



# Council on Aging

*Independence | Resources | Quality of Life*

## 2017 Annual Report



## Welcome!

Looking back, 2017 will be remembered for hard won victories that preserved our network's ability to provide independence, choice and stability for older adults and people with disabilities – locally and statewide. These victories were not won by COA alone; they came about because a network of providers, advocates, legislators and other partners stood together to speak for the needs of individuals who rely on long-term care services to stay in their homes and communities.

Amid ongoing concerns about MyCare Ohio – the state's pilot managed care program for certain individuals who receive both Medicare and Medicaid – a network of advocates stopped a proposed change that would have dismantled Ohio's network of Area Agencies on Aging and moved vulnerable seniors and people with disabilities into a similar managed care system. Our network also successfully advocated for the creation of an independent, multi-stakeholder committee to study the effectiveness of MyCare Ohio and help determine a path forward.

Locally, we fought to place an increase in Hamilton County's senior services levy on the November 2017 ballot. The levy funds 92 percent of the county's Elderly Services Program. A community education campaign supported by dedicated volunteers resulted in 72 percent voter approval! Thank you, Hamilton County voters, for your support of this important program.

We also celebrated the expansion of our award-winning FastTrack Home program to Hamilton County. FastTrack Home provides essential in-home care services to hospitalized older adults at the time of hospital discharge. FastTrack Home saves money by preventing nursing home placements and hospital readmissions, and it helps patients recover in the comfort of their own home.

There's much to celebrate, but it is not time to sit back and kick up our heels. We will face unprecedented challenges as the proportion of our population that is age 60 and older grows at a rapid pace: a shortage of home health workers; unpaid caregivers caught in the crunch of work, caregiving and other family responsibilities; and deficiencies in the systems that make our communities good places to live and grow old (housing, transportation, etc.). Read more about some of these challenges on page 12 of this report.

Our Annual Report includes information about last year's victories and the challenges ahead, as well as stories from people who benefit from the programs administered by our dedicated staff and provider network. Together, we remain committed to helping individuals access a range of services that can help them live independently in the setting of their choice.



*Suzanne Burke*



*Cynthia H. Wright*

**Suzanne Burke**  
**President and CEO**

**Cynthia H. Wright**  
**Chair, Board of Trustees**

## 2017 Highlights

### Hamilton County senior services levy victory

For the first time since 2008, Hamilton County voters approved an increase in the senior services levy. For the past 10 years, the levy which funds 92 percent of Hamilton County's Elderly Services Program (ESP) has been losing revenue, and serving fewer seniors as a result. The increase, approved by 72 percent of voters in November, means the county can help more vulnerable seniors remain safe and independent in their homes. The levy is marking its 25th year of service to county seniors and caregivers.



***Thank you, Hamilton County voters,  
for your continued support of this  
important program!***

### Specialized Recovery Services Program expands to new populations

A program which began in 2016 to serve people with severe and persistent mental illness saw a significant jump in enrollment starting in the summer of 2017 when eligibility for Ohio's Specialized Recovery Services Program (SRSP) expanded to include individuals with certain diagnosed chronic health conditions. In addition to behavioral health services, the program now offers full Medicaid care to eligible individuals, as well as assistance in developing individualized care plans, peer support and help with employment issues. COA recovery managers provide the care plan and peer support services in a 21-county region.



### Our Mission

*As the state-designated Area Agency on Aging for Butler, Clermont, Clinton, Hamilton and Warren counties, our mission is to enhance people's lives by assisting them to remain independent at home through a range of quality services.*

### Our Vision

*Every individual 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.*

### Our Values

- *Teamwork and Collaboration*
- *Responsiveness and Availability*
- *Results and Quality*
- *Efficiency and Accountability*
- *Communication*
- *Innovation*
- *Caring Attitude*

## 2017 Highlights *(continued)*

### Council on Aging VP receives leadership award

COA's Vice President of People Services, Jacqueline Hutsell, received a C-Suite Award from *Venue Magazine* and *Lead Magazine*. The award honors area C-level executives for their invaluable contributions to their organization and the region, as well as their personal leadership characteristics.



### home52 launch



In January 2017, following the conclusion of the national Community Care Transitions Project (CCTP), COA launched a subsidiary non-profit organization, home52. With a focus on, "Your Health, You're Home," home52 offers services that align with Council on Aging's mission to help individuals remain independent in their homes through interventions that empower change and improve outcomes. home52 brings the medical adherence expertise COA developed as a lead performer in the CCTP to hospitals, managed care organizations, primary care providers, behavioral health organizations and others. Learn more at [www.home52.org](http://www.home52.org).

