



Impact Report | 2019



Welcome!

Thank you for reading Council on Aging's 2019 Impact Report. Our report is a little different this year.

First, we've changed the name – from annual report to Impact Report. As a non-profit organization whose name implies a narrow focus, we need to be more purposeful in talking about and raising awareness of the impact we have on our region as a whole.

In FY 2019, Council on Aging provided compassionate, cost-effective in-home care services to 26,121 older adults and people with disabilities. That alone is a significant impact. But if you consider the impact our programs and services have on families – families with caregivers who are struggling to care for an aging loved-one while also working and raising a young family – our impact spreads even further. And what about the impact to businesses in our community whose employees can be at work because their older loved-ones are receiving care through our programs. That is quite an impact.

In 2019, we honed in on these working caregivers – and their employers – by launching an award-winning research project aimed at helping businesses in our region understand the impact family caregiving duties have in the workplace. We also gathered impact stories from working caregivers, some of which are shared in this report.

Through this project, we're helping businesses conduct a "care census," gathering valuable data that will help COA and the business community plan for the future. The data could not come at a more opportune time. We are nearing a dramatic



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Look for this symbol throughout this report. Click on the adjacent code or use your smart phone camera to scan the code for more details about the information in our report and to watch dedicated caregivers share their personal stories about Council on Aging.

demographic shift in our population: by 2034, for the first time in US history, people age 65 and older will outnumber those age 18 and under.

As this shift occurs, every level of society will have to find ways to adapt to the “care economy.”

We’ve also changed the size of our report to better meet the needs of our readers. We want you to have a clear understanding of our mission, the services we provide, the number of lives we touch, and our financial position.

To our dedicated staff and provider network, and everyone else in our region who works with, for or on behalf of older adults and people with disabilities, we thank you for helping to make our region a great place to live and grow old.

President & CEO

Our Impact

IT IS OUR MISSION TO...

Enhance lives by assisting people to remain independent through a range of quality services.



COA administers publicly-funded programs and services for older adults, people with disabilities and their caregivers. Our programs and services impact people of all ages and the effects are felt throughout our community. We help people stay in their homes and communities, complete smooth transitions from one care setting to another, and connect to unbiased information, advice and community resources.

Through contracts with service providers, senior centers

and other community organizations, COA administers federal, state and local funding to provide supportive, in-home and community-based services to individuals and caregivers.

Programs and services administered by COA can prevent or delay nursing home care. This is important for two reasons: 1) people want to remain in their homes as long as possible, and 2) our programs cost taxpayers a fraction of the cost of nursing home care.



IN-HOME CARE SERVICES

INDIVIDUALS ENROLLED IN FY 2019

Traditional Medicaid Waiver Programs	Enrolled
PASSPORT	1,332
Assisted Living Waiver	457
Ohio Home Care Waiver	625
Specialized Recovery Services Program	2,462
	4,876
Other Programs	Enrolled
Elderly Services Programs (Senior Levies)	14,285
MyCare Ohio (Medicaid/Medicare)	5,492
Other Case Management Services	1,468

**TOTAL IN-HOME CARE
CLIENTS: 26,121**

Individuals may be counted in more than one service category or program in the course of a year.



COMMUNITY- BASED SUPPORT

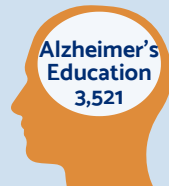
INDIVIDUALS SERVED IN FY 2019



**Congregate
Meals**
3,816



Transportation
4,475



**Alzheimer's
Education**
3,521



Legal Assistance
1,107



**Ombudsman
Services**
9,746



**Health &
Wellness
Workshops**
683



Supportive Services
3,346



Caregiver Support
123



**Long-term care
planning
education**
136

Services funded by federal Title III of the Older Americans Act and state Alzheimer and Senior Community Service funds.

Impact Highlights

26,121 seniors and people with disabilities remained independent in their homes with our help



Contracted with 230 organizations to provide almost 1.3 million hours of in-home care



251,935 trips

for medical and senior center activities



1.5 million meals



Served through meals on wheels and congregate meal programs

745 clients

transitioned from hospital or nursing facility to home via transitional programs such as FastTrack Home



During Fiscal Year 2019

50.329

requests for information
and referral fulfilled



980

minor home
repairs
completed



76

presentations given
and community
events attended

Electronic monitoring systems – more than a “lifeline”

One of the most impactful services offered by COA is electronic monitoring systems (EMS). More than the traditional “lifeline” devices we see on TV, EMS is a flexible service designed to meet a variety of needs – from emergency response and medication management to remote caregiving and wandering risks. In addition to the traditional lifeline pendants, the service also includes electronic medication dispensers, smoke alarms and carbon monoxide detectors, Alzheimer’s boundary alarms and GPS tracking devices, among others. More than half of all clients in the Elderly Services Programs (7,759) have EMS, including Margot in Butler County. Margot has macular degeneration and is prone to falls. “It’s very scary when you’re lying on the floor,” she said. “My lifeline is my saving grace. If I didn’t have it, I’d probably be gone.”



