



2025 IMPACT REPORT



FROM OUR CEO

I will remember 2025 as one of the most significant years in my tenure as CEO of Council on Aging (COA). Our industry is no stranger to change, but this year brought an exceptional amount of it — and with that, important opportunities to grow, innovate and collaborate.

Collaboration was key as we prepared for the Ohio Department of Medicaid's transition from MyCare Ohio to Next Generation MyCare, which occurred on Jan. 1, 2026. It's no exaggeration to say our preparation touched almost every team member at COA. From case managers and finance team members to recruiters and provider services team members, almost everyone played a role in ensuring the transition was as successful as possible for all parties involved. Above all, we worked together to make certain no members in our service area experienced an interruption in their long-term care services.

I'm proud to share that COA led Ohio's 12 Area Agencies on Aging (AAAs) in negotiations with Next Generation MyCare's four managed care organizations (MCOs) to contractually define how the AAAs and MCOs will work together. The two groups successfully struck an agreement to which all parties will abide when providing care to members. You can read more about the transition to Next Generation MyCare in this report.

A Next Generation MyCare technical collaboration continues to evolve. COA spun off its CareDirector care management platform into its own social enterprise to be developed and used for waiver service coordination by all AAAs and MCOs. There will be more to come as CareDirector undergoes further development and is launched.

In 2023, when the state of Ohio announced its intention to expand the PACE (Program of All-inclusive Care for the Elderly) model of care to new regions in the state, we partnered with TriHealth to submit a proposal to bring PACE to Hamilton County. The result was another major milestone in our year — the Sept. 1 launch of PACE of Cincinnati — the only PACE program in the state built on a partnership between a local health care system and an Area Agency on Aging. This new option strengthens our region's continuum of care, providing another option for older adults who wish to remain in their homes.

In Butler County, voters approved the first senior services levy increase in 20 years. During that same period, the county's 60 and older population had grown 79% and ESP — the program funded by the levy — was not able to meet the growing demand for in-home care. The increase allowed ESP to lift enrollment restrictions that had been in place for more than a year and serve more older adults and caregivers in the county. Further details appear in the story included in this report.

These accomplishments — and the many others you will read about in this report — reflect our continued commitment to COA's core purpose: helping individuals remain independent in their homes for as long as possible.

Sincerely,



**Suzanne Burke,
President & CEO**



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.



Butler County voters approve first senior services tax increase in 20 years

Butler County's senior services tax levy — Issue 1 — was approved by 55% of voters on Nov. 4, 2025. The levy was a renewal of the existing 1.3 mill levy and an increase of .7 mill. It was the first time in 20 years Butler County voters were asked to approve an increase in the senior services levy, despite 79% growth in the county's 60 and older population during the same time period.



At 106, Warren County resident proves you're never too old to live independently

Warren County ESP client, Marvel — affectionately known by all as Marvelous Marvel — lives in Maineville with Jeanette, her niece and caregiver. Marvel celebrated her 106th birthday in 2025. Marvel lived alone until she was 101, when Jeanette moved in with her. It was during the pandemic and Marvel had been diagnosed with kidney cancer. Jeanette appreciates all the services Marvel receives at home. "All of these services work together to support Marvel's needs and mine," she said. "It helps me function better [as a caregiver] so I can make sure she gets the care she needs."



Advocacy vital for protecting and growing programs and services for older adults

With most of its funding for programs and services provided through state and local governments, it is crucial for Council on Aging to educate elected officials and the community at large about the issues affecting older adults. This is why one of the agency's most important functions is advocacy on behalf of older adults. In 2025, COA's advocacy efforts ranged from speaking to Butler County community groups about an upcoming levy increase to coordinating state legislator visits with clients in their homes.

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Council on Aging

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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

Community-Based Support

Individuals served in fiscal year 2025. Services funded by federal Title III of the Older Americans Act and state Alzheimer and Senior Community Service funds.

