



Teamwork &
Collaboration

Responsiveness &
Availability

Results & Quality

Efficiency &
Accountability

Communication

Innovation

Caring Attitude



Council on Aging

2015 Annual Report

Independence. Resources. Quality of Life.

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



Preserving Independence



Connecting to Resources



Enhancing Quality of Life

Dear Friends,

Throughout 2015, the state's new managed care system, MyCare Ohio, continued to profoundly affect our operations and the lives of people we serve.

Healthcare reform in general continues to bring significant challenges and opportunities. But we have held fast to our mission, which is as relevant as ever, and we're taking advantage of opportunities to spread the good work we do.

This report demonstrates our commitment to the values that guide us and to our motto: To provide the highest quality services, at the lowest possible cost, to serve as many individuals as possible with the tax dollar.

We will continue to strengthen our collaborations with you and seek additional partnerships that will improve health outcomes, reduce costs, and preserve the independence of older adults and people with disabilities.

Suzanne Burke
President and CEO

Stanford Williams
Chairman, Board of Trustees



2015 Highlights

Ohio Home Care contract

For the second time, COA bid on and received a care management contract from the Ohio Department of Medicaid for the Ohio Home Care Program, a Medicaid waiver. The contract expands our work to include individuals under the age of 60 who live in a 21-county region in western Ohio.

Butler County Elderly Services Program levy renewal

By a 74.4 percent margin, Butler County voters renewed the levy that funds their county's Elderly Services Program. COA administers the program via contract with county commissioners. It serves nearly 4,000 seniors annually.

Care Transitions success

Designed to reduce hospital re-admissions among Medicare patients, COA's program ranks among the top 10 sites nationally. In January 2015, the nine hospitals that participate in our program had the second greatest quarterly decline in readmission rates among all Medicare patients. The Lewin Group, a health care consulting firm, has visited us twice to gather information about best practices to share with other sites around the country. Read more about Care Transitions on page 13.

Caring for Mom and Dad – PBS special

In May, PBS aired a documentary, Caring for Mom & Dad, which featured the Elderly Services Program in our region via interviews with Council on Aging staff and a local caregiver.

National award – Team educators

Our Team Educator Certification Program received a prestigious national award from the Leadership 500 Excellence Program, placing third out of 200 contestants. Team Educator Certification trains and mentors staff through this time of complex and rapid change.

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 2015 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 **213** organizations to provide over **1 million** hours of in-home care.



Connected people to unbiased information and advice: responded to **41,051** 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 **7,500** Medicare patients who were at risk for hospital readmission.



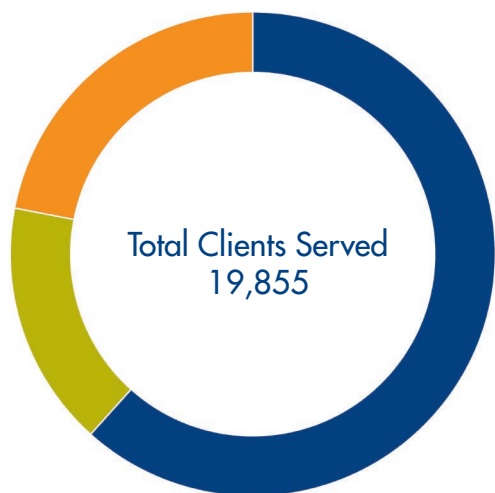
Supported continuity of care and the social well-being of seniors and people with disabilities: provided **309,864** transportation trips for medical and senior center activities.

"COA will always have a special place in my heart. God bless you and your associates for everything over the years to give my mom and many others hope for a longer life to stay home and have time with family."

Brian Skidmore and Family

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.



Elderly Services Program: 12,239 clients

MyCare Ohio: 4,358 clients

Traditional Waiver Programs: 3,258 clients

Totals above represent individuals enrolled in the Elderly Services Program, MyCare Ohio, and traditional waiver programs in FY 2015. Individuals may be counted in more than one program in the course of a year.

Traditional waiver programs are non-MyCare Ohio programs, including PASSPORT, Assisted Living, and the Ohio Home Care Program.



"This is a full-time job and I already have a job and a family. It's a leaky bucket and every day, there's another leak. I couldn't do it without support, including the Elderly Services Program. Whenever I call, they are responsive. I can tell they appreciate what I am trying to do."

Kathi Truster, caregiver for her mother and father, Edna and Edwin, who received care through the Butler County Elderly Services Program. Both of Kathi's parents have passed away, but Kathi and Edwin were featured in the documentary, "Caring for Mom & Dad," which aired on PBS in May, 2015.

