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## **2020 Impact Report**

**Council on Aging of Southwestern Ohio**

# From Our CEO

Each new year brings challenges when your organization is dedicated to serving older adults and people with disabilities. The population we serve is growing rapidly. There are not enough qualified workers to fill the growing demand for in-home care. Family caregivers find themselves providing increasingly complex care while also trying to raise families and manage careers.

Add a global pandemic to the mix and the probability of things going from bad to worse increases drastically.

Not here. Not in southwestern Ohio. While it has certainly been a challenging time for all of us – especially for those we serve – I could not be prouder of our response to the COVID-19 pandemic and the work we have done on behalf of our community's most vulnerable residents. This pride extends to Ohio's network of Area Agencies on Aging (Council on Aging is an Area Agency on Aging). This network, and the community-based providers that work with us, has been a lifeline for area older adults who've struggled to maintain their independence during the pandemic.

In our 2020 Impact Report, you'll learn how Council on Aging (COA) quickly adapted to meet our community's needs - serving not only our own clients, but also older adults, who until the pandemic, never before needed assistance. The stories and data in this report illustrate the breadth of this response. For example, by the end of September 2020, COA had provided more than 252,000 meals to older adults who'd been impacted by the pandemic.

Equally impactful – and humbling – is the feedback we've received from older adults and their caregivers. Ron, a veteran from Clinton County, told us, "After this is all over, when I can get to the store, I want to send you a thank you! I feel bad taking food like this. I don't ask for anything that I can't get myself unless I really need it, or if I need it for my wife. I know there are others who need it more than I do."

COA's response to the COVID-19 pandemic began in January 2020 and it continues today as we work to help vaccinate a population that is dying from this virus at rates disproportionately higher than any other group. In the U.S., eight in 10 COVID-19 related deaths are among people age 65 and older.

It's hard to see the positive in a situation where older adults are cut off from loved-ones for months at a time, afraid even to leave their homes to shop for groceries. But out of every emergency situation comes opportunity for innovation and collaboration. We seized on opportunities to work



with new partners – health departments, emergency management agencies, health care leaders and even local restaurants – to help older adults through the pandemic.

We also adapted existing services and launched new programs. In its first year, the Senior Farmers' Market Nutrition Program provided locally grown fruits and vegetables to more than 1,100 older adults in our service area – a welcome bright spot in a season of monotony.

In fact, the pandemic has changed how we do business - for the better and for the future. In a space where technology is often seen as a barrier to care, we've received grants and are piloting programs that will help us connect virtually to our clients and caregivers.

But there were other factors driving change last year. Driven by the response to the killing of George Floyd, we took a thoughtful look at our commitment to diversity and inclusion. We have a lot of work to do, but we are united in the belief that our workforce should reflect the diversity of those we serve. And that as such, we can create a culture and provide services that acknowledge and celebrate the things that make each of us unique.

As a country, there's a lot to be hopeful for. My hope is that next year, our 2021 Impact Report will share news of how we beat the pandemic and welcomed a return to normalcy. For now though, I choose to celebrate the positive moments of the past year, especially as we enter a new era for COA and celebrate 50 years of service to our community. Please join us in this celebration by sharing the impact COA has had on your life. Leave your thoughts on our Facebook page using the hashtag **#COA50years**.

A handwritten signature in black ink, reading "Suzanne Burke". The signature is fluid and cursive, with the first name "Suzanne" being more prominent than the last name "Burke".

**Suzanne Burke, CEO**

# Our Impact in 2020

COA administers publicly-funded programs and services for older adults, people with disabilities and their 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.

Through 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 individuals and caregivers.

Programs and services administered by COA can prevent or delay nursing home care. This is important for two reasons: 1) people want to remain in their homes as long as possible, and 2) our programs cost taxpayers a fraction of the cost of nursing home care.

## Impact Highlights

### In-home care services

Individuals Enrolled in Fiscal Year 2020. Individuals may be counted in more than one service category or program in the course of a year.

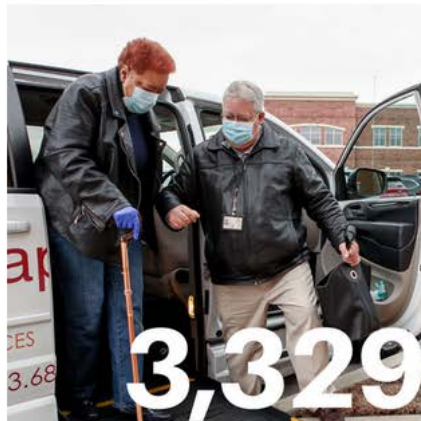
Traditional Medicaid Waiver Programs	Enrolled
PASSPORT	1,684
Assisted Living Waiver	478
Ohio Home Care Waiver	679
Specialized Recovery Services Program	1,532
TOTAL:	4,373
Other Programs	Enrolled
Elderly Services Programs (Senior Levies)	15,247
MyCare Ohio (Medicaid/Medicare)	4,900
Other Case Management Services	2,991
TOTAL CLIENTS SERVED	
27,511	

## Community-based support

Services funded by federal Title III of the Older Americans Act and state Alzheimer's and Senior Community Service funds.



