



*Council on Aging of Southwestern Ohio  
2006 Report to the Community*



*Assistance. Advocacy. Answers on Aging.*

## *Council on Aging Mission, Vision & Values*

### **Our Mission and Vision**

Enhance the lives of adults by assisting them to remain independent at home through a range of quality services. Every senior adult in our region shall have a choice, and a range of services and programs that will assist them to remain independent in their chosen environment.



### **Values**

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

Teamwork and Collaboration

Responsiveness and Availability

Results and Quality

Efficiency and Accountability

Innovation

Caring Attitude

Communication

**In our 37<sup>th</sup> year of helping older adults and their families, Council on Aging continues to be...**

#### **An expert**

- ◆ Responds to nearly 23,000 calls for information about help for seniors

#### **A resource**

- ◆ Provides in-home services to more than 16,000 people in five counties

#### **A partner**

- ◆ Visits more than 300 caregivers to provide education and support in their homes

#### **An advocate**

- ◆ Informs elected officials; builds community partnerships



## A message from the Board President and CEO

On February 6, 2006, Council on Aging staff spent the morning reviewing and discussing the new strategic plan that is to guide all our projects and initiatives for five years. We gave our brains a workout. That afternoon, our bodies got the workout as we moved into our new offices in Springdale.

2006 will be remembered as a year of busy days and fast-paced change. These exciting times will continue because, in many ways, we're reinventing ourselves.

Our mission remains, but to fulfill it, we're adapting to a changing environment. We all know about the aging of our population and the tremendous demands and opportunities ahead. Medicaid spending, consumer-driven health care, competition for funding, and more options for long-term care are trends that call for energetic and innovative leadership.

We're moving ahead with confidence. In October, Council on Aging received a prestigious Organizations of Noteworthy Excellence (ONE) Award in the category of Performance. This honor – a new award sponsored by the Cincinnati Business Courier, the Greater Cincinnati Foundation, and Clark, Schaefer, Hackett & Co. - places us among the area's top non-profits.

One month later, we had another reason to celebrate with the passage of the Elderly Services Program levy in Warren County. This replacement and increase will allow the program to gradually grow from the present enrollment of 1,300 people a month to serve 1,775 people a month by 2011. It was heartening to see Warren County's commitment to helping elderly neighbors and loved ones remain safe and independent in their homes.

We also celebrated the reauthorization of the Older Americans Act. This 40-year-old law is the lifeblood of services to older adults. For years, its funding has fallen far short of need. This is why we turn to local tax levies, but we must be resourceful in other ways, too.

A grant from the Spaulding Foundation helped us launch COALA ElderCare Plus, a program to provide workplace-based education and support for working caregivers. We also received our first United Way grant, which will enable us to expand our highly-successful training program for home health aides. A grant from the Ohio Department of Aging is helping us continue the life-changing wellness program, Active for Life.

The year ahead will be filled with many more challenges. These include tax levies we anticipate will be on the ballot in November to support the Elderly Services Programs in Clinton and Hamilton counties. We also plan to launch pilot programs in Butler and Hamilton counties to provide behavioral health services to older adults suffering from mental illness and substance abuse.

We invite you to read our *2006 Report to the Community* to learn more about who we are and what we do. We're proud of our record and passionate about our mission. Inside, you'll read stories about lives that are better because of the work we do with you, our community partners. We are grateful to you who share our successes, help us in struggles, and challenge us to do better.

Denny Begue  
President, Council on Aging Board of Trustees

Suzanne Burke  
Chief Executive Officer



Dennis Begue,  
President Board of  
Trustees



Suzanne Burke, CEO

**Council on Aging...Year at a Glance**

- Clients receiving in-home care: 16,392, up by four percent from 2005
- Hours of in-home care provided: 1.7 million
- Number of home-delivered meals: 1,808,338 meals to 10,874 homebound older adults
- Grants to senior centers for special projects: \$50,000 to 12 senior centers
- Calls for information about help for seniors: 22,618
- Pre-admission reviews for people entering nursing facilities: 11,182
- Home visits for COALA Caregiver Education and Support: 374
- Passage of 1.2-mill tax levy supporting Warren County Elderly Services Program
- Won Organizations of Noteworthy Excellence Award (ONE) in Performance Category

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**History**

Council on Aging (COA) was founded in 1970 to promote the interests of older adults. In 1974, the Ohio Department of Aging designated COA to be an Area Agency on Aging (AAA). We serve Butler, Clermont, Clinton, Hamilton and Warren counties. More than 252,000 adults age 60 and older live in this region.

