



2023 IMPACT REPORT

From our CEO

Serving older adults, individuals with disabilities and caregivers in our community is challenging and rewarding work. I'm certain our staff and provider network would agree, there is no greater satisfaction than hearing from an older adult who is able to stay in the home where they've accumulated decades of memories. Or, from the caregiver who has experienced the relief of being able to go to work or attend their child's soccer game because their parent now has support in place at home.

For me, one of the most gratifying aspects of this work can be found in the partnerships we've built with our provider network, funders, elected officials and other organizations in our community — all with the aim of achieving our mission to help older adults remain independent in their homes and communities for as long as possible.

I feel strongly that this spirit of partnership makes our industry and our network unique — and it is what makes us strong and successful.

An example of how this spirit of partnership benefits older adults in our community occurred this past year. Council on Aging (COA) made the difficult decision to end its relationship with a major service provider after several serious breaches of contract.

This was a difficult decision, impacting more than 1,300 older adults in two counties. However, our provider network (namely Community First Solutions, Meals on Wheels Southwest OH & Northern KY and Warren County Community Services, Inc.) did an incredible amount of behind-the-scenes preparation to ensure no older adult went without their meal, ride or other scheduled service. Additionally, other community partners came forward to meet the need: a local church opened its doors as a temporary meal site, and countless other businesses, organizations and individuals offered their space, services and time — all for the benefit of older adults in their community.

This spirit of partnership is not new to our network. We see it every day in big and small ways — during pandemics, weather emergencies, power outages and vaccination drives. And also in partnerships that bring education, programming and resources to older adults and caregivers across our service area.

I encourage you to explore the other stories and highlights in this, our 2023 Impact Report. Each one demonstrates how partnerships helped our staff serve nearly 27,000 individuals in our community during the past year.

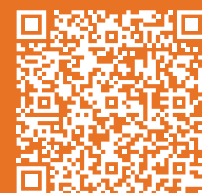
To those who have been our partner in the past, I sincerely thank you. And to those who would like to be a part of this unique partnership in the future, I look forward to hearing from you.

Thank you,



Suzanne Burke, CEO

A handwritten signature in white ink that reads "Suzanne Burke".



Our innovative staff and programs received local, state and national awards and recognition in 2023. Scan the code to read more.



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.

In-Home Care Services & Community-Based Support

In-Home Care

Individuals enrolled in fiscal year 2023. Individuals may be counted in more than one service category or program in the course of a year.

Traditional Medicaid Waiver Program	Enrolled
PASSPORT	1,477
Assisted Living Waiver	530
Specialized Recovery Services Program	1,035
Other Programs	
Elderly Services Program (Tax Levies)	16,148
MyCare Ohio (Medicaid/Medicare)	5,674
Other Case Management Services	1,827
Total in-home care clients	26,691

Community-Based Support

Individuals served in fiscal year 2023. Services funded by federal Title III of the Older Americans Act and state Alzheimer and Senior Community Service funds.

 3,323

Transportation

 11,629

Ombudsman Services

 3,066

Congregate Meals

 2,025

Legal Assistance

 3,570

Alzheimer's Education

 507

Supportive Services

 247

Health and Wellness Workshops

 441

Caregiver Support

Scan to access full versions of our 2023 Highlights.



2023 Highlights

Innovative 513Relief Bus transports COA specialists into the community

For decades, Council on Aging has been southwestern Ohio's "front door" for information related to aging and aging services, responding to more than 72,000 inquiries each year. This is traditionally done by phone or electronically, but when COA partnered with Hamilton County to include a specialist on its 513Relief Bus, it allowed COA to reach people in a completely new way: in person, out in the community.



In AddnAide, older adults partner with community members to help meet their home care needs

For older adults who need help to remain independent in their homes, having a trusted and reliable partner is key. In the face of a national homemaker worker shortage, COA developed AddnAide to give older adults more choices and flexibility in meeting their daily care needs. In the case of Blanche and Bonita, two retired nurses who connected via AddnAide, the two developed more than a care partnership — they became friends.



home52 Transportation success driven by partnerships with provider network

After nearly three full years of operations, home52 Transportation continues to grow and receive high marks from riders who rely on the service to meet their transportation needs. Bryan Black, COA's transportation program manager, attributes the program's success in large part to the partnerships home52 has developed with its transportation provider network, which includes many small and family-owned businesses.