Congregate Meals



Transportation



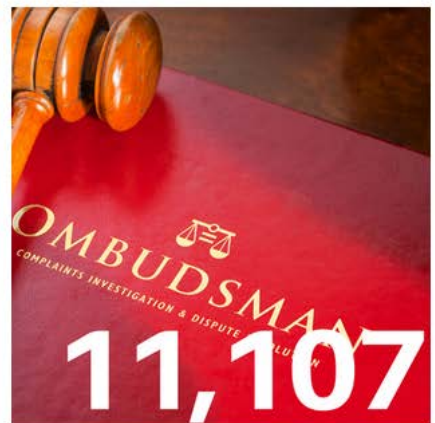
Caregiver Support



Alzheimer's Education



Legal Assistance



Ombudsman Services



Supportive Services



Long-term Care Planning Education



Health & Wellness Workshops



## Impact highlights

Contracted with  
**298**  
organizations to provide  
more than  
**1.3 million**  
hours of in-home care



**1.9 million**  
meals served through  
meals on wheels and  
congregate meal  
programs



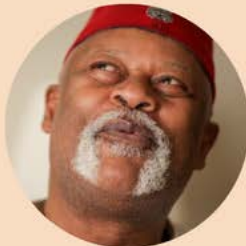
**2,218**  
clients transitioned from  
hospital or nursing facility  
to home via transitional  
programs such as  
FastTrack Home



**49,574**  
requests for information  
and referral fulfilled



**27,511**  
older adults and people  
with disabilities remained  
independent in their  
homes with our help



**828**  
minor home repairs



Provided  
**165,305**  
trips for medical and  
senior center activities



**121,145**  
unique visitors to  
[www.help4seniors.org](http://www.help4seniors.org)



# Our response to the COVID-19 pandemic







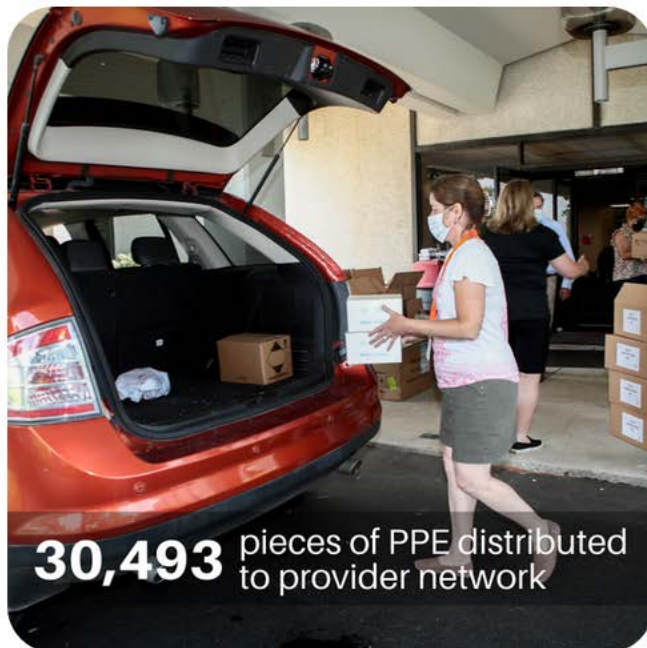
**10,468** welfare calls to clients  
at beginning of pandemic



**33,982**  
Comfort  
Meals  
delivered



**925** new home-delivered  
meals enrollees



**30,493** pieces of PPE distributed  
to provider network



# Financial Statement

Despite the complexity of our financial activity - with local, state and federal funding requirements - COA has an unbroken record of clean annual audits that goes back more than 20 years.

## Year ending September 30, 2020

Support & Revenue	
Local Government (Elderly Services Program)	\$39,391,818
Medicaid Waiver (PASSPORT, Assisted Living)	\$23,962,912
Other Programs & Program Income (Client contributions, Ohio Home Care Waiver, MyCare Ohio, Specialized Recovery Services)	\$13,215,251
Federal Government (Title III, Title IV, Title XX, HEAP, Nutrition Services Incentive Program)	\$9,734,623
State Government (Senior Community Service, Alzheimer's, Senior Volunteer)	\$1,047,455
Other Support & Revenue (Donations, Interest)	\$642,635
TOTAL:	\$87,994,694
Expenses	
Community-based In-home Services	\$52,741,161
Care Management	\$20,086,607
General Administration	\$7,980,334
Community-based Senior Center Services	\$3,469,893
Information, Referral & Assessment	\$3,169,656
TOTAL:	\$87,447,651
END OF YEAR NET ASSETS	
	\$8,915,098



## Council on Aging + home52

home52 is a subsidiary of Council on Aging of Southwestern Ohio. Leveraging 50 years of experience, Council on Aging and home52 are experts at helping individuals, families and caregivers manage complex medical and long-term care needs. home52 offers flexible services and payment structures that align with Council on Aging's mission to help individuals remain independent in their homes.