**Employees**

COA has 195 employees. Most are licensed social workers and registered nurses who provide intake, assessment and case management services for our homecare programs.



**Programs and Services**

Community-based long-term care, including:

Elderly Services Program

PASSPORT

Residential State Supplement Program

Assisted Living Waiver

Pre-admission Review

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Title III of the Older Americans Act

Quality Improvement

Council on Aging Learning Advantages  
(COALA)

COALA Home Health Aide Training  
COALA Caregiver Education and Support  
COALA Eldercare Plus

Community Resources and Information

## Long-Term Care

### A range of care based on need

Many people need long-term care as they age and lose some of their abilities. Nursing homes are no longer the only option. Types of care range from in-home services such as home-delivered meals, all the way to hospice care for the dying. In between are choices such as adult day services and assisted living.

Not only are there more choices today, but older adults often move in and out of different types of care. The system is designed to be flexible.

### Planning - Council on Aging can help

Choosing long-term care begins with understanding the options and planning for future needs. Through a program called Taking Charge, Council on Aging offers in-home consultations and assessments as a free public service.

*The suggestions I got (via a Taking Charge visit) were great and (the assessor) was so patient. It's such a relief to know where to turn when we need more help."*

~ Denise Long of Mt. Washington  
Caregiver for her parents who are in their 90s

### Choosing long-term care

COA assesses potential clients to determine whether they qualify for certain long-term care programs that we administer. Qualifications are based on income, assets and the level of care needed.

### Number of assessments by county for fiscal year 2006:

Butler 1,706	Clermont 236 (COA does not administer the Elderly Services Program in this county)
Clinton 98	Hamilton 4,201
	Warren 654

If a person needs to enter a nursing facility, our department of Pre-Admission Review steps in to help. Pre-Admission Review is mandated by law. It is a process of screening and assessment for every person entering a Medicaid-certified facility. The purpose is twofold: 1) to ensure appropriate nursing home placement, and 2) to ensure that Medicaid-licensed facilities fulfill their licensure agreements.

**Number of pre-admission reviews for fiscal year 2006: 11,182**

### Assisted living option now available to Medicaid recipients

With her eyesight nearly gone due to macular degeneration, Faith Fudge agreed with her family that the time had come to leave her home and enter a nursing facility.

She moved from a senior housing complex in West Carrollton to Hawthorn Glen Nursing Center and Senior Living Campus near Middletown. She loved the atmosphere, food and friendly staff, but wasn't so happy to be sharing a room.

Last summer, however, Mrs. Fudge, 95, was able to move into her own room in the assisted living wing.

The change came because, beginning July 1, 2006, Ohio's Medicaid program began paying for elderly and disabled adults to receive care in assisted living facilities. Previously, assisted living was not an option. This often left people no choice except to live in a nursing home in order to get Medicaid if they had low income or had depleted their assets.

Assisted living offers residents independence, privacy and services more tailored to their needs. Long-sought by advocates for the aging, the assisted living waiver is an alternative for people who need long-term care, but not a nursing home.

Now, Mrs. Fudge, a former registered nurse, has a pleasant, airy room with French doors that open onto a patio.

"I was able to bring my own furniture," she said. "In the morning, I have coffee on the patio and the Lord and I talk over what I'm going to do for the day. I just can't say enough good things about this place. I'm very, very happy here."



## **PASSPORT**

PASSPORT allows low income older adults the option to receive care at home, rather than in a nursing facility. It is a Medicaid waiver program, which means it is a cost-effective alternative to nursing care.

PASSPORT saves taxpayers money. It costs about \$1,100 a month for PASSPORT, compared with about \$4,800 a month for a nursing home. Without PASSPORT, more older adults would enter nursing homes in order to access Medicaid, which is an entitlement program.

### **PASSPORT by the numbers – 2006**

**Total clients served in five counties:** 2,995

#### **Client profile:**

Eighty percent of clients are women. Sixty-five percent are between the ages of 70 and 89. Ten percent are age 90 and older. Clients need help with three or more basic living activities, such as bathing and meals. More than half live alone.

#### **Program impact:**

Largely as a result of the growth in PASSPORT, approximately one-fifth of Ohio's nursing homes' beds are unoccupied. This trend persists despite the increasing elderly population.

