


Advocacy Assistance



Answers on Aging


COA
Council on Aging
of Southwestern Ohio
Answers on Aging

2007
Annual Report



**“I love being able to stay in my home.
It means something to my heart.” ~ Ruth Reynolds**

Ruth Reynolds greets Nicole Richard and Paul Ackerman who volunteer for the Meals on Wheels program provided by Santa Maria Community Services with funding from Council on Aging.

Assistance

Dear Friends,

When describing Council on Aging to people unfamiliar with our agency, we've noticed there is often an "ah-ha" moment. Heads nod and eyes light up as people make a connection between our mission and their own lives.

They understand why it's important to help older adults remain in their own homes. They want that for themselves and for the people they love.

So it's heartening to see entire communities give a collective nod by voting to tax themselves so more seniors – especially those of modest means – have the choice to live independently for as long as they can.

A highlight of 2007 was the voters' resounding "yes" to tax levies in Hamilton and Clinton counties. Nearly 70 percent of voters approved the levies, even though both involved increases. The levies support each county's Elderly Services Program, both of which are administered by Council on Aging. In Clinton County, the program will be able to grow and remove people from a waiting list, after being stalled for several years due to insufficient funding.

Still, we never take it for granted that people understand and support our programs. This has been one of our busiest years for advocacy. From bringing local dignitaries to visit clients in their homes, to meeting with legislators here and in Columbus, to helping arrange several visits by Gov. Ted Strickland to senior centers, we worked hard with our partners in the aging network to keep our elected officials informed.

Efforts paid off in the summer when state legislators adopted the governor's budget that was very friendly to Ohio's seniors. In addition to broadening the Homestead Exemption, Gov. Strickland expanded the PASSPORT Medicaid waiver to allow more low-income seniors to receive care in their homes and avoid unnecessary and costly institutionalization.

At the top of the agenda for 2008 is a Unified Long-term Care Budget for the state of Ohio, which could bring about some important changes for Area Agencies on Aging.

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



**Dennis Begue, President,
Board of Trustees**



Suzanne Burke, CEO

Denny Begue
President,
Council on Aging Board of Trustees

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

ABOUT COA



Our mission: Enhance the lives of older adults by assisting them to remain independent at home through a range of quality services.

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

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

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



History:

Council on Aging of Southwestern Ohio (COA) was founded in 1970 to promote the interests of older adults. In 1974, the Ohio Department of Aging designated COA to be an Area Agency on Aging (AAA). We serve Butler, Clermont, Clinton, Hamilton and Warren counties. More than 252,000 adults age 60 and over live in this region.

Employees:

COA has 210 employees. Most are licensed social workers and registered nurses who provide intake, assessment and case management services for our home care programs.

In our 38th year of helping older adults and their families, Council on Aging continues to be...

An expert... Responds to nearly 30,000 calls a year for information about help for seniors

A resource... Provides in-home services to nearly 18,000 people a year in five counties

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

An advocate... Informs elected officials, builds community partnerships

Answers on Aging

PROGRAMS & SERVICES



Programs and Services

Home and community-based long-term care, including:

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

Title III of the Older Americans Act

Quality Improvement

Council on Aging Learning Advantages (COALA)

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

Community Resources & Information



Advocacy



2007 Highlights...

- Clients receiving in-home care: 17,226
- Hours of in-home care provided: 1.78 million
- Number of home-delivered meals: 1,902,208 to 10,855 homebound older adults
- Transportation for medical appointments and senior center activities: 380,002 trips
- Calls for information about help for seniors: 29,166
- Pre-admission reviews for people entering nursing facilities: 11,070
- Home visits for COALA Caregiver Education and Support: 368; 98 percent reported positive impact on their lives
- Passage of tax levies supporting the Elderly Services Program in Clinton and Hamilton counties
- Launched *PASSPORT: Design for our Future*, a reform of all PASSPORT processes
- Expanded telecommuting after successful pilot: 54 employees now operate primarily out of their homes
- Won awards for advocacy; Medicare outreach; and Active for Life, a wellness project

