

Council on Aging



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

2012 Annual Report

Independence. Support. Resources. Savings.



“In our vision, all older adults in our region will have access to services that help them remain independent and live with dignity among the things and people they love.” **Suzanne Burke**

Council on Aging CEO Suzanne Burke with Opal, a PASSPORT client celebrating her 100th birthday. Opal remains in the home she moved into more than 50 years ago. She first received help from the Butler County Elderly Services Program and then from PASSPORT when she became more frail. Council on Aging has 71 clients age 100 and older who are living independently in the community with help from our programs.

Dear Friends,

New members who join our board of trustees or an advisory council are usually surprised by the complexity of our organization and work. Often, they're taken aback by the rapid pace of change as well as the need for non-stop advocacy.

To be frank, sometimes we too feel like our heads are spinning. Council on Aging (COA) is changing because we're adapting to new realities, holding ourselves to higher standards, and embracing opportunities.

One of the most important new realities is Ohio's new Integrated Care Delivery System (ICDS). This joint federal and state initiative aims to coordinate health and long-term care for people who are eligible for both Medicare and Medicaid. The goal is to improve health outcomes while saving taxpayers money.

Through tireless advocacy and negotiations, Ohio's Area Agencies on Aging successfully established ourselves as partners in the new system. COA is contracting with two managed care organizations who will operate in our five-county region. We'll be working as part of a team of professionals providing coordinated health care and long-term care services to low-income, frail, and disabled adults.

We are excited about this new partnership because the ICDS is part of our territory for opportunity – that is, the points where health care and long-term care connect. Strengthening those connections, in hospitals, physician practices, nursing homes, and many other places, is where our future lies.

For our Care Transitions initiative, 2012 was a year for strengthening connections. Care Transitions is a model of health coaching proven effective at reducing the need for high-risk patients to be readmitted to hospitals. After winning one of the nation's first seven contracts from the federal Centers for Medicare and Medicaid Services, the Southwest Ohio Care Transitions Collaborative launched new programs at five regional hospitals. You can read more about Care Transitions on page 10 of this report.

Finally, we were relieved and happy to end the year on a very high note: the overwhelming success of the tax levy supporting the Hamilton County Elderly Services Program. Nearly 300,000 people – close to 75 percent of voters – said "yes" to this vital and cost-effective home care program. In fact, the Hamilton County levy is the last of our latest cycle of levies. We had overwhelming victories in Butler County (2010), Warren County (2011) and Clinton County (March, 2012).

Thank you for all we do together for the most vulnerable of our communities. Despite all the change at COA, our mission remains: to provide frail seniors and other adults with disabilities the opportunity to remain independent in their homes.

Suzanne Burke
CEO



Bill Thornton
**President,
Board of Trustees**



INDEPENDENCE *for seniors.*

Make it possible for thousands of frail seniors to remain in their homes.

SUPPORT *for families.*

Serve as our region's "front door" to services and resources for people who are elderly or have disabilities.

RESOURCES *for communities.*

Help elected officials and other community leaders plan and prepare for the aging of the population.

SAVINGS *for taxpayers.*

Ensure that taxpayers who fund in-home care programs are getting the highest quality services for the lowest possible cost.

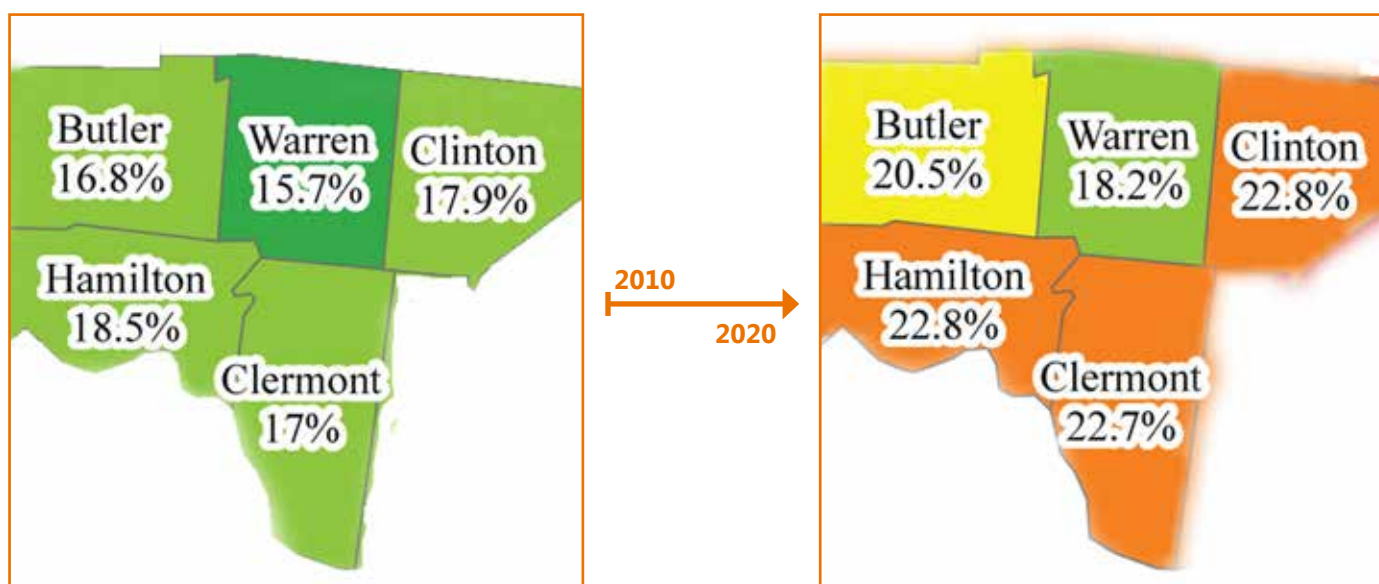
Use your Smartphone's QR Code reader to access additional content throughout our annual report.
watch a video about COA's role in the community