More than 33,000 Ohioans received PASSPORT services in 2006, a number that has more than tripled since 1994.

## **Feisty grandmother plans to stay in her home**

Mary Alice Stanley insists she never says anything she doesn't mean. Asked her age, she laughs. "I'm 15 going on 14," and it's clear the subject is closed.

A woman of strong opinions, she says she gets along fine at home except for calls from annoying telemarketers who "never leave you alone."

Ms. Stanley misses Georgia, where she grew up, but she has lived here, in the same home, for more than 40 years. She intends to stay, too, and is grateful for the help that makes it possible.

Council on Aging enrolled Ms. Stanley in PASSPORT when it became clear she needed more help. She has an emergency response device, weekly visits from a nurse, and help with housekeeping and personal care

"My aide cleans and does the laundry and helps me with a bath," she said. "I'm doing OK."



## Elderly Services Program

Thanks to the taxpayers of our region, increasing numbers of older adults are able to remain in their homes as they age.

The Elderly Services Program, supported by county tax levies, fills a gap in long-term care. It helps people who are not eligible for the PASSPORT Medicaid waiver. Without the program, many would be forced to leave their homes and go into nursing facilities unnecessarily.

Like PASSPORT, the Elderly Services Program saves taxpayers money. It is even less expensive than PASSPORT because clients don't need as much care. It costs under \$400 a month, on average, or less than one-tenth the monthly cost of care in a nursing home. Many clients contribute to the cost of their care through a monthly co-payment.

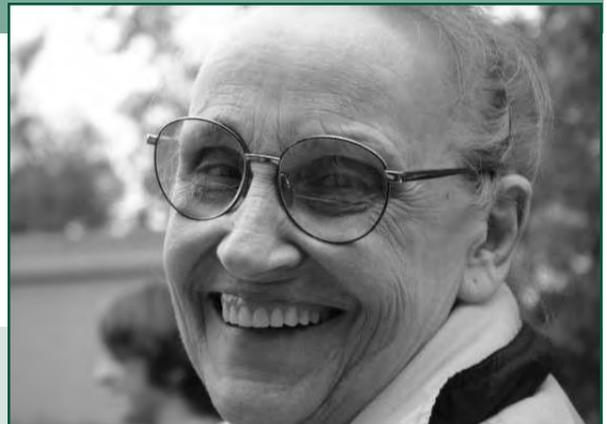
Council on Aging administers the Elderly Services Programs through contracts with boards of commissioners in Butler, Clinton, Hamilton and Warren counties.

## Typical ESP Client

The typical client is an 80-year-old woman, living alone, on an annual income of less than \$18,000. Of that, she pays \$2,400 out-of-pocket for medical expenses.

She no longer drives and is not strong enough to clean her house or prepare meals. Her children divide up the errands, financial matters, doctor appointments, and yard work, but they also have jobs and families of their own.

Because the Elderly Services Program extends what family members can do, it delays or prevents nursing home placements.



## Elderly Services Program Highlights – 2006

**Butler County** – 3,307 clients served, up by 22 percent over 2005. In late 2005, nearly 900 Butler County citizens were on a waiting list for the program. Voters approved a levy increase that November. By May 2006, caseworkers enrolled everyone who still needed the program – more than 500 people – and ended the waiting list.

**Clinton County** – 363 clients served, down by 24 percent from 2005. Clinton's tax levy does not generate enough revenue to keep up with the need for services. The program had to close enrollments to avoid a deficit. More than 130 people are on a waiting list. Commissioners are expected to place a levy on the November 2007 ballot.

**Hamilton County** – 8,034 clients served, up by three percent over 2005. Hamilton County's levy expires in 2007. A levy is expected for the November, 2007 ballot.

**Warren County** - 1,855 clients served, up by eight percent over 2005. Voters approved a levy increase in November 2006.

### **With help, there's a home**

Alberta Stinson has never let age or disability hold her back. Blind since birth, she didn't have an opportunity to learn Braille as a child, so she learned when she was 27. As a teenager, she dropped out of high school in the ninth grade to take care of her ailing father. But, at age 49, she went back to class, took the GED test and passed.

Today, at 72, Ms. Stinson lives on her own in the College Hill home where she has been for 30 years. Through a combination of the Elderly Services Program and a Catholic Social Services grant, she receives help with housekeeping, errands, and other services designed to keep her independent.



