

COUNCIL ON AGING OF SOUTHWESTERN OHIO



ANNUAL REPORT

2004

*Designated by the Ohio Department of Aging as the Area Agency on Aging
for Butler, Clermont, Clinton, Hamilton and Warren Counties.*

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COUNCIL ON AGING OF SOUTHWESTERN OHIO

ACCOMPLISHMENTS

2004

Delivered 1,957,327 Home Delivered Meals to 11,781 homebound older adults

Served over 16,016 Home Care Consumers

Case Managed 12,704 Consumers

Provided more than 1,361,719 hours of In-Home Care, a 14% increase from 2003

226,525 Congregate Meals were served at Butler, Clermont, Clinton, Hamilton and Warren Counties' meal sites

47 Senior Centers provide sites for the congregate meals and/or activities

PASSPORT had an 8% increase in enrollment

Clinton County Elderly Services Program had a 14% increase in enrollment

Warren County Elderly Services Program had a 21% increase in enrollment

Over 3,500 older adults attended Senior Expo

103 older adults attended 8 *Active for Life*[™] Classes

The Senior Art Show exhibited 110 paintings submitted by older adults

The Forum on Aging was attended by 300 Health Care/Home Care professionals

MESSAGE FROM THE BOARD PRESIDENT AND CHIEF OPERATING OFFICER

On behalf of the Board of Trustees of Council on Aging of Southwestern Ohio, it is our pleasure to present the 2004 Annual Report. You will see that this report reflects a year of growth. The PASSPORT Program experienced an 8% growth, serving 184 more senior adults than last year. The Clinton County Elderly Services Program also saw a growth of 14%, but the largest growth in enrollment was in Warren County Elderly Services Program with an increase of 21%. Unfortunately, waiting lists and closed enrollment tell the story for the Butler and Hamilton County Elderly Services Program. Our Title III Program supporting senior centers and services such as transportation, homemaker, adult day services, caregiver support, and congregate and home delivered meals, also held its own. As in past years, home delivered meals and congregate meals at our senior centers continue to consume the greatest amount of our Title III funding. We are pleased to report that we provided service to just over 16,000 clients during 2004!

Of course, serving so many clients involves a great deal of hard work by many dedicated people. The well trained staff at Council on AgingSM takes great pride in the quality of their work - everyone from clinical staff, to management staff, to office personnel. Our network of provider agencies is also very diligent in providing service to our clients. The expertise they provide cannot be measured and is greatly valued by Council on Aging. The shortage of good, high quality direct care workers was witnessed by COASM several years ago, and led to the creation of the COALA® Home Health Aide Training Program. This program continues to be very well received and has blossomed into other areas of Ohio. New to this program in 2004 was the development of in-service trainings. This training offers the direct care worker a series of 13 different 3-hour classes on subjects such as infection control, elder abuse, preventing falls, cultural diversity, etc. COALA is also continuing their informal training in the caregiver's homes. This effort has proven to reduce the amount of stress and errors that could result in injury to or hospitalization of the caregiver or the care recipient. COA continues in its effort to improve the quality of our programs and services.

As you can see, through the combined efforts of many people, we provide quality services to the clients living in our community. We are proud to say that Council on Aging is true to its mission, a mission which is taken very seriously. With the support of our Boards and Advisory Councils, our funders, our provider network, and our dedicated staff, we are able to ensure that the clients we serve throughout our five-county area enjoy an improved quality of life, right in their own homes!

On behalf of the Board of Trustees, we offer our thanks to all those who play a part in caring for the seniors in Southwestern Ohio. The work that you do is important and is very much appreciated.

Marilee Broscheid, President
Board of Trustees

Arlene de Silva
Chief Operating Officer

MISSION, VISION & VALUES

MISSION

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

VISION

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

VALUES

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

AVAILABILITY

Have a highly visible, accessible presence in the community.

CARING ATTITUDE

Value all people as human beings.

COLLABORATION

Work closely with the aging network to provide a quality system of care.

RESPONSIVENESS

Strive to meet the needs of clients quickly, courteously, and effectively.

TEAMWORK

Work together with the community, our individual clients, and among our ranks.

