



Independence. Resources. Quality of Life.



Council on Aging

2016 Annual Report

## Dear Friends,

As has been the case in recent years, 2016 brought along new challenges to our aging network. While we continue to face budgetary and policy changes at our state and nation's capitols, our mission remains the same: *to enhance people's lives by assisting them to remain independent at home through a range of quality services*. Our mission is as relevant as ever before and we will continue to advocate for the thousands of people we serve.

This year's Annual Report focuses directly on this mission, our driving force. We celebrate the passage of Elderly Services levies in Clinton and Warren counties. We take a closer look at new innovations that support our mission, such as Specialized Recovery Services and the success of the Care Transitions program. We recognize the strength of the levy-funded Elderly Services Program in our region, a strong pillar of our organization that serves more seniors than all of the Medicaid programs combined.

Like many Area Agencies on Aging, Council on Aging (COA) continues to face a direct care workforce shortage. Direct care employees – home health aides – are a vital part of our mission and they provide highly personalized care in client's homes, yet retention and recruitment remains a problem. We are working diligently with home care agencies to help them cut costs and potentially pass on the savings to direct care workers in the form of higher wages. Our hope for 2017 is that by competitively bidding home care provider services and working with independent providers, we will witness a reduction in the worker shortage.

We will continue to strengthen partnerships and spread our message moving forward. We will seek the support of our community members, look for new collaborations with area healthcare organizations, and guide the strategic use of all of our funds – local, state and federal. Our hope for 2017 is to expand our options for providing home care assistance services in an effort to improve the delivery and quality of care for those clients enrolled in our programs.

Thank you for your continued support.

**Suzanne Burke**  
President and CEO

**Stanford Williams**  
Chairman, Board of Trustees



## **Our Mission**

Enhance people's lives by assisting them to remain independent at home through a range of quality services.

## **Our Vision**

Every individual 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.

## **Our Values**

Teamwork and Collaboration  
Responsiveness and Availability  
Results and Quality  
Efficiency and Accountability  
Communication  
Innovation  
Caring Attitude



# 2016 Highlights

## **Voters approve senior services levies by highest margins ever**

Voters in Clinton and Warren counties not only approved their senior services levies in November, but they did so with the highest margins ever. This continues southwestern Ohio's tradition as a region with one of the strongest support systems for older adults in the country. Read more on page 8.

## **Butler County Elderly Services Program celebrates 20<sup>th</sup> anniversary**

Supporters and leaders of Butler County's Elderly Services Program are marking the program's 20<sup>th</sup> anniversary. Butler County voters approved the first levy to fund the program on November 5, 1996 and subsequent levies in 2001, 2005, 2010 and 2015. To mark the occasion, county commissioners issued a proclamation commemorating the anniversary. The program served more than 3,800 seniors in 2016.



## **Serving adults with severe and persistent mental illness**

COA ventured into new territory in 2016 when we began serving adults with severe and persistent mental illness through Ohio's new Specialized Recovery Services Program (SRS). We were tapped to participate because of our involvement in the Ohio Home Care Waiver program. Read more about SRS and Council on Aging's role on page 12 of this report.

## **Forum on Aging marks 30 years of networking, learning and inspiration**

Council on Aging's Forum on Aging, the region's premiere conference for professionals in the fields of aging and disability services, celebrated 30 years in March, 2016. More than 640 professionals attended. At COA's Annual Meeting and Awards program on day two of the conference, caregivers and professionals were honored for their work to make life better for older adults and people with disabilities. From Warren County, Commissioner Pat South and County Administrator Dave Gully were among the honorees, marking their long careers of public service and advocacy on behalf of their county's seniors and caregivers.



Dave Gully



Pat South

## **Workshops help people plan for future long-term care needs**

For the seventh year in a row, Council on Aging offered its popular Own Your Future Workshop. More than 140 people registered for workshops in Hamilton and Warren counties. The workshops provide a sales-free environment for people to learn about the importance of long-term care planning. The workshops will be offered again in fall 2017.

## Back end website changes improve Call Center efficiency

Improvements to two important interactive forms on our website improved efficiency in our Aging and Disability Resource Connections Department (Call Center). The most significant changes occurred on the back end of COA's website, allowing Call Center staff to more quickly triage information submitted via the Contact Us and Referral forms on our website. Electronic interactions (website, email, fax) with our Call Center are up 25 percent.

## Recognitions and Honors

Brian Van Arsdale, COA's Manager of Finance and Business Intelligence, received the 2016 Public Administrator of the Year Award – Early Careerist, from the Greater Cincinnati Chapter of the American Society for Public Administration.

Council on Aging received a \$25,000 grant from Aetna Better Health of Ohio, Inc. to help develop initiatives that will strengthen the connection between health and long-term care.