Southwestern Ohio is undergoing a dramatic age transformation.

In three of the five counties served by Council on Aging (Clermont, Clinton and Hamilton), as many as one out of every four people will be age 60 or older by 2020. The ratio will be about one in five in the other two counties (Butler and Warren).

Within this older population group, the fastest growing segment is comprised of people age 85 and older. These are the seniors most likely to need more complex (and costly) health care in addition to help with basic activities of daily living. Families, communities, taxpayers and, of course, seniors themselves face tremendous challenges and opportunities.



Percent of population age 60 and older in southwestern Ohio: 2010 compared to population estimates for 2020. Source: Scripps Gerontology Center, Miami University

Council on Aging is at the center of this transformation, working in every venue ranging from seniors' homes, to hospitals, to nursing homes, to community organizations.

Council on Aging:

Operates the "front door" to our region's aging and disability resources. COA Aging and Disability Resource Connections: responded to **29,322** requests about help for seniors. Find more information on page 12.

Coordinates and manages long-term care services and supports for older and disabled adults. Programs including PASSPORT, the Elderly Services Program and the Assisted Living Waiver enabled **20,459** people in five counties to remain independent in their homes and out of nursing facilities. See stories beginning on page 6.

- **2.1 million** hours of in-home care
- Nearly **2 million** home-delivered meals to **10,011** home-bound older adults

Helps seniors get home from the hospital and avoid the need to return. Care Transitions is Council on Aging's new health coaching program for hospitalized seniors. Five hospitals are participating in the Southwest Ohio Care Transitions Collaborative. As of July, 2012, the average 30-day readmission rate for the five hospitals was **21.7 percent**. In contrast, the readmission rate for seniors who participated in the health coaching program was significantly lower, at **14.2 percent**. See story page 10.

Funds and provides community services such as wellness activities, Alzheimer's services, legal help, transportation, and outreach.

- ***Older Americans Act services:*** Included **209,584** congregate meals and **280,047** transportation trips (all funding sources) designed to help seniors stay healthy and active. See story page 13.
- ***Outreach:*** Participated in more than **160** community events and presentations to COA stakeholders.

Helps reform Ohio's long-term care system through non-stop advocacy to increase compassionate and cost-effective options. Advocacy: Included **50** visits by elected officials and candidates to the homes of COA clients; and **62** meetings with elected officials, legislative aides and candidates, individually. Find more information beginning on page 14.



PASSPORT

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. Clients are frail and qualify to be in a nursing home, but PASSPORT provides an in-home care alternative. PASSPORT is funded by Medicaid. On average, it's about one-third the cost of nursing home care.

Elderly Services Program

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. The program is funded almost entirely by county tax levies. Council on Aging administers the Elderly Services Program through contracts with boards of county commissioners in Butler, Clinton, Hamilton and Warren counties. In Clermont County, a similar program is administered by Clermont Senior Services.

Assisted Living Waiver

Assisted Living provides an intermediate level of care for low-income adults. It offers independence and privacy and, on average, is less than half the cost of nursing home care. Often, people enter assisted living paying privately but run out of money. Without this program that allows Medicaid to help pay for their care in assisted living, many would be forced at that point to move to a nursing home. In our region, there are 33 facilities certified for the Assisted Living Waiver.

	Elderly Services		PASSPORT		Assisted Living	
	Clients Served	% Change	Clients Served	% Change	Clients Served	% Change
Butler	4,013	-1%	590	+8%	340	+15%
Clermont	N/A	N/A	379	+7%	0	0%
Clinton	514	+1%	134	-1%	6	0%
Hamilton	7,286	-2%	2,178	+5%	313	+30%
Warren	2,404	+1%	241	-5%	75	+9%
Total	14,217	-1%	3,522	+4%	734	+20%

Elderly Services Program, PASSPORT, and Assisted Living clients by county in FY 2012 and percent change since 2011.



ANSWERS ON AGING Resource Fair

Miami Middletown Campus
June 19 • 5 - 7:30 pm



www.help4seniors.org



"Thank you for letting me participate in the Resource Fair. I brought 200 night lights and ran out of them by 6pm. I was very impressed with the turnout and glad I could educate so many older adults and their caregivers on falling."
Hamilton County Fall Prevention Task Force



PASSPORT | Anthony's Story

In his mid 40s, Anthony was in a car crash that left him paralyzed and unable to work. After rehabilitation, he settled into a nursing home, but was determined to one day get out.