**COUNCIL ON AGING OF SOUTHWESTERN OHIO
BOARD OF TRUSTEES**

President

Marilee Broscheid

Vice President

Dennis Begue

Treasurer

Dan Suer

Secretary

Constance Cooper

Gloria Ferng

Pam Ginsburg

Liz Hunter

Dr. Don Juszczuk

Philip Masten

Dr. Charles McConnell

Walter McLarty

Marvin Thompson

Mary Wolff

Eli Yovich

**COUNCIL ON AGING OF SOUTHWESTERN OHIO
ADVISORY COUNCIL**

Chair

Jacqueline Kebede

Vice Chair

Al Zenz

Marilou Coldeway

Peggie Collins

Robert Dell

Ken Gee

Connie Gillis

Charles Hensley

Charlene Himes

John Hosler

STATEMENT OF ACTIVITIES

YEAR ENDING SEPTEMBER 30, 2004

Support and Revenue

Federal	\$6,858,400
State Government	2,142,080
Local Government	29,999,020
Program Income (Consumer Contributions)	1,465,240
Federal Waiver (PASSPORT)	24,754,300
Other Support and Revenue	593,050
Total Support and Revenue	\$65,812,090

Expenses

Community-Based, Long-Term Care Services	\$46,638,400
Personnel	8,650,110
Allocations to Service Providers	8,605,600
Travel	169,920
Equipment	34,120
Supplies	116,080
Consulting & Professional Services	414,820
Telephone & Postage	198,400
Occupancy	559,830
Printing & Publications	148,800
Other	250,580
Total Expenses	\$65,786,660

Change before Depreciation	\$25,430
Loss on Disposal Equipment	5,870
Depreciation Expense	194,300
Change in Net Assets	(174,740)
Beginning Net Assets	1,321,320
Ending Net Assets	\$1,146,580

PASSPORT

The Pre-Admission Screening System Providing Options and Resources Today (PASSPORT) curbs Ohio's skyrocketing costs of nursing home care by offering in-home care and adult day services as attractive alternatives.

The Ohio Department of Aging and the Ohio Department of Job and Family Services fund this long-term care program. As the PASSPORT administrator, Council on AgingSM is responsible for both participant assessment and contract management with service providers in Butler, Clermont, Clinton, Hamilton and Warren Counties.

To qualify, program applicants must be at least 60 years of age; be Medicaid eligible; require skilled or intermediate level of care; be living in a non-institutional setting; be assured their health needs can be met safely in a home setting; not be receiving hospice care; and agree to a physician-approved service plan.

Allocation of Program Funds Year Ending September 30, 2004

Total Consumers Served: **Unduplicated Count** **2,613** 8% growth over 2003
184 more senior adults served

SERVICE	CONSUMERS	UNITS	EXPENSES
Personal care	2,222	731,847	\$11,926,700
Homemaker	533	51,309	705,700
Adult Day Services	333	30,400	1,320,800
Adult Day Service Transportation	306	28,343	396,110
Medical Transportation	949	15,183	801,710
Emergency Response Systems	2,056	17,858	447,410
Independent Living Assistance	152	1,444	13,750
Home Delivered Meals	1,590	332,527	1,956,260
Home Medical Equipment	2,088	14,014	1,877,390
Chore Services	138	401	68,690
Minor Home Modification	181	227	281,330
Therapy/Counseling	73	453	25,780
Case Management	2,613		2,223,720
Assessment and Screening			1,995,100
Administration*			1,056,560

*Administrative Percentage 4.2%

Total Program Expenses \$25,097,010

ELDERLY SERVICES PROGRAMSM

BUTLER COUNTY

**Butler County
Citizens for
Elderly Services,
Inc. Board
(BCCES)**

President

Ralph Connor

Vice President

Carol Bidwell

Treasurer

Melvin Baker

Secretary

Marlena Richards Cox

Marilee Broscheid

Fred DeBiasi

Kathleen Dudley

Dr. Jennifer M. Kinney

Karen Lowery

Janet Miller

Lena Saylor

Dr. James Scott

Helen Smith

Jim Weybright

Al Zenz

**Butler County
Commissioners**

Michael A. Fox

Charles Furmon

Gregory V. Jolivette

Administrator

Derek Conklin

The management of the Elderly Services Program (ESPSM) in Butler County is a partnership which includes the Butler County Commissioners and the Butler County Citizens for Elderly Services, Inc., a non-profit board. ESP is administered by Council on Aging of Southwestern Ohio and is serviced by for-profit and non-profit service providers.