Our Care Transitions team was a finalist for the Health Collaborative's 2016 Inspire Healthcare Awards in the Leadership in Quality Improvement category. The awards recognized individuals, teams and organizations working to improve health and healthcare in our community.



Council on Aging CEO Suzanne Burke, Aetna CEO Tony Solem (left) and Aetna COO Jason Smith



Council on Aging maintained Accredited Charity status with the Better Business Bureau (BBB), meeting the organization's 20 Standards for Charity Accountability. COA is a past recipient of the BBB's coveted Torch Award for Marketplace Ethics.

*"I appreciate all the help; this has been a Godsend. I can't say enough about how the help has affected our quality of life. My mom deserves to be taken care of. With your help, I feel like I am able to honor who she is. She is such a great person. So if I say thank you a million more times, I am sorry, but know that I truly mean it! Thank God for COA."*

**Sabrina Guiles and Family**

# What We Do

**We are in your community every day** working with seniors, other individuals with disabilities, and their families. We're in hospitals, nursing homes, assisted living facilities, and thousands of homes throughout our multi-county region. **Our FY 2016 highlights:**



**Preserved independence for frail seniors and people with disabilities:** provided support to nearly **20,000** people to help them remain independent in their homes.



**Ensured delivery of high-quality, low-cost services:** contracted with **228** organizations to provide over **1 million** hours of in-home care.



**Connected people to unbiased information and advice:** responded to **45,822** requests for information and referral.



**Met the nutrition needs of vulnerable older adults:** delivered more than **1.5 million** meals to seniors through congregate and Meals on Wheels programs.



**Helped hospital patients recover at home:** conducted Care Transitions Interventions™ with more than **7,300** Medicare patients who were at risk for hospital readmission.



**Supported continuity of care and the social well-being of seniors and people with disabilities:** provided **212,222** transportation trips for medical and senior center activities.

# Home and Community-based Care

Publicly-funded home and community-based care is a win-win for taxpayers and consumers alike. Whether such programs are funded via Medicaid waivers or county tax levies, they are much less costly than nursing home care. And, for most people, home is where they want to be.

## Connecting seniors to community-based services and support

Council on Aging administers federal funding from Title III of the Older Americans Act, as well as state Alzheimer and Senior Community Service funds, to provide services such as congregate meals, transportation to doctor’s appointments and senior center activities, legal assistance, caregiver support, and evidence-based wellness programming to older adults and people with disabilities in our region. Services are delivered via contracts with local senior centers and other organizations such as the Alzheimer’s Association of Greater Cincinnati, Pro Seniors and Cincinnati Area Senior Services. Title III funding also goes to the tax-levy funded Elderly Services Programs in each county for services such as home-delivered meals and transportation, freeing up local dollars so the levy programs can serve more seniors.

Services	Individuals Served*
Congregate Meals	7,542
Education Instruction	8,169
Legal Assistance	1,754
Ombudsman Services	8,900
Supportive Services	4,126
Transportation	4,140

\*Individuals may be counted in more than one service category

## In-home care programs



### In-home Care Clients Served:

**Elderly Services Program: 12,524 clients**

**MyCare Ohio: 4,588 clients**

**Traditional Waiver Programs: 2,865 clients**

Totals above represent individuals enrolled in the Elderly Services Program, MyCare Ohio, and traditional waiver programs in FY 2016. Individuals may be counted in more than one program in the course of a year.

Traditional waiver programs include PASSPORT, Assisted Living, Ohio Home Care, and Specialized Recovery Services.

Read more about these programs on the following pages.

## The Elderly Services Program

As we age, most of us want to stay in our homes as long as we can – even if we need help caring for ourselves. For older adults in Butler, Clinton, Hamilton and Warren counties, the Elderly Services Program (ESP) provides basic, yet essential services that can preserve quality of life and prevent unnecessary nursing home placements.

The Elderly Services Program is a testament to our region's commitment to care for its older residents – people who served as teachers, office and factory workers, soldiers, homemakers and nurses. The ESP model – one in which county residents support the program via a property tax levy – is so unique that PBS featured it in their documentary, *Caring for Mom & Dad*.

Another unique aspect of ESP is that it is a community partnership. COA administers the program in each county under contract with County Commissioners who appoint community members to advisory councils that bring valuable local input to each program. COA contracts with area business and non-profit organizations to deliver in-home care services to clients enrolled in the program.

The program's clients and their caregivers are vital to this partnership. Some clients, based on their income, assets and medical expenses, contribute to the cost of their care via a co-payment. Additionally, ESP is designed to supplement – not supplant – care that is already provided by family caregivers. Because of these important client and caregiver contributions, ESP can serve more people with the tax dollars.