COA Value: Teamwork & Collaboration

Teamwork improves care of people with complex health needs

As he sits in his apartment on a wintry day, hooked up to a tank of oxygen that helps him breathe, James thinks about going fishing. He'd like to do that again. Just him and a buddy, maybe on his birthday.

Although James has an array of health problems, including leukemia, diabetes, and severe pain in his hip and back, a fishing trip is not out of the realm of possibilities. "It's good for patients to have plans and goals," said Danielle, his Council on Aging (COA) care manager.

But, for people like James, goals require advocacy and teamwork among health professionals from different organizations. A member of COA's MyCare Ohio team contracting with Aetna Better Health of Ohio, Danielle has been an effective advocate for James. In the process, she has not only helped him feel better and stay in his home, but saved health care costs with interventions that help keep him out of a nursing home or hospital.

"I wouldn't be able to stay here without assistance," said James, 71. "I'd be in a nursing home."

Danielle has lined up services for James that include home-delivered meals and home care assistance five days a week. To reduce delays, she has facilitated communications between his doctors and service providers. As a veteran, James is entitled to physical therapy from a home health organization via the Veteran's Administration, but couldn't get it started until Danielle intervened. She also helped get his hip and back pain injections coordinated so they could be delivered at the same time and he could be temporarily pain free.

Danielle also discovered that James was only using his inhaler when he felt out of breath instead of every day, as prescribed. Now that he uses it regularly, he is feeling much better, he said.

"Whatever it takes, she has been there to help me," James said.

The next task is to try to get payment for a smaller, more portable oxygen pack to replace the heavy tanks that James can't carry. That would bring him one step closer to that fishing trip.



James, with his COA care manger, Danielle



Behind the Scenes: Collaborating to “challenge the process”

COA has increased its investment in quality assurance and improvement, not only for our contracted providers, but for ourselves. Via chart reviews and other tools, quality analysts evaluate how well care managers and other staff are complying with a wide variety of local, state, and federal requirements as well as internal procedures.

“When people are doing their work more efficiently – not being overwhelmed by how to do it – they can spend more time with the clients,” said Quality Analyst Mary Kirsch.

In the Hamilton County Elderly Services Program (ESP), for example, Kirsch, Operations Analyst Mary Martin, Manager Kim Clark, and the ESP care management teams have worked together to simplify policies (reducing from a cumbersome manual to two pages); improve case documentation; and develop new policies for services that needed more consistent application.

“We’ve been using (COA’s new intranet) to ask questions and get feedback and ideas from the team,” Clark said. “People are really participating. I’ve encouraged them to use one of our leadership skills which is to challenge the process.”



Operations Analyst Mary Martin (back left), Quality Analyst Mary Kirsch, and ESP Manager Kim Clark (seated, front)



Minnie, left, with her sister/caregiver Alma, Elderly Services Program clients

“I love people.
I miss people.
If I could walk, I’d be out
there working today.”

COA Value: Responsiveness & Availability

COA and fire departments work together to respond to needs of elderly residents

The referral came in to Council on Aging's call center from Anderson Township Fire and Rescue. Units had been dispatched for a resident complaining of weakness, but they had found a more serious situation: an elderly couple living in unsafe conditions and unable to care for each other. Family members at the scene were concerned, but had been frustrated in their previous efforts to help. They were open to having the fire department make a referral to COA.

COA has increased outreach to local fire departments to ensure that emergency medical personnel are aware of how we can help in their communities.

Some of the daily challenges faced by emergency personnel are likewise familiar to COA and can sometimes be addressed by our interventions and services.

In Anderson Township, Firefighter/Paramedic Brad Baker developed a protocol and training for serving older residents. He has also gone out of his way to learn about COA, train department personnel, and has made several referrals.

But Baker has encountered a common frustration: not everyone who needs help will accept it. Several of his referrals have gone nowhere because the people have refused to follow up, even when they have told the responding EMS crew that they want help.

"I do get discouraged," Baker said, "but my plan is to keep making referrals and get assistance to those who are receptive."

Connecting to COA does help Baker track what has happened with cases, he said. "That is important because we can monitor repeat calls and if conditions worsen, step things up a notch and make contact with APS (Adult Protective Services)."

As for the older couple referred by Baker, the husband was taken to the hospital where he later died and the family placed his wife in a nursing home. COA stayed in touch with the family and informed Baker.

"My department will keep moving forward with this new program and help as many people as we can," he said.