The Butler County Elderly Services Program is funded by a five-year, countywide property tax levy passed in 1996. This levy was renewed in November, 2001 through a 1.3-mil replacement property tax that will generate 7.9 million dollars annually.

Allocation of Program Funds - Butler County Year Ending September 30, 2004

Total Consumers Served: 3,198

SERVICE	CONSUMERS	UNITS	EXPENSES
Personal Care	480	32,714	\$ 789,030
Homemaker	1,387	104,870	2,477,850
Respite	75	8,118	160,110
Adult Day Services	74	5,158	72,120
Adult Day Service Transportation	36	20,728	44,440
Medical Transportation	559	16,908	298,350
Electronic Monitoring Systems	1,311	12,229	268,020
Companion Services	192	10,979	230,960
Independent Living Assistance	326	6,354	151,270
Home Delivered Meals	1,999	396,627	2,065,490
Home Medical Equipment	387	657	47,390
Environmental Services	28	68	8,920
Home Repair/Accessibility	173	200	100,620
Consumer Directed Care	71		256,410
Case Management			1,226,080
Assessment & Screening	3,198		212,420
Administration*			419,650

*Administration Percentage 4.8%

Total Program Expenses \$8,829,130

ELDERLY SERVICES PROGRAMSM

CLINTON COUNTY

The management of the Elderly Services Program (ESPSM) in Clinton County is a partnership which includes the Clinton County Commissioners, the Clinton County Department of Job and Family Services and the Clinton County Citizens for Elderly Services, Inc., a non-profit organization. ESP is administered by Council on Aging of Southwestern Ohio and is serviced by for-profit and non-profit service providers.

The Clinton County Elderly Services Program is funded by a five-year, 1-mil countywide property tax levy passed in 1998 and renewed in 2003.

Allocation of Program Funds - Clinton County Year Ending September 30, 2004

Total Consumers Served: 595 14% growth over 2003 - 74 more senior adults served

SERVICE	CONSUMERS	UNITS	EXPENSES
Personal Care	66	3,372	\$ 82,560
Homemaker	239	12,453	326,480
Respite	17	907	22,700
Adult Day Services	8	671	19,440
Adult Day Service Transportation	6	6,141	8,550
Medical Transportation	15	88	3,960
Electronic Monitoring Systems	318	2,562	63,130
Home Delivered Meals	369	58,775	324,650
Home Medical Equipment	82	97	16,750
Environmental Services	5	14	780
Home Repair/Accessibility	17	17	12,860
Case Management	595		105,690
Assessment and Screening			53,240
Administration*			59,790

*Administration Percentage 5.4%

Total Program Expenses \$1,100,580

**Clinton County
Citizens for
Elderly Services,
Inc. Board
(CCCES)**

President
John Hosler
Vice President
Marsha Snyder

Tim Hawk
Dean Knapp
Rev. Donald Mertz
Donna Vandervort
Carol Weber
Eli Yovich

**Clinton County
Commissioners**

Michael Curry
Darleen M. Myers
Rick E. Stanforth

Administrator
Mark Brooker

ELDERLY SERVICES PROGRAMSM

HAMILTON COUNTY

Hamilton County Elderly Services Program Advisory Council

Chairman

Janet Pecquet

Vice Chair

H.A. Musser

Secretary

Mary Jane Stumpf

The Elderly Services Program (ESPSM) is supported by a Hamilton County tax levy. The program completed its second cycle (1998 - 2002) and, thanks to Hamilton County voters and taxpayers, a renewal and increase was approved in November 2002. The management of the Elderly Services Program in Hamilton County is a partnership between the Hamilton County Commissioners and Council on Aging of Southwestern Ohio.

The innovative home care program fosters self-determination and independence for elderly residents through the provision of in-home and adult day services. The program recognizes the importance of the family and other informal support systems in achieving this goal.

The Hamilton County Elderly Services Program is funded by a five-year 1.16-mil countywide property tax levy that generates 18.2 million dollars annually.