Her care manager, Anne Balsley, helped her to get treatment for arthritis and arranged for volunteers from a nearby church to handle yard work. Helpers from the Cincinnati Association for the Blind also handle some household chores.

Friends take Ms. Stinson to church every week, where she is always prepared for Sunday School because she reads the Bible in Braille.

“I guess seniors like me need a lot of help,” said Ms. Stinson, flashing a wide smile. “But without the help, I would be in terrible shape. I couldn't keep my home.”

### **Council on Aging provides critical home repairs**

Through the Critical Repair/Modification Program, COA provides home repairs and modifications for eligible homeowners, age 60 and older in Butler, Clermont, Clinton, Hamilton and Warren Counties. The program is funded by a grant from the Ohio Department of Development.

#### **A repair that warms the hearth**

A call from Lucille Amos came to the Home Repair Department at COA during the first snow storm of the year. Ms. Amos called because her furnace was not working and she had no heat. The provider who handles furnace problems for COA was able to get out to Ms. Amos' home the same day, but a part required to repair the furnace was not available locally and would take two weeks to obtain. COA replaced the furnace instead so Ms. Amos would not be without heat for two weeks. A new furnace was installed in her home within the next several days.

#### **Data Snapshot:**

In 2006, COA provided critical repairs or home modifications to the following number of clients:

- ◆ Butler: 465
- ◆ Clinton: 26
- ◆ Clermont: 29
- ◆ Hamilton: 532
- ◆ Warren: 136

## Advocacy: a voice for elders

As an advocate for older adults, Council on Aging educates and informs elected officials about our programs. Members of the COA Board of Trustees and Advisory Council meet with elected representatives to talk about issues affecting older Americans.

We also arrange for officials to visit the homes of clients who are in the PASSPORT and Elderly Services Program. They are accompanied by case managers and Polly Doran, PASSPORT team leader and coordinator of our advocacy efforts. When officials see the programs in action, they understand the role and value of in-home services.

An advocacy organization – Citizens for Elderly Services, Inc. – is building a grassroots movement of seniors and caregivers who can strengthen the messages to elected officials. Some of these advocates receive training through the CES program, Senior Advocate University. The training helps elected officials, seniors and caregivers learn from each other about the aging network and government. Some graduates this year went right to work helping to pass the Warren County Elderly Services levy. The program graduated 34 senior advocates in 2006 and regularly communicates with hundreds of people interested in older adult causes.

In 2006, COA staff arranged 49 advocacy sessions with elected officials including client visits, meetings, and participation in Senior Advocate University. All of our state senators and 80 percent of state representatives have been on a PASSPORT home visit.



PASSPORT client Lois Hutchinson, of Hamilton, and her COA case manager, Jennifer Brock, enjoyed a visit from Ohio Sen. Gary Cates (R-Butler County).



During a conference in Washington, D.C., representatives of Ohio's Area Agencies on Aging met with then-U.S. Rep. Ted Strickland, who is now governor of Ohio. Council on Aging was represented by Director Suzanne Burke, front, center, and PASSPORT team leader Polly Doran, back row, second from left.

## Levy victory means Warren program can expand

With the November 2006 passage of a 1.21-mill levy for Warren County's Elderly Services Program, caseworkers at Warren County Community Services, Inc. began enrolling the nearly 300 people who had been on a waiting list. The levy increase will enable the program to meet the needs of this growing community. The number of people enrolled will gradually increase from 1,300 a month to 1,775 a month by 2011.



Among those celebrating the levy victory were Bernie Eichholz, 90, Chairman of the Warren County Elderly Services Program Advisory Council; Karen Hill, Director of Aging Services for Warren County Community Services, Inc.; and Liz Buchanan, volunteer *extraordinaire*.

### **Title III: America's promise to older adults**

**Title III of the Older Americans Act** of 1965 supports a range of programs that offer services and opportunities for older adults, especially those at risk of losing their independence. Title III grants funds to the states and the Area Agencies on Aging for the purposes of planning, developing and coordinating systems of supportive in-home and community-based services.

#### **How is Title III used in Southwestern Ohio?**

Council on Aging uses Title III funds to advocate for older adults and to help them remain within their own homes and communities. Money goes to senior centers and community service organizations. Title III dollars are also leveraged with state funding and local tax levies to provide needed in-home services for seniors not eligible for the PASSPORT Medicaid Waiver.

#### **Data snapshot:**

In 2006, Title III provided 226,145 congregate meals served at various sites (mostly senior centers) in five counties.