Anderson Township Firefighter/Paramedic Brad Baker

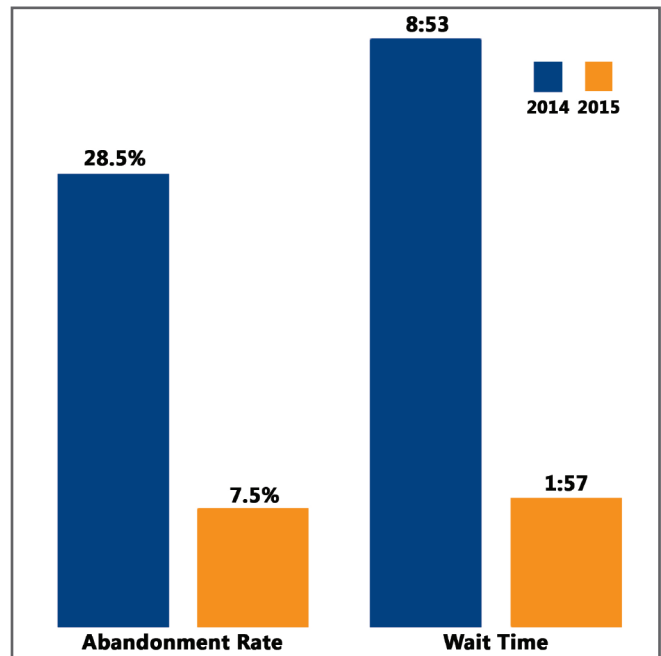
When you have questions, Council on Aging has the answers

Through its call center, Aging and Disability Resource Connections (ADRC), COA serves as a visible and trusted place where people turn for objective information on long-term care services and supports.

ADRC also includes assessors, who meet with people in their homes to discuss care options and determine eligibility for programs, and pre-admissions review specialists, who determine eligibility for nursing home placements (see related story below).

ADRC is continually taking steps to increase its responsiveness and availability. **In FY 2015:**

- Developed an online referral form for professionals such as nursing home and hospital staff, doctor's offices, and first responders. The form launched in March and has been used more than 400 times.
- Extended hours of operation: now 7 a.m. to 6 p.m.
- Implemented new procedures to dramatically reduce wait times for callers (see related chart).



Changes implemented in COA's Call Center beginning September, 2014 have resulted in a 74 percent drop in abandoned calls (callers who hang up before speaking to a COA staff member) and reduced hold times by nearly seven minutes.

Behind the Scenes: Pre-Ad team strives to meet community needs

Each year, COA's Pre-Ad team conducts more than 7,000 Level of Care and/or Pre-Admission Screenings for people entering Medicaid nursing facilities. It's a detailed process to determine two things: 1) whether Medicaid will pay for an individual's nursing home care, and 2) whether the individual has behavioral, developmental, or mental health needs that may require a specialized facility.

Referrals come from hospitals and nursing homes, with a narrow time window to make a recommendation to the state.

The team reviews each referral – some more than 30 pages – to identify care needs that could only be met in a nursing facility. This evaluation requires a special skill set: a social work or nursing background; the ability to understand how psychosocial situations, medical diagnoses, and physical limitations impact care needs; and a thorough understanding of Ohio regulations. Usually, an in-person assessment is needed to make a final recommendation.

The Pre-Ad team prides itself on timeliness and customer service. They have become a trusted resource for hospital and nursing facility staff who are trying to navigate a system that is made even more complicated when patients cross state lines, change Medicaid plans, or need further evaluation. To help, the team has developed a resource page on COA's website, which providers can use as a reference. Phone support is also available.

"I've never worked with a group of people who are nicer and cordial and never make you feel dumb when you do something wrong. I just wanted to let you know how much we appreciate all of them." Donna Masminster, Admissions and Marketing Director, Hillebrand Nursing and Rehabilitation Center.

COA Value: Results & Quality

Determination, teamwork get results for Jerome

It would have been easy to lose hope, considering everything he had been through, but Jerome was determined.

Attacked, robbed, and beaten outside his apartment one night, Jerome was left with a broken jaw and emotional trauma. Adding to his troubles, he was forced to break his lease while he recovered in a nursing home. Already living on a fixed income due to a disability, Jerome lost his deposit. He was not sure how he could afford to start over.

Then, Jill, Jerome's social worker at the nursing facility, introduced him to Christina, a COA health coach. Christina helped Jerome apply for Access Success, a program that helps people transition from nursing homes to home or community settings.

"When Christina got me started with the program, it really helped me to feel better with having some choice in where I was going to live," Jerome said.

Jerome found a new apartment but suffered a setback when his rental application was denied.

"He got down at this point and seemed defeated at times," Jill said, "but he'd already faced his recovery with a good attitude so he kept an open mind and became proactive in making his next chance work."

At this point, Jerome had lived at the nursing home long enough to qualify for HOME Choice, an Ohio Medicaid program that helps eligible adults who can move from a nursing home but lack a place to live.