Mildred (right) and Kay, Warren County ESP clients

Because ESP operates at the local level, there are opportunities to expand or adapt the program to better meet the needs of area older adults. For example, in Hamilton and Butler counties, ESP clients have the ability to hire their own home health aide through the program's Consumer Directed Care option.

Also in Butler County, clients have access to mental health services. In Clinton County, a pilot project is helping hospitalized older adults bypass rehab stays at nursing homes by having in-home care services in place the day they leave the hospital (see page 10). And, across all counties, therapeutic meals are available to clients with medical dietary needs.

All of this is possible thanks to the support of taxpayers in each county. Last November, voters in Clinton and Warren counties passed senior services levies by the widest margins ever – 75.99 and 75.82 percent, respectively. In 2015, Butler County voters renewed their levy and the program is now celebrating its 20<sup>th</sup> year of service. In 2017, Hamilton County voters will have a similar decision to make. Voters see the program as a compassionate alternative to nursing home care, but they also recognize it as cost-effective. ESP costs about \$378 per month per client, compared to \$4,000 a month for Medicaid nursing home care, also funded by tax dollars.

ESP is not the only publicly-funded in-home care option in our region. For older adults who qualify for Medicaid, Ohio's PASSPORT and Assisted Living Waiver programs are good options. However, Medicaid's strict eligibility guidelines put many older adults in a difficult position – they have too much money to qualify for Medicaid, but not enough to pay out-of-pocket for their care. Evidence of this can be seen in the program's enrollment numbers. In 2016, four county ESP programs served 12,524 older adults, compared with 7,453 who were served by Ohio's Medicaid in-home care programs.

The Elderly Services Program is an important option for many of our region's older adults. It offers a choice between staying home or going to a nursing home. ESP is their connection to their homes, communities, families and memories.

## Elderly Services Program

### Independence for the fiercely independent

Shirley never learned how to drive. A reliance on family, friends or public transportation might imply a dependent nature, but that's not Shirley.

Though she comes from a family of 10 and made many friends while she worked at a local paper mill, Shirley is fiercely independent. She has lived on her own, in an apartment on Cincinnati's West side, for 34 years. Well, except for that one year.

Shirley lived with a boyfriend in New York City, but returned home after only a year because she wanted her own job and her own money, and did not want to answer to or be responsible for someone else.

Shirley's independent streak continued until years later, when arthritis, mobility issues and other health concerns threatened the lifestyle she had always valued. Gradually, it became difficult to board and ride public transportation, even with a walker or cane.



Shirley, Hamilton County ESP client, with her COA care coordinator, Dawn

And so, in 2007, Shirley enrolled in the Hamilton County Elderly Services Program (ESP). Now she receives assistance with

transportation, home-delivered meals, an emergency response device and an aide to help her with shopping, laundry and other physically challenging chores.

"I like it here," she said. "I have nice neighbors and a wonderful landlord. I don't know how I could stay here without the help I receive."

Shirley also benefits from two lesser-known

ESP services: Independent Living Assistance (ILA) and Consumer Directed Care (CDC).

Though her mind is sharp, Shirley's arthritis makes it difficult for her to do much writing, said her COA care coordinator, Dawn. ILA provides an assistant to help with household and personal paperwork.

ESP's Consumer Directed Care option has kept Shirley connected to a trusted aide, Carol. Shirley first met Carol when she was employed by a local home care agency. When the agency stopped providing services to ESP clients, Dawn helped Shirley hire Carol through CDC.

"She works for me now," Shirley said of Carol. "Actually, she does do what I need her to, but I also really enjoy her company once a week and I really trust her. I like her."

Despite the combined efforts of Shirley, Dawn and Carol, Shirley's independence was threatened four years ago when doctors discovered fluid on her brain and told her she would likely need to move to a nursing home. Not interested in giving up her way of life, Shirley found a surgeon who could help her.

"I've always said I'm staying here until I'm 85, then they can put me somewhere," she said. "I was only 74. That was way too early to give in so I went ahead and had the surgery."

The surgery was successful and she is still at home, where she is able to do a little bit of cooking and other light homemaking activities for herself with continued support from COA and the Elderly Services Program.

"I just can't say it enough. Dawn and everybody in the program have just been wonderful to me. It is a great program."

## Elderly Services Program

### Fast Track Home pilot program helps hospital patients get home quickly

A fall in the shower was Larry's wake-up call. Two days later, he could not get out of bed and called 911. At Clinton Memorial Hospital, he was diagnosed with a urinary tract infection and dehydration.

A 73-year-old retired railroad engineer, Larry was anxious to get home once he began to feel better. But he would need help at home if he wanted to stay away from hospitals and ambulances.