47 senior centers provided sites for meals and other Title III activities.

#### **Community services that receive Title III funds:**

- ◆ Transportation
- ◆ Congregate Meals
- ◆ Home Delivered Meals
- ◆ Alzheimer's Education
- ◆ Case Management
- ◆ Legal Assistance
- ◆ Personal Care
- ◆ Homemaker Services
- ◆ Ombudsman Program
- ◆ Adult Day Services, Respite
- ◆ Recreation/Socialization
- ◆ Information and Referral
- ◆ Nutrition Education
- ◆ Caregiver Education
- ◆ Health Promotion



Thousands of home-delivered meals are prepared and packaged daily at the Derringer Company in Fairfax, Hamilton County.



Baseball legend Joe Nuxhall spoke at the Greater Cincinnati Health and Wellness Fair held in September at Sycamore Senior Center in Blue Ash. Afterward, he joined more than 1,000 other seniors who received health screenings, ranging from blood pressure checks to bone density scans.

Flu shots were in high demand at the Greater Cincinnati Health and Wellness Fair. Nearly 2,000 older adults attended the fair over two days. The fair was presented by Glaxo Smith Kline, Co. with co-sponsors Kroger Co. and Council on Aging.



**COALA®: Empowering and supporting caregivers**

Council on Aging Learning Advantages (COALA) is an award-winning program for caregivers. It has three parts:

- ◆ COALA Home Health Aide Training
- ◆ COALA Caregiver Education and Support
- ◆ COALA Eldercare Plus

**COALA Home Health Aide Training**

This program trains people for careers as home health aides. The training increases the number of qualified aides who may be hired by homecare agencies and allows more older adults to remain safe and independent in their homes.

**2006 Highlights:**

- ◆ Received United Way grant to hire an additional trainer
- ◆ Added hospice training to the curriculum
- ◆ Succeeded in lobbying state to change PASSPORT rules to allow formally-trained aides without high school degrees. Experience and research showed aides did not need degrees to be successful. The change clears the way for more people to choose this career and improve their lives.
- ◆ Graduated 120 aides; 871 graduates since program started in 2000
- ◆ Exceeded national standards for job retention – 80 percent of aides are still on the job 16 months after graduating and ten percent go on to higher education

**COALA Caregiver Education and Support**

This program provides training and emotional support to family caregivers. A registered nurse visits the caregivers' homes as a public service, free of charge, to provide hands-on education. The caregiver receives an instruction manual and directory of community resources.

**2006 Highlights:**

- ◆ Made 340 home visits
- ◆ Received National Association for Area Agencies on Aging (n4a) 2006 *Aging Achievement Award*
- ◆ Surveys - 98 percent of caregivers report program had positive impact on their life
- ◆ Participated in 40 community education events

**COALA Eldercare Plus**

Started in 2006 with a grant from the Spaulding Foundation, this program enables COALA to share its eldercare expertise with businesses and their employees who need help balancing work and caregiving. This balancing act costs the nation's businesses billions of dollars in lost productivity. COALA Eldercare Plus helps employees navigate the aging system and reduces their stress by building their caregiving skills and boosting self-confidence.

**2006 Highlights**

- ◆ Started program through a Spaulding Foundation Grant
- ◆ Contact with seven businesses
- ◆ Presentations to National City Bank, Freiberg Orthopedics, Great American Insurance Company - impacting 57 caregivers

### Caregiver education helps family adjust

Every time Karen Banks visited her father, Paul Denham, she found him alone, sitting in front of the TV. His clothes weren't particularly clean and his response to most questions was, "I don't know."

She and her husband decided to bring him to live with them at their home near Franklin, in Warren County. They knew it would be challenging because he has some dementia. But they also have their hands full with a six-year-old son, Jordan, whom they adopted when they were in their late 40s.

"I've got the geriatric care and the kindergarten in the same house," Karen laughs.

Not long after Mr. Denham, 77, settled into his new home, he fell in the bathroom and was hospitalized a few days.

"The doctor said, 'You can't take care of him. You need to put him in a nursing home,'" Karen said. "But, I said, 'I'm not doing that. I'll be the one to decide how long I can take care of him.'"

With help from a physical therapist, a visiting nurse and some medical equipment, Mr. Denham grew stronger than he was before his fall. But between caring for him and Jordan, Karen knew she needed more help.

