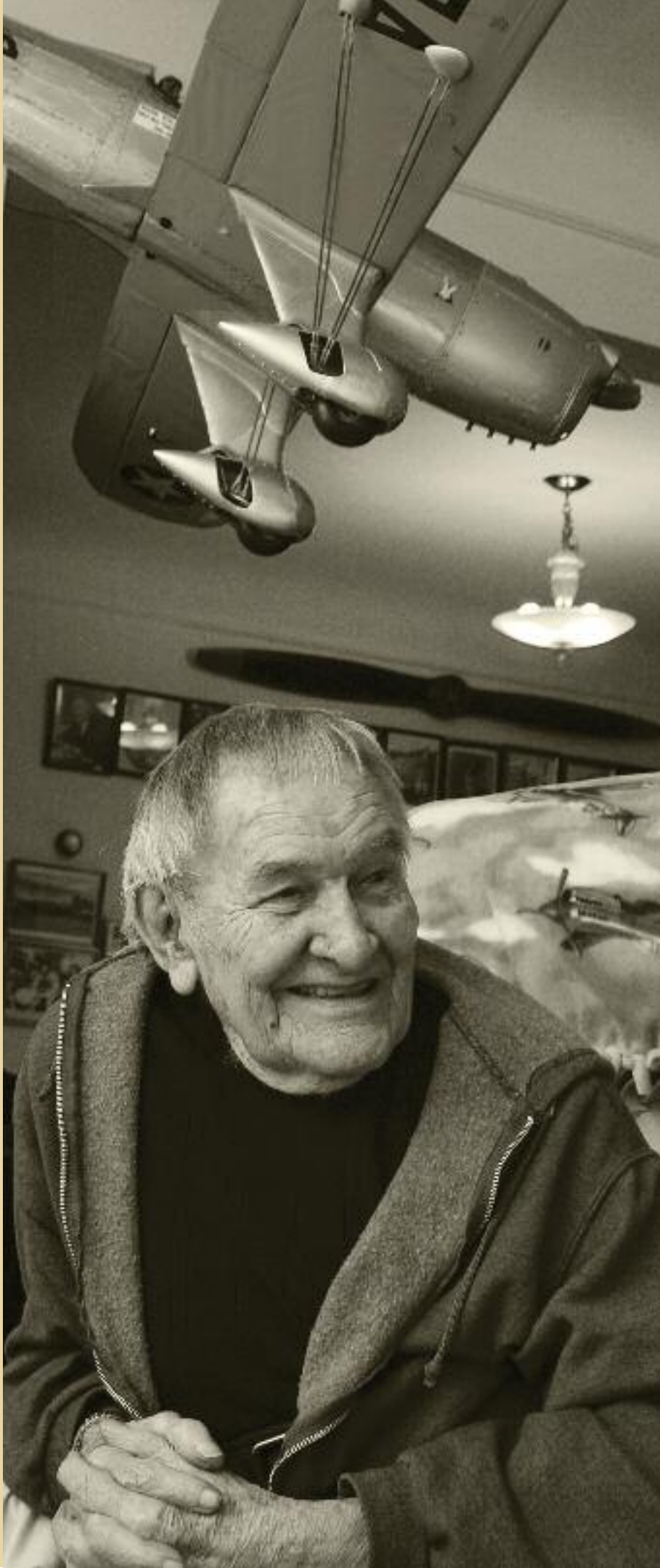


# Answers on Aging



Annual  
Report  
2008



**“Without the program, I’d be in a nursing home somewhere.  
I cannot do for myself...But I do have people who love me.”**

~ Katie, PASSPORT client

Katie can live independently in her own home, thanks to help from the PASSPORT program and her COA care manager, Casey.

# *Assistance*

***Dear Friends,***

We weathered some storms in 2008 – literally and figuratively. But, as often happens, they helped us to learn and grow.

Acting on a county commissioner directive to competitively bid care management services and to achieve more consistency in the Butler County Elderly Services Program, we decided to transition from four care management organizations to one, via a bidding process. Change such as this can be difficult. We believe, however, that the change will make a good program better for seniors, with more consistent services at lower costs.

In September, we were caught up in the aftermath of the windstorm as we struggled to get meals to thousands of homebound seniors who were without power. We decided to serve all seniors in need, clients and non-clients alike. Later, we collaborated with agencies and businesses to pack and distribute 5,000 food boxes.

We're proud of our "above and beyond" response to the power outage, but the event did highlight gaps in our own disaster preparedness, as well that of our contracted providers - gaps which we are addressing.

The windstorm and the economic downturn were two factors leading to unprecedented growth in the Hamilton County Elderly Services Program – a situation we will have to address in the year ahead by managing program enrollment.

2008 also marked the third year of our five-year strategic plan. We are happy to report that, despite the plan's bold timeline, we are on track to: meet senior needs of the future; increase community and legislative awareness; strengthen the organization; and diversify programs and funding.

Highlights include an overhaul of our PASSPORT processes; reduction of service plan costs; development of departmental budgeting; increased outreach; visits with legislators; and mental health services to Butler County seniors that will expand as the result of a successful pilot project.

Looming ahead is Ohio's budget deficit. At the time of this writing, we do not know what all the effects might be on the aging network. There may be some cuts, but there are also positive signs in Gov. Strickland's 2010-2011 budget, such as a call to continue the work towards a Unified Long-term Care Budget, which would allow consumers to choose the long-term care setting that best suits their needs.