HOME Choice provides support every step of the way – from finding an apartment and paying a security deposit, to buying furniture and household supplies and opening a bank account. Statewide since 2008, HOME Choice has helped nearly 7,400 people move from nursing homes back into the community.

With renewed purpose and a determination to live independently, Jerome found another apartment, this time with help from a program that pairs low-income individuals with affordable housing options.

Easter Seals, a HOME Choice partner agency, helped Jerome acquire household items and move into his new home. Christina and her colleagues at COA even donated kitchen items and clothes.

"It's been a long struggle," Jerome said, "but moving into this new place, I feel like a new man."



Jerome with COA health coach, Christina



Outcomes

Day after day, Council on Aging enhances the lives of thousands of people in our region by helping to preserve their independence and support their family caregivers. Annually, in the county-based Elderly Services Program, more than half of the clients leave the program due to desirable outcomes. They either passed away (meaning they were able to live out their lives in their homes, as they wished); improved in their health; had their needs met in some other way, such as more help from family; or enrolled in another in-home care program. Undesirable outcomes, including hospitalizations and nursing home placements, account for about 25 percent of disenrollments. Fewer than one percent of clients leave the program because they are dissatisfied.

Reducing waiting lists

In 2015, COA worked hard to reduce or eliminate waiting lists for the Elderly Services Program in Clinton and Hamilton counties. We accomplished this by working to contain service costs, using a triage plan to enroll people in emergency circumstances, and by regularly contacting people on the lists to determine whether they still needed the program. We eliminated the list in Clinton County and have reduced the Hamilton County list to about 300 people, which causes a wait of only a few months. The list persists because demand for the program exceeds the funds available in Hamilton County.

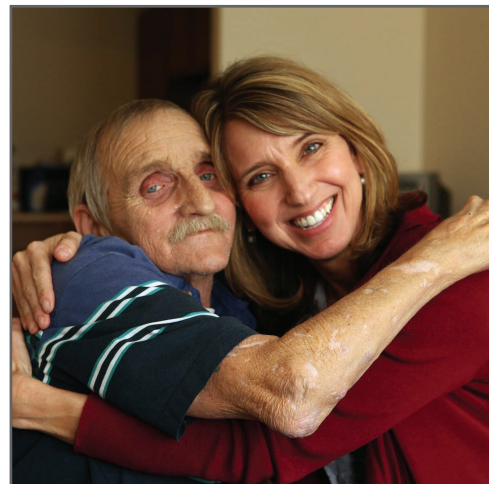
Helping nursing home residents go home

One of the more rewarding programs is Community Transitions. This COA program – and its HOME Choice component – helps nursing home residents return to the community through services such as finding an apartment, paying the security deposit, and buying furniture and household supplies. Ohio has been a national leader in this program, transitioning 7,393 people out of nursing homes since the program began in 2008. Nearly half – like Jerome, whose story is on page 9 – were between the ages of 22 and 59. Council on Aging enrolled 101 individuals in HOME Choice in 2015 and had an additional 75 people still active in the process in early 2016.



"I'm going to stay here until the good Lord drags me on out of here. This little corner, it's very special to me."

Parthenia,
Elderly Services Program client



"Going home from the nursing home was the best present I could have had. It put feeling back in my heart."

Dennis, Community Transitions client,
with COA Transitions Specialist
Mary Beth

COA Value: Efficiency & Accountability

Behind the scenes: Using data to challenge ourselves

One of the challenges in MyCare Ohio has been the lack of reports that track how well our care managers have been complying with the numerous program requirements. Are they completing in-home visits on time? Are they fulfilling all the components within the visits? To be accountable, we must have this information. With automated reports unavailable, though, we had no choice but to create our own version via a massive Excel workbook converted into a database.

Quality Analysts Bekah Corns and Nikki Baker were charged with this task. It was a six-month process involving, as Bekah said, "a kerfuffle of formulas." But the end result was the first report allowing us to track progress. Via color coding, care managers themselves can quickly see whether they are falling behind. And managers can quickly grasp where changes need to be made.



Quality Analysts Bekah Corns (left) and Nikki Baker

"It tells me what's working well and what we have to work on," said Chandra Mathews-Smith, Vice President for Program Operations (Medicaid). "It helps answer the question: what do we need to do next?"

