wilmington Place
- Sandra Hessel
- 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
- Stacey A. Woods
- State Health Care, Ltd.
- Stateline Medical, Inc.
- Stuart Medical Services
- 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.
- The Suites at Walnut Creek
- There and Back Transportation Services, LLC
- Timesmith Consulting
- Trinity Community
- U** United Senior Services
- Universal Transportation Systems
- V** Valley Transport, LLC
- Vancrest of New Carlisle, LLC
- Virginia A. McDaniel
- Vizion One, Inc.
- VRI
- W** We Care Home Care 2, LLC
- 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

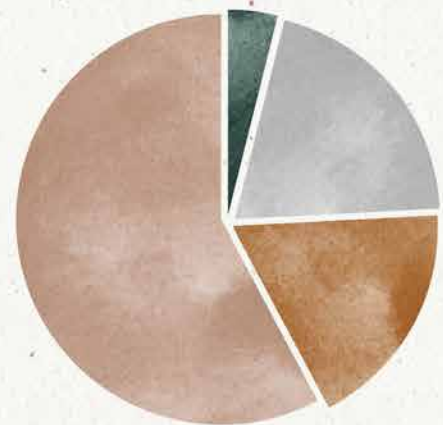
SUPPORT & REVENUE

	2020*	2021*
Federal Funds	\$7,522,553	\$7,688,976
State Funds	\$700,093	\$833,601
PASSPORT/AL	\$25,881,031	\$25,514,248
Levy (Montgomery)	\$9,044,019	\$8,797,941
MyCare Ohio	\$8,300,016	\$8,596,113
Other (including interest)	\$395,314	\$261,232
TOTAL	\$51,843,026**	\$51,692,111**



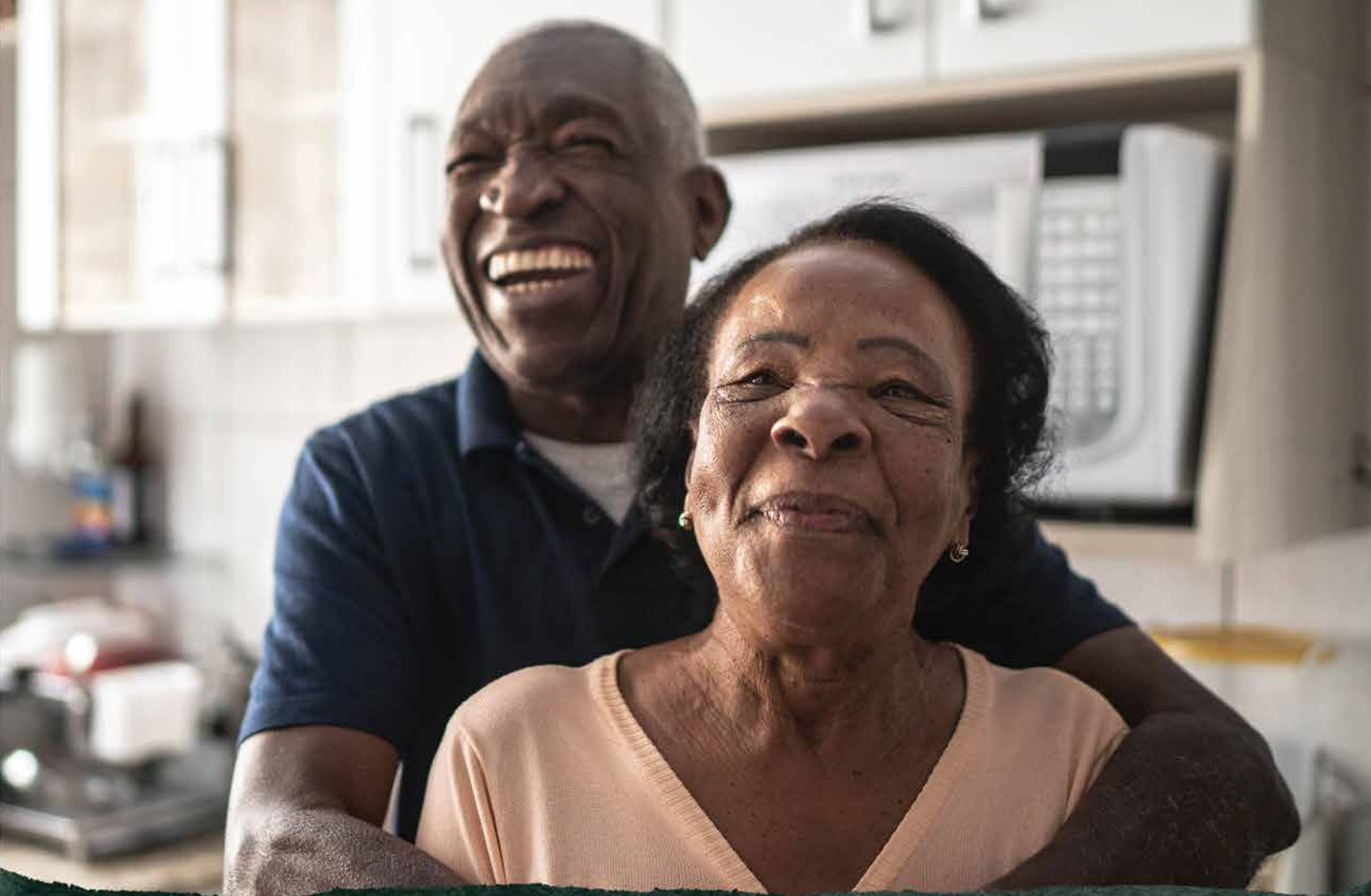
EXPENDITURES

	2020*	2021*
Administration	\$1,833,243	\$1,989,487
Direct Service Operation	\$9,714,959	\$9,931,331
Purchased Community Services	\$8,463,652	\$8,772,577
Purchased Home Care Services	\$29,528,140	\$28,200,866
TOTAL	\$49,539,994	\$48,894,261



* 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.



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“[I felt the most helpful to callers when] I was contributing to a greater cause and more sense of people coming together. Also, when assisting homebound and more elder seniors (ages 90 and older).”

– Sheila A., *Information Specialist*

“

“A lot of agencies have moved to working from home and it was not a successful transition and response times were very long. I think that the Area Agency on Aging did an amazing job getting everyone successfully transitioned to home with the resources and support needed to address our consumers’ needs. The support that we were able to provide to seniors while such a scary pandemic was going on was amazing. I feel that our services helped people feel less isolated and less afraid.”

– Angie L., *MSW, Information Specialist*

“

“[The introduction of the Covid-19 vaccination] initially, increased work load as we assisted consumers to schedule the vaccines, but then work load returned to baseline except for occasional questions about the vaccine.”

– Tanas B., *LSW, CIRS-A/D, Information Specialist*

“

“In this job you have to keep updated on new resources so you can help your caller. When out and about if I see or hear about a new resource I get as much info about it, research it, and then pass it on to my coworkers.”

– Christine H., *BS, LSW, CIRS A/D, Information Specialist*



Area Agency on Aging

PSA 2

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