Impacting Real Lives...

In 2019 we worked to raise awareness of the struggle many family caregivers face when it comes to juggling their care responsibilities with other parts of their life – usually work and children. Here's what a few working caregivers had to say.

Anita

"We have a problem, I don't know what we are going to do." Anita had received a phone call that changed her life. Her father had Alzheimer's



and needed round-the-clock care. Anita and her husband, Chris, decided Anita's parents would move in with them. But providing care was a challenge because Anita and Chris had to juggle work and other family responsibilities.

"We called Council on Aging and through the help of the Elderly Services Program, he [Dad] is able to go to the adult day center five days a week while we're at work. I would have had to quit my job and I can't quit my job – I have two kids in college."

Chandni

When Chandni's mother developed Alzheimer's disease, there was no question about her moving in with Chandni's family. Then, a wandering incident prompted Chandni to reach



out for help. Through COA, Chandni found the support she needed to balance her career responsibilities, raise her family and keep her mother safe at home.

"Working with Council on Aging has allowed me to continue with my career. Because without this type of dependable help, support and guidance, I would probably have had to make some alternate career choices. And honestly, [it's given me] a decent quality of life with my family."

Aimee

A mom and wife with a full-time job, Aimee excelled at balancing all her responsibilities – it was something she took pride in. But as her mother was preparing to be discharged from the hospital, the full impact of her care needs began to sink in.

“When we were talking to COA about what we needed, my mom didn’t think we really needed much help – and when I say ‘we,’ I mean her and I. She thought I had everything covered. But the one thing she didn’t realize was that I needed help, I needed some support and COA helped provide that. They were sort of this breath of fresh air when I probably didn’t realize I was suffocating.”



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Lynn

Lynn was working full-time at a local law firm when she began serving as her father’s caregiver. An HR professional, Lynn was used to employees coming to her with complicated work and family issues. Now it was her turn.



“I’ve always known about Council on Aging because it’s been a brochure in my office for years. As an HR professional, that’s just one of the things in my toolkit. The brochure never really came to life for me until I had this situation with my dad and I thought, ‘I’m going to give them a call.’”

Hear more from these dedicated caregivers.

Impacting... CONTINUED

Deborah and Rich

Rich thought his mom was doing fine living in Florida. Then he got a call from the local sheriff informing him otherwise. It wasn't long before Rich and his wife Deborah moved his parents to Cincinnati. As time went on, Rich's parents needed more and more care. But Rich and Deborah both needed to be at work. They connected with Council on Aging to get the support Rich's parents needed; help that also enabled Rich and Deborah to go to work.

"It's been a Godsend for us. There's actually a program like Council on Aging and people that care. I think anybody facing it [caregiving] needs to get on the phone and call Council on Aging," Rich said.



Advocating for Ohio's Older Adults

Rep. Lipps receives Ohio advocacy award

At its annual conference and awards ceremony in October, the Ohio Association of Area Agencies on Aging (o4a) presented Rep. Scott Lipps (R-62) with the association's advocacy award.



Courtesy of o4a

"Representative Lipps has been very supportive of the aging network, particularly during the budget process," said Larke Recchie, CEO of o4a. "He is great to work with, follows up with issues and advises and connects the Area Agency on Aging to other legislators when he thinks that would be beneficial to the cause. He has also been a champion of the senior levy campaign in his community."

More than 500 participants from across the state, including Governor Mike DeWine and more than 35 sponsors, attended the two-day conference.

2019 Highlights

FastTrack Home serves seniors and families when help is needed most

Council on Aging's innovative and award-winning FastTrack Home program continues to grow, helping more seniors and family at a critical time – when they are recovering at home after a hospital or nursing home stay. FastTrack Home sets up services before the senior goes home – a key differentiator from other in-home care programs because seniors are at an increased risk for illness, injury and readmissions in the 30 days following discharge from a care facility.

A service of the Elderly Services Program (ESP) in Hamilton and Clinton counties, most seniors who use FastTrack Home need care for a much shorter period of time than traditional ESP clients. As a result, COA can serve more seniors with available tax dollars at a lower cost. FastTrack Home also benefits family caregivers who may have other responsibilities to juggle, such as work and families.

In 2019, 581 seniors in Hamilton and Clinton counties received care through FastTrack Home.



*"You can't do everything.
You need help."*

–Aimee, daughter
and caregiver of
FastTrack Home client



COA helps people understand, plan for long-term care

Most people don't understand their options for long-term care as they or a loved-one age – and even fewer still set aside money for that care. The impact of not planning? Fewer choices and higher costs. Our free Own Your Future workshops offer community members an unbiased source of information to help them plan for the future. More than 130 people attended our workshops in 2019.