Unfortunately, it can take weeks to set up in-home care. As a result, many patients take a detour to a nursing facility for care and rehabilitation.

Council on Aging has been looking for a solution; one that could provide basic, yet essential in-home care services the day a patient is discharged from the hospital. This type of care could help patients avoid costly nursing home placement as well as repeat trips to the hospital, which often happens when a patient isn't ready to care for himself without help.

In 2016, COA launched a small pilot program at Clinton Memorial Hospital. Through Fast Track Home, patients can be assessed in the hospital and in-home services are set up immediately, on a temporary basis. Services are provided via the Clinton County Elderly Services Program (ESP). Patients who enroll in Fast Track Home are later reassessed for ongoing eligibility in ESP.



Larry with his Clinton County ESP care coordinator, Karisa

Larry was enthusiastic about receiving services to help him at home. He lives alone with little family support readily available, is unsteady on his feet, and has diabetes, which requires special attention to his diet. He returned home with three basic but essential services already in place: housekeeping help, home-delivered meals, and an emergency response device.

After Larry had been on Fast Track Home for 40 days, his COA care manager conducted a full assessment at his home and determined

that he was eligible for ongoing services through the Elderly Services Program.

"I really appreciate all the help," Larry said. "It's been awesome. I'm by myself. I do have some pain – my back and everything – and my balance isn't good, but you can't just quit. Some people just give up, but I'm not about to do that."

Currently, Fast Track Home is available only at Clinton Memorial Hospital, but plans are underway to bring the program to select hospitals in Hamilton County. In Clinton County in 2016, 18 seniors went home from the hospital via Fast Track Home, with eight transitioning to the Elderly Services Program after the temporary service period ended (60-day maximum). Of those who disenrolled, the average length-of-stay on the program was 35 days, enough benefit to ease their recovery and help prevent a quick revolving door back into the hospital.

"The Elderly Services Program already does a good job helping older people avoid nursing home placements and hospital readmissions," said COA's Vice-President of Program Operations, Ken Wilson, "but it can be even more effective if we can start services immediately, when they are needed most."

*What Elderly Services Program clients have to say...*



"I really don't know what I'd do without Dawn. She makes sure I have what I need and I couldn't stay here without her." Shirley



"I'm not a caregiver. I'm a devoted husband."  
Phillip and Linda



"You just can't quit. Some people just give up, but I'm not about to do that." Larry



"Jen has been there for us. She's been very, very helpful. We really appreciate it." David, son and caregiver of Mary

## Specialized Recovery Services

### **New program offers support for adults with mental illness**

In August, 2016, Council on Aging began serving clients enrolled in the state's new Specialized Recovery Services (SRS) Program. The program serves people age 21 and older with severe and persistent mental illness (SPMI).

SRS was created as part of broader changes to Ohio's disability determination system. Those changes eliminated Ohio's Medicaid spend-down, leaving some people without Medicaid coverage. SRS helps fill gaps in mental health care provided through other systems and serves adults with SPMI who have income above the state's Medicaid eligibility guidelines.

The program provides eligible adults with full Medicaid care, plus recovery management care coordination services, assistance to find and keep a job, and support from others with similar life experiences.

COA is participating in the program as part of our contract with the Ohio Department of Medicaid to provide care management for people enrolled in the Ohio Home Care Waiver (in-home care for people under age 60). Our service area for SRS – and the Ohio Home Care Waiver – includes 21 counties around Cincinnati, Dayton and Lima.

"This represents a new service area for COA," said Suzanne Burke, Council on Aging's President and CEO. "It's a new way to advance our mission to enhance people's lives by enabling them to remain in their homes, rather than in institutional settings. This population can be challenging, and we are excited about working with them to improve their quality of life."

COA's role is to perform eligibility evaluations for the non-financial requirements of SRS and provide the recovery management services that support individuals receiving services, including:

1. Recovery Management – conduct assessments and service planning
2. Peer Support – referral for services that provide group support
3. Employment Support – assistance finding and maintaining employment

COA hired a supervisor and a team of Recovery Managers, all with backgrounds in mental health services. Assessments began in June, 2016, with 20 clients enrolled by September 30.

"Our clients face daily struggles managing their mental illnesses. Whether it's depression, anxiety, bipolar disorder or schizophrenia, they often need social, emotional and daily living support," said Tricia Spradling, a Council on Aging SRS Recovery Manager. "Many are trying hard to develop the coping skills necessary to deal with living their lives one day at a time, and I am glad COA is here to help connect them to community resources and provide the supports they need to live independently."