LONG-TERM CARE

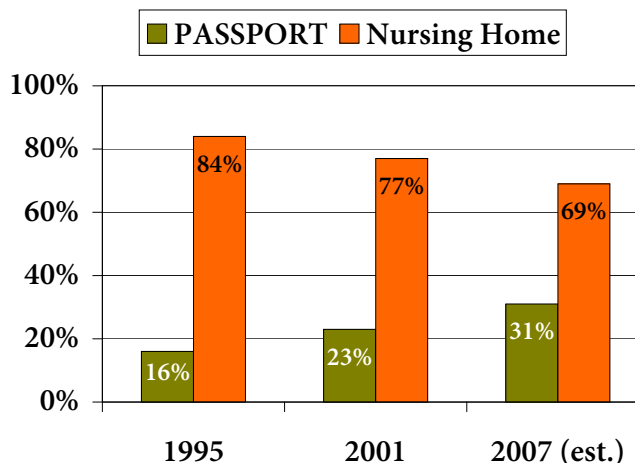


Changing the way we think about long-term care

Americans have long depended on nursing homes to care for them in old age. But today, more people are choosing to receive care at home and more responsibility is shifting to families. It's a change with major implications. Ohio has more than two million people age 60 and older. Every month, another 12,000 turn 60. By 2020, we'll have 40 percent more older Ohioans than we do now.

As southwestern Ohio's Area Agency on Aging, COA helps communities and families understand and plan for these changes. We foster a range of services for older adults that promote choice and independence.

Services include free, in-home consultations. We also assess potential clients to determine whether they qualify for the in-home services that we administer: PASSPORT and the Elderly Services Program.



The percentage of Medicaid long-term care recipients age 60+ in nursing homes has declined as PASSPORT has grown. Source: Ohio Department of Aging and the Ohio Medicaid Report, ODJFS

CLIENT STORY - THE HILLMANS

By the time Walter Hillman went looking for help, he was floundering. He had retired early to take care of Maxine, his wife of 15 years. She was becoming increasingly disabled as a result of asthma, diabetes and a degenerative bone disease. They had relocated to Hamilton from New Orleans after Hurricane Katrina and their financial situation was perilous.

Mr. Hillman's search led him to Council on Aging and PASSPORT. The program provides homemaking help and personal care three days a week, plus a Lifeline and medical equipment, such as lift chair and walker.

"I didn't want to ask for help, but we had reached the point where old granddaddy pride had to go," said Mr. Hillman, 68. "We were drowning and Council on Aging pulled us out of the water."



PASSPORT expands

Soon after taking office, Gov. Ted Strickland expanded PASSPORT, the Medicaid waiver that allows low-income seniors to receive care in their homes, rather than institutions. Fortunately, COA had begun *PASSPORT: Design for our Future*, a reform designed to streamline our PASSPORT processes, promote teamwork, and better serve our clients. The project has been enormously challenging but it will enable us to handle growth and improve service.

PASSPORT by the numbers, 2007

Total clients served in five counties: 3,089, a 3 percent increase over 2006

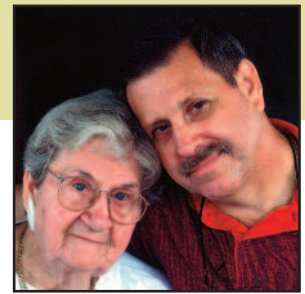
Client profile

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.

Program impact

About 27,500 Ohioans receive PASSPORT services every day, (nearly 34,000 annually), a six-fold increase in 15 years. As a result, more Ohioans are receiving care in lower cost, independent settings.

LONG-TERM CARE

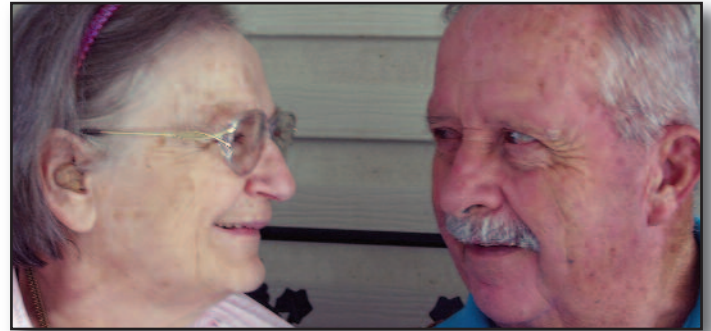


Assisted Living Medicaid Waiver

This waiver allows Medicaid to pay for low-income elderly and disabled adults to receive care in assisted living facilities, which offer more independence and privacy than nursing homes. As of Sept. 30, 2007 (end of fiscal year), COA had 52 clients in the program and 27 waiting for spaces. Six providers are participating in Butler and Hamilton counties. More providers are needed, but state budget cuts are now limiting growth in the program.