A former boxer and karate expert, he embarked on an exercise program. Eventually, he regained most of the use of his arms and the ability to step with the aid of a walker. Anthony made friends at the nursing home and became head of the Residents' Council. But the longer he stayed, the more restless he felt.

"I just couldn't see myself getting out of bed every day, going around and smiling at everyone but not really being happy," he said. "There was nothing more they could do for me. And I was getting only \$15 a month to live on. I couldn't buy no clothes, couldn't go nowhere. I said, 'I can't do it no more.' "I just asked God to take me out of here."

The chance came when Anthony turned 60 and became eligible for PASSPORT. Council on Aging enrolled him in the program for in-home care services and also in Home Choice. Administered the Ohio Department of Job and Family Services, Home Choice helped Anthony find housing and provided money for furnishings.

"You do see people in nursing homes who could come out, but they have zero," said Mary Beth, a COA Community Transitions Specialist. "They have nowhere to live, no furniture, no clothing. I've worked with people who have supportive families, but there are also many who are alone."

The transition is usually complex. Long-term care and medical services, other community resources, financial assistance and family support must all be found and coordinated. COA works closely with organizations such as Easter Seals and the Center for Independent Living Options to make everything come together.

To increase nursing home transitions, COA decided to dedicate two staff members to the task full time. They are assigned to the 131 nursing facilities in COA's five county area.

"I'm hoping we can broaden our impact," said Ken Wilson, COA's Director of Program Operations. "We can be a resource to managed care companies who are here with Ohio's new Integrated Care Delivery System. They will not want people remaining in nursing facilities who do not need that level of care."

Anthony could not agree more. He has made the new apartment his own – his first place in 13 years. He set up an aquarium, cable TV and exercise equipment. "I got money in the bank and a charge card. I can go to the Zoo or a museum or wherever I want. [He uses Access transportation service.] The only thing missing is a girlfriend."

PASSPORT provides Meals on Wheels and a home health aide for a couple hours each morning and evening, seven days a week. At \$24,820 a year, Anthony's care plan is about half the average cost of care in a nursing home.

"It's a wonderful feeling," Anthony said, "when you've got your privacy and your own place."

As of January 28, 2013, Ohio's Home Choice program had transitioned 3,000 people out of nursing homes and back into the community.



watch Anthony's video



Elderly Services Program | Mike and Colleen's Story

Five days a week, Colleen hooks up her husband, Mike, to a home dialysis machine and begins the process that substitutes for his failed kidneys. She had to go through weeks of training, but it's a big improvement over the ordeal of getting Mike to and from a dialysis clinic.

Their lives are nothing like they imagined they would be when they retired. They had started to travel and spend more time with their grandchildren. But all that changed when Mike, 70, suffered complications following what was supposed to be routine surgery. He was left with brain damage, permanent kidney damage, partial paralysis, and other health problems.

Colleen, 68, became a full-time caregiver. Although both have pensions, the costs for Mike's care are so high – nearly \$30,000 last year – that they could not afford to have someone come in regularly to help. Their daughters help, but the needs never end. A nursing home was not an option, as far as Colleen was concerned. She and Mike did not want to live apart, no matter what.

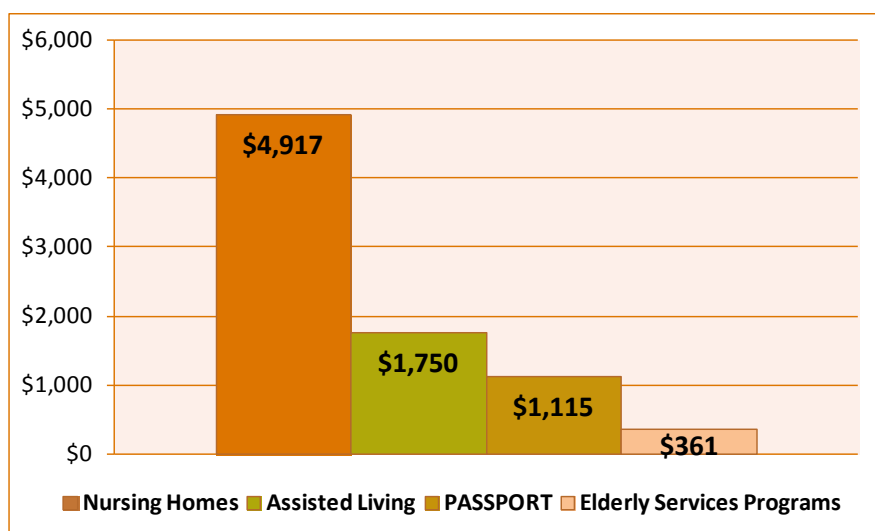
The solution was the Elderly Services Program. The services – funded by a tax levy in Hamilton County – include home-delivered meals, an aide who comes to bathe Mike three times a week and an aide two nights a week so Colleen can get a few hours of unbroken sleep.

Gradually, Mike is improving. He has almost recovered from the brain damage and he recently received a prosthesis for his amputated leg. Colleen – always resourceful – plans to sell their unneeded medical equipment so she can buy a set of parallel bars and help Mike learn to walk again.