## Coordinated care makes staying home a reality

From the moment you meet Pauline, 90, and Louise, 83, you know they are both tough women. Pauline grew up in a home with a dirt floor and an outhouse, attending school through only sixth grade. She worked in a shoe factory making two cents per pair. Louise raised six children alone after her husband passed away when her youngest was three. She made a living cleaning houses, working odd hours to make ends meet.

But Pauline and Louise still find time for firsts and for moments of joy. For Pauline, it wasn't until 2016 that she finally got to see "The Nutcracker" at Cincinnati's Aronoff Center and vote in an election. When Louise celebrated a recent birthday, she was surrounded by her six children, 17 grandchildren and nine great-grandchildren.

Both of these women have strong minds, but their bodies need extra help.

Because of health problems, Pauline and Louise receive long-term care services through MyCare Ohio, a managed care plan for Ohioans who receive Medicare and Medicaid benefits. In our region, eligible older adults can choose between two MyCare Ohio health plans: Aetna Better Health of Ohio and Molina Healthcare. Council

on Aging has contracts with both health plans to assess members' care needs and manage or coordinate their long-term care services. In 2016, COA provided care coordination services to more than 4,500 MyCare Ohio members in southwestern Ohio.



Pauline, with her daughter, Debbie

Pauline receives services through Molina; Louise from Aetna. Each plan has served the women well, providing important services that promote independence: easy access showers, medical equipment, emergency response systems,

housekeeping and personal care services, and home-delivered meals.

Council on Aging staff visit with the women on a regular basis to ensure services are fulfilled and their needs are met.

"I can't describe how valuable this help is to me," said Pauline. "It is everything."

"Through Aetna, COA has been very good to me," said Louise. "They've provided everything I need,

and I get to stay home and be happy. I want to keep on feeling good."

Debbie, Pauline's daughter and caregiver, added, "She could not have stayed home without Council on Aging. When the partnership with Molina began, it was all a Godsend. It has been a reprieve, because the financial and physical toll was draining all of us. Home is where she wants to be."

Now Pauline spends her time going to church and enjoying laughs with her daughter on the porch swing. Louise relishes her time socializing with other seniors in her apartment complex and attends weekly Bible study.

Both women are surrounded by the memories of family love in their homes. Louise's home features large photographs of her children and grandchildren. In Pauline's, an oversized map details her grandson's travels in the U.S. Coast Guard. These images are daily reminders of the blessing of being at home and of the love of family.



Louise, MyCare Ohio client

## Care Transitions

### Celebrating five years of success

Council on Aging's five-year contract with the Centers for Medicare and Medicaid Services (CMS) to reduce hospital readmission rates among frail older adults has come to a close. But, a modified version of Council on Aging's Care Transitions program will continue in several area hospitals.

Care Transitions is a health coaching program that uses person-centered interventions to help patients avoid preventable readmissions to hospitals after discharge. This revolving door syndrome is all too common, costs Medicare billions of dollars every year, and is hard on patients and their families.

A top performer among Care Transitions sites, our program is nationally-recognized for reducing readmission rates. Nine area hospitals and The Health Collaborative have been our partners in this program.

Much of the program's success can be attributed to the team's ability to adapt. For example, as the program progressed, Care Transitions staff identified a trend: people with behavioral health needs rely on hospitals – particularly emergency departments – to meet their medical needs. COA staff modified the standard Care Transitions model to include an emphasis on trigger points and crisis planning for people with behavioral health needs. Using this model, the readmission rate among this population was reduced to six percent.

Initially designed to serve 5,400 seniors per year and save Medicare more than \$1 million annually, COA staff assessed more than 34,000 patients and enrolled nearly 24,000 in the Care Transitions program (March 2012 – September 2016). The program is estimated to have saved Medicare more than \$2.5 million annually. Among participating hospitals, the readmission rate for Care Transitions participants was 14.8 percent, compared to the hospitals' baseline readmission rate of 21.9 percent.



Care Transitions patient, Myra, with her brother, Richard

### Care Transitions gets a caregiver back to work

Myra, 63, is a firm believer that the love of family can get you through most anything, but she knows when to ask for help. That is why she turned to COA's Care Transitions program to guide her home after complications from multiple chronic health conditions landed her in the hospital.

"When the coaching team took over at the hospital, it was instantly the best thing to happen in our lives," said Myra. "We met with them and I was home two days later, with everything I needed to move forward. It was such a smooth process."

Care Transitions coaches connect their patients to appropriate home and community-based care. Myra's coach referred her to the Hamilton County Elderly Services program for ongoing help. That connection was important because Myra is her brother's caregiver.

"I'm pretty sure that these are my happiest days because I get to take care of [Richard]," said Myra. "It means everything to us to be able to stay at home."