Statement of Financial Activities (Year ending September 30, 2015)

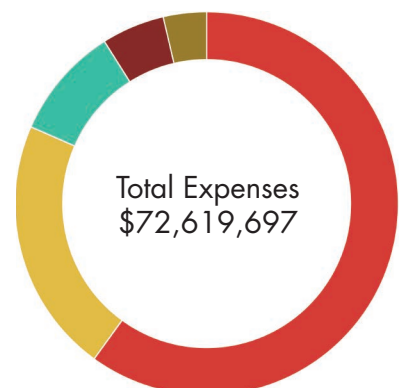
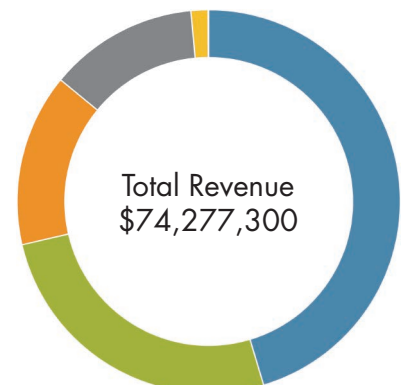
Despite the complexity of its financial activity – with local, state and federal funding requirements – COA has an unbroken record of clean annual audits that goes back nearly two decades.

Support and Revenue

\$33,700,118	Local Government (Elderly Services Program)
\$19,312,573	Medicaid Waiver (PASSPORT, Assisted Living)
\$10,819,589	Other Programs and Program Income (Client Contributions, Ohio Home Care, MyCare Ohio)
\$9,338,039	Federal
\$1,069,657	State Government
\$37,324	Other Support/Revenue (Donations, Interest) Not shown because less than 1% of total revenues.

Expenses

\$43,559,362	Community-based In-home Services
\$15,659,157	Care Management
\$6,901,335	General Administration
\$3,851,955	Community-based Senior Center Activities
\$2,647,888	Information, Referral, and Assessment
\$4,135,720	End of Year Net Assets



COA Value: Communication

COA brings leaders together to discuss preparation for “age wave”

Last summer, COA invited community leaders to two meetings to discuss ways our region can prepare for the aging of its population. Participants helped identify priorities for community planning and spending of Older Americans Act funds.

The first event – a small dinner gathering – was a guided discussion with community leaders, some of whom were relatively new to the concerns of our aging population. Guests included the President of the United Way of Greater Cincinnati; Regional Healthcare Director for Walgreens; Hamilton County Health Commissioner; CEO/President of UC Health; an Ohio Senator; and the President of Interact for Health, a regional non-profit promoting health and wellness.



The following day, more than 80 people from business, non-profit, and government organizations participated in an interactive forum, “A Conversation on Aging: Are We Prepared?”

The meetings arose from COA’s participation in the United States of Aging survey, a project of United Healthcare, the National Association of Area Agencies on Aging (n4a), and the National Council on Aging.

Each year the United States of Aging Survey polls U.S. adults age 60 and older for their insights on how older Americans are preparing for their later years, and what communities can do to better support this growing population.

The focus of this year’s survey expanded to include not only older adults, but also professionals who work closely with the older adult population, including staff from Area Agencies on Aging (AAAs), physicians, pharmacists, and credit union staff.

Qualitative information was also gathered in Cincinnati and Denver, with support from COA and Denver Regional Council of Governments.

Behind the Scenes: 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, and prevention of elder abuse. In addition, we meet regularly with elected officials to keep them up-to-date on issues affecting Ohio’s vulnerable populations and their caregivers.



Hamilton County Commissioner Chris Monzel with Elderly Services Program client, Pansy, 105 years old. Also pictured: Pansy’s daughter Yvonne, and COA Care Manager Jen.

COA Value: Innovation

Care Transitions program recognized as a top performer

For the second time in two years, Council on Aging's Care Transitions program was recognized as a top performer nationally in reducing hospital readmissions among at-risk Medicare beneficiaries.

Representatives of the Lewin Group, a health care consulting firm engaged by the U.S. Centers for Medicare and Medicaid Services, visited COA for the second time in June to learn more about the enhancements and improvements that have contributed to the success of our regional collaborative. Besides COA, our Community Care Transitions Program includes the Health Collaborative and nine hospitals.

Care Transitions is a health coaching program that uses simple 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.

In 2015, more than 7,500 patients were accepted into our Care Transitions program and received a visit from a COA health coach, either in their home or in a nursing facility where they were staying temporarily. More than two-thirds of patients completed the 30-day intervention.

For the period July 1, 2014 through June 30, 2015, the readmission rate to one of the nine partner hospitals among patients who participated in COA's care transitions program was 11 percent. This rate was about half the 2010 average national baseline 30-day hospital readmission rate of 21.3 percent.

Care Transitions Profile: Gwendolyn

The day Gwendolyn met Pat, she was, as she put it, "in a mood." Newly discharged from the hospital following life-saving surgery on her neck, she was growing weary after visits from health professionals. Now, here was Pat – yet one more visitor asking questions.

As Gwen discovered though, Pat's visit was different.