“His memory has returned; it's great to sit and talk with him again,” Colleen said. “He's learning to tell time. Little by little, things are coming back. We don't give up. We've talked about that. If it had been me this happened to, I know he would have never given up either.”

HOME & COMMUNITY-BASED CARE

Compassionate, cost-effective alternatives to nursing home care.



Home and community-based care via PASSPORT, the Assisted Living Waiver or the Elderly Services Program is much less costly for taxpayers than providing care in a nursing home. This chart compares the average cost per month of each care option.

Source: Miami University Scripps Gerontology Center and Council on Aging

Photo credits (opposite page):

C. Owsley/The Enquirer (**bottom right**)

S. Fricke/Masonic Senior Services (**top**)

COA care manager, Melanie, displays a thank you note she received from Mike and Colleen (**bottom left**)



Care Transitions | Helping seniors stay home from the hospital

As Elizabeth lay in her bed at the University of Cincinnati Medical Center following surgery, she told her daughter, Theresa, she was afraid she would not have a good recovery. Her weight, blood pressure and diabetes were complications, she knew. At 76, she did not want to become homebound, unable to visit the senior center or even climb the steps to her apartment.

Only a few months earlier, Council on Aging had assigned one of its new health coaches to work at the hospital helping patients like Elizabeth get home, recover well, and avoid the all-too-common need to return to the hospital.

Trained in the Care Transitions InterventionSM model developed at the University of Colorado by Eric Coleman, M.D., the coach met with Elizabeth and Theresa at the hospital. A few days after Elizabeth's discharge, she met with them again at the home they share, and then followed up with them further by telephone.

The coach gave them a booklet – a Personal Health Record – where they could keep track of Elizabeth's medications and write down questions for her doctor. They set up a dispensary box for her medications and arranged follow-up medical appointments. They talked about medication side effects – some that Elizabeth would have to accept and others that could be avoided, with care. Because they both wanted to improve their health through diet, they also received a visit from a COA nutritionist.

Though seemingly simple and straight forward, health coaching is an effective way to help at-risk patients avoid return visits to the hospital. That's a primary goal of Council on Aging Care Transitions, a program operated in collaboration with the Greater Cincinnati Health Council, five regional hospitals, and several other health care organizations. The Southwest Ohio Community Care Transitions Collaborative was one of the country's first recipients of a multi-million dollar contract from the U.S. Centers for Medicare and Medicaid Services (CMS). To save money and improve health care outcomes, CMS wants to reduce hospital readmissions among Medicare patients.

According to CMS, nationally up to 90 percent of readmissions among Medicare beneficiaries are unplanned and unnecessary. And approximately 20 percent of Medicare hospitalizations are followed by readmission within as little as 30 days.

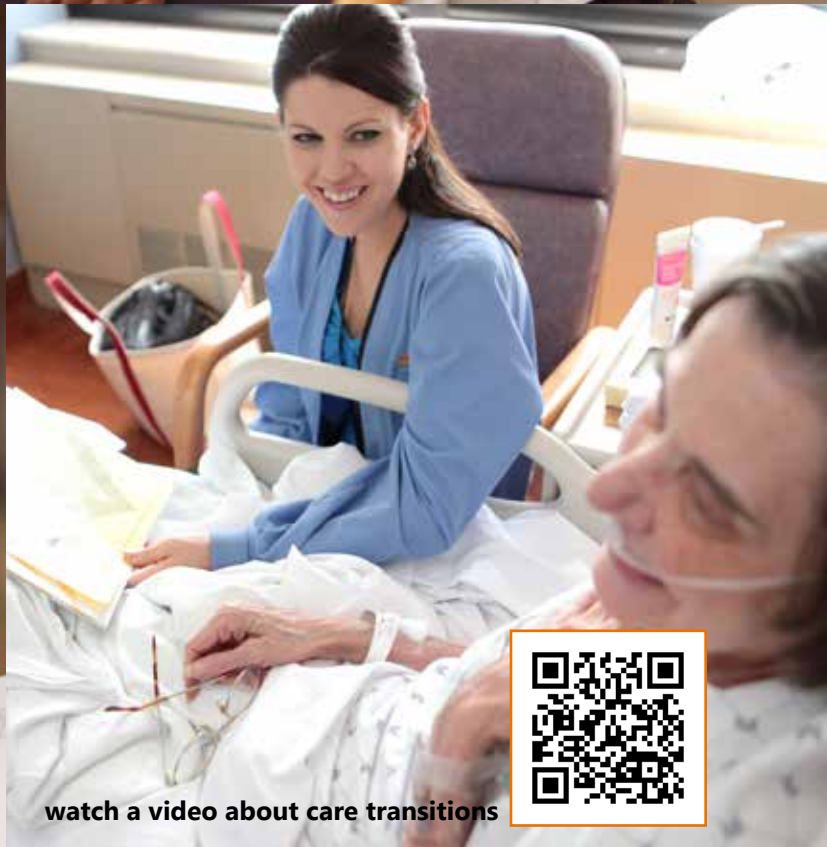
Council on Aging's program began at the five hospitals in the spring of 2012. In its first seven months, the program served 659 patients. Of these, 431 people completed the 30-day Care Transitions InterventionSM without being readmitted to the hospital. Another 78 were readmitted within 30 days, but this number is lower than the average 30-day readmission rate for the participating hospitals.