### FastTrack Home expands, receives Inspire | Healthcare Award

Council on Aging's innovative program to help hospitalized seniors connect with essential in-home services expanded from Clinton County into three Hamilton County hospitals in 2017 and received The Health Collaborative's Richard M. Smith MD Leadership in Quality Improvement Award. The award honors programs and organizations focused on improving the quality of care. FastTrack Home puts in-home care in place before a patient leaves the hospital, helping seniors bypass expensive stints in nursing homes and rehab facilities when they are discharged from the hospital. Read more about FastTrack Home on page 6 of this report.



### Workshops help people plan for future long-term care needs

More than 130 people attended Council on Aging's 8th Own Your Future workshop series last fall. The popular workshop focuses on giving retirement-age adults the tools and information they need to plan for their future long-term care needs – or the needs of an aging loved one. Knowledgeable speakers presented unbiased information on estate and financial planning, Medicare and Medicaid, advance directives, and long-term care options. Through a survey completed at the end of the workshop, 95 percent of attendees said the workshop was excellent or very good at broadening their understanding of long-term care planning. Own Your Future will be offered again in the fall of 2018.

# What We Do

## Home and Community-based Care

Council on Aging administers publicly funded home and community-based care programs and services.

### Community-based services and support for seniors

COA administers federal funding from Title III of the Older Americans Act and state Alzheimer and Senior Community Service funds. Services are delivered via contracts with senior centers and other organizations. Numbers shown are of individuals served\* in FY 2017:

Congregate Meals	Caregiver Support/ Wellness Education	Legal Assistance	Ombudsman Services	Supportive Services	Transportation
10,340	4,499	1,748	7,450	4,309	3,801

### In-home care programs for older adults and people with disabilities

Totals below represent individuals enrolled in the Elderly Services Program, MyCare Ohio, and traditional waiver programs in FY 2017\*.

Elderly Services Program 12,988	MyCare Ohio 4,545	Traditional Waiver Programs 3,687
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\*Individuals may be counted in more than one service category or program in the course of a year. Traditional waiver programs include PASSPORT, Assisted Living, Ohio Home Care, and Specialized Recovery Services.

## FY 2017 Highlights



Provided support to more than **21,000** seniors and people with disabilities to help them remain independent in their homes.



Ensured delivery of high-quality, low-cost services by contracting with **234** organizations to provide over **1.1 million** hours of in-home care.



Responded to **46,843** requests for information and referral with unbiased information and advice.



Provided almost **1.5 million** meals to meet the nutritional needs of vulnerable older adults through congregate and Meals on Wheels programs.



Supported continuity of care and the social well-being of seniors and people with disabilities by providing **204,311** transportation trips for medical and senior center activities.



Helped **2,934** hospital and nursing home patients regain independence in home and community-based settings through supportive, transitional care programs.



Provided continuing education and networking opportunities for more than **600** professionals from Ohio and Northern Kentucky at our 31st annual Forum on Aging.

## Improving Transitions in Care for Hospitalized Seniors

It's a common scenario. An older adult is discharged from the hospital, but is unprepared to care for themselves at home. As a result, many take a detour to a nursing facility before they go home. Those who do go straight home without the support they need may end up back in the hospital when they have an accident at home, miss their medication or can't get to a follow up doctor's appointment.

Council on Aging's award-winning FastTrack Home program is working to fill this critical gap in care. An extension of the Elderly Services Program (ESP), FastTrack Home connects seniors in certain hospitals to essential in-home care services when they are most needed – at the time of hospital discharge. These services – including meals, personal care and medical transportation – can help seniors avoid costly rehab stays in skilled care facilities, and prevent hospital readmissions.

FastTrack Home began as a pilot at Clinton County's Clinton Memorial Hospital in 2016 and expanded to three Hamilton County hospitals in 2017: Christ Hospital, University of Cincinnati Medical Center and The Jewish Hospital – Mercy Health. It alters ESP's traditional enrollment process, simplifying the screening process so eligibility determinations can be made quickly at the hospital bedside. As a result, in-home services can be set up 24 to 72 hours post-hospital stay.

"This program closes the gap for seniors who want to go home from the hospital but need help to have a smooth transition," said Ken Wilson, VP of Program Operations for COA. "It helps seniors recuperate in a comfortable setting, and it helps reduce the burden of hospital readmissions on our healthcare system."