Pre-Admission Review

This COA department screens and assesses every person entering a Medicaid-certified nursing facility. The purpose is: 1) to ensure that nursing home placement is appropriate, and 2) to ensure that Medicaid-licensed facilities fulfill their licensure agreements. In FY 2007, the department completed 11,070 reviews.



*Elsie and Orris Fields,
Clinton County Elderly Services Program*

	Elderly Services Program		PASSPORT	
	<i>Clients Served</i>	<i>% Change</i>	<i>Clients Served</i>	<i>% Change</i>
Butler	3,558	+10%	441	-.5%
Clermont	N/A	N/A	310	+3%
Clinton	386	+1%	105	+15%
Hamilton	7,950	-1%	2,023	+4%
Warren	2,059	+15%	210	+12%
Total	13,953	+4%	3,089	+4%

*Elderly Services Program
and PASSPORT clients
served by county in FY
2007 and percent change
since FY 2006*

Scripps and ODA praise PASSPORT

In an evaluation of PASSPORT released in the fall, 2007, Scripps Gerontology Center at Miami University concluded that PASSPORT is “*cost-effective, appropriately targeted, quality-oriented, thoroughly monitored and consumer-responsive.*”

Among the findings: Clients clearly need the services; help is also provided by family and friends; and PASSPORT costs are less than half the cost of similar care in a nursing home.

At COA, we have been controlling PASSPORT costs by monitoring closely to make sure clients have only the services they need, in the right amounts. According to the Ohio Department of Aging, this has resulted in an 18 percent decrease in costs per client over the past 18 months.

LONG-TERM CARE



The HOME Program

Pauline Bone and her son, Norman Paul Bone, are thankful for an access ramp that was built at their Warren County home with funds from the HOME Program. COA receives an annual grant for the program from the Ohio Housing Trust Fund. It has helped thousands of low-income seniors remain independent by providing free home repairs and safety modifications. In 2007, the program helped 1,348 seniors in five counties. Mrs. Bone, who is enrolled in the Warren County Elderly Services Program, said, "It's good to have this. I have such a terrible fear of falling."



Clinton and Hamilton County Elderly Services levies pass in 2007

Voters in Clinton and Hamilton counties overwhelmingly approved property tax levies to support the Elderly Services Program in their communities. Clinton County approved a 1.5-mill levy by nearly 70 percent of the vote. The new levy will allow the program to serve more seniors, after a waiting list had grown to more than 100. Hamilton County voters approved a 1.29-mill levy, also by nearly 70 percent of the vote. The small increase will help the program reach more seniors.

"I'm staying in my own home. I think that's the reason I'm living longer. I love to sit with my friends on the porch and laugh and talk." ~ Opal Hatton, 95

Butler County Elderly Services Program client



Assistance

Adult Day Services

Betty Barnett had promised her husband, Shively, that she would not put him in a nursing home. But as his Parkinson's disease and dementia grew worse, she wondered if she would lose her resolve. "The care was 24/7," she said. "I didn't know if I could go on."

Through the Hamilton County Elderly Services Program, Mrs. Barnett learned about Twin Towers Adult Day Stay in College Hill where her husband now goes four days a week. "At first, he didn't want to come," she said. "But now he really likes it and I have my life back."

Adult day services offer activities, meals, and if needed, personal care, such as bathing, to seniors who might otherwise need nursing home care. The services provide respite for family caregivers who are then better able to keep their disabled loved ones at home.



LONG-TERM CARE

Service Coordinator receives praise from residents at housing complex

Mary Martin had been Service Coordinator at St. Francis Court Apartments in S. Fairmount only a few months when her supervisor received a fan letter signed by 29 residents. “She has opened new doors and made life a lot easier,” the letter said. “Mary never says ‘no,’ it’s always, ‘Now, let me see.’”



COA Service Coordinator Mary Martin, right, is popular with residents of St. Francis Court, from left, Glenna Edmonds, Darlene Bruton, Margaret Surbeck, and Joan Feldman.

Service Coordination is a program to help landlords improve services to elderly and disabled residents of HUD-eligible housing. COA serves 716 seniors and disabled adults at six sites. Service Coordinators are stationed at the sites to link residents with services, present educational programs and do all manner of tasks to help improve their lives. Ms. Martin, for example, recently arranged for free transportation to the grocery store and brought in medical experts for a women’s health screening.