Partnership leads to national recognition for innovative changes to local meal programs

COA and its innovation partner, the Live Well Collaborative, received national recognition for a project that will transform the way meal programs are delivered to older adults through select Council on Aging programs. "We're faced with unprecedented demand for services and increasing costs," said COA Vice President Ken Wilson. "This project helped us look at our meals program through a modern, innovative lens and will help position us to provide more, high-quality options for older adults in the future."



COA team helps clients navigate complex Medicaid journey

The road a typical Medicaid waiver client travels from their first contact with COA to the program where they will remain for the long term is often long and complex. It's a difficult road for individuals to navigate on their own. Fortunately, COA has many experts on its team to guide applicants through this process. It's a partnership that brings together several COA departments, external partners, individuals and their family members, all with the goal of ensuring clients receive the care and support they need to live in the environment they prefer — most often their home.



Community-based partnerships bring health and wellness programs to older adults and caregivers

COA offers free health and wellness programs for older adults and caregivers at more than 20 convenient, community-based locations (host sites). In 2023, nearly 250 individuals participated. According to COA Vice President Judy Eschmann, "Our secret sauce is our relationship with our host sites. By partnering with organizations in our community that already have a base of members or participants, we extend our reach and impact the lives of even more than we could working alone."





1.4 Million

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



26,691

Individuals remained independent in their homes with our help



1.8 Million

Meals served through home-delivered and congregate meal programs



132,757

Community members engaged through presentations and events



72,006

Requests for information and referral fulfilled and 128,067 website users



174,811

Trips for medical and senior center activities



2,991

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



2,427

Participants in the USDA Senior Farmers' Market Nutrition Program

Statement of Financial Activities

Year Ending September 30, 2023

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)	\$52,346,490
Medicaid Waiver (PASSPORT; Assisted Living)	\$28,702,197
Other Programs & Program Income (Client Contributions; MyCare Ohio; Specialized Recovery Services)	\$16,459,001
Federal Government (Titles III, VII, XX; HEAP; Nutrition Services Incentive Program; American Rescue Plan Act)	\$11,676,285
State Government (Senior Community Service; Alzheimer's; Senior Volunteer)	\$1,249,105
Other Support and Revenue (Donations; Interest; Employee Retention Credit)	\$5,033,286
Total Support and Revenue	\$115,466,364

Expenses

Community-based In-home Services	\$66,091,079
Care Management	\$24,972,633
General Administration	\$9,004,409
Community-based Senior Center Services	\$5,114,079
Information, Referral and Assessment	\$5,087,059
Total Expenses	\$110,269,259

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 leveraged partnerships during the past year to put our mission into practice for older adults in our region. Scan the QR code to read the full stories.



COA advocacy activities result in significant wins for COA constituents

One of the most important functions of Council on Aging in its efforts to serve older adults, caregivers and those with disabilities in southwestern Ohio is to advocate on their behalf. In 2023, COA led and participated in important advocacy efforts that will result in positive outcomes for thousands of Ohioans. COA's success in these efforts can be attributed to the agency's strong reputation among local and state elected officials, as well as strong partnerships both within and out of Ohio's aging services network.



Strong partnerships win the day following major provider termination

When COA was forced to cancel its contract with a major service provider, three other providers — and other community partners — stepped in to meet the needs of 1,300 clients in two counties. "Asking a service provider to take on new clients with very little notice is no small task," said Jennifer Lake, provider service supervisor at Council on Aging. "These providers demonstrated what true partnership is about — stepping in without hesitation to meet the needs of impacted older adults."



COA staff service projects highlight community partnerships

Staff service projects demonstrate the importance of building strong partnerships with other service-minded organizations in COA's service area, while also creating opportunities for staff to be involved and engaged in the community, beyond their daily work. In fiscal year 2023, COA staff participated in several service projects in partnership with other organizations, with the goal of supporting the needs of area older adults.



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Council on Aging

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