



# **2024 IMPACT REPORT**



# FROM OUR CEO

Every day, Council on Aging (COA) works to improve the health and well-being of tens of thousands of older adults and their caregivers in our five-county, southwestern Ohio community. It's a large and diverse community, composed of hundreds of cities and townships large and small.

I've often heard COA referred to as one of the area's best kept secrets. We want to let everyone in on the "secret," so in 2024 we kicked up our already robust outreach program and brought COA into the community more than ever before. We organized a new event called "Aging Connections," partnering with other service-based organizations to bring information and resources to residents across four locations within our region. Additionally, we joined with Hamilton County to host a large community event for older adults, proactively screened older adults at senior apartment buildings for COA and community programs, and much more. You may read more about our community focus in the article in this report.

During 2024, we were also focused on building the foundations of some exciting new programs that will enhance the ways we serve our existing community and bring our innovations and expertise to a broader community.

For more than 10 years, COA has contracted with area health plans to manage and coordinate long-term care services for eligible MyCare Ohio members. In January 2026, the Ohio Department of Medicaid (ODM) will launch NextGen MyCare, expanding the program from a handful of regions where it currently operates, to the entire state.

This will impact COA in many ways, but with our proactive preparation and planning and commitment to working closely with ODM and the health plans during this transition, the high level of service MyCare members have come to rely on from COA will not change.

Finally, during 2024, COA – along with our partner, TriHealth – began work to bring a new model of care for those 55 and older to Hamilton County. When it launches later this year, the Program for All-Inclusive Care for the Elderly (PACE) will offer an interdisciplinary care team of professionals that provide and coordinate all health and long-term care services from a single physical location. We are excited to offer area older adults yet another option to meet their needs and help them remain independent in their homes and communities.

These are exciting changes, and all are in service of our mission to assist people in remaining independent through a range of quality services. As we did in 2024, we look forward to continuing to support and serve this important – and often overlooked – segment of our community far into the future.

Sincerely,



**Suzanne Burke,**  
President & CEO







## ABOUT COUNCIL ON AGING

Council on Aging (COA) administers publicly funded programs and services for older adults, people with disabilities and their caregivers. COA is the state-designated Area Agency on Aging serving Butler, Clermont, Clinton, Hamilton and Warren counties.

Via contracts with service providers, senior centers and other community organizations, COA administers federal, state and local funding to provide supportive, in-home and community-based services to eligible individuals and caregivers.

Our programs and services impact people of all ages and the effects are felt throughout our community. We help people stay in their homes and communities, complete smooth transitions from one care setting to another, and connect to unbiased information, advice and community resources.

Programs and services administered by COA can prevent or delay nursing home care. This is important because people want to remain in their homes as long as possible and our programs and services cost taxpayers a fraction of the cost of nursing home care.



### 1.8M

Hours of in-home care via contracted providers and consumer direction



### 280,000

Community members engaged through presentations and events



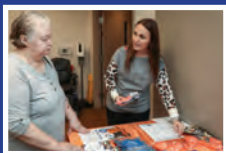
### 202,867

Trips for medical and senior center activities



### 1.9M

Meals served through home-delivered and congregate meal programs



### 78,165

Requests for information and referral fulfilled and 181,000 website users



### 2,752

Participants in the USDA Senior Farmers' Market Nutrition Program



### 27,708

Individuals remained independent in their homes with our help



### 3,495

Clients supported from hospital or nursing facility to home via transitional care programs

# STATEMENT OF FINANCIAL ACTIVITIES

Year Ending  
September 30, 2024

Despite the complexity of our financial activity — with local, state and federal funding requirements — Council on Aging has an unbroken record of clean annual audits that goes back nearly 30 years.

## Support and Revenue

Local Government (Elderly Services Program)	\$56,000,669
Medicaid Waiver (PASSPORT; Assisted Living)	\$42,209,000
Other Programs & Program Income (Client Contributions; MyCare Ohio; Specialized Recovery Services)	\$17,945,036
Federal Government (Titles III, VII, XX; HEAP; Nutrition Services Incentive Program; American Rescue Plan Act; HUD Older Adults Home Modification Program Grant; NCOA Benefit Enrollment Center Grant; Opioid and Stimulant Grant)	\$10,509,505
State Government (Senior Community Service; Alzheimer's; Senior Volunteer; Healthy Aging Grants)	\$1,612,822
Other Support and Revenue (Donations; Interest)	\$695,776
Total Support and Revenue	\$128,972,808

## Expenses

Community-based In-home Services	\$79,809,691
Care Management	\$27,026,184
General Administration	\$11,881,547
Community-based Senior Center Services	\$6,406,551
Information, Referral and Assessment	\$3,711,869
Total Expenses	\$128,835,842

# IN-HOME CARE SERVICES & COMMUNITY-BASED SUPPORT

## In-Home Care

Individuals enrolled in fiscal year 2024. Individuals may be counted in more than one service category or program in the course of a year.