Inside this report, you'll read of these activities and more. You'll read about people who have a better quality of life because of the services we provide with our community partners. On behalf of the COA Board of Trustees and the staff of the agency, we thank you for the opportunity to continue to serve the older adults of southwestern Ohio, their caregivers, and families.

**Philip C. Masten**  
**President**  
**Council on Aging Board of Trustees**

**Suzanne Burke**  
**Chief Executive Officer**  
**Council on Aging of Southwestern Ohio**



**Philip C. Masten**  
**President,**  
**Board of Trustees**



**Suzanne Burke**  
**CEO,**  
**Council on Aging**

# Mission

*Enhance the lives of adults by assisting them to remain independent at home through a range of quality services.*

# Vision

*Every senior adult in our region shall have a choice and a range of services and programs that will assist them to remain independent in their chosen environment.*

# Values

*We are committed to building strong relationships with our customers to enable COA to continue to meet the needs of senior adults and caregivers.*

*Teamwork and Collaboration  
Results and Quality  
Innovation*

*Responsiveness and Availability  
Efficiency and Accountability  
Caring Attitude  
Communication*

## **History**

Council on Aging of Southwestern Ohio (COA) was founded in 1970 to promote the interests of older adults. In 1974, the Ohio Department of Aging designated COA to be an Area Agency on Aging (AAA). We serve Butler, Clermont, Clinton, Hamilton and Warren counties. Nearly 300,000 adults age 60 and over live in this region.

## **Employees**

COA has 217 employees. Most are licensed social workers and registered nurses who provide intake, assessment and care management services for our homecare programs.

*In our 39<sup>th</sup> year of helping older adults and their families, Council on Aging continues to be an...*

### **Expert**

Responds to 32,500 calls a year for information and resources for seniors

### **Resource**

Provides in-home services to nearly 23,000 people a year in five counties

### **Partner**

Funds senior center programs, legal assistance, transportation, caregiver support and more

### **Advocate**

Informs elected officials, builds community partnerships



*Programs and Services*

**Community-Based Long-Term Care**

- Elderly Services Program
- PASSPORT
- Residential State Supplement Program
- Assisted Living Waiver
- Pre-admission Review
- Long-term Care Consultation

**Title III of the Older Americans Act**

- Community-based resources and senior center activities

**Provider Services**

**Council on Aging Learning Advantages (COALA)**

- COALA Home Health Aide Training
- COALA Caregiver Education and Support

**Community Resources & Information**



# Answers on Aging

*Fiscal Year 2008 Highlights...*

- Clients receiving in-home services: 22,961
- Hours of in-home care provided: 1.56 million
- Number of home-delivered meals: 1,953,544 to 11,574 homebound older adults
- Transportation for medical appointments and senior center activities: 265,047 trips
- Calls for information about help for seniors: 32,501
- Pre-admission reviews for people entering nursing facilities: 11,545
- Home visits for COALA Caregiver Education and Support: 421; 98 percent reported positive impact on their lives
- Packed and arranged delivery of 5,000 food boxes to seniors during massive power outage
- Advocacy meetings and client visits with elected officials: 51

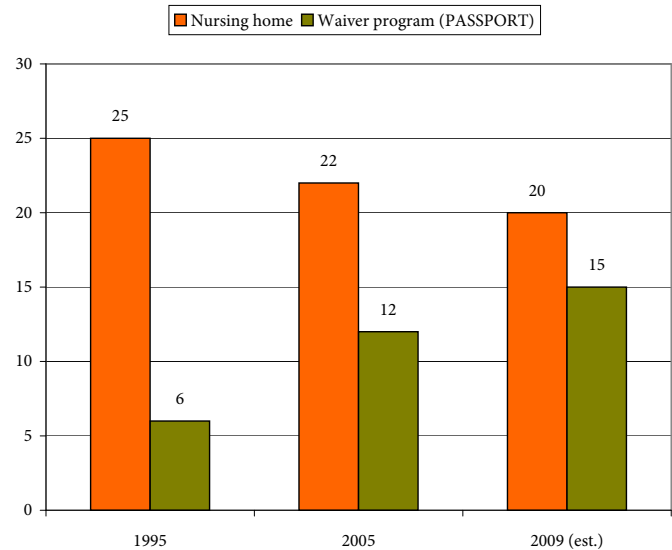
## *Changing the way we think about long-term care*

Americans have long depended on nursing homes to care for them in old age. But today, more people are choosing home and community-based care. Because of the “age wave,” this change has major implications for families, communities, governments and health care.

Council on Aging is at the forefront of this change. Along with other advocates and the Ohio Department of Aging, we have made headway on an effort to combine Ohio’s long-term care funding into one budget line item.

We believe a Unified Long-term Care Budget would end Ohio’s bias toward institutional care and expand more home and community-based options, such as PASSPORT. In our vision, Ohio will have a long-term care system that is more compassionate, more cost-effective and more responsive to what consumers need and want.

*Fewer Medicaid long-term care recipients are receiving care in nursing homes as PASSPORT has grown.*  
 (Chart above shows number per 1,000 Ohioans age 60+) Source: Ohio Dept. of Aging



## PASSPORT CLIENT STORY

At 65, Katie has experienced more than her share of health problems. She’s had cancer, a stroke, heart problems and other conditions that have left her confined to her small apartment. She moves painfully with the help of a walker.