"I told her the medications I was taking were making me feel confused," said Gwen, a 69-year-old former nurse. "It scared me. I wasn't sure what I should be taking and what I shouldn't be taking. Pat sat down beside me, took my hand, and told me she would walk me through everything. She didn't rush. She made me feel like I was the most important person in the world."



Gwen (left) with her COA health coach, Pat

Pat is a COA Care Transitions health coach. She helps at-risk patients avoid re-admission to the hospital with a set of proven interventions, such as help with understanding and adhering to discharge instructions. Coaches meet with patients within 72 hours of their discharge and follow up with three phone calls within a 30-day period.

continued next page...

Gwen, who had been in and out of the hospital several times over the past two years, showed Pat two dozen different bottles of pills for a variety of health problems. Comparing them with Gwen's discharge summary, Pat discovered four medications were missing. She called the home health agency that had been assigned to Gwen by the hospital and a nurse placed an order for the missing medications. Pat also gave Gwen a Personal Health Record booklet which she uses to track appointments and list medications and questions for her doctors.

"I feel good about helping her," Pat said. "I really feel I have found my niche."

"The thing I can't stress enough is, when a senior is coming home from the hospital or a nursing home, to have that extra safety net there is so important," Gwen said. "You're still feeling a little out of synch – not lost – but a little needy. I'm here because Medicare wants to make sure I'm OK and not going to turn around and go right back into the hospital."

Behind the Scenes: Rethinking training for better results

The 2014 implementation of MyCare Ohio changed COA's Medicaid operations, resulting in high turnover among the teams providing care coordination to members of Aetna Better Health of Ohio. We had to stem the tide to comply with our Aetna contract and adequately serve the health plan's members.

It was clear that new staff – and even experienced care managers – were being overwhelmed by the unprecedented complexities and demands of MyCare Ohio. So we decided to change the way we trained them. As a result, we have seen a reduction in turnover.

Newly hired care coordinators are trained together as a "class." During training they report to Talent Development Specialist Sandy McCabe, of COA's Human Resources and Training Department, rather than to their team manager. It is Sandy who decides whether each new hire is ready to take on full responsibility for a caseload. Sandy works with Team Educator LuAnn Monnig to provide intensive training and mentoring during the new hires' first three months.



Recent graduates from COA's MyCare Ohio training program with trainers McCabe (third from top at left) and Monnig (second from top at right)

New staff members still provide care coordination from early in the training process, but have close oversight from Sandy and LuAnn before working directly with Aetna members. Sandy and LuAnn also accompany trainees on visits to members' homes.

Sandy said employees who complete the training are more prepared to meet the challenges of working in the program when they transition into the department.

"They know what to expect," she said, "and can work with more confidence, which makes a big difference."

After "graduating," trainees report to COA manager Hannah Hindle, who said well-prepared trainees boost the entire team. "It's really been an asset to be able to bring in new care coordinators who are capable, confident, and ready to go."

COA Value: Caring Attitude

Florence: Care from family and in-home services keep her living to the fullest

At age 102, Florence is as active and engaged with life as someone decades younger. Around her senior housing complex people call her Feisty Flo. Usually gentle, as when she shares scripture passages with friends in need, she can be quite commanding in her advice to those who want to take things easy: "You can't have a good life if you don't know what's going on," she said. "You need to get off your butt!"

Although she has no serious health problems, Florence needs a wheelchair to get around and can't stand without help. Through the Consumer Directed Care option in the Hamilton County Elderly Services Program, she has an aide who helps her bathe and dress in the morning and then returns in the evening to get her ready for bed. She also does light housekeeping and grocery shopping. The aide is a family friend who was recruited by Florence's daughter, Lana.

Rising at 6:30 or 7 a.m. every day, Florence attends Bible study classes, plays chair volleyball, visits friends, helps out in the kitchen (wrapping baking potatoes in foil), and never misses a residents' meeting.

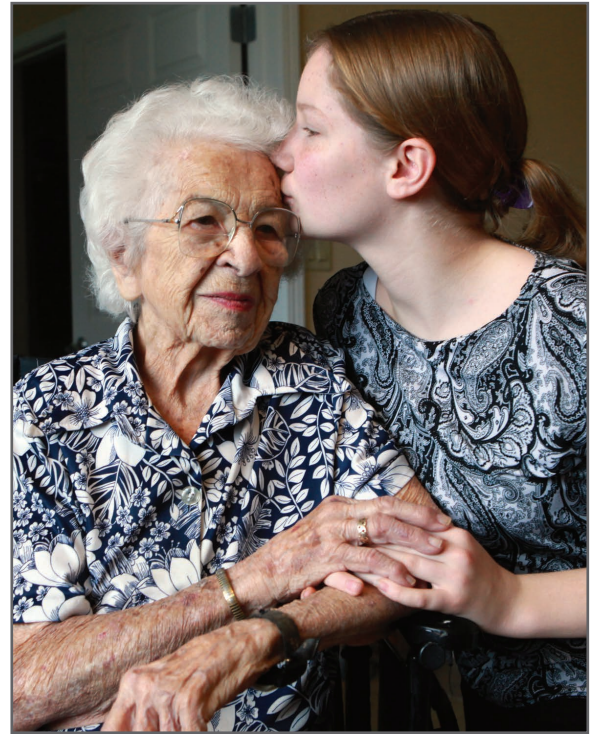
"I never take a nap," she said. "I don't want to waste my time."