COA staff are credentialed at participating hospitals to identify patients who are candidates for FastTrack Home. They work with patients and their healthcare team to set up ESP services such as homemaking, home-delivered meals, medical transportation, and care management. Services are provided free, for up to 60 days. The care manager continually monitors the patient's care and adjusts services as needed to prevent hospital readmission and nursing home placement. Near the end of the 60-day enrollment period, COA staff conduct a full eligibility assessment for ESP.



*Lisa (r), a Council on Aging FastTrack Home care manager, talks with a family about the program. (Photo credit: Alex Taylor)*

### FastTrack Home

220 seniors have enrolled in the program so far with 23 percent transitioning to ongoing ESP after the temporary service period ends.

For those who no longer need the in-home services, the average length of stay on the program is 47 days, enough benefit to ease their recovery and help prevent a return trip to the hospital.

For FastTrack Home patients, the average hospital readmission rate is less than 13 percent, compared to the national average of 17.5 percent.

## FastTrack Home Helps Senior Avoid Nursing Home Stay after Surgery

Melvin is 67 and the second-oldest of 10 siblings. His family relies on him when tough decisions need to be made. However, when he was facing discharge from the University of Cincinnati Medical Center after back surgery in November 2017, he didn't feel quite so in charge. "It'll put you in a panic real quick when you don't know where to go or what to do and you aren't used to asking for help," he said.

Enter Council on Aging's (COA) FastTrack Home program, and care manager, Lisa. A hospital social worker alerted Lisa that Melvin would need help if he was to stay at home while he recovered from the surgery, which fixed several vertebrae damaged years before in an on-the-job accident.

He lived alone. He would need immediate help learning how to get around without harming his back, and also months of physical therapy and follow-up visits. Lisa met with him at the hospital and enrolled him into the program. Immediately, he received an emergency response system.

Then Lisa visited Melvin at home. She discovered he was sleeping on the floor because it was too difficult to get into his bed. An office chair was the only other place for him to get off his feet. She ensured he received a "lift" recliner, a walker and "grabbers" so he could safely reach items.

"She came, and always came, and kept calling," Melvin said of Lisa. Thanks to FastTrack Home, Melvin's positive attitude and some assistance from neighbors, Melvin did not have to return to the hospital or enter a nursing home.

Melvin's FastTrack Home services were free for the first 60 days, then he underwent a full eligibility assessment for Hamilton County's Elderly Services Program (ESP). Melvin qualified for ESP, which now provides the services he needs to stay independent. His ESP care coordinator, Mandi, is working with him to schedule medical transportation, an aide for light housekeeping and shopping, and home-delivered meals.

It is still difficult for Melvin to accept help. "After two hours of arguing with him, I finally got Melvin to agree," Mandi said, with a grin.



*FastTrack Home Care Manager Lisa, Melvin, and ESP Care Coordinator Mandi (l-r).*

### **Award-winning care for seniors who want to recuperate at home**

FastTrack Home received the *Richard M. Smith MD Leadership in Quality Improvement Award*, presented by The Health Collaborative at their Inspire | Healthcare Awards in November. Inspire winners were also featured in *Cincinnati Magazine*.

The award recognizes individuals and teams who exemplify commitment to quality improvement, make it an organizational priority, and serve as a role model for those working to enhance the quality of care within their organization and throughout the community.

## Elderly Services Program Helps Daughter Keep Her Promise

Rachelle and her mother Anna, 73, have always been close. An only child, Rachelle said, “It’s always just me and her.”

As Anna aged and began having health problems, Rachelle’s stepfather struggled to provide the care she needed, but was proud and would not accept help. So Rachelle worked during the day, and then spent her evenings and weekends helping her parents.

Over the next few years, if Anna had to go to the hospital or a nursing home for care, Rachelle worried about the quality of that care. She made a promise to never leave Anna there longer than necessary.

Rachelle made good on that promise when her stepfather could no longer care for Anna in their home. Rachelle retired early and began to care for her mother 24/7.

But caring for Anna took a physical and emotional toll. Anna’s occupational therapist noticed how tired and stressed Rachelle seemed. “She told me, ‘You look wore out! You’re doing everything here!’”

Hamilton County’s Elderly Services Program (ESP) stepped in to help. Through ESP, Anna began attending an adult day care program, and qualified for a lift chair, shower chair and bedside commode. “I don’t know what I would do without these things,” Rachelle said. “I couldn’t help my mother shower without that chair.”