It’s a sharp contrast to her healthier days when she worked in hospital admitting and for the Cincinnati Police Department. Still, she laughs a lot and has been known to park herself in her doorway to give hugs to friends and neighbors in her senior building.

A PASSPORT client since 2005, Katie receives daily visits from an aide for housekeeping help and personal care, among other services.



“Without the program, I’d be in a nursing home somewhere,” she said. “I cannot do for myself. I can’t do laundry. I can’t mop the floor. But I do have people who love me.”

## *Getting it together for PASSPORT*

Inefficiencies can abound in a complex program like PASSPORT, which requires involvement of two agencies. So, Council on Aging and the Hamilton County Department of Job and Family Services (HCJFS) decided to do something about it - something unique in Ohio.

HCJFS Medicaid Waiver staff moved into a former training room at the COA office and began seeing clients there, instead of at the HCJFS office downtown. (COA and HCJFS both determine PASSPORT eligibility.)

The move improved communications, reduced errors, and helped clients. Enrollment speed is up by 19 percent and the “rejected claims” error is down by 96 percent.

### **PASSPORT Profile**

Total clients served in five counties: 3,367, a 9 percent increase over 2007.

Our typical client is a woman in her late 70s, living alone, in poverty and needing help with basic activities such as bathing and meals.

## *Assisted Living Medicaid Waiver*

Medicaid pays for low-income elderly and disabled adults to receive care in assisted living facilities, which offer more independence and privacy than nursing homes. In FY 2008, the program tripled in size, growing to 152 clients with another 190 on a waiting list. Seventeen providers are now participating in Butler and Hamilton counties but more are needed.

## *Pre-admission Review*

COA screens and assesses every person entering a Medicaid-certified nursing facility. The purpose is to ensure: 1) appropriate nursing home placement, and 2) that Medicaid-licensed facilities fulfill their licensure agreements. In FY 2008, our Pre-admission Review Department completed 11,545 reviews, a 4 percent increase over the previous year.

## *Elderly Services Program and PASSPORT clients served by county in FY 2008 and percent change since 2007*

	Elderly Services Program		PASSPORT	
	<i>Clients Served</i>	<i>% Change</i>	<i>Clients Served</i>	<i>% Change</i>
<b>Butler</b>	3,856	+8%	534	+21%
<b>Clermont</b>	N/A	N/A	325	+5%
<b>Clinton</b>	479	+24%	121	+15%
<b>Hamilton</b>	7,917	-.4%	2,156	+7%
<b>Warren</b>	2,198	+7%	231	+10%
<b>Total</b>	<b>14,450</b>	<b>+4%</b>	<b>3,367</b>	<b>+9%</b>



## *Staying safe at home*

Delpherine spent most of her working years on her feet, first as a grocery clerk and later as a cafeteria cook. Now, after undergoing a hip replacement, she uses a cane, moves slowly, and, as she puts it, “I don’t do stairs well at all.”

To take a shower, though, she had to inch her way down to her basement, fearful all the while of falling. Her main bathroom had only a tub and she couldn’t step into it.

Through the Clinton County Elderly Services Program, Delpherine received a bathroom safety upgrade which cut out a portion of her bathtub and installed a shower. Now she can step into the tub easily and shower safely.

Tub cut-outs, grab bars, access ramps, and the like are an important part of helping disabled seniors stay in their homes. Work is funded through the county Elderly Services Programs and a grant from the Ohio Housing Trust Fund.

In 2008, the program helped 1,365 seniors in five counties.



## *Elderly Services Program*

Thanks to the taxpayers of our region, increasing numbers of older adults are able to remain in their homes as they age. The Elderly Services Program, supported by county levies, fills a gap in long-term care. It helps people who are not eligible for PASSPORT. Without the program, many would be forced to enter nursing facilities unnecessarily.

Like PASSPORT, the Elderly Services Program is compassionate and cost-effective. It costs taxpayers under \$400 a month, on average, or less than one-twelfth the cost of care in a nursing home. Many clients contribute to the cost of their care via co-payment.

Council on Aging administers the Elderly Services Program through contracts with boards of county commissioners in Butler, Clinton, Hamilton and Warren counties.



*“We like to be independent. Our children will tell you that. They think we may need more help. But this way, we’re independent...and we’re together. For us, that’s still important.” - Rex, caregiver for his wife, Lorraine, Butler County Elderly Services Program*

## **ELDERLY SERVICES PROGRAM CLIENT STORY**

Some 16,000 hours of flight time over 63 years have taken their toll on Jack. But only on his body. In his heart, he’s still in the cockpit flying a mission. And there’s nothing he enjoys more than telling stories and showing the mementos of a colorful career.

Winner in 2005 of the Federal Aviation Administration’s Wright Brothers Master Pilot Award, Jack flew military transport planes in World War II and the Korean War and participated in the air battle of the Bay of Pigs. Following military service, he flew for Eastern Airlines and then 23 years for the Kroger Co.

Today, his back and legs are paying the price, but through the Hamilton County Elderly Services Program, he’s able to stay in his home, along with his cat and good buddy, Solo.

“He was in pretty bad shape when he came on the program, but he’s doing so much better now it’s just remarkable,” said his Council on Aging care manager.

Much of the credit goes to Jack’s home health aide, Linda, who helps with housekeeping, personal care, meals and grocery shopping. In the process, she’s become a friend.