For Elizabeth and Theresa, the program was very helpful in answering questions and boosting Theresa's confidence as a caregiver.

“The health coach helped me to keep on focus,” Theresa said. “You’ve got so much to do, it’s easy to get distracted. We were flipping out with the swelling.”

Several months after the coach's visit, Elizabeth had lost seven pounds and the swelling in her legs had decreased. She was taking fewer medications and she could get out to the senior center again.

“I never dreamed I’d be in this condition,” Elizabeth said. “Being in a wheelchair – that’s my fear. My goal is to walk down the steps normally and come up the steps normally.”



watch a video about care transitions

Aging and Disability Resource Connections (ADRC)

Council on Aging serves as a visible and trusted place where people turn for objective information on the full range of long-term care services and supports in their communities.

ADRC HIGHLIGHTS

Our ADRC call center receives, on average, 1,500 inquiries per month. Volume began to increase in late 2010 and has remained above 1,200 inquiries a month ever since.

Council on Aging is one of 12 regional Aging and Disability Resources Networks (ADRN) in Ohio. An ADRN is a web of social service and health organizations who work together to make it easier for people to access the help they need. We have established partnerships with numerous organizations through contracts, written protocols, and/or staff cross-training.

Our call center specialists are certified by the Alliance of Information and Referral Systems, a professional credentialing organization, and have achieved specialization in aging.

Our Resource and Housing Directory is an online guide to local, state and selected national resources with more than 1,600 listings and links. Visit www.help4seniors.org for a wealth of information.

search the resource directory



This inquiry is typical of those our call center hears every day:

“My father suffers from dementia. My family takes care of most of his needs, but we are finding it difficult to meet his demands. He currently does get Meals on Wheels, which has been a God-send. We get his groceries, take him to the doctor, clean his house, pay his bills, etc. We need assistance so that he can have more social interaction instead of relying on us so heavily. Can you please offer me some advice on how we may be able to achieve that?”

Community Outreach

Council on Aging has an active outreach program that includes speaking to community groups and specialized audiences, such as hospital social workers. The annual Forum on Aging and Own Your Future events provide education for professionals in the field of aging and help people plan for their retirement and long-term care needs.

Housing Services | Helping seniors where they live

search for housing

Some seniors go to nursing homes – or, once there, cannot get out – because they do not have a safe and affordable home. One solution is rent-subsidized housing with support services designated for seniors and adults with disabilities. Another is funding for home repairs and safety upgrades.



At two senior housing complexes – Booth Residence in Cincinnati’s West End and St. Paul Village in Madisonville – Council on Aging employs two Service Coordinators who connect residents with educational programs, wellness activities, and public benefits. They are also the care managers for those residents enrolled in programs for in-home care. In 2012, 80 percent of residents at the two sites were referred to needed services and/or participated in educational programs.

Through the HOME program, COA provides grab bars, access ramps and other safety features that can help seniors stay in their homes. In FY 2012, COA’s home modification services helped **1,054** seniors in five counties.

Older Americans Act | A promise to older adults

Title III of the federal Older Americans Act authorizes funding to states and 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 organizations who provide services such as transportation, congregate meals, caregiver support, legal help, and wellness education. COA also combines Title III dollars with state funds and county tax levies to provide home care services to seniors who are not eligible for PASSPORT. In FY 2012, Title III provided funding for the following essential services, among others:

- **Meals: 209,584** congregate meals served at various sites (mostly senior centers) in five counties, a .2 percent decline from fiscal year 2011
- **Transportation: 176,825** transportation trips in senior center vans and buses for medical appointments, shopping, recreation, and the like, a 3 percent increase over fiscal year 2011



Photo Credits: Warren County Community Services Senior Transportation (top left); Partners in Prime Chair Volleyball (top right); Cincinnati Recreation Commission Senior Olympics Table Tennis (middle left); Cincinnati Area Senior Services Over-the-Rhine Senior Center (middle right); Warren County Community Services Older Americans Day Flash-Exercise Mob (bottom left); Cincinnati Recreation Commission Senior Olympics Horseshoes (bottom right)

“If your mom and dad want to stay at home instead of going to a nursing home – we should help make that happen. They’re going to be happier and more comfortable and taxpayers will save a bundle of money.” Ohio Governor John Kasich

Since their beginnings in the 1960s, the nation’s Area Agencies on Aging (AAAs) have advocated for the rights of older adults, particularly those who are poor, isolated or without voice or influence. Most powerfully, this advocacy continues to move our nation’s long-term care system away from its over-reliance on nursing homes.

A 2011 study by the Scripps Gerontology Center, found that the number of older Ohioans using Medicaid-funded nursing homes dropped by 14.5 percent over the previous 12 years, despite a 15 percent increase in the older population.