Rachelle is grateful for the support her family receives from ESP. It has helped her to keep a promise. “She never asked for much,” Rachelle said. “This is the least I could do for her.”



*Anna (l) and Rachelle.*

### **Hamilton County Elderly Services Program Levy Victory**

Hamilton County’s Elderly Services Program is funded by a property tax levy. In November, 72 percent of county voters approved an increase in the levy. The new levy will cost the owner of a \$100,000 home \$40.25 a year.

A massive volunteer outreach campaign led up to the victory, including distribution of 2,500 yard signs and 100 presentations at community meetings. Pizzeria icon Buddy LaRosa served as the levy’s honorary spokesperson.

Now, Hamilton County can begin to serve more seniors, reversing a 10-year decline. In FY 2017, Hamilton County ESP served 6,244 clients, a 9.5 percent increase over FY 2016.

COA administers ESP via contracts with county commissioners in Butler, Clinton, Hamilton and Warren counties.

## Program Gives Caregivers Much Needed Respite and Support

Many caregivers face the challenge of 24/7 caregiving, including Mary, a Hamilton County resident and caregiver for husband Lee. They have been married for more than 67 years, during which they raised six children and lived in their current home for 47 years.

When Lee was diagnosed with dementia and Parkinson's several years ago, Mary took on a new role as Lee's caregiver. She called Council on Aging (COA) for help. COA enrolled Lee in the Elderly Services Program (ESP). He began to attend an adult day program two days a week, with transportation provided by his son and daughter, giving Mary some respite.

Eventually, nighttime became very challenging for the couple, as Lee began to visit the bathroom multiple times a night, with Mary always by his side. This took a toll on Mary, and she became very exhausted.

Lee's ESP care manager referred Mary to COA's Caregiver Support Program. COA's caregiver support nurse, Anna, visited Mary at home, where she learned more about her role as a caregiver, and listened to her concerns about being overwhelmed, exhausted and losing patience with Lee.

"Anna provides me with reassurance about the emotional part of caregiving. I know she is just a phone call away for encouragement and resources," Mary said.

Anna advocated for a third day for Lee at the adult day program, including transportation.

"Anna is very helpful and understanding," said Mary. "My goal is to be in our home for at least two more years and COA helps make that possible."



*Lee, Caregiver Support Nurse Anna and Mary (l-r).*

### Caregiver Support Program

Council on Aging's Caregiver Support Program provides referral information, education and resources, caregiver instruction and emotional support. The focus is on the caregiver, not the care recipient.

The program works to:

- reduce stress, burden and injuries
- increase confidence and knowledge
- improve the quality of care
- help caregivers find balance in all of their responsibilities

The program is open to caregivers or care recipients age 60 and older who live in Butler, Clermont, Clinton, Hamilton or Warren counties. There is no age requirement for individuals with Alzheimer's or dementia.

In 2017, 42 caregivers received support through the program.

## Hope and Help Keep Mom Focused on the Future

Life can change in the blink of an eye. Jessica knows this. It happened to her when her middle son, Liam, wandered off in the chaos of a family vacation and fell into a swimming pool. Paramedics were unable to revive him. At the hospital, alone and in a strange city, with her son on life support, Jessica felt the burden of an impossible decision.

“I wanted to die. If he was going to die, I didn’t want to live either,” she admitted. But Jessica became determined to bring Liam home to Ohio and make him well. “I put it in God’s hands. I told myself, if God wanted him, he could take him on any machine.”



*Nurse Danyal, Liam and Jessica (l-r).*

Seven months later, Liam is home with Jessica and his two brothers. Danyal, a nurse, coos at him, suctions his mouth, and gently rubs his hands and arms. He’s dressed like any 3-year-old – in Batman pjs, with a mop of golden hair. But Liam cannot talk, walk or hold his head up on his own.

A single mom, Jessica is resourceful and determined. She questions Liam’s doctors, does research, and seeks out alternative therapies to help Liam’s brain recover. She learned about and raised the money for hyperbaric oxygen therapy, a unique treatment that may help reverse the effects of oxygen deprivation on the brain.

After his first round of treatments, Jessica saw improvement. Liam could open his eyes and seemed to react to things around him – someone turning on a light or his little brother racing into the room. Encouraged, Jessica raised the money for a second round of therapy, scheduled to start soon. Still, Liam requires round-the-clock care. Though he can breathe on his own, a machine helps regulate it and he requires frequent suctioning and repositioning to keep him comfortable.