“There are so many challenges,” she said, “but endless opportunities for creative problem solving.”

Elderly Services Program

Thanks to the taxpayers of our region, increasing numbers of older adults are able to remain in their homes as they age.

The Elderly Services Program, supported by county tax levies, fills a gap in long-term care. It helps people who are not eligible for the PASSPORT Medicaid waiver. Without the program, many would be forced to leave their homes and go into nursing facilities unnecessarily.

Like PASSPORT, the Elderly Services Program is both compassionate and cost-effective. It costs 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 a monthly co-payment.

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



CLIENT STORY - THE JORDANS

Thirteen years ago, Elizabeth Jordan came home from work to find her husband collapsed on the kitchen floor. He had suffered a stroke. In the hospital that night, he had another one, more severe this time. When he was released from the hospital, they drove to a nursing home where she expected him to stay.

“But I couldn’t do it,” she said. “I could see right away they couldn’t devote the time for the care he needed. So, I said, ‘Skip, we’re going home.’”

With the help of the Hamilton County Elderly Services Program, Mrs. Jordan, 80, has cared for her husband ever since. An aide bathes Mr. Jordan three times a week.

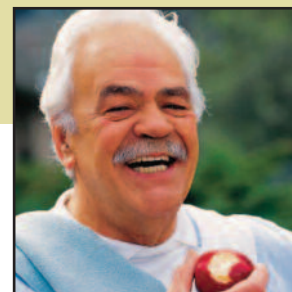
A hospice worker also comes and the Veteran’s Administration supplied a hospital bed. Mrs. Jordan also receives help from her daughter and a friend helps in exchange for room and board.

“I was sorry the stroke happened but I promised to be there in sickness or in health,” Mrs. Jordan said. “I didn’t know how I was going to take care of him. I just got down on my knees and prayed.”

CAREGIVER EDUCATION & SUPPORT

COALA 2007 highlights

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



COALA Home Health Aide training began in 2000 to address the increasing demand for qualified aides who may be hired by agencies that provide care to older adults in their homes. In 2007, the program:

- Graduated 128 aides (1,030 graduates since program started)
- Exceeded national standards for job retention – 80 percent of aides are still on the job 16 months after graduating and 10 percent go on to higher education



COALA Caregiver Education and Support is a public service, in which a registered nurse visits caregivers in their homes to provide training and emotional support. Caregivers receive an instruction manual and directory of community resources. 2007 highlights include:

- 368 home visits
- Post-visit surveys – 98 percent reported the program had a positive impact on their lives

COALA Eldercare Plus began in 2006 to address the needs of employers and working caregivers who struggle to balance job duties and care for elderly family members. In 2007, COALA Eldercare Plus began an education and survey process with three large employers: Hamilton County, the University of Cincinnati, and the Cincinnati Enquirer.

Answers on Aging

CLIENT STORY - THE HENSCHENS

For more than a decade, Jane Henschen held her own against cancer. But, not long ago, symptoms returned and she began to need daily help from her family. Her husband, the Rev. Fred Henschen, took on the role of caregiver. He gave it his all, but was feeling overwhelmed, especially since he works part-time as a chaplain at Scarlet Oaks Retirement Community. "I don't want him to quit his job to take care of me," Mrs. Henschen said.

They contacted Council on Aging. COALA home care educator Nina Wichard visited them to provide tips and information about community resources.

"I've really gained an appreciation for what's involved," Rev. Henschen said. "My wife has been a homemaker par excellence and she expects me to keep up the standards!"



*Jane and Rev. Fred Henschen
with their daughter Cheryl
Jester*

TITLE III



Title III: America's promise to older adults

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

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

2007 Title III Highlights:

Congregate and home-delivered meals and transportation make up the top three funded services. Title III provided 217,984 congregate meals served at various sites (mostly senior centers) in five counties. The funding provided 187,714 transportation trips in senior center vans and buses for medical appointments, shopping, recreation, and the like. (Total transportation from all funding sources: 380,002 trips.)

More than 750 athletes – including 123 first-time competitors – participated in the 27th annual Senior Olympics. Seniors compete in 18 sports with 66 events.



Every day, Russian Jews gather at the Free Russian Center in Roselawn for a hot kosher meal, conversation, Russian news casts and other activities. The center is a program of Chabad, a service organization that helped resettle Jews here who were being persecuted in the former Soviet Union.