## Community Transitions & HOME Choice

### When a nursing home isn't home

After recovering from an illness or injury, many older adults and people with disabilities remain in nursing homes simply because they have no place else to go. When someone enters a nursing home, he may fully intend to return home, but circumstances often arise to make that difficult. Jack's story, opposite, is one example.

Council on Aging's Community Transitions Program and its HOME Choice component help nursing home residents return to the community through services such as finding an apartment, paying the security deposit, and buying furniture and essential household supplies.

COA's Community Transitions Coordinators work with nursing homes in our region to identify residents who are able to live independently again. Some have homes to return to but need supportive services in order to live independently. Our Transitions Coordinators connect eligible adults to COA programs and services, and often work with community organizations to coordinate other services such as housing and other necessities.

For those who have no home, Ohio's HOME Choice can be a lifeline. Established in 2008 with the goal of transitioning 2,000 Ohioans out of nursing homes, the program is a leader in moving people back home. Ohio's program ranks first nationally in transitioning individuals with mental illness into home-based settings, and second in overall transitions completed. As of 2016, more than 8,500 Ohioans have regained their independence through HOME Choice. In 2016, COA helped nearly 100 people, like Jack, return home via HOME Choice. More than 50 percent of those were under age 60.

### Jack's life is no longer up in the air

At 61, Jack seems too young to have been in a nursing home, but like many younger residents, he needed a place to recover from a serious illness and then additional circumstances in his life conspired to keep him there. In all, he lived there for 90 days.

Jack's journey began two years ago when he left his job as a traveling bridge painter and moved in with his sister in Batavia.

Jack wanted a job where he could keep both feet on solid ground. He found one at Kroger and has been doing well at it. "We have the secret shopper program and every time I get one, I score 100," he said proudly.

Then, early in 2016, a bad case of pneumonia landed him in ICU.

"I was in the hospital almost a month," Jack said. "I weighed 198 and dropped to 140. My arms and legs were just little wrinkles. I hated being weak. I mean, I just hated it."

While Jack was rehabilitating at the nursing home, his sister's living situation changed, leaving Jack without a home. Mary Beth, a COA Community Transitions Coordinator, met with Jack and told him about HOME Choice.

"After the evaluation, it was clear that Jack was temporary at the nursing facility," Mary Beth said. "He is the perfect example of the kind of person HOME Choice is made for."

With the help of Easter Seals TriState, Jack and his dog, Rose, moved into his new apartment last summer. He returned to his job at Kroger and his health continues to improve. A HOME Choice case manager will stay in touch with him for about a year.

"It's worked out perfect," Jack said. "This place is nice and I've got money in the bank."



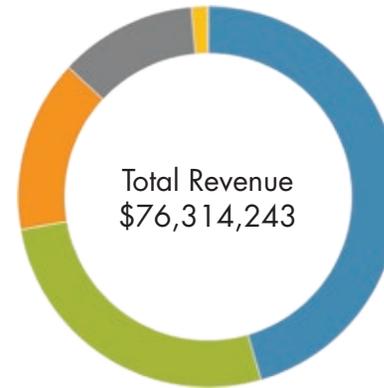
Jack with his COA Transitions Coordinator, Mary Beth

# Statement of Financial Activities (Year ending September 30, 2016)

Despite the complexity of our financial activity – with local, state and federal funding requirements – COA has an unbroken record of clean annual audits that goes back nearly two decades.

## Support and Revenue

- \$34,736,672** Local Government (Elderly Services Program)
- \$20,404,491** Medicaid Waiver (PASSPORT, Assisted Living)
- \$11,171,173** Other Programs and Program Income (Client Contributions, Ohio Home Care, MyCare Ohio, Specialized Recovery Services)
- \$8,904,286** Federal Government
- \$1,081,756** State Government
- \$15,865** Other Support/Revenue (Donations, Interest) Not shown because less than 1% of total revenues.



## Expenses

- \$44,514,285** Community-based In-home Services
- \$16,712,233** Care Management
- \$6,519,951** General Administration
- \$3,917,528** Community-based Senior Center Services
- \$2,810,574** Information, Referral and Assessment
- \$5,975,392** End of Year Net Assets



COA staff and board members with local and state elected officials, photos left to right: Speaker of the House Cliff Rosenberger (R-HD91, Clinton County) pictured second from right; Representatives Bill Seitz (R-HD30, Hamilton County) pictured second from left; and Clinton County Commissioner Brenda Woods pictured left.

# Advocacy

## A voice for seniors and people with disabilities

COA participates on committees and community organizations dedicated to a wide variety of initiatives including transportation, emergency preparedness, community planning, mental health, neighborhood development, and prevention of elder abuse and exploitation. In addition, we meet regularly with elected officials and their staff, candidates, and community leaders to provide education and keep them up-to-date on issues affecting Ohio's vulnerable populations and their caregivers. In 2016, we conducted 44 meetings with elected officials, their staff and candidates. Photos from a few of these meetings are shown at right and on the opposite page.