Medicaid helps cover the cost of most of Liam’s medical care and equipment, but not the hyperbaric therapy or seemingly basic things like a special car seat. Another point of frustration has been occupational and physical therapy. Liam has aged out of Ohio’s Help Me Grow program, which provides in-home therapy. So, Jessica drives him to therapy two times a month, watches meticulously, and then does the therapy with him three to six times a day at home. “Nothing hurts so bad as seeing him like this every day. I’ll do anything I can to make him better,” she said.

Jessica manages all this with the help of her “tribe.” A close network of friends help fundraise for Liam’s care and maintain a Facebook page, and two nurses, including Danyal, come to Jessica’s home to help with Liam’s care.

The nurses are provided by the Ohio Home Care Waiver, a Medicaid-funded, in-home care option for children and adults who have significant disabilities and/or mental health needs.

## Hope and Help... (continued)

When Kim, Liam's Ohio Home Care care manager, first met Jessica, she saw that she would need help if she was going to have anything left to give her two other boys, ages 2 and 9.

With help from the nurses 16 hours a day, seven days a week, Liam gets the care and attention he needs. A nurse goes with Jessica and Liam to doctor's appointments and therapy, and they help make space and time for everything else Jessica needs to do – homework, grocery shopping, playtime, baths and housecleaning.

"When I walk in the door, I see how much those other kids need her," said Danyal. "When I'm here, the other boys can have their Mom."

Jessica said the help is a huge weight off her shoulders. "My biggest priority is getting Liam better and making time for my other kids. [This program] helps me do that."

There's a lot of respect between Jessica and Kim. "Kim is awesome. She makes sure we're OK. When I wasn't happy with one of Liam's nurses, Kim managed it for me so I didn't have to deal with that stress, too."

Kim is a veteran social worker, but she struggled to find words to describe what Jessica is doing. "I think I'm pretty good at keeping it together, but you are so strong. Your strength is inspiring. Despite your loss, you have hope."

Jessica does have hope. Not only for Liam, but also that she might soon be on the other side of this journey and be able to bring hope to others in similar situations.

"This is by far the hardest thing I've had to go through," she said. "I want to go to school and be a nurse so I can give hope to other families."



Care Manager Kim (l), and Jessica.

### The Ohio Home Care Waiver

- Medicaid program that provides in-home care for financially-eligible children or adults who have significant disabilities and/or mental health needs.
- Participants are under age 60 and would otherwise require care in a nursing home.
- Since 2014, Council on Aging has provided screening, enrollment and care management for people enrolled in the program in a 21-county region including Cincinnati, Dayton and Lima.
- In FY 2017, COA served more than 800 individuals through the Ohio Home Care Waiver, including 119 who were age 20 or younger.

## State of Aging: Growing Population Requires Focus on Broader Issues

Today, seniors and people with disabilities in southwestern Ohio have a range of options available to help them live independently in their homes and communities. But the portion of our population that may need this support is growing rapidly. In 2020, approximately 23 percent of people in southwestern Ohio will be age 60 or older. By 2030, this group will grow 18 percent. (Scripps Gerontology Center) This rapid growth will strain not only the services, but also the broader systems and structures that are needed to help people live independently in our region.

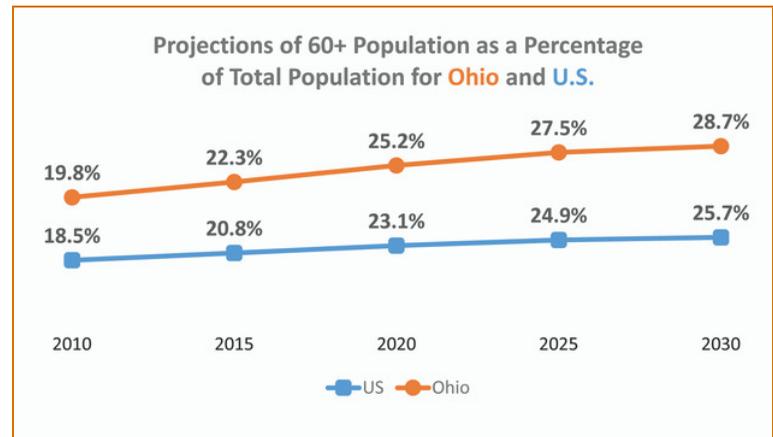
Locally and nationally, a key issue affecting delivery of in-home services is a shortage of home care workers. Ohio has taken steps to address the issue, introducing a rate increase for providers in the state's PASSPORT program, but the shortage will only worsen as the older adult population continues to grow.