Meals on Wheels: food and friendship

If Council on Aging has a signature service, it's Meals on Wheels. In 2007, federal, state and local funds provided 1,902,208 meals to 10,855 homebound older adults.

"It's important for the program to keep that one-on-one contact with people," said Rae Marie Wyatt, COA Quality Improvement Manager. "It's the 'more-than-a-meal' concept where someone is checking in on people who are alone."

Trends include entrée choices and ethnic meals. Title III provides congregate meals, including a monthly lunch at a Chinese restaurant for members of the Chinese American Association of Cincinnati and a daily kosher meal at the Free Russian Center in Roselawn.

Community services that receive Title III funds...

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

ADVOCACY & OUTREACH

To promote adoption of his plan to expand the Homestead Tax Exemption, Gov. Ted Strickland spoke at senior centers in Clinton, Hamilton and Warren counties.

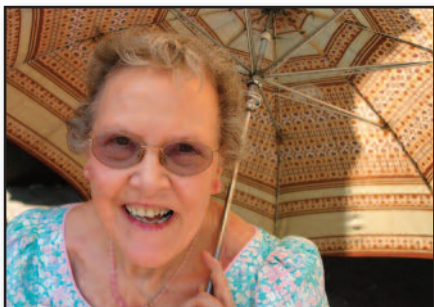


Cincinnati City Council member Chris Monzel, left, and Ohio Rep. Dale Mallory, center, met with PASSPORT client Samuel Blackmon and his COA case manager Monica Brown to bring attention to the problems of bedbug infestations in senior housing complexes.

Senior Expo celebrates 30th anniversary at Coney Island

More than 2,500 older adults turned out for the 30th annual Senior Expo at Coney Island. The event celebrates Older Americans Day. Seniors learned all kinds of useful information from more than 100 vendors. On “Wellness Island,” they practiced Tai Chi, got massages, learned archery and stretched with an exercise trainer. Jazz bands entertained; couples competed in dance contests; and the Kings and Queens, nominated by senior centers, paraded in all their finery.

The event is coordinated each year by COA’s Community Resources & Information Department, which also responds to more than 12,000



requests for information; presents the Senior Art Show and Forum on Aging; and helps more than 1,200 seniors select Medicare prescription drug plans.

Advocacy highlights needs of seniors, benefits of programs



Area Agencies on Aging are charged with advocating for older adults and representing their interests with elected officials and other community leaders. Council on Aging carries this out in a variety of ways. These include involvement in advocacy activities of the Ohio Association of Area Agencies on Aging; meetings and forums with elected officials; and arranging visits of elected officials to the homes of clients in the PASSPORT and Elderly Services Program. Many people are involved in these efforts, including COA staff, and members of the COA Board of Trustees, COA Advisory Council, and Elderly Services Program advisory councils.

In 2007, COA arranged 58 client visits and advocacy meetings with elected officials. In our five-county region, all U.S. representatives and state senators, and nearly all state representatives, have visited PASSPORT clients in their homes.

Seniors find friends, creative spark with Clavinova Connection

In a partnership with University of Cincinnati’s College Conservatory of Music (CCM), Henderson Music, and Yamaha, COA brought “Clavinova Connection” to two senior centers. The nationally-recognized program uses digital pianos and a special curriculum to reduce loneliness and boost creativity.

Now, 110 seniors from 10 senior centers are participating at the two sites: Over-the-Rhine Senior Center and Colerain Township Community and Senior Center.



AWARDS & RECOGNITION



Active for Life honored, celebrated in 2007

The successful Active for Life® (AFL) program continued its momentum in 2007, receiving recognition from the Centers for Medicare & Medicaid Services and the Active for Life National Program Office for excellence in program execution and evaluation.

In 2007, 107 area adults age 50 and older joined 1,086 others who've participated in the program since it first began in 2003. AFL is not an exercise class; it's a flexible program that helps older adults learn the skills they need to become and stay more physically active. The program is offered through a partnership of Council on Aging of Southwestern Ohio and Hamilton County Public Health, with support from the Robert Wood Johnson Foundation and the Ohio Department of Aging.

Data collected from participants before, during and after the program shows that AFL is effective at helping senior adults increase their overall physical activity and improve their quality of life. Participants reported that they greatly increased their level of physical activity; lost weight; felt better about their bodies; and felt less depression and stress.