 **1,930**
Transportation

 **10,759**
Ombudsman Services

 **3,977**
Congregate Meals

 **2,413**
Legal Assistance

 **3,443**
Alzheimer's Education

 **739**
Supportive Services

 **380**
Health and Wellness Workshops

 **476**
Caregiver Support

In-Home Care

Individuals enrolled in fiscal year 2025. Individuals may be counted in more than one service category or program in the course of a year.

Traditional Medicaid Waiver Program	Enrolled
PASSPORT	1,833
Assisted Living Waiver	740
Specialized Recovery Services Program	1,684
Other Programs	
Elderly Services Program (Tax Levies)	14,685
MyCare Ohio (Medicaid/Medicare)	5,973
Other Case Management Services	2,443
Total in-home care clients	27,358

2025 HIGHLIGHTS

Grants and awards recognize COA's commitment to innovation and service; help expand services

In 2025, Council on Aging received national recognition for two of its innovative programs; both of which the agency developed to alleviate challenges to serving its clients due to a national home health aide workforce shortage. In addition, COA subsidiary home52 secured six grants, allowing it to provide transportation to more older adults and individuals with disabilities in its service area.

COA embraces experience, collaboration to guide successful transition to Next Generation MyCare

When the Ohio Department of Medicaid announced several years ago it would transition to a new iteration of MyCare Ohio, and as program details became available, Council on Aging leadership recognized opportunities to leverage its 12 years of experience with the program and strong statewide relationships to set up its transition for success. Next Generation MyCare launched Jan. 1, 2026, in COA's service area after many months of internal preparation and work with external partners to strike an agreement on the role of Ohio Area Agencies on Aging in the program.

home52 Transportation and ESP keep Cincinnati grandmother moving

Juanita doesn't like to sit still. She worked on her feet in distribution for LensCrafters for 21 years before retiring about 10 years ago. "I like the action. I don't like to sit down all day," she said. Health challenges in recent years have slowed her down a bit and kept her from driving, but they haven't kept her stuck at home. Juanita qualified for rides offered through home52 Transportation — a service of Council on Aging's subsidiary, home52. Now, she's able to get to the doctor, grocery store and laundromat when her family isn't able to drive her.

Trenton widow regains independence with help from COA program

On Oct. 31, 2022, Susan's life changed forever. That was the day she had major spinal surgery and woke up not able to feel her lower body. She was told she was paraplegic. A widow after 48 years of marriage, Susan lived alone in her single story, four-bedroom home. "I was scared to go home (from the hospital)," she said. "I was absolutely, flat-out terrified." But through her tireless work and determination, and with support from Butler County ESP, Susan is more independent than she ever thought she could be again.



Scan to access full versions of our 2025 Highlights.





27,358

Individuals remained independent in their homes with our help



1.6 million

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



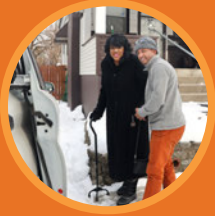
162

Presentations and events participated in throughout southwestern Ohio



1.8 million

Meals served through home-delivered and congregate meal programs



186,404

Trips for medical and senior center activities



85,364

Requests for information and referral fulfilled and 183,000 website users



3,434

Participants in the USDA Senior Farmers' Market Nutrition Program



3,479

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

STATEMENT OF FINANCIAL ACTIVITIES

Year ending September 30, 2025

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)	\$53,532,334
Medicaid Waiver (PASSPORT; Assisted Living)	\$51,751,353
Other Programs & Program Income (Client Contributions; MyCare Ohio; Specialized Recovery Services)	\$21,855,248
Federal Government (Titles III, VII, XX; HEAP; Nutrition Services Incentive Program; HUD Older Adults Home Modification Program Grant)	\$10,678,454
State Government (Senior Community Service; Alzheimer's; Senior Volunteer)	\$1,348,214
Other Support and Revenue (Donations; Interest; Gain on Sale)	\$1,188,711
Total Support and Revenue	\$140,354,314

Expenses

Community-based In-home Services	\$87,193,158
Care Management	\$29,105,948
General Administration	\$13,650,334
Community-based Senior Center Services	\$5,905,399
Information, Referral and Assessment	\$4,199,106
Total Expenses	\$140,053,945