Jack told her: “This place belongs to you and Solo; I just live here.”

And that’s the thing for Jack, as he looks around at his photos and aviation memorabilia.

“I think this is a great idea to keep people in their homes,” he said. “Every item here has a meaning to me and it’s a comfort.”



*Jack, Hamilton County Elderly Services Program client, with his home health aide, Linda.*



## *Consumer Directed Care: Keeping caregiving in the family*

Two years ago, at age 103, Theodore decided it was perhaps time for him to move out of his home. He and his daughter moved in with his son (her brother) and daughter-in-law. Not that Theodore needed a lot of help then.

“It was just getting tiresome and I could see that the day would come when I would need help,” he said. “And I have the benefit of my family’s company. It’s my family, after all.”

Theodore’s daughter-in-law, Roberta, used to work in the home health field and became his caregiver through the Hamilton County Elderly Services Program, Consumer Directed Care.

Available in Hamilton and Butler counties, Consumer Directed Care allows families to hire their own caregiver, usually a family member or close friend. The program has been growing. In 2008, 423 clients were enrolled, a 60 percent increase over 2007.

“I wanted to do this because of my experience and because I like to do things in a certain way,” Roberta said. “I’m a caregiver. I think that’s what God made me for.”

A study by the Scripps Gerontology Center at Miami University found that seniors in the Consumer Directed Care program are more frail than other ESP clients, often needing more hours of care than can be delivered via traditional home health agencies.

For Theodore, that started to happen only recently, as he neared the age of 105. His family rallies around him, loving to hear his stories and feed him the foods that he enjoys from his native New Orleans.

“Seafood,” he said. “Beans and rice. And you got to have three things: salt, vinegar and hot sauce.”

*Shortly after this story was written, Theodore passed away. His family graciously agreed to allow the story to appear as a tribute to him.*



*Theodore, age 104, receives care from his daughter-in-law, Roberta, through the Hamilton County Elderly Services Program, Consumer Directed Care.*

### ***Elderly Services Programs grow***

The Elderly Services Program (ESP) showed strong growth in 2008. In Hamilton County, the growth occurred during the last few months of 2008, perhaps because of the economy and the program’s visibility following the windstorm and massive power outage in September.

Hamilton County ESP also celebrated its 15<sup>th</sup> anniversary. After passage of the first levy in Nov. 1992, the program was created and began accepting clients in 1993. Staff members remembered the phones started ringing and didn’t stop. “We were swamped and overwhelmed, but it was fun,” said one.

In Butler County, at the policy direction of the commissioners, COA used a bidding process to transition from four Elderly Services Program care management agencies to one (LifeSpan, Inc.). We believe the change will make a good program better for seniors, with more consistent services at lower costs.

## *COALA 2008 highlights*

Through its award-winning program for caregivers, Council on Aging uses innovative ideas to adapt to the changing landscape of long-term care. Called Council on Aging Learning Advantages® (COALA), the program provides training for home health aides; education and support for family caregivers; and expertise for businesses and employees.

**COALA Home Health Aide training** addresses the increasing demand for qualified aides. In 2008, the program:

- Graduated 132 aides (1,162 graduates since the program started in 2000)
- Exceeded national standards for job retention – 80 percent of aides are still on the job 16 months after graduating and 10 percent go on to higher education

**COALA Caregiver Education and Support** is a public service in which a registered nurse visits caregivers in their homes to provide training and emotional support. 2008 highlights include:

- 421 home visits
- High customer satisfaction on post-visit surveys – 98 percent of caregivers reported the program had a positive impact on their life

**Through COALA Eldercare Plus**, COALA shares its expertise with businesses and employees who need help balancing work and caregiving. In 2008 the program provided educational seminars to the Cincinnati Enquirer and the City of Blue Ash.

## COALA CLIENT STORY

If Sandy steps out of her husband's sight, it isn't long before he calls out, "Bird?" It's his pet name for her. As soon as she reappears, his worried expression eases.

Diagnosed with early-onset Alzheimer's and Parkinsonism, a condition that leaves him with limited mobility, Michael needs round-the-clock care. His wife provides it all, with help from the Hamilton County Elderly Services Program. Through the program, Michael spends two afternoons a week at an adult day center while Sandy recharges her energy by having time to herself.

Devastated by the diagnosis which came when she was still working full-time as a teacher, Sandy turned to their two daughters, her church, and friends for support.

Still, each day brought unsettling discoveries, questions, and never-ending tasks. Eventually, Sandy discovered Council on Aging Learning Advantages (COALA). A COALA nurse came to her home, offering advice, instruction and referrals to community services.

"There were all kinds of doctors to take care of Mike," Sandy said, "but no one to take care of me."

Sandy said she has learned to accept a life she never expected and to find joy in it.

"I'm a positive person, anyway," she said. "There's a time when you do wonder, 'Will I ever feel happy again?' I can honestly say I do."



*Sandy is caregiver for her husband, Michael. She received support from the COALA program.*

**Title III: America's promise to older adults**

Title III of the federal Older Americans Act is the foundation of Ohio's aging network. It authorizes funding to states and the Area Agencies on Aging for planning, developing and coordinating home and community-based services.

In southwestern Ohio, Council on Aging uses Title III funds to advocate for older adults and help them remain within their own homes and communities. Money goes to senior centers and service organizations, such as Pro Seniors (legal assistance); and the Cincinnati Recreation Commission (Senior Olympics). COA also leverages Title III dollars with state funds and county tax levies to provide home care services to seniors who are not eligible for PASSPORT.