AFL's fourth annual celebration at Jungle Jim's brought graduates together to learn new ways to be active, revisit lessons learned, maintain motivation and meet new people. One attendee – a stroke survivor who's had knee replacement surgery – appropriately summed up the event: "Getting old is not about age, it's about how you feel."

We are fortunate to have staff members, volunteers and people in the community who are passionate about improving the quality of life of older adults. Their skill and dedication have brought them recognition and awards. In 2007, award winners included, (pictured clockwise):

*COA Social Services Administrator **Polly Doran** – winner of the Advocate of the Year Award from the Ohio Association of Area Agencies on Aging for educating officials at all levels of government on the needs of seniors; COA Community Resources and Information Administrator **Charlotte Pieples** – winner of Coordinator of the Year Award from the Ohio Senior Health Insurance Information Program for helping more than 1,000 seniors with Medicare problems; Retired COA Associate Director **Pat Doud** – inducted into the Ohio Senior Citizens Hall of Fame for her years of leadership, mentoring and volunteering; Shirley Dombar of Cincinnati – winner of a Caregiver of the Year Award from the Ohio Department of Aging for her selfless care of her disabled husband; and Al Zenz of West Chester – winner of the Council on Aging President's Award for his outstanding advocacy on behalf of older adults, including years of service on the COA Advisory Council and Butler County Citizens for Elderly Services, Inc.*



SERVICE PROVIDERS

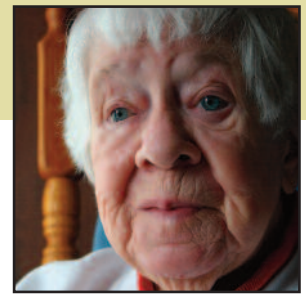


A.D. Home Health Care
 Acare Home Health
 Active Day of Cincinnati
 ActivStyle, Inc.
 ADT Security Services, Inc.
 Adult Day Services @ Butler County
 Care Facility
 Advanced Medical Equipment
 Alan W. Arend
 Algo Termite & Pest Control
 All Gone Termite & Pest Control
 Almost Family
 Alternative Home Care & Staffing, Inc.
 Alzheimer's Association, Greater
 Cincinnati Chapter
 Amaramedical Health Care Services,
 Inc.
 Amenity Home Care
 American Nursing Care - Dayton
 American Nursing Care Cincinnati
 American Ramp Systems
 American-Mercy Home Care, LLC
 Angels Home Health
 Ashley Place Care, LTD
 Bathblest Renovations
 Beechwood Home
 Bernens Medical
 BetterLiving Medical Supplies
 Black Stone healthcare
 Booth Residence, Inc.
 Cambridge Home Health Care, Inc.
 /Private
 Care Medical, Inc.
 Caring Hearts Home Health Care
 Catholic Social Services of
 Southwestern Ohio
 CCCAP
 Charter Home Services
 Chelsea Place
 Cincinnati Area Senior Services
 Cincinnati Recreation Commission
 Citizens for Elderly Services, Inc.
 Clermont County Community
 Services, Inc.
 Clermont Senior Services, Inc.
 Clifton Senior Center
 Clinton County Adult Day Center,
 Inc.
 Clossman Catering LLC
 Colonial Community Services
 Colerain Township Senior Center

ComForcare Senior Services
 Comfort Keepers #123
 Comfort Keepers #172
 Comfort Keepers #178
 Comfort Keepers #200
 Comfort Keepers #224
 Community Services West
 Comprehensive Home Health Care
 Services
 Creative Aging Cincinnati
 Day Share Senior Services
 Deaconess Lifeline
 Deupree Community Meals on
 Wheels
 Diversified Home Health Services, Inc.
 Duraline Medical Products, Inc.
 Eagle One Medical Transportation
 Edenvew
 Eldermount Adult Day Program
 Emerson Heating & Cooling
 Company
 Envision Home Care Alternatives, Inc.
 Family Care, Inc.
 Fidelity Health Care
 First Medical Staffing of Ohio
 Formula Exterminators, Inc.
 Friendly Care Agency
 Guardian Medical Monitoring, Inc.
 Halsom Home Care
 Harmony Court Day-By-Day
 Harrison Senior Center
 Hawthorn Glen Nursing Center
 Healing Connections Associates, Inc.
 Helping Hands Healthcare
 High Quality Staffing
 Hillebrand Home Health
 Home Care Network, Inc.
 Home First Non-Medical
 Home Health Care Services
 Home Helpers
 Home Instead Senior Care
 Homeowner Solutions
 Hometowne Transportation LLC
 Hoveround Corporation
 Hyde Park Center
 Interim HomeStyles of Greater
 Cincinnati, Inc.
 International Quality Health Care
 Corp.
 Jewish Community Center of
 Cincinnati