She heard about COALA and got a visit from nurse Margie Buhrlage. "Just being able to sit down and talk about everything was so helpful," Karen said. "She gave me so much information and reminded me to look after myself, too. She got me going on the right path of what to do for my dad."

Mr. Denham qualified for the Elderly Services Program, but at the time, there was a waiting list in Warren County. When the tax levy passed in November, 2006, Karen was able to get him into the adult day program at the Franklin Center on Conover Drive.

"The services really make a difference," Karen said. "I don't feel like I'm carrying the whole burden. It's been an adjustment, but it's been good. Jordan says, 'Now we have four in our family, right?'"



## Service Providers

A.D. Home Health Care  
ABA Health Services, Inc.  
Acare Home Health  
Active Day of Cincinnati  
ActivStyle, Inc.  
ADT Security Services, Inc.  
Adult Day Services @ Butler County Care Facility  
Advanced Medical Equipment  
Alan W. Arend  
Algo Termite & Pest Control  
All\*Gone Termite & Pest Control, Inc.  
Almost Family  
Alternative Home Care & Staffing, Inc.  
Alzheimer's Association - Greater Cincinnati Chapter  
AM & PM Health Care Services, Inc. II  
Amaramedical Health Care Services, Inc.  
Amenity Home Health Care, LLC  
American Nursing Care, Inc.  
American Nursing Care, Inc. (Dayton)  
American Ramp Systems  
Angels Home Health  
Bathblest Renovations  
Beechwood Home  
Bernens Medical  
Black Stone healthcare  
Booth Residence  
Care Medical, Inc.  
Caring Hearts Home Health Care, Inc.  
Caring Services of Southwest Ohio  
Catholic Social Services of Southwestern Ohio  
Center Hill Adult Day Care Center  
Charter Home Services  
Cincinnati Area Senior Services, Inc.  
Cincinnati Recreation Commission  
Citizens for Elderly Services, Inc.  
Clermont County Community Services, Inc.  
Clermont Senior Services, Inc.  
Clifton Senior Center  
Clinton County Adult Day Center, Inc.  
Clinton County Community Action Program  
Clossman Catering, LLC  
Colerain Township Senior Center  
Colonial Community Services  
ComForcare Senior Services  
Comfort Keepers #123  
Comfort Keepers #172  
Comfort Keepers #178  
Comfort Keepers #200  
Comfort Keepers #224  
Community Services West  
Comprehensive Home Health Care Services  
Creative Aging Cincinnati  
Day Share Senior Services  
Deaconess Lifeline  
Deupree Community Meals on Wheels  
Diversified Home Health Services, Inc.  
Duraline Medical Products, Inc.  
Edenvue  
Eldermount Adult Day Program  
Emerson Heating & Cooling Company  
Envision Home Care Alternatives, Inc.  
Family Care, Inc.  
Fidelity Health Care  
First Medical Staffing of Ohio  
Formula Exterminators, Inc.  
Friendly Care Agency  
Gentiva Health Services  
Guardian Medical Monitoring, Inc.  
Halsom Home Care  
Handy Household Helpers  
Harmony Court Day-by-Day  
Harrison Senior Center  
Healing Connections Associates, Inc.  
Helping Hands Healthcare, Inc.  
High Quality Staffing, LLC  
Hillebrand Home Health  
Home Care Network, Inc.  
Home First Non-Medical  
Home Health Care Services  
Home Helpers  
Home Instead Senior Care  
Homeowner Solutions  
Hometowne Transportation LLC  
House Mates  
Hoveround Corporation  
Hyde Park Center for Older Adults  
Interim Health Care of Cincinnati, Inc.  
Interim HomeStyles of Greater Cincinnati, Inc.  
International Quality Healthcare Corp.  
Jewish Community Center of Cincinnati  
Jewish Family Service of the Cincinnati Area  
Jewish Federation of Cincinnati  
Jewish Vocational Service  
Judson Home Care  
LifeSpan