Her favorite day is Wednesday, when her grandchildren and great-grandchildren come over for cards, games, cooking, and ice cream. They even dance together; the kids show Florence their moves and she joins in by kicking her legs in her wheelchair.

"I just love life and I love being alive," Florence said. "I never dreamed I was going to live this long."

Her advice for longevity? "When you get bad news, throw it over your shoulder, step on it, baby, and move on!"

Centenarians are a fast-growing segment of the older population. The number of American's age 100 or older is up by 44 percent since 2000, according to federal health officials. In late 2015, COA had 35 people age 100 or older on the Elderly Services Program.



Florence with great-granddaughter Juliann



Title III services promote well-being, independence for 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. Council on Aging distributes Title III funds to senior centers and other organizations who provide services such as transportation, congregate meals, caregiver support, legal help, and wellness education.



Clockwise from top left: Clermont Senior Services Adult Day clients participating in Clavinova Piano practice; Clermont Senior Services Meals on Wheels driver visiting with a client; a Pro Seniors' ombudsman talking with a resident at EPIC House; Jewish Family Service participants attend a Victory Day commemoration honoring the memory of Jewish soldiers and victims who died during World War II; and participants enjoying a congregate meal at the Partners in Prime Hamilton Club.

Board and Advisory Council (membership as of 9/30/15)

We also work with Elderly Services Program advisory councils in Butler, Hamilton, and Warren counties. Separate annual reports are published for these programs each spring.

Council on Aging Board of Trustees

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Service Providers (with contracts between 10/1/14 and 9/30/15)

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

101 Mobility	BlueGreen Home Health Care	Comfort Keepers #178
A Best Home Care, Inc.	Bridgeway Pointe	Comfort Keepers #200
A Miracle Home Care	Brightstar Healthcare Cincinnati	Committed to Care
Absolute HomeCare	Brightstar Healthcare Dayton	Comprehensive Health Care Services
Acclaim Home Health Services, Inc.	Brookdale Fairfield	ConnectAmerica
Achieve Rehab & Home Health	Brookdale Finneytown	Cottingham Retirement Community
Active Day of Cincinnati	Brookdale Kenwood	Critical Signal Technologies, Inc.
ActivStyle, Inc.	Brookdale Springdale	Custom Home Elevator & Lift Co., Inc.
ADT Security Services, Inc.	Brookwood Retirement Community	Day Share Senior Services
Advanced Medical Equipment, Inc.	Buckeye Health, Inc.	Deaconess Medical Monitoring
Afinity Healthcare Solutions	Butler County Care Facility Adult Day Services	Derringer Company
Algo Termite & Pest Control	C.A.R.E., LLC	Deupree Meals on Wheels
All Gone Termite & Pest Control, Inc.	Cape May Retirement Village	Diversicare of Bradford Place
Alux Transportation	Caregivers Health Network	Duraline Medical Products, Inc.
Alzheimer's Association of Greater Cincinnati	Caring Hearts Adult Day Care	Emerson Heating & Cooling Company
Amaramedical Health Care Services, Inc.	Carriage Court of Kenwood	Errands and Services, LLC
Amber Park	Catholic Charities Southwestern Ohio	Everyday Homecare, LLC
Amenity Home Health Care, LLC	Cedar Village	Everyday Living, Inc.
Ameribest Home Care, Inc.	Central Connections	Fairfield Pavilion
American Ramp Systems	Charter Home Services	Family Bridges Home Care
American-Mercy Home Care, LLC	Cincinnati Area Senior Services, Inc.	FCHS, LLC
Angels Above & Beyond Home Health	Cincinnati Home Care	First Choice Medical Staffing of Ohio, Inc.
A-Plus Care, Inc.	Cincinnati Recreation Commission	First Step Development Group
Assisted Care by Black Stone	Clermont County Community Services, Inc.	Friendly Care Agency
Assistive Solution	Clermont Senior Services, Inc.	Friendly Care, Inc.
Bath Fitter	Clinton County Adult Day Center, Inc.	Global Meals
Bayley Adult Day	Clinton County Community Action Program	Gracious International Care Service
Bed Bug Burners, LLC	Close to Home, II LLC	Guardian Medical Monitoring, Inc.
Berkeley Square	Clossman Catering LLC	Halsom Home Care
Berners Medical	Colerain Twp Senior & Community Center	Hardy Plumbing
Best Choice Home Care	Comforcare Senior Services - Edinburgh	Harrison Senior Center
Best Choice Transportation, LLC	Comforcare Senior Services - TriCounty	Healing Springs Med-Care, LLC
BetterLiving Home Health and Medical Supplies	Comfort and Care Home Health Agency	Heartland of Woodridge (ALF) #502
Bickford of Middletown, LLC	Comfort Keepers #172	Helping Hands Healthcare, Inc.