Jewish Family Service of the Cincinnati
 Area
 Jewish Federation of Cincinnati
 Jewish Vocational Service
 Judson Home Care
 Lifeline Systems Company
 LifeSpan
 LifeSphere
 LifeSphere Home Health Services
 Lorraine Surgical Supply
 M.J. Nursing Registry, Inc.
 Marielders Senior Center
 McKnight Terrace
 Meda-Care Transportation, Inc.
 MedAdapt LTD
 Medicall, Inc.
 Mercy Lifeline
 Middletown Area Senior Citizens, Inc.
 Millenium Nursing Agency
 Milts Termite & Pest Control
 Mount Pleasant Retirement Village
 MSI
 Mullaney's Pharmacy & Home
 Health Care
 North College Hill Senior Center
 North Fairmount Community
 Center, Inc.
 Northwest Elder Care
 Norwood Retirement Community
 Norwood Senior Center
 Nurses Care, Inc.
 Otterbein Lebanon Adult Day Service
 Oxford Senior Citizens, Inc.
 Personal Touch Home Care of Ohio,
 Inc.
 PHC Foundation
 Private Home Care
 Pro Seniors, Inc.
 Quaker Heights Care Community
 Quality Care
 Queen City Med Mart, Inc.
 Reid-ANC Home Care, LLC
 Response Ability Systems
 Responselink of Cincinnati
 Rural Metro Ambulance
 Russian Tradition

SERVICE PROVIDERS



S.M.S. Inc.
Safeway Safety Step
Saint Joseph Construction
Santa Maria Community Services
Senior Citizens, Inc.
Senior Independence
Senior Independence Adult Day Services
Senior Resource Connection
Seven Hills Neighborhood Houses
Skilled Nursing II, Inc.
SP Contracting
Superior Home Care, Inc.
The Drug Store Pharmacy
The Salvation Army
The Visiting Nurse Association

Thermal-Shield Inc.
Tri State Maintenance
TriHealth
Tub Cutter!
Twin Towers Day Stay
U.T.S. Universal Transportation Systems
United Way 211 Get Help. Give Help.
V & N Services, Inc.
Victoria Retirement Community
VRI
Warren County Community Services, Inc.
Wesley Community Services
West College Hill Senior Life Center
Wilson Adult Day
WMKV 89.3 FM



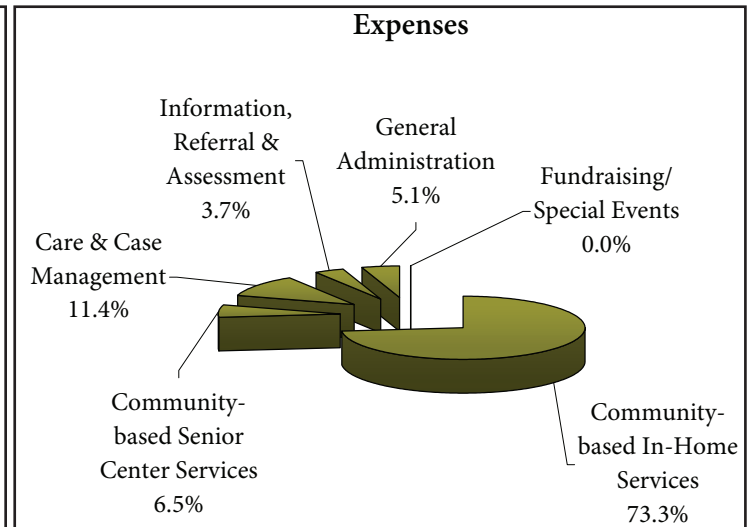
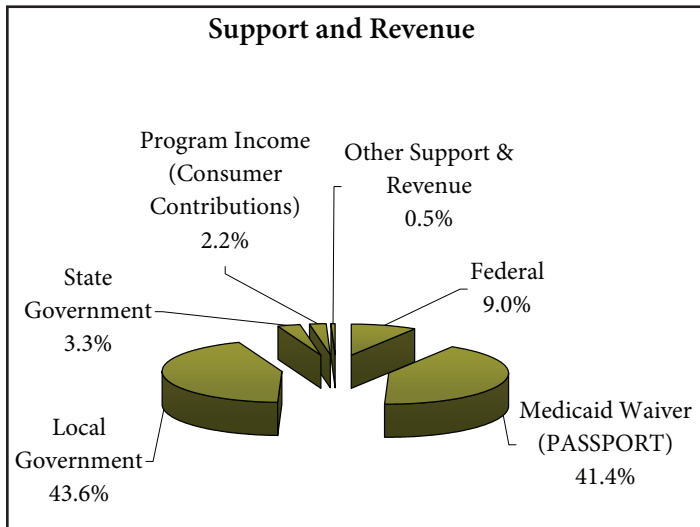
COA Quality Improvement