COA Board Member Linda Holmes, Council on Aging CEO Suzanne Burke, Congressman Steve Chabot, COA Government Relations Manager Polly Doran (seated)

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## Council on Aging's Board and Advisory Council

Council on Aging is overseen by a Board of Trustees and assisted by an Advisory Council. We also work with Elderly Services Program advisory councils in Butler, Clinton, Hamilton and Warren counties. Separate annual reports are published for these programs each spring.

### Board of Trustees

Stanford T. Williams, <i>Chair</i>	Linda Holmes
Cynthia H. Wright, <i>Vice Chair</i>	Tim Ingram
Tom Rocklin, <i>Treasurer</i>	Robert (Mick) McLaughlin
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### Advisory Council

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Linda Ambrose  
Kent Barnheiser  
Jamie Hunter  
Robert Leininger  
John McCarthy  
Jane Ripberger  
Phillip Williams

# Service Providers (with contracts between 10/1/15 and 9/30/16)

COA's home and community-based services are delivered via contracts with the following organizations:

101 Mobility  
A Best Home Care, Inc.  
A Miracle Home Care  
Absolute HomeCare  
Acclaim Home Health Services, Inc.  
Achieve Rehab & Home Health  
Active Day of Cincinnati  
ActivStyle, Inc.  
ADT Security Services, Inc.  
Advanced Medical Equipment, Inc.  
Afinity Healthcare Solutions  
Algo Termite & Pest Control  
All Gone Termite & Pest Control, Inc.  
Alux Transportation  
Alzheimer's Association of Greater Cincinnati  
Amaramedical Health Care Services, Inc.  
Amenity Home Health Care, LLC  
Ameribest Home Care, Inc.  
American Ramp Systems  
American-Mercy Home Care, LLC  
Americans Choice HealthCare Services  
Angels Above & Beyond Home Health  
AnovyCare Home Health Agency  
Apex Home Care  
A-Plus Care, Inc.  
Arbors at Milford Assisted Living  
Arcadia Home Care & Staffing  
Assisted Care by Black Stone  
Assistive Solution  
Bayley Adult Day  
Bed Bug Burners, LLC  
Berkeley Square  
Bernens Medical  
Best Choice Home Care  
Best Choice Transportation, LLC  
BetterLiving Home Health and Medical Supplies  
Bickford of Middletown, LLC  
Black Bronco Construction  
Blissful Days  
Blue Diamond Health Care  
BlueGreen Home Health Care  
Bridgeway Pointe  
Brightstar Healthcare Cincinnati  
Brightstar Healthcare Dayton  
Brookdale Deer Park

Brookdale Fairfield  
Brookdale Finneytown  
Brookdale Kenwood  
Brookdale Springdale  
Brookwood Retirement Community  
Butler County Care Facility Adult Day Services  
Cape May Retirement Village  
Care & Caring Nursing  
Caregivers Health Network  
Caring Hearts Adult Day Care  
Caring Home Modifications  
Carriage Court of Kenwood  
Catholic Charities SouthWestern Ohio  
Cedar Village  
Central Connections  
Christian Home at Mt. Healthy  
Cincinnati Area Senior Services, Inc.  
Cincinnati Home Care  
Cincinnati Recreation Commission  
Clermont Senior Services, Inc.  
Clinton County Adult Day Center, Inc.  
Clinton County Community Action Program  
Close to Home, II, LLC  
Clossman Catering, LLC  
Colerain Township Senior & Community Center  
Comforcare Senior Services - Edinburgh  
Comforcare Senior Services - TriCounty  
Comfort and Care Home Health Agency  
Comfort Keepers #172  
Comfort Keepers #178  
Comfort Keepers #200  
Committed to Care  
Comprehensive Health Care Services  
ConnectAmerica  
Cottingham Retirement Community  
Courtyard at Seasons  
Critical Signal Technologies, Inc.  
Cura Care Corp  
Custom Home Elevator & Lift Co., Inc.  
Day Share Senior Services  
Dedicated Nursing Associates, Inc.  
Derringer Company  
Deupree Meals on Wheels  
Diversicare of Bradford Place  
Duraline Medical Products, Inc.