**2008 Title III Highlights:**  
 Congregate and home-delivered meals and transportation make up the top three funded services. Title III provided 226,497 congregate meals served at various sites (mostly senior centers) in five counties. The funding provided 188,942 transportation trips in senior center vans and buses for medical appointments, shopping, recreation, and the like. (Total transportation from all funding sources: 265,047 trips.)  
 More than 745 athletes – including 138 first-time competitors – participated in the 28<sup>th</sup> annual Senior Olympics. Seniors compete in 17 sports with 67 events.

**Meals arrive on two wheels**



**The Enquirer/Tony Jones**  
*Lillian receives her home-delivered meal from Steve Herbold, a volunteer from the Sycamore Senior Center. Herbold delivers meals by bike.*

Steve Herbold delivers Meals on Wheels as a volunteer for the Sycamore Senior Center. Make that meals on two wheels. He makes his deliveries by bike.

Once a week, the trim 65-year-old retired teacher pedals his bike from his Forest Park home to Springdale's Maple Knoll Village. He picks up sealed meals and places them in a cooler mounted above his rear tire. Then, off he goes to seniors' homes in Woodlawn and Wyoming.

The 15-mile trip is a short sprint to a long-distance bicyclist like Herbold. He rode his bike across America in 2005.

Lillian waited for Herbold at her front door. The 76-year-old woman watched as he effortlessly dismounted, took off his helmet and opened his cooler.

"I'm very blessed," Herbold said. "This helps me stay fit and gives me the opportunity to give back."

*Story by Cliff Radel, abbreviated and used with permission of the Cincinnati Enquirer (originally published Nov. 10, 2008).*

In FY 2008, Council on Aging providers prepared and delivered nearly two million meals to more than 11,000 home-bound seniors in five counties. Several providers rely on help from volunteers like Herbold.

**Community services that receive Title III funds...**

Adult Day Services	Respite	Alzheimer's Education	Care Management
Caregiver Education	Congregate Meals	Health Promotion	Home-delivered Meals
Homemaker Services	Information and Referral	Legal Assistance	Nutrition Education
Ombudsman Program	Personal Care	Recreation/Socialization	Transportation

## *Advocacy: Promoting the interests of seniors*



*“ESP is wonderful and I am glad to be at home. Jena is terrific,”* said John, a Warren County ESP client. In 2008, John was visited by Warren County Commissioner Pat South (left). Jena (right), his care manager from Warren County Community Services, was also present.

Area Agencies on Aging advocate for older adults and represent their interests with elected officials and community leaders. 2008 advocacy accomplishments include:

- 51 meetings and client visits with elected officials (Client visits allow officials to see the value of our programs first hand.)
- Increased awareness of the bed bug epidemic and improved enforcement capacity by city health department
- Expansion of Assisted Living Waiver program
- Moratorium on federal rules changes that would have adversely affected the role of care managers
- Progress toward Unified Long-term Care Budget

Many people are involved in these efforts, including COA staff and members of the Board of Trustees, Advisory Council, and Elderly Services Program advisory councils.

## *Fun and learning mark COA events*

More than 2,500 older adults turned out for the 31<sup>st</sup> annual Senior Expo in May. The celebration of Older Americans Day includes learning, games, dance contests, great jazz and entertainment.

Other annual events organized by COA include the Senior Art Show and Forum on Aging, an educational opportunity attended by hundreds of professionals in the field of aging.

In 2008, COA and the Emergency Preparedness Collaborative presented a new event – Be Prepared Ohio – designed to improve the emergency preparedness of people with disabilities.



*“I’m the oldest of the group at age 82. When I can’t move my legs any longer, I’ll still be able to shake my booty!”* - Lena Spath (second from left), hula dancer from Partners in Prime, Hamilton. The hula dancers are led by Lani Carson (third from left), a native of Hawaii.



*Left: The Eighth Annual Council on Aging of Southwestern Ohio Senior Art Show was held at the Tri-County Mall. The exhibition included 118 artistic pieces completed by artists age 60 and older. Marilyn Dux of Cincinnati won the 2008 Best of Show prize for her painting, Tango.*

## *Emergency brings out massive food effort*

The windstorm and widespread power outage in September pushed COA into an all-out effort to get meals and shelf-stable food to seniors in need.

When regular Meals on Wheels ran out, we procured boxed self-heating meals which staff members delivered in darkened senior apartment buildings, providing meals to all residents, whether or not they were COA clients.

Later, volunteers packed 5,000 boxes of groceries to deliver to seniors whose food had spoiled as a result of the blackout.

Joining COA in the effort were: Cincinnati Area Senior Services, Hamilton County Commissioners, the Derringer Company, the Kroger Company, United Way, and numerous provider agencies who supplied volunteers and delivered food.