Allocation of Program Funds - Hamilton County Year Ending September 30, 2004

Total Consumers Served: 8,030

Shirley Colbert
Patrina Garritano
Glenn Hamilton
Candy J. Hart
Paula Knecht
Bettye Torrey Oldham
Diane Palmisano
Michael Rench
Gwen L. Robinson
Connie Schmitt
Richard Schramm
Dennis Ellsworth Sies
Ronnell Spears

SERVICE	CONSUMERS	UNITS	EXPENSES
Personal Care	955	55,650	\$ 1,228,740
Homemaker	3,290	276,401	5,818,240
Respite	107	10,420	143,090
Adult Day Services	191	11,393	318,690
Adult Day Service Transportation	92	40,063	76,970
Medical Transportation	1,424	46,603	1,149,200
Electronic Monitoring Systems	2,288	21,369	516,670
Companion Services	129	10,998	154,640
Independent Living Assistance	266	3,729	81,280
Home Delivered Meals	4,741	886,986	4,499,980
Home Medical Equipment	836	1,263	118,800
Environmental Services	24	58	12,190
Home Repair/Accessibility	230	276	197,690
Consumer Directed Care	136		452,580
Care Management	4,718		2,156,390
Assessment & Screening			190,920
Administration*			792,590

Hamilton County Commissioners

John Dowlin
Phil Heimlich
Todd Portune

Administrator
David J. Krings

*Administration Percentage 4.4%

Total Program Expenses \$17,908,660

ELDERLY SERVICES PROGRAMSM

WARREN COUNTY

The management of the Elderly Services Program (ESPSM) in Warren County is a partnership which includes the Warren County Commissioners and the Warren County Elderly Services Program Advisory Council. ESP is administered by Council on Aging of Southwestern Ohio and is serviced by for-profit and non-profit service providers.

The Warren County Elderly Services Program is funded by a five-year, .96-mil countywide property tax levy passed in November, 2002.

Allocation of Program Funds - Warren County Year Ending September 30, 2004

Total Consumers Served: 1,580 21% growth over 2003 - 279 more senior adults served

SERVICE	CONSUMERS	UNITS	EXPENSES
Personal Care	227	10,275	\$ 252,710
Homemaker	740	49,951	1,197,600
Respite	59	5,339	122,430
Adult Day Services	42	2,681	85,880
Adult Day Services Transportation	15	4,520	16,990
Medical Transportation	261	5,032	210,150
Electronic Monitoring Systems	583	4,388	100,090
Independent Living Assistance	82	823	19,350
Home Delivered Meals	1,043	177,663	926,710
Home Repair/Accessibility	90	98	62,950
Case Management	1,580		433,000
Assessment and Screening			80,350
Administration*			180,530

*Administration Percentage 4.9%

Total Program Expenses \$3,688,740

Warren County Elderly Services Program Advisory Council

President
Bernard Eichholz
Vice President
Nick Nelson
Secretary
Ann Shann

Mark Clark
Larry L. Crisenbery
Ann Munafo
Bob Price
Warren Young

Warren County Commissioners

Larry L. Crisenbery
C. Michael Kilburn
Pat Arnold South

Administrator
Bob Price

TITLE III, FEDERAL AND STATE FUNDING

Council on AgingSM receives Title III funds through the Older Americans Act, Block Grant and Alzheimer Respite funding from the Ohio Department of Aging. Other Federal and State grants include emergency home repair funding from the Ohio Department of Development, Home Energy Assistance Program funding, and United States Department of Agriculture funds.

This funding helps support senior centers and services such as transportation, homemaker, adult day services, caregiver support, congregate and home delivered meals. The funding is distributed to each county to support the best mix of services needed at the local level. The funding is distributed through grants to senior centers and local senior service organizations, and through "blending" with the Elderly Services ProgramSM in each county. A little over 2 million dollars of Federal and State funding was matched with the Elderly Services Programs during 2004.

Allocation of Program Funds Year Ending September 30, 2004

SERVICES	CONSUMERS	UNITS	EXPENSES
Personal Care	113	8,093	\$ 61,960
MRDD Meals	36	8,974	55,880
Respite**	194	16,137	180,910
Adult Day Services**	283	17,602	464,620
Transportation	8,640	179,041	1,483,230
Senior Companion	103	86,888	14,780
Supportive Services	1,525	8,753	182,820
Home Delivered Meals**	10,191	1,624,800	1,484,860
Minor Home Repair	155	185	188,820
Caregiver Support	1,802	2,410	253,870
Congregate Meals	9,263	226,525	1,449,450
Recreation	6,572	16,751	511,220
Education	5,000	1,128	196,450
Ombudsman	11,783	8,938	389,570
Legal Assistance	1,403	2,639	135,020
Protective Services	187	3,323	187,200
Information & Referral**	22,368	27,875	171,620
Senior Volunteer (RSVP)	713	181,405	22,950
Vehicles & Equipment			5,290
Outreach		2,109	30,000
Case Management**	5,373		205,690
Administration*			619,170

*Administration Percentage 7.5%

Total Program Expenses \$8,295,380

** Funds were leveraged with the Elderly Services Programs. Duplication of units and consumers exists between Title III/State and ESPSM.