As Scripps concluded, this transformation has occurred in large part because AAAs have expanded home and community-based options as alternatives to institutional care. They have done so through public advocacy, education of elected officials, and success with PASSPORT and Assisted Living. And some AAAs, such as Council on Aging, have expanded the in-home care option via county tax levies for frail seniors who don’t qualify for PASSPORT.

Now, Ohio is beginning a new Integrated Care Delivery System (ICDS), which is designed to better coordinate care for people who are eligible for both Medicare and Medicaid. The goal is to improve the quality of care while saving taxpayers money.

Calling on our success and expertise in working with older adults, Ohio AAAs were able to establish themselves as partners in the new system. Council on Aging is contracting with two managed care organizations who will operate in our five-county region. We’ll be working as part of a team of professionals providing coordinated health care and long-term care services to low-income, frail, and disabled adults.

We also marked 2012 as the end of the most successful levy cycle yet. By strong margins, voters approved five-year renewal levies to fund the Elderly Services Program in Butler County (2010 – by nearly 66 percent of the vote); Warren County (2011 – by 72 percent); Clinton County (March, 2012 – by nearly 76 percent); and Hamilton County (November, 2012 – by nearly 75 percent). The cycle begins again with Butler County in 2015.



Buddy LaRosa was honorary campaign chairman for the Hamilton County levy to support the Elderly Services Program. His photo appeared on campaign literature with the program’s oldest client, 108-year-old Hulda.

Advocacy | Elected officials learn the issues first hand by visiting clients

Most of the state legislators representing our five-county region, as well as many local elected officials, have visited Council on Aging clients where they have seen firsthand the value of in-home care. In addition, we meet regularly with elected officials to keep them educated on issues of importance to older adults and caregivers. FY 2012:

- **62 meetings** with elected officials, legislative aides and candidates
- **50 visits** by elected officials and candidates to the homes of COA clients



"I am a strong supporter of the PASSPORT program...It helps seniors stay at home and it is a win for the taxpayers as well. It makes sense. It is the right thing to do."

State Representative Joe Uecker

Pictured left to right: Rep. Uecker with PASSPORT client Lamar and his COA Care Manager Laurie



Pictured clockwise from top left: Clinton County Commissioner Mike Curry with COA CEO Suzanne Burke; Butler County Commissioner T.C. Rogers with COA staff and board members; COA Director of Program Operations Ken Wilson, State Representative Tim Derickson (R-House District 53, Butler County); State Representative Denise Driehaus (D-House District 31, Hamilton County) and Senate President (Retired) Tom Niehaus (R-Senate District 14, Clermont County); and Senator Shannon Jones (R-Senate District 7, Warren and Hamilton counties) with COA Board member Risa Prince and Suzanne Burke

Boards and Advisory Councils

Membership as of 9/30/12

Council on Aging

Board of Trustees

William Thornton, Jr., Chair
Risa Prince, Vice Chair
Stanford Williams, Jr., Treasurer
Cynthia Wright, Secretary
Edgar Rust, Ex-Officio
Sarah Boehle
Katherine Fields
Nancy Green
Charlene Himes
Jane Kieninger
Susan Reams
Tom Rocklin
Ed Smith
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Council on Aging

Advisory Council

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Jane Gegner, Vice Chair
Melda Fant
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Adrienne Morris
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Butler County Citizens for Elderly Services, Inc.

Kevin Kurpieski, President
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Dr. Jane Straker, Ex-Officio
Katherine Becker
Debbie Hauenstein
Geraldine Bess Maddox
Christy Quincy
Tyrone Spears
David Stiles
James White
Gene Willeke

Service Providers | Year Ending September 30, 2012

A Best Home Care, Inc.
A Miracle Home Care
Abboe Care, Inc.
Absolute HomeCare
Acare Home Health
Acclaim Home Health Services Inc.
Active Day of Cincinnati
ActivStyle, Inc.
ADT Security Services Inc.
Advanced Medical Equipment, Inc.
Algo Termite & Pest Control
All Gone Termite & Pest Control, Inc.
Ally Home Healthcare, LLC
Alternative Home Health Care
Alzheimer's Association of Greater Cincinnati
Amaramedical Health Care Services, Inc.
Amen Med-Care, LLC
Amenity Home Health Care, LLC
Ameribest Home Health Inc.
American Mercy Home Care, LLC
American Ramp Systems
Angels Above & Beyond Home Health
APlus Health Care, LLC
Assisted Care by Black Stone
Bathblest Renovations
Bayley Adult Day
Berkeley Square
Bernens Medical
Best Choice Home Care
Best Choice Transportation, LLC
BetterLiving Home Health and Medical Supplies
BlueGreen Home Health Care
Bridgeway Pointe
BrightStar Care of Dayton
Brightstar Healthcare
Brookwood Retirement Community
Butler County Care Facility
C.A.R.E., LLC
Cambridge Home Health Care
Cape May Retirement Village
Caring Hearts Adult Day Care
Carriage Court of Kenwood
Catholic Charities of Southwestern Ohio
Charter Home Services
Cincinnati Area Senior Services, Inc.
Cincinnati Home Care
Cincinnati Recreation Commission
ClermontCountyCommunityServices, Inc.
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 Community Center
Colonial At Home - Community Services
Comforcare Senior Services - Edinburgh
Comforcare Senior Services
Comfort and Care Home Health Agency
Comfort Keepers #172
Comfort Keepers #178
Comfort Keepers #200
Committed to Care
Comprehensive Health Care Services
Cottingham Retirement Community
Critical Signal Technologies, Inc.
Custom Home Elevator & Lift Co. Inc.
Day Share Senior Services
Derringer Company
Deupree Community Meals on Wheels
Duraline Medical Products, Inc.
Eagle One Medical Transportation
Emerson Heating & Cooling Company
Errands and Services, LLC
Evergreen Retirement Community
Everyday Living Inc.
Fairfield Pavilion
First Choice Medical Staffing of Ohio, Inc.
First Community Health Services, LLC
Friendly Care Agency
Garden Manor Terrace, Inc.
Global Meals
Grab Bar Man
Gracious International Care Service
Guardian Medical Monitoring, Inc.
Halsom Home Care
Hardy Plumbing
Harrison Senior Center
Healing Springs Med-Care, LLC
Heartland of Woodridge
Helping Hands Healthcare, Inc.
Hillebrand Home Health
Home Care Delivered, Inc.
Home Care Network, Inc.
Home First Non-Medical
Home Health Care Services
Home Healthcare by Black Stone
Home Helpers
Homefront Nursing, LLC
HomeSense Enterprises, LLC