LifeSphere  
LifeSphere Home Health Services  
Littleton Respiratory Homecare  
Locust Ridge Adult Day Care  
Lorraine Surgical Supply  
Loving Care Home Health Services, LLC  
M.J. Nursing Registry, Inc.  
MariElders  
McKnight Terrace  
Meda-Care Transportation, Inc.  
Medic One, Inc.  
Medical Supply Inc.  
Medicall, Inc.  
Mercy Lifeline  
Mercy Lifeline, Cincinnati  
Middletown Area Senior Citizens, Inc.  
Millenium Nursing Agency  
Milt's Termite & Pest Control  
MSI  
Mullaney's Pharmacy & Home Health Care  
Nerswick Home Services  
NORCEN Behavioral Health Systems, Inc.  
North College Hill Senior Center  
North Fairmount Community Center  
Northwest Elder Care LLC  
Norwood Senior Center  
Nurses Care, Inc.  
Otterbein Lebanon Adult Day Services  
Oxford Senior Citizens, Inc.  
Personal Touch Home Care of Ohio, Inc.  
PHC Foundation  
Private Home Care  
Pro Seniors  
Quality Care  
Queen City Med Mart, Inc.  
Reid-ANC Home Care, LLC  
Response Ability Systems, Inc.  
ResponseLink of Cincinnati  
Rural/Metro Helpline  
Safeway Safety Step  
Saint Joseph Construction  
Santa Maria Community Services  
Senior Citizens, Inc.  
Senior Independence  
Senior Independence Adult Day Services  
Senior Resource Connection  
Seven Hills Neighborhood Houses  
Skilled Nursing II, Inc.  
SP Contracting  
Spotless Maintenance Systems, Inc.  
Superior Home Care, Inc.  
The Drug Store Pharmacy  
The Visiting Nurse Association of Greater Cincinnati & Northern Kentucky  
Thermal-Shield, Inc.  
Tri-State Maintenance  
TriHealth Lifeline  
Tub Cutter!  
Twin Towers Day Stay  
United Way 211. Get Help, Give Help.  
Universal Transportation Systems  
V & N Services, Inc.  
VRI  
Warren County Community Services, Inc.  
Wesley Community Services  
West College Hill Senior Life Center  
Wilson Downtown Adult Center  
WMKV

### **COA Quality Improvement: Quality services help clients maintain independence**

Quality Improvement (QI) monitors, trains and offers technical assistance for COA provider agencies. A satisfaction survey is administered year round to thousands of customers and compares results with quality benchmarks. Providers receive annual reports rating them on more than 30 quality and performance indicators. Among other activities, the Quality Improvement Department works with providers to interpret and improve their survey results.

In 2006, the department collaborated with the Ohio Department of Aging as it launched the new Community-Based Long-Term Care Program. COA offered training and consultation to the many providers affected by the new rules for the PASSPORT long-term care program.

The department also began implementation of Ohio's new Medicaid Waiver program for Assisted Living. QI pre-certifies assisted living facilities for participation in this program.

#### **Highlights – 2006**

Provider reviews: 161; 16 percent improved their results  
Assisted Living applications processed: 6; 3 contracts completed  
Held three classes for new providers

## Reaching out to the community

### Community Resources and Information

Whether it's helping callers, planning events, speaking to groups, or developing publications, COA's Community Resources and Information Department is a hub of activity.

#### In 2006, the department:

- ◆ Responded to 9,564 calls for information about aging resources and services.
- ◆ Helped more than 400 people select Medicare prescription drug plans and (from July 2005-May 2006) participated in 91 education sessions to explain the new program. The department was recognized for its extraordinary efforts by the U.S. Administration on Aging.
- ◆ Presented the 29<sup>th</sup> annual Senior Expo, attended by more than 2,500 older adults



More than 2,500 older adults turned out for the 29<sup>th</sup> annual Senior Expo at Coney Island. The event celebrates Older Americans Day. Seniors learned all kinds of useful information from more than 100 vendors. On "Wellness Island," they practiced Tai Chi, got massages, learned archery and stretched with an exercise trainer. Jazz bands entertained; couples competed in dance contests; and the Kings and Queens, nominated by senior centers, paraded in all their finery.

Sponsored the 6<sup>th</sup> annual Senior Art Show, showcasing the work of more than 100 local artists



Arlington Memorial Gardens in Mt. Healthy helped Council on Aging by sponsoring a fund-raiser, Run for the Ages, on a beautiful morning in October.

## Reaching out to the community

### Cultural exchange promotes understanding

Senior Life Journeys brings together the Over-the-Rhine and the Colerain Township Senior Centers to promote cultural exchange, friendship and understanding.

The project was created by Colerain's director, Kay Klosterman, via a grant from Council on Aging's Senior Center Change program. Seniors went on field trips together and visited at each others' centers every month to explore their similarities and differences through dance, film, literature, music, fashion, religious expression, theatre, story telling, food, current issues and photography.