Service Provider list continued...

Hillebrand Home Health	Medical Service Company	Senior Independence
Home Care Delivered, Inc.	MedScope American Corporation	Senior Resource Connection
Home Care Mobility	Mercy Franciscan @ West Park	Simply EZ - Home Delivered Meals
Home Care Network, Inc.	Mercy Neighborhood Ministries	Southwest Transportation Services, LLC
Home First	Millenium Nursing Agency	Spring Hills Middletown
Home Healthcare by Black Stone	Milt's Termite & Pest Control	St. Joseph Construction
Homefront Nursing, LLC	Mom's Meals	Stay Well Home Health, LLC
HomeSense Enterprises, LLC	MSI	Superior Home Care, Inc.
HomeWell Senior Care	Mt. Healthy Christian Village	Sycamore Senior Center
Hope Home Care, LLC	Mt. Pleasant Retirement Village	Synergy Homecare
Hyde Park Health Center	Mullaney's Pharmacy & Home Health Care	SYNERGY HomeCare of South Dayton
Hyde Park Center for Older Adults	North College Hill Senior Center	Target Health Care LLC
Interim HomeStyles of Greater Cincinnati, Inc.	North Fairmount Senior Center	The Courtyard at Seasons
International Elderly Care Group	Nova Home Care Co.	The Lodge Retirement Community
International Quality Healthcare Corp.	Nurses Care, Inc.	The Oaks at Garden Manor
Jewish Family Service	Ohio First Home Health Care, Inc.	The Suites of Hawthorn Glen
Judson Care Center	Otterbein Lebanon Adult Day Service	The Terrace
Judson Home Care	Otterbein Lebanon Assisted Living	The Visiting Nurse Association
Kemper Shuttle Service	Oxford Senior Citizens, Inc.	The Woodlands of Hamilton
Ken Bryan Construction, Inc.	Oxford Seniors Community Adult Day Service	The Woodlands of Middletown, LLC
L.L. Peet Construction Services	Partners in Prime	Transport-U
Lavender Home Care Solutions	Pennington Construction	Tri County Visiting Nurses, LLC
Liberty Nursing/Retirement	People Working Cooperatively	Tri-Health Home Connections
LifeSpan	Personal Home Assistance, LLC	Tri-State Maintenance
Lipsence Home Health	Personal Touch Home Care of Ohio, Inc.	Twin Lakes, Life Enriching Communities
Littleton Respiratory Homecare	Philips Lifeline	Twin Towers Adult Day Stay
Llanfair Retirement Community	Prime Home Care, LLC	Twin Towers Residential Care
Lorraine Surgical Supply	Pro Seniors, Inc.	Ultimate Support Homecare, Inc.
Lovely Days in Home Care	Quaker Heights Care Community	United Hearts Home Care
Loving Care Services	Quality Care	UTS
MARIELDERS	Queen City Med Mart, Inc.	Victoria Retirement Center
Mason Christian Village	Reliable Home Health Care	VNA Healthtrends
Mason Health Care Center	Right at Home	VRI
Maxim Healthcare Services	RN and Associates	Warren County Community Services, Inc.
Mayerson JCC	Rural/Metro Helpline	Wesley Community Services
Meda-Care Transportation, Inc.	Scarlett Oaks Retirement Community	West College Hill Neighborhood Services
MedAdapt Ltd.	Senior Deserved Day	Westover Retirement Community

Report Credits

This report was produced by Council on Aging's Communications Department. Writing by 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, Lyons Photography, Clermont Senior Services, Jewish Family Service, Pro Seniors, and Community First Solutions.



"I just love life and I love being alive.
I never dreamed I was going to live this long."

In late 2015, Council on Aging had 35 people age 100 or older
on the Elderly Services Program, including Florence, 102.



Council on Aging
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