Service Providers | Year Ending September 30, 2012

Hyde Park Center	Prime Home Care, LLC
Interim HomeStyles of Greater Cincinnati, Inc.	Pro Seniors, Inc.
International Elderly Care Group	Quaker Heights Care Community
International Quality Healthcare Corp.	Quality Care
Jewish Family Service	Queen City Med Mart Inc.
Judson Care Center	ResponseLink of Cincinnati
Judson Home Care	RMS Home Medical Equipment
Liberty Retirement Community of Middletown	Rural/Metro Helpline
Life Alert Emergency Response, Inc.	S.P. Contracting
Life Care Home Health LLC	Safeway Safety Step
Lifeline Systems Company	Saint Joseph Construction
LifeSpan	Scarlet Oaks Retirement Community
Littleton Respiratory Homecare	Senior Deserved Day
Llanfair Retirement Community	Senior Independence
Lorraine Surgical Supply	Senior Resource Connection
Loveland Health Services	Sincere Home Health Care
Mari Elders	Source One Medical
Marquis Mobility, Inc.	Southwest Transportation Services, LLC
Mason Christian Village	Spring Hills Middletown
Mason Health Care Center	Suites of Hawthorn Glen
Maxim Healthcare Services, Inc.	Superior Home Care, Inc.
MayersonJCC (Jewish Community Center)	Sycamore Senior Center
Meda-Care Transportation, Inc.	SYNERGY HomeCare of South Dayton
MedAdapt Ltd.	The Courtyard at Seasons
Medical Service Company	The Deaconess Foundation
MedScope American Corporation	The Inn at Renaissance Village
Mercy Franciscan @ Schroder	The Lodge Retirement Community
Mercy Franciscan @ West Park	The Scooter Store- Dayton
Mercy Neighborhood Ministries	The Terrace
Middletown Area Senior Citizens, Inc.	The Visiting Nurse Association
Millenium Nursing Agency	The Woodlands of Hamilton
Milt's Termite & Pest Control	The Woodlands of Middletown, LLC
Mom's Meals	Thermal-Shield, Inc
MSI	THS Healthcare Services
Mt. Healthy Christian Village	Tri-State Maintenance
Mt. Pleasant Retirement Village	Twin Towers Adult Day Stay
Mullaney's Pharmacy & Home Health Care	Twin Towers Residential Care
N Services, Inc.	United Way 211
North College Hill Senior Center	Universal Homecare of Cincinnati
North Fairmount Senior Center	Universal Transportation Systems (UTS)
Nurses Care, Inc.	Victoria Retirement Center
Otterbein Lebanon Adult Day Service	VNA Healthtrends
Oxford Senior Citizens, Inc.	VRI
Partners in Prime	Warren County Community Services, Inc.
Personal Home Assistance, LLC	Wesley Community Services
Personal Touch Home Care of Ohio, Inc.	West College Hill Neighborhood Services
	Westover Retirement Community

COA's home and community-based services are delivered via contracts with a variety of organizations.

Boards and Advisory Councils

Membership as of 9/30/12

Clinton County Citizens for Elderly Services, Inc.