*Photo: Volunteers prepare boxes for seniors in need of food following the September 2008 blackout. In all, 5,000 boxes were packed and delivered to seniors throughout southwestern Ohio.*

**We are fortunate to have staff members, volunteers and people in the community who are passionate about improving the quality of life for older adults.** Their skill and dedication have brought them recognition and awards. 2008 winners included (pictured clockwise):

**Jacqueline Kebede** – winner of the COA President’s Award for her service on the COA Advisory Council (she continues to serve COA as a member of the Hamilton County Elderly Services Program Advisory Council); **Eli Yovich** – winner of the COA President’s Award for his service on the COA Board of Trustees (he continues to serve COA as a member of Clinton County Citizens for Elderly Services, Inc.) Council on Aging COO **Arlene de Silva**, finalist for a Health Care Heroes Award from the Cincinnati Business Courier for founding the COALA program; **Lorene Middleton**, of Clermont County, winner of a Caregiver of the Year Award from the Ohio Department of Aging; and **Elwood Michael**, of Hamilton County, inducted into the Ohio Senior Citizens Hall of Fame, for his contributions to the sport of chair volleyball and hours of volunteer service to seniors in his community.



# SERVICE PROVIDERS

A.D. Home Health Care  
Acare Home Health  
Active Day of Cincinnati  
ActivStyle, Inc.  
ADT Security Services, Inc.  
Adult Day Services @ Butler County Care Facility  
Advanced Medical Equipment  
Alan W. Arend  
Algo Termite & Pest Control  
All Gone Termite & Pest Control  
Alternative Home Care & Staffing, Inc.  
Alzheimer's Association, Greater Cincinnati Chapter  
Amaramedical Health Care Services, Inc.  
Amenity Home Care  
American Nursing Care - Dayton  
American Ramp Systems  
American-Mercy Home Care, LLC  
Angels Home Health  
Ashley Place Care, LTD  
Bathblest Renovations  
Beechwood Home  
Bernens Medical  
BetterLiving Medical Supplies  
Black Stone healthcare  
Booth Residence L P  
Cambridge Home Health Care, Inc./Private  
Cape May Retirement Village  
Care Medical, Inc.  
Caring Hearts Adult Day Care, Inc.  
Caring Hearts Home Health Care, Inc.  
Carriage Court Kenwood  
Catholic Charities Southwestern Ohio  
Charter Home Services  
Chelsea Place  
Cincinnati Area Senior Services  
Cincinnati Recreation Commission  
Citizens for Elderly Services, Inc.  
Clermont County Community Services, Inc.  
Clermont Senior Services, Inc.  
Clifton Senior Center  
Clinton County Adult Day Center, Inc.  
Clinton County Community Action Program  
Clossman Catering LLC  
Colerain Township Senior Center  
Colonial  
ComForcare Senior Services  
Comfort Keepers #172  
Comfort Keepers #178  
Comfort Keepers #200  
Comfort Keepers #224  
Comfort Keepers #530  
Community Services West  
Comprehensive Health Care Services, Inc.  
Cottingham Retirement Community, Inc.  
Creative Aging Cincinnati  
Day Share Senior Services  
Deaconess Lifeline  
Deupree Community Meals on Wheels  
Duraline Medical Products, Inc.  
Eagle One Medical Transportation  
Edenview  
Eldermount Adult Day Program  
Emerson Heating & Cooling Company  
Envision Home Care Alternatives, Inc.  
F.R.E.E. Russian Center  
Fairfield Pavilion  
Family Care, Inc.  
Fidelity Health Care  
First Choice Medical Staffing of Ohio, Inc.  
Formula Exterminators, Inc.  
Friendly Care Agency  
Garden Manor Terrace, Inc.  
Guardian Medical Monitoring  
Halsom Home Care  
Harmony Court Day by Day  
Harrison Senior Center  
Hawthorn Glen Nursing Center  
Healing Connections Associates  
Heartland of Woodridge  
Helping Hands Healthcare, Inc.  
High Quality Staffing, LLC  
Hillebrand Home Health  
Home Care Delivered, Inc.  
Home Care Network, Inc.  
Home First  
Home Health Care Services  
Home Instead Senior Care  
Homeowner Solutions  
Hometowne Transportation LLC  
Hoveround Corporation  
Hyde Park Center for Older Adults  
Interim HomeStyles of Greater Cincinnati, Inc.  
International Quality Healthcare Corp.  
Jewish Family Service of the Cincinnati Area  
Jewish Vocational Service  
Judson Home Care  
Liberty Retirement Community of Middletown  
Lifeline Systems Company  
LifeSpan, Inc.  
LifeSphere Home Health Services  
Llanfair Retirement Community  
Lorraine Surgical Supply  
M.J. Nursing Registry, Inc.  
Marielders Senior Center  
Mason Health Care Center  
Mayerson JCC  
McKnight Terrace  
Meda-Care Transportation, Inc.  
MedAdapt LTD  
Medical Supply, Inc.  
Mercy Franciscan @ Schroeder  
Mercy Lifeline  
Middletown Area Senior Citizens, Inc.  
Millenium Nursing Agency  
Milt's Termite & Pest Control  
Mount Pleasant Retirement Village  
Mt. Healthy Christian Home, Inc.  
Mullaney's Pharmacy & Home Health Care  
North College Hill Senior Center  
North Fairmount Community Center  
Norwood Senior Center  
Nurses Care, Inc.  
Otterbein Lebanon Adult Day Service  
Oxford Senior Citizens, Inc.  
Partners in Prime  
Personal Touch Home Care of Ohio, Inc.  
PHC Foundation  
Private Home Care, Inc.  
Pro Seniors, Inc.  
Quaker Heights Care Community  
Quality Care  
Queen City Med Mart, Inc.  
Response Ability Systems, Inc.  
Responselink of Cincinnati  
Rural/Metro Helpline  
Russian Tradition  
Safeway Safety Step  
Saint Joseph Construction  
Santa Maria Community Services  
Scarlet Oaks Retirement Community  
Senior Independence  
Senior Resource Connection  
Seven Hills Neighborhood Houses  
Skilled Nursing II, Inc.