Traditional Medicaid Waiver Program	Enrolled
PASSPORT	1,556
Assisted Living Waiver	582
Specialized Recovery Services Program	1,299
Other Programs	
Elderly Services Program (Tax Levies)	16,383
MyCare Ohio (Medicaid/Medicare)	5,734
Other Case Management Services	2,154
Total in-home care clients	27,708

## Community-Based Support

Individuals served in fiscal year 2024. Services funded by federal Title III of the Older Americans Act and state Alzheimer and Senior Community Service funds.

 3,067 Transportation	 11,446 Ombudsman Services
 3,787 Congregate Meals	 1,950 Legal Assistance
 3,702 Alzheimer's Education	 623 Supportive Services
 483 Health and Wellness Workshops	 551 Caregiver Support

Scan to access  
full versions of our  
2024 Highlights.



# 2024 HIGHLIGHTS

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## **COA improves visibility with expanded community outreach**

Council on Aging's service area includes more than 365,000 individuals aged 60 and over. Add in the family members and caregivers who may be providing some form of support to older adults in our region, and the task of raising awareness about COA's programs and services can seem monumental. COA staff, board and advisory council members participated in a variety of outreach activities during the year that improved lives and connected individuals to resources that support independent living.



## **Buoyed by HUD grant, COA helps more older adults in Clinton County age in place**

In January 2024, Council on Aging began accepting applications for assistance through its Clinton County Older Adults Home Modification Program. The program is funded by a \$1.25 million grant awarded to COA by the U.S. Department of Housing and Urban Development (HUD). Its purpose is to enable older adults in Clinton County to age in place by providing home repairs and modifications at no cost to the homeowner.



## **FastTrack Home transitional care program reaches milestones in its seventh year**

In 2016, Council on Aging had just completed a contract with the Centers for Medicare and Medicaid for its Community-based Care Transitions Program (CCTP), which aimed to reduce the hospital readmission rate of older adults. COA became a national leader by enrolling 24,000 clients, leading to a seven-point decrease among those clients on the national average in hospital readmissions. Never known to rest on its laurels, that year COA leadership parlayed the hospital relationships it built through participating in CCTP and launched its own transitional care program: FastTrack Home. During 2024, FastTrack Home reached a number of milestones.



Photo Credit - Keith BieryGolick/WCPO

## **Innovative laundry service program supports independence and tax dollar savings**

As we age, it can become harder to do daily tasks on our own. Chronic health conditions or disabilities can hinder our ability to cook a meal, drive a car, take a shower or do our own laundry. However, our inability to do any of these tasks without assistance shouldn't automatically lead to a loss of independence. Such was the case for Pamela, 76, of Mt. Washington. A bad fall and a set of dangerous stairs conspired to keep Pamela from doing laundry on her own. An innovative new service from Council on Aging is meeting that need for Pamela - and others like her - while also saving taxpayer money.



## **Grants allow COA to expand and improve product and service offerings**

During 2024, Council on Aging received a number of grants and awards. The grants provide additional funding that allows COA to expand and improve its program and service offerings for older adults and those with disabilities. Grant dollars received in 2024 are being used for everything from expanding access to COA's health and wellness workshops to furnishing the homes of older adults in need.





# OUR MISSION

Council on Aging's mission is to enhance lives by assisting people to remain independent through a range of quality services. The stories below illustrate how COA put its mission into practice in the past year for older adults in our region. Scan the QR code to read the full stories.



## Healthy Aging Grants help COA, counties serve more older adults during critical time

In 2023, the Ohio Department of Aging awarded \$40 million in Healthy Aging Grants to county governments to support the creation of new programs or bolster existing programs that focus on delivering services and supports that keep at-risk aging Ohioans in their homes and communities for as long as possible. The grants were one-time allocations funded by ARPA and were required to be spent by Sept. 30, 2024.



## 2024 another active year for COA advocacy efforts

Council on Aging continued its emphasis during its 2024 fiscal year on advocacy on behalf of older adults by identifying emergent issues, continuing to work on long-term initiatives and working with legislators, governmental bodies and other organizations to implement solutions. Two advocacy highlights in particular stand out: a state rule change that benefits home-delivered meals clients and cuts expenses and the kickoff of a new community education initiative.



## COA graduates first class in innovative workforce development program

In June of 2024, Council on Aging graduated the first class in its Emerging Professionals Program. The innovative program immerses recent college graduates in a wide range of functions at Council on Aging, providing valuable, real-world training and experience working within a care management organization.

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## Council on Aging

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