Dean Knapp, President
Trish Beach
Gene Breckel
Joan Burge
Tim Hawk
John Hosler
Larry Roddy
Kathi Spirk
Carol Weber
Eli Yovich

Hamilton County Elderly Services Program Advisory Council

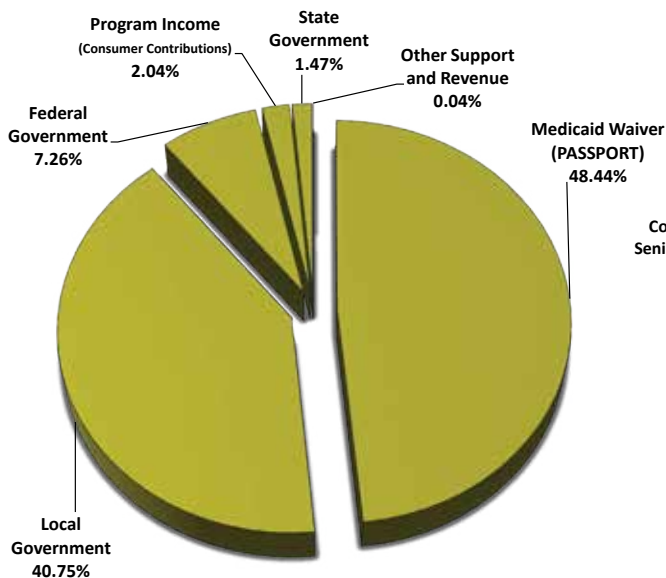
Michael Eyman, Chair
Cyndy Wright, Ex-Officio
Helene Cissell
Tracey Collins
Jonathan Dever
Martha Jean Hill
Andrea Herzig
Jacqueline Kebede
Kathy Liguzinski
Jack Maybury
Todd McIntosh
Catherine Mills
Amy Murray
Vincent Palmer
Erica Riehl
Michael Robison
Roger Thesing
Jason Tonne
David Tramontana
Deanna Webster

Warren County Elderly Services Program Advisory Council

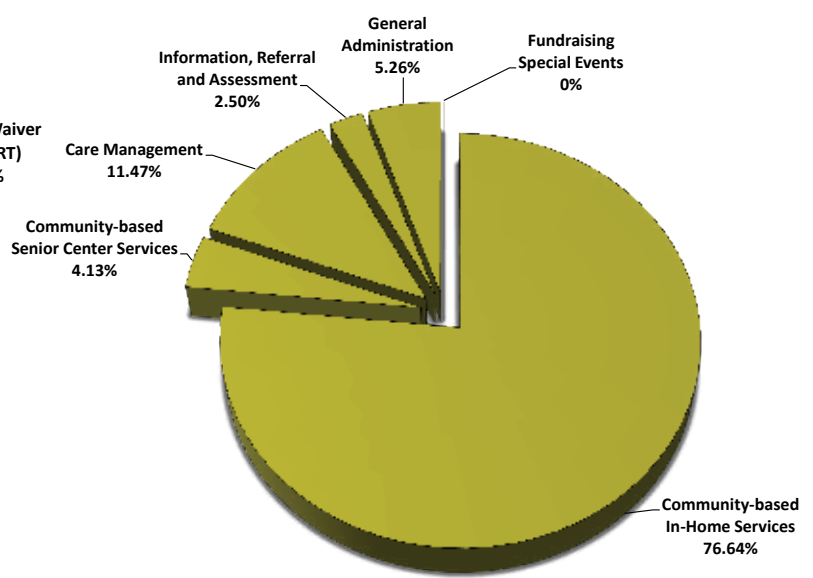
Chuck Peckham, Chair
Dr. Don Juszczuk, Vice Chair
Ann Munafo, Secretary
Tom Ariss
Mark Clark
Dave Gully
Nick Nelson

Statement of Financial Activities | Year Ending September 30, 2012

Support and Revenue



Expenses



Support and Revenue

Medicaid Waiver (PASSPORT)	\$46,843,614	48.44%
Local Government	\$39,412,524	40.75%
Federal	\$7,021,721	7.26%
Program Income (Consumer Contributions)	\$1,977,211	2.04%
State Government	\$1,417,879	1.47%
Other Support and Revenue	\$37,049	0.04%
Total Support and Revenue	\$96,709,998	100.0%

Expenses

Community-based In-Home Services	\$74,403,112	76.64%
Care Management	\$11,131,705	11.47%
General Administration	\$5,111,900	5.26%
Community-based Senior Center Services	\$4,006,719	4.13%
Information, Referral and Assessment	\$2,422,704	2.50%
Fundraising/Special Events	\$2,660	0.00%
Total Expenses	\$97,078,800	100%

Change in Net Assets

Change in Unrestricted Net Assets	(\$368,802)
Unrestricted Net Assets, Beginning of Year	\$1,665,609
Unrestricted Net Assets, End of Year	\$1,296,807



Assistance. Advocacy. Answers on Aging.

Credits

This report was produced by Council on Aging's Communications Department. Writing by Laurie Petrie; design by Paula Reichle-Smith; data compiled and provided by COA's Business Intelligence and Accounting departments; photography by Lyons Photography, The Cincinnati Enquirer (C. Owsley), Masonic Senior Services (S. Fricke) Cincinnati Area Senior Services, Partners in Prime, Warren County Community Services, Cincinnati Recreation Commission, Clinton County Community Action Agency, Samantha Grier, Danielle Amrine, and Polly Doran.



“They took good care of me, but I don’t want to come back (to the hospital). I feel like this (Care Transitions) will work. I’ve been around 69 years. Nobody has to hit me up the side of the head – if someone’s offering to help you, it’s common sense to get the help!”

Donald, Care Transitions participant



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