# SERVICE PROVIDERS

SP Contracting  
Spotless Maintenance Systems, Inc.  
Superior Home Care, Inc.  
Sycamore Senior Center  
The Drug Store Pharmacy  
The Salvation Army  
The Visiting Nurse Association of Greater Cincinnati and Northern Kentucky

Thermal-Shield, Inc.  
Tri State Maintenance  
TriHealth  
Tub Cutter!  
Twin Towers  
United Way 211  
Universal Transportation Systems

V&N Services, Inc.  
Valued Relationships, Inc. (VRI)  
Victoria Retirement Community  
Warren County Community Services, Inc.  
Wesley Community Services  
West College Hill Neighborhood Services, Inc.  
WMKV Radio

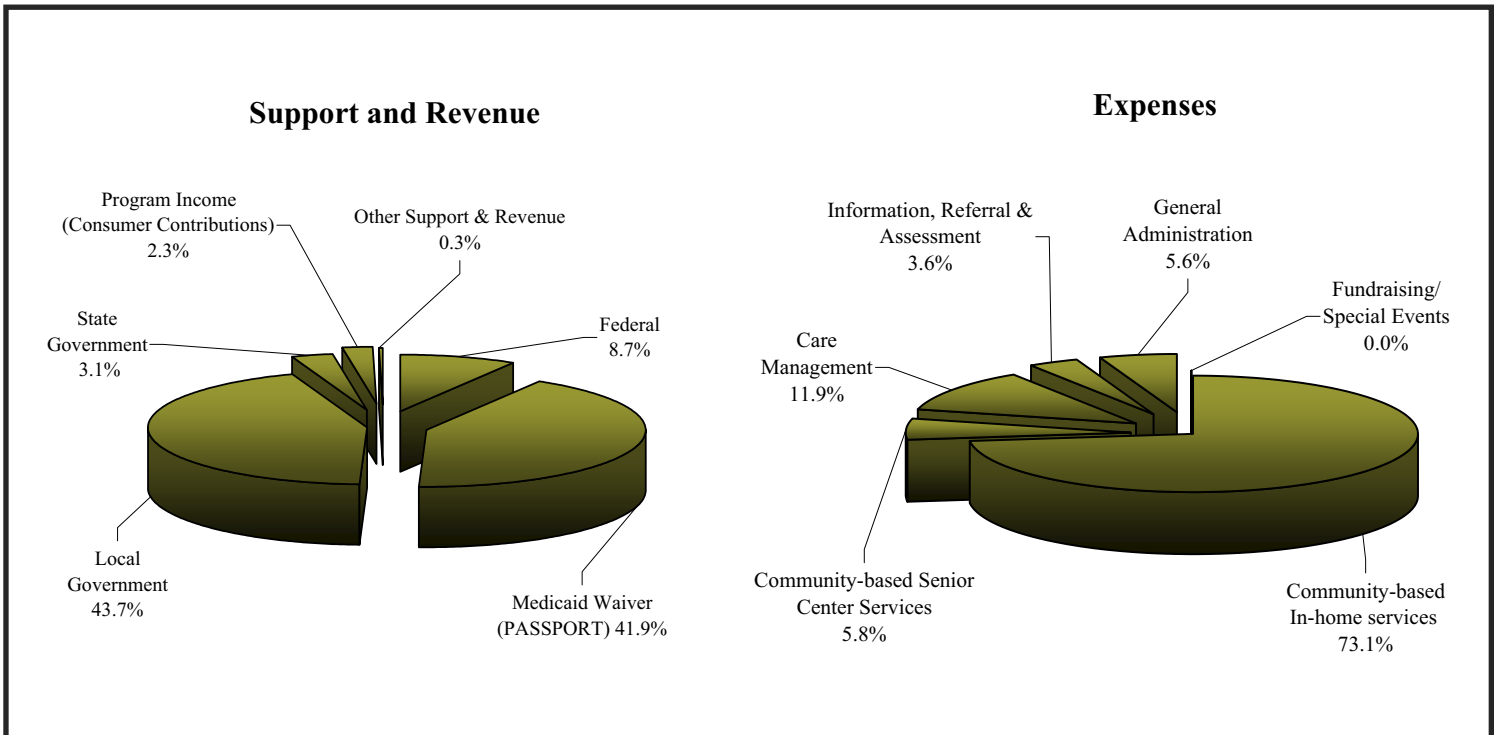


## *Provider Services*

Council on Aging works closely with provider agencies through its Quality Improvement, Contracting, Audit, and Accounting Departments.