COUNCIL ON AGING LEARNING ADVANTAGES®

COALA®

Formal Training

The Council on Aging Learning Advantages (COALA®) formal training program has continued to assist in meeting the needs of the older adults in Area Agency on Aging 1 (AAA-1), AAA-8 and AAA-9. The COALA program in AAA-1 is supported by funding from the Ohio Department of Aging, participating PASSPORT and Elderly Services ProgramSM home care providers, local levies, and Cincinnati Foundation for the Aged.

In 2004, 106 graduates completed the program with 72% of the graduates being employed with home care agencies. In-service training was also initiated in 2004, with COALA® now offering 13 different 3-hour in-services to provider agencies' Home Health Aide staff.

The expansion and licensure of the COALA® program to other AAA's in Ohio continues to progress. AAA-8 completed four training classes in 2004 and AAA-9 completed seven classes. AAA-7 has applied for funding and will license in early 2005. The COALA® name was registered ® in 2004.

COALA® won a Best Care Practices Award from the Ohio Valley Appalachia Regional Geriatric Education Center (OVAR/GEC) in 2004. OVAR/GEC is made up of member universities including University of Kentucky, University of Louisville, University of Cincinnati, and East Tennessee State University. The organization was established in 1985 to enhance geriatric education and improve services for older persons throughout Kentucky, southern Ohio, eastern Tennessee, and western Virginia. Best Care Practices are evidence-based ideas and programs that improve the care of older persons.

Informal Training

The COALA® informal training program is supported by Cincinnati Foundation for the Aged, Title III D under the Older Americans Act, and Title III E under the Older Americans Act through the Administration on Aging (AoA). The training is intended to reduce the amount of stress and errors that result in injury or hospitalization to either the caregiver or the care recipient. Referrals to the program in 2004 showed an increase of 47% over 2003, and an increase of 44% in the number of visits provided. Calls to consumers on the ESPSM waiting list resulted in 35-40% accepting home visits, reducing the anxiety of waiting for services to begin.

The informal program continues with a two-year AoA grant (Title III E under the Older Americans Act through the Administration on Aging). The first caregiver under this grant was seen in February 2003. For the purposes of this grant, COASM is serving as the lead agency and sub-contracting with the Area Agency on Aging District 7, Inc. (AAA-7).

ACTIVE FOR LIFE®

Active for Life® is a four-year initiative of The Robert Wood Johnson Foundation aimed at developing programming that helps adults 50 years old and older make a change in their lives and adopt a more physically active lifestyle. Council on Aging in partnership with the Hamilton County General Health District and the Health Alliance received one of the nine Active for Life grants awarded nationwide. In 2003, our local Active for Life program served 103 participants across 8 locations. In 2004, the program was expanded to a total of 15 locations serving 259 participants. Participants have increased their weekly physical activity, felt less depression, and lowered their blood pressure. The average age of our participants is 74 years old and 86% are women. Results have varied among participants but some individuals have been able to reduce blood pressure and diabetic medications, lose weight, reduce or eliminate the use of oxygen tanks, and overall feel less depressed and enjoy life more.