Other funding sources will allow this life-enriching program to continue.



### Grant will continue successful Active for Life program

Council on Aging received a federal grant to continue a program that has helped many older adults become active and reduce health problems.

Called *Active for Life*<sup>®</sup>, the program was part of a national research study designed to show that older adults would increase their physical activity if supported and encouraged through behavior modification. The program was funded for four years through a grant from The Robert Wood Johnson Foundation and offered in collaboration with the Hamilton County General Health District.

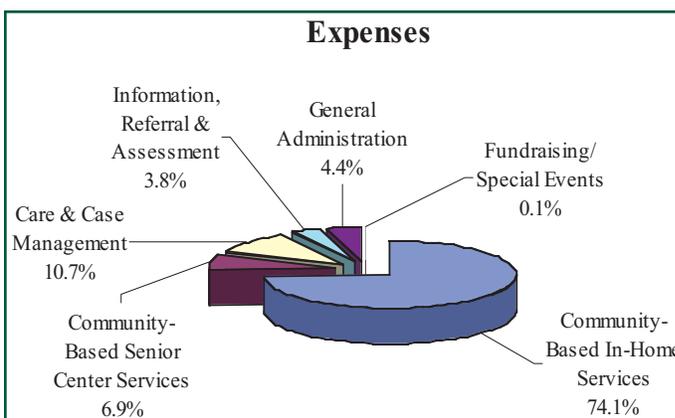
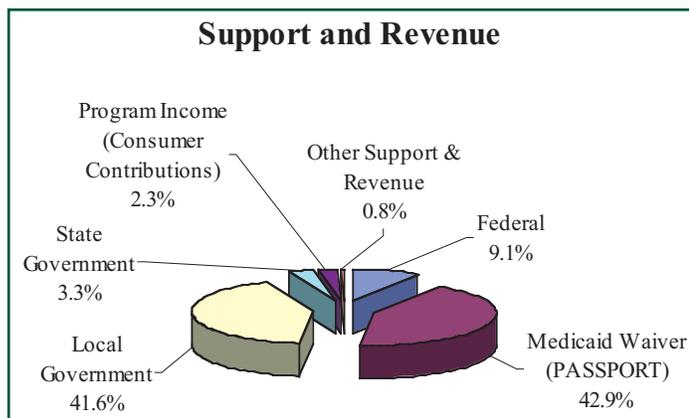
Nearly 1,000 people participated. Results showed participants greatly increased their physical activity, lost weight, and felt less depression and stress.



“Our mission is to help older adults stay independent, said Alisa Phillips, of COA Programs and Planning Department. “Those who are physically active are more likely to be able to remain in their own homes and communities.”

For information about classes, call 513-946-7813.

## Financial Report



### Support and Revenue

Federal	\$ 6,604,407	9.1%
Medicaid Waiver (PASSPORT)	30,947,325	42.9%
Local Government (Levies)	30,003,615	41.6%
State Government	2,392,406	3.3%
Program Income (Client Contributions)	1,628,295	2.3%
Other Support and Revenue	601,914	0.8%
<b>Total Support and Revenue</b>	<b>\$ 72,177,962</b>	<b>100%</b>

### Expenses

Community-based In-Home Services	\$ 53,060,109	74.1%
Community-based Senior Center Services	4,938,364	6.9%
Care and Case Management	7,681,010	10.7%
Information, Referral and Assessment	2,690,915	3.8%
General Administration	3,151,585	4.4%
Fundraising/Special Events	83,367	0.1%
<b>Total Expenses</b>	<b>\$ 71,605,350</b>	<b>100%</b>

Unrestricted Net Assets, End of Year	\$ 1,535,988
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### Facts about the Ohio's aging population

- ◆ More than 17% of Ohio's population is age 60+ (or 1,963,489)
- ◆ By 2020, there will be 2,822,000 people age 60+ in Ohio (this is a 44% increase in the 60+ population)
- ◆ Nearly 3 in 4 people age 85+ are female
- ◆ Disability increases with age: Only 3% of 60-69 year olds have a severe disability, compared to 44% of those 90+
- ◆ More than one third of people age 60+ have at least one disability
- ◆ By 2020, more than 220,000 people age 60+ with a severe disability will live in Ohio
- ◆ More than 12% of the age 60+ population live in poverty

Source: Scripps Gerontology at Miami University

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*Assistance. Advocacy. Answers on Aging.*



## *Mission and Vision*

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

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



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