### **2008 Highlights:**

- Increased frequency of Provider Quality Reports to give providers more feedback. (Reports are produced by COA's Planning Department. They rate providers on quality and performance indicators based on a satisfaction survey administered to clients.)
- Addressed the need for more Assisted Living Waiver providers by increasing the number from six to 17
- Conducted 212 provider quality and compliance reviews
- Unqualified audit issued by an independent auditor (a COA accomplishment for more than 10 years in a row)



## STATEMENT OF ACTIVITIES

*Year Ending September 30, 2008*

### Support and Revenue

Federal	\$ 6,836,549	8.7%
Medicaid Waiver (PASSPORT)	32,869,530	41.9%
Local Government	34,296,459	43.7%
State Government	2,456,028	3.1%
Program Income (Consumer Contributions)	1,790,397	2.3%
Other Support & Revenue	191,006	0.3%
<b>Total Support and Revenue</b>	<b>78,439,969</b>	<b>100%</b>

### Expenses

Community-based In-home Services	\$ 57,466,144	73.1%
Community-based Senior Center Services	4,549,086	5.8%
Care Management	9,390,448	11.9%
Information, Referral & Assessment	2,802,783	3.6%
General Administration	4,391,938	5.6%
Fundraising/Special Events	14,629	0.0%
<b>Total Expenses</b>	<b>78,615,028</b>	<b>100%</b>

### Change in Net Assets

Change in Unrestricted Net Assets	\$ (175,059)	
Unrestricted Net Assets, Beginning of Year	1,491,602	
Unrestricted Net Assets, End of Year	1,316,543	



# BOARDS & ADVISORY COUNCILS

Board and Advisory Council membership at the end of FY 2008 (Sept. 30, 2008)

## Council on Aging of Southwestern Ohio Board of Trustees

Philip C. Masten: *Chair*  
Edgar Rust: *Vice Chair*  
Elizabeth Hunter: *Secretary*  
William G. Thornton, Jr.: *Treasurer*  
Dennis Begue: *Ex-Officio*

Donald Barnhart	Dorothy H. Christenson
Pamela Ginsburg	Jack A. Meyer
Mark Newkirk	Ed Smith
Stanley C. Wang	Stan Williams
Cynthia Wright	

## Council on Aging of Southwestern Ohio Advisory Council

Robert Dell: *Chair*  
Charlene Himes: *Vice Chair*

Barbara Bayless	Marilou Coldewey
Carole Erdman	Dolly Garrison
Kenneth Gee	M. Jean Hill
Patricia Hogue	Margaret Hutton
Adrienne Morris	Ann Stengl

## Butler County Citizens for Elderly Services, Inc.

Helen Smith: *President*  
Marilee Broscheid: *Vice President*  
Kathy Dudley: *Treasurer*  
David Schul: *Secretary*

Douglas Alder	Kathlyn Campbell
Dr. Harry M. Davin	Bart J. Drake
Peggy Kollstedt	Kevin Kurpieski
Janet Miller	Lena Saylor
Dr. Jane Straker	James White
Al Zenz	

## Clinton County Citizens for Elderly Services, Inc.

John Hosler: *President*

Gene Breckel	Joan Burge
Tim Hawk	Dennis Humphreys
Dean Knapp	Larry Roddy
Donna Vandervort	Carol Weber
Eli Yovich	

## Hamilton County Elderly Services Program Advisory Council

Dr. Ann McCracken: *Chair*  
Candy J. Hart: *Vice Chair*  
Patrina Garritano: *Secretary*

Jim Ashmore	Dot Christenson
Tracey Collins	Michael Eyman
Warren C. Falberg	Virginia A. Fox
Jacqueline Kebede	Rebecca Ritchie
David Scharfenberger	Richard Schramm
Dr. Judy L. Singleton	David Tramontana
Kim Wurzelbacher	

## Warren County Elderly Services Program Advisory Council

Bernard Eichholz: *Chair*  
Nick Nelson: *Vice Chair*

Mark Clark	Dave Gully
Dr. Don Juszczyk	Freda Kilburn
Ann Munafo	Charles Peckham, Jr.

## *Ohio's Aging Network: Gaining ground for better long-term care*

Financial constraints and the looming age wave are forcing Ohio to change its system for long-term care.

Today, the system is fragmented and costly. Medicaid, which serves low-income seniors, targets 80 percent of its dollars to nursing home care and only 20 percent to home and community-based care. This is not only expensive; it's not what people want.

One important way to fix Ohio's long-term care system is to establish a single, unified state budget for long-term care services and supports. This would end the fragmentation that forces people into institutional care they don't need while depriving them of choices for care in less restrictive settings.

A large group representing seniors, health care providers and advocates for the elderly are working with Ohio legislators and the governor to bring about this unified budget and reform long-term care.

Ohio's Area Agencies on Aging – including COA – are not only part of this effort, but are already providing the solutions. The Area Agencies on Aging (AAA) are Ohio's greatest resource to prepare for the aging of our population.

AAAs provide a regional network that for nearly 40 years has offered unbiased information, lower-cost alternatives for care, effective care management, and expertise on the needs of older adults.



**This report was produced by the Council on Aging Communications Department**

*Writing by Laurie Petrie; design by Paula Reichle-Smith; data provided by COA Department of Programs and Planning, and Accounting Department.*

*Photo credits:*

Lyons Photography

Laurie Petrie

Polly Doran

BigStock Photo



**“I think this is a great idea to keep people in their homes. Every item here has a meaning to me and it’s a comfort.” ~ Jack, ESP client**

Some 16,000 hours of flight time over 63 years have taken their toll on Jack, but with help from the Hamilton County Elderly Services Program, he is able to stay in his own home, surrounded by the things he loves.

# *Answers on Aging*



Council on Aging of Southwestern Ohio | *Answers on Aging*

**175 Tri County Parkway  
Cincinnati, Ohio 45246**

**(513) 721-1025**

**(800) 252-0155**

**[www.help4seniors.org](http://www.help4seniors.org)**