Elite Transitional Services  
Emerson Heating & Cooling Company  
Errands and Services, LLC  
Everyday Homecare, LLC  
Everyday Living, Inc.  
Fairfield Pavilion  
Family Bridges Home Care  
FCHS, LLC  
First Choice Medical Staffing of Ohio, Inc.  
First Step Development Group  
Friendly Care Agency  
Friendly Care, Inc.  
Global Meals  
Grab Bar Man  
Gracious International Care Service  
Guardian Medical Monitoring, Inc.  
Halo Home Healthcare  
Halsom Home Care  
HandyPro of Cincinnati  
Hardy Plumbing  
Harrison Senior Center  
Hawthorn Glen  
Healing Springs Med-Care, LLC  
Healthy Home Care  
Heartland of Woodridge (ALF) #502  
Helping Hands Healthcare, Inc.  
Hillebrand Home Health  
Home Care Delivered, Inc.  
Home Care Mobility  
Home Care Network, Inc.  
Home First  
Home Healthcare by Black Stone  
Home Instead Senior Care  
Home Products Healthcare  
Homefront Nursing, LLC  
HomeSense Enterprises, LLC  
HomeWell Senior Care  
Hope Home Care, LLC  
Hyde Park Health Center  
Hyde Park Multi-Service Center for Older Adults  
Interim HomeStyles of Greater Cincinnati, Inc.  
International Elderly Care Group  
International Quality Healthcare Corp.  
Jewish Family Service  
Judson Care Center

## Service Provider list continued...

Judson Home Care  
Kemper Shuttle Service  
Ken Bryan Construction, Inc  
L.L. Peet Construction Services  
Lavender Home Care Solutions  
LifeSpan  
Lipsence Home Health  
Littleton Respiratory Homecare  
Llanfair Retirement Community  
Lorraine Surgical Supply  
Lovely Days in Home Care  
Loving Care Services  
Maple Knoll Outreach  
MARIELDERS  
Mason Christian Village  
Mason Health Care Center  
Maxim Healthcare Services  
Mayerson JCC  
Meda-Care Transportation, Inc.  
MedAdapt Ltd.  
Medical Service Company  
MedScope American Corporation  
Mercy Franciscan @ West Park  
Mercy Neighborhood Ministries  
Millenium Nursing Agency  
Milt's Termite & Pest Control  
Mom's Meals  
Mt. Pleasant Retirement Village  
Mullaney's Pharmacy & Home Health Care  
N.O.W. Healthcare Solutions, LLC  
North College Hill Senior Center

North Fairmount Senior Center  
Northwest Adult Day Services  
Nova Home Care Co.  
Nurses Care, Inc.  
Ohio First Home Health Care, Inc  
Otterbein Lebanon Adult Day Service  
Otterbein Lebanon Assisted Living  
Oxford Senior Citizens, Inc.  
Oxford Seniors Community Adult Day Service  
Partners in Prime  
Pennington Construction  
People Working Cooperatively  
Personal Home Assistance, LLC  
Personal Touch Home Care of Ohio, Inc.  
Philips Lifeline  
Precious Life Services  
Premier Home Care Corp.  
Prime Home Care, LLC  
Pristine of Middletown  
Pristine of Norwood Towers  
Pro Seniors, Inc.  
Quaker Heights Care Community  
Quality Care  
Queen City Med Mart, Inc.  
Reliable Home Health Care  
Right at Home  
RN and Associates  
Rural/Metro Helpline  
Scarlett Oaks Retirement Community  
Senior Deserved Day  
Senior Independence

Senior Resource Connection  
Simply EZ - Home Delivered Meals  
Southwest Transportation Services, LLC  
Spring Hills Middletown  
St. Joseph Construction  
Stateline Medical Equipment  
Stay Well Home Health, LLC  
Superior Home Care, Inc.  
Synergy Homecare  
SYNERGY HomeCare of South Dayton  
Target Health Care, LLC  
The Lodge Retirement Community  
The Oaks at Garden Manor  
The Terrace  
The Visiting Nurse Association  
The Woodlands of Hamilton  
The Woodlands of Middletown, LLC  
Transport-U  
Tri County Visiting Nurses, LLC  
Tri-Health Home Connections  
Tri-State Maintenance  
Twin Lakes, Life Enriching Communities  
Twin Towers Residential Care  
Ultimate Support Homecare, Inc  
UTS  
VNA Healthtrends  
VRI  
Warren County Community Services, Inc.  
Wesley Community Services  
West College Hill Neighborhood Services  
Westover Retirement Community

## Report Credits

This report was produced by Council on Aging's Communications Department. Writing by Susanna Max, Laurie Petrie, Eric Young, and Paula Reichle-Smith; design by Paula Reichle-Smith; data compiled and provided by COA's Business Intelligence and Accounting departments.

Photography by: Council on Aging staff and Lyons Photography



"In our family, we do not send people to rest homes. We take care of them. My brother and I may have our disagreements, but we are steadfast with each other."

Myra and Richard, Hamilton County ESP clients



Council on Aging



*Torch*  
AWARD  
2010 WINNER

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