2019 Highlights CONTINUED

Recognition for research to better understand impact of caregiving in the workplace

COA's "care census," an innovative research project that partners COA with area businesses to better understand the impact caregiving has on our region's workforce, was a finalist for the Cincinnati USA Regional Chamber's Ignite Action awards in the category of Leading with a Bold Voice for Business. The project also received the Outstanding Project in Aging award from the Tristate chapter of the Association for Professionals in Aging (APA).

Transportation grant will improve options for area seniors

Council on Aging was one of 37 agencies nationwide to receive an Access and Mobility Partnership Grant from the Federal Transit Administration (FTA). The grants fund innovative projects led by transit agencies, governmental authorities and nonprofit organizations to support

transportation solutions to expand access to health care. COA will use grant funds to improve transportation options and service for area seniors.



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COA opens resource center in Clinton County

COA's Aging and Disability Resource Center located in Wilmington is now staffed full-time, making it easier for Clinton County residents to connect to information and programs for older adults, people with disabilities and caregivers. COA first opened the office in 2018, and it is now open M-F during posted hours to better meet the needs of residents in the most rural part of its service area.



Staff provide emergency response after Memorial Day tornadoes

After a series of tornadoes touched down in the Dayton area on Memorial Day 2019, COA staff worked tirelessly to ensure the health and safety of more than 320 clients in the affected areas.



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COA team members impact the community through service projects

Council on Aging's 300+ employees are committed to our mission – and our community. In 2019, COA staff lived our values and magnified our impact by organizing service projects among their teams and departments. Staff volunteered in the community and collected donations of food, fans, bottled water and feminine hygiene supplies for organizations across our service area. Additionally, staff participated in a blood drive for Hoxworth Blood Center.



New service contracts yield savings in taxpayer-funded programs

COA contracts with area service providers to deliver in-home and community-based services to clients enrolled in our programs. These contracts are awarded to established businesses through a competitive bidding process. In 2019, we issued Requests for Proposals (RFPs) for five services. The RFP process provides time for COA, county advisory councils and the provider network to collaborate on changes that positively impact cost, quality and service levels. For example, when new contracts were awarded for home medical equipment services, changes were made to better track the types of equipment purchased at a fixed, competitive price while continuing to ensure insurance plans are billed first, when appropriate. Providers are also now required to deliver all equipment to the client, and provide education and installation/assembly. The changes are yielding more than \$320,000 in savings to the Elderly Services Programs.

2019 Highlights CONTINUED



Conference keeps local workforce in-the-know

Every year, Council on Aging brings in local, state and national experts to share the latest news, research and innovations with hundreds of professionals who serve older adults and people with disabilities in our region. In 2019, nearly 600 professionals participated in Forum on Aging for the opportunity to network with their peers, learn the latest in their fields, and to be inspired by stories of shared missions and values. Forum on Aging's impact spreads far beyond the walls of the conference center and into the offices, homes, clinics, hospitals and facilities where these professionals work.

COA honors those who make life better for older adults

A long-time adult protective services (APS) worker and a local caregiver were honored for their impact serving seniors. Lisa Pitchford, APS worker for Hamilton County Job and Family Services, received COA's Outstanding Service Provider Award at our annual meeting in March. Described as her team's go-to person and as being "all-in," Lisa was nominated and honored for her dedication, commitment and service to vulnerable older adults in Hamilton County. Bridgetown resident Edith Hulsman received COA's Outstanding Caregiver Award for her extraordinary efforts in caring for her mother-in-law, who has dementia. COA's Caregiver Support Nurse nominated Edith for the award. "Edith's mother-in-law requires continuing care and Edith provides that care with love, affection, compassion and the utmost dignity. Because of Edith's care and commitment, her mother-in-law is happy and safe at home."



Statement of Financial Activities

YEAR ENDING SEPTEMBER 30, 2019

SUPPORT & REVENUE		
Local Government	Elderly Services Program	\$37,345,244
Medicaid Waiver	PASSPORT, Assisted Living	\$20,556,575
Other Programs & Program Income	Client contributions, Ohio Home Care, MyCare Ohio, Specialized Recovery Services	\$14,312,265
Federal Government	Title III, Title VII, Title XX, HEAP, Nutrition Services Incentive Program	\$6,839,116
State Government	Senior Community Service, Alzheimer's, Senior Volunteer	\$980,729
Other Support & Revenue	Donations, Interest	\$42,303
Total Support and Revenue		\$80,076,232
EXPENSES		
Community-based In-home Services		\$45,624,153
Care Management		\$19,785,287
General Administration		\$7,215,223
Community-based Senior Center Services		\$3,870,703
Information, Referral and Assessment		\$3,086,800
Total Expenses		\$79,582,166
END OF YEAR NET ASSETS		\$8,368,055

Financial statement does not include subsidiaries wholly owned by Council on Aging.

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 more than 20 years.



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Council on Aging

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