SERVICE PROVIDERS

A. D. Home Care	Comfort Keepers #172
AM & PM Health Care Services Inc., II	Comfort Keepers #200
A-1 Health Care, Inc.	Comfort Keepers #224
Acare Home Health	Community Directions, Inc.
ACE (Adult Care Enterprises)	Community Services West
ADT Security Services, Inc.	Comprehensive Health Care Services, Inc.
Adult Day Services @ Butler County Care Facility	Creative Aging Cincinnati
Advanced Medical Equipment	Crosby & Reece Home Health Care Services, Inc.
Alan W. Arend	Day Share Senior Services
Algo Termite & Pest Control	Deaconess Lifeline
All Gone Termite & Pest Control, Inc.	Deupree Community Meals on Wheels
Almost Family	Easter Seals Southwestern Ohio
Alternative Home Care & Staffing, Inc.	Edenvue
Alzheimer's Association - Greater Cincinnati Chapter	Elderlife at Deaconess Hospital
American Nursing Care, Inc. - Cincinnati	Eldermount Adult Day Program
American Nursing Care, Inc. - Dayton	Emerson Heating & Cooling Company
American Ramp Systems	Empowering Services II, Inc.
Angels Home Health	Envision Home Care Alternatives, Inc.
Avondale Senior Day Center	Episcopal Retirement Home
Bathblest Renovations	Family Care, Inc
Bernens Medical and Pharmacy	Fidelity Health Care
Blackstone healthcare Inc.	First Medical
Booth Residence, Inc.	Formula Exterminators, Inc.
Care Medical Inc.	Friendly Care Agency
Caregiver Assistance Network	Frosty's Chauffeur Service
CareView Home Health	Gentiva Health Services
Caring Hearts Home Health Care, Inc.	Guardian Medical Monitoring, Inc.
Catholic Social Services of Southwestern Ohio	Halsom Home Care
CCCAP (Clinton County Community Action Program)	Handy Household Helpers
Center Hill Adult Day Care Center	Harmony Court Day-By-Day
CES (Citizens for Elderly Services, Inc.)	Harrison Senior Center
Charter Home Services	Healing Connections Associates, Inc.
Cincinnati Area Senior Services, Inc.	High Quality Staffing LLC
Cincinnati Recreation Commission	Hillebrand Home Health
Clermont County Community Services, Inc.	Home Care Network, Inc.
Clermont Senior Services, Inc.	Home Care Providers, Inc.
Clifton Senior Center	Home First Non-Medical
Clinton County Adult Day Center, Inc.	Home Health Care Services
Clinton County Health Department	Home Helpers
Colerain Township Senior Center	Home Instead Senior Care
Colonial Community Services	Home Living Assistants, Inc.
Comfort Keepers #123	Homeowner Solutions LLC

SERVICE PROVIDERS

Hometowne Transportation LLC	Oxford Senior Citizens, Inc.
House Mates	Personal Touch Home Care
Hoveround Corporation	Private Home Care, Inc.
Hyde Park Multi-Service Center for Older Adults, Inc.	Pro Seniors, Inc.
Interim HealthCare of Cincinnati, Inc.	Queen City Med Mart
International Quality Healthcare Corp.	Reid - American Nursing Care, LLC
Intrepid USA Healthcare Services	Response Ability Systems, Inc.
Jewish Community Center of Cincinnati	Responselink of Cincinnati
Jewish Family Service of the Cincinnati Area	Rural/Metro Helpline
Jewish Federation of Cincinnati	S.P. Contracting, LLC
Jewish Vocational Service	Safeway Safety Step, Inc.
Judson Home Care	Saint Joseph Construction
Kelly Home Care Services, Inc.	Santa Maria Community Services, Inc.
LifeSpan Home Care	Select Health Systems
LifeSphere	Senior Citizens, Inc.
LifeSphere Home Health Services	Senior Independence
Locust Ridge Adult Day Care	Senior Independence Adult Day Services
Lorraine Surgical Supply Co.	Senior Resource Connection
M. J. Nursing Registry, Inc.	Seven Hills Neighborhood Houses
Marielders Senior Center	Skilled Nursing II, Inc.
McKnight Terrace Lifeline	Spotless Maintenance Systems
Meda-Care Transportation, Inc.	The Salvation Army
Medic One	The Visiting Nurse Association of Greater Cincinnati and Northern Kentucky
Medicall	Thermal-Shield, Inc.
Mercy Lifeline	TriHealth Lifeline
Mercy Lifeline Cincinnati	Tri-State Maintenance
Middletown Area Senior Citizens, Inc.	Twin Towers Day Stay
Milt's Termite & Pest Control	United Way 211, The Care Connection
Mullaney's Pharmacy & Home Health Care	Universal Transportation Systems (U.T.S.)
Nerswick Home Services, LLC	V & N Services, Inc.
NORCEN Behavioral Health Systems, Inc.	VRI
North College Hill Senior Center	Warren County Community Services, Inc.
North Fairmount Community Center, Inc.	Wesley Community Services
Northwest Elder Care LLC	West College Hill Neighborhood Services, Inc.
Norwood Senior Center	Wilson Adult Day Care
Nurses Care, Inc.	WMKV 89.3 FM
Ohio State University Extension	
Otterbein-Lebanon Adult Day Services	

NOTES



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