Our Quality Improvement Department (QI) monitors, trains and provides technical assistance to COA provider agencies. A satisfaction survey is administered to clients and compares results with quality benchmarks. Providers receive reports rating them on more than 30 quality and performance indicators.

2007 Highlights:

- As part of COA's strategic plan, QI updated the application process for Elderly Services Program providers to include documentation of quality and financial stability
- Marketed the Assisted Living Waiver to recruit more providers and help providers through the application process
- Conducted 185 provider reviews

FINANCIAL REPORT



STATEMENT OF ACTIVITIES

Year Ending September 30, 2007

Support and Revenue

Federal	\$ 6,550,979	9.0%
Medicaid Waiver (PASSPORT)	30,227,948	41.4%
Local Government	31,834,209	43.6%
State Government	2,381,742	3.3%
Program Income (Consumer Contributions)	1,600,949	2.2%
Other Support & Revenue	342,614	0.5%
Total Support and Revenue	72,938,441	100%

Expenses

Community-based In-Home Services	\$ 53,480,449	73.3%
Community-based Senior Center Services	4,771,453	6.5%
Care & Case Management	8,314,605	11.4%
Information, Referral & Assessment	2,699,525	3.7%
General Administration	3,705,891	5.1%
Fundraising/Special Events	10,904	0.0%
Total Expenses	72,982,827	100%

Change in Net Assets

Change in Unrestricted Net Assets	\$ (44,386)
Unrestricted Net Assets, Beginning of Year	1,535,988
Unrestricted Net Assets, End of Year	1,491,602

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AMERICA'S AGE WAVE



Ohio's aging population and the role of the state's Aging Network

Ohio ranks sixth in the nation in the percentage of its residents who are age 60 and older (more than 17 percent, or about two million people).

Within the next few years, the population bulge that is the boomer generation will begin to swell these numbers enormously. Predictions show serious strain on our economy and health care system. As the population ages, increasing numbers of people will outlive their health and their financial resources. Miami University's Scripps Gerontology Center estimates the number of older Ohioans with severe disabilities will increase by 28 percent to 220,000 people within the next 12 years.

These people will need long-term care. On this, Ohio has a long way to go. Ohio's Medicaid cost for long-term care is among the highest in the country, primarily because of a long-standing bias toward delivering care in nursing facilities, rather than providing low-income seniors the option for less costly home care, which most would prefer anyway.



A study released in February, 2007 by the Ohio Council for Home Care ranked Ohio 49th in the nation in the proportion of its spending on home versus institutional care.

Gov. Ted Strickland and Ohio legislators acted on the need for change with the adoption of a 2008-2009 budget allowing for significant expansion of PASSPORT, the home care Medicaid waiver.

Ohio's 12 Area Agencies on Aging – including Council on Aging of Southwestern Ohio - continue to keep elected officials informed about the state's greatest resource to prepare for the coming age wave: a regionally-based aging network that for nearly 40 years has offered the public unbiased information, lower cost alternatives for care, effective care management, and expertise on the needs of older adults.

This report was produced by the Communications Department of Council on Aging of Southwestern Ohio: writing by Laurie Petrie; design by Paula Smith. Data provided by COA Programs and Planning Department: Stacy Wegley, Alisa Phillips and Beverly Wallrauch.

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“We were going down the tubes with medical expenses and Maxine getting more and more disabled. Council on Aging and PASSPORT have been a God-send.” ~ Walter Hillman

PASSPORT supplements the care that Walter Hillman provides for his wife, Maxine. They also received a Caregiver Education and Support visit from Council on Aging Learning Advantages (COALA).

Answers on Aging



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