Council on Aging (COA) has been working with local service providers to address the shortage. For example: creating cost efficiencies by grouping providers and home care workers by region; recruiting new providers in rural/hard to serve areas; expanding opportunities for clients to hire their own workers; and changing training/certification requirements for aides who provide only housekeeping services. In 2018, COA will competitively bid home care services, including new hourly rates and revised requirements for service delivery in the levy-funded Elderly Services Programs.

Our region's housing and transportation networks are struggling to meet the needs of our aging population. COA's call center staff talk daily with people seeking affordable and accessible housing. These options are limited in our region, with most subsidized housing clustered in urban areas and with long waiting lists. Assisted Living facilities, a popular option for people who want some care but do not need a nursing home, are expensive and often do not accept Medicaid because of low reimbursement rates.

For those who no longer drive because of age or disability, our region's transportation network does not meet their needs. Individuals who rely on public transportation might have to make multiple transfers or be dropped blocks from their destination. Alternative transportation providers and programs operate in silos, creating inefficiencies and gaps in services, such as requiring 24-48 hours' notice to schedule a ride – a challenge for chronically ill people who must get to the doctor on short notice.

These are only a few of the challenges facing our region as the population ages. While traditional services such as meals on wheels and personal care are important to individuals who want to remain independent in their homes, we must turn our attention to the broader systems and structures that make our communities great places to live and age.



*In just a few short years, more than one quarter of Ohio's population will be age 60 or older, outpacing the U.S. as a whole. This rapid growth will put unprecedented strain on the systems and structures that help older adults live independently.*

Chart Citation: Scripps Gerontology Center (2013). Projections and Characteristics of the 60+ Population. Scripps Gerontology Center, Miami University, Oxford, OH. Available at [www.ohio-population.org](http://www.ohio-population.org)

## Advocacy – A Voice for Seniors and People with Disabilities

COA participates on committees and community organizations dedicated to a wide variety of initiatives including transportation, emergency preparedness, community planning, mental health, neighborhood development, and prevention of elder abuse and exploitation.

In addition, we meet regularly with elected officials and their staff, candidates, and community leaders to provide education and keep them up-to-date on issues affecting Ohio's vulnerable populations and their caregivers. In 2017, we conducted 67 meetings with elected officials, their staff and candidates.

### CASS and local senator win state awards

Cincinnati Area Senior Services (CASS) and State Senator Lou Terhar, whose district covers portions of Hamilton County, were honored in November at the Ohio Association of Area Agencies on Aging's (o4a) annual conference.

CASS received the Outstanding AAA Partnership of the Year award, nominated by COA for making a difference in the lives of at-risk seniors, including rallying support for Hamilton County's senior services levy and stepping in to fill critical gaps in care caused by the closure of several area senior centers.

Senator Terhar received the 2017 Elected Official Advocacy Award at the conference.

### Network achieves major statewide legislative victory

Leading up to passage of Ohio's 2018 budget, a network of advocates worked to stop a proposed change to Ohio's long-term care delivery system which would have limited the role of the state's historic network of Area Agencies on Aging (AAAs) – effectively silencing the voice that speaks for vulnerable older adults and people with disabilities in our state. AAAs worked with state legislators to delay the implementation of a statewide change that would have moved older adults and people with disabilities who access long-term care services and supports via Medicaid onto a managed care plan. Advocates were concerned about the plan because of problems with a similar, but smaller program – MyCare Ohio. Legislators also agreed to create a multi-stakeholder review committee to study the effectiveness of MyCare Ohio and determine the appropriate path forward for managed long-term care in Ohio.



*From left, CASS Board President Brian Forschner, CASS Controller Crystal Holliday, CASS CEO Tracey Collins, COA President and CEO Suzanne Burke, and o4a President Joe Rossi, at the o4a annual conference. (Photo credit: o4a)*



*From left, Suzanne Burke, Joe Rossi, COA Government Relations Manager Polly Doran, and Senator Lou Terhar (R-District 8). (Photo credit: o4a)*

## Health & Wellness Programs Offer Practical Advice, Peer Support

Council on Aging's (COA) health and wellness workshops serve two purposes: they offer adults a place to learn how to live their healthiest lives while managing a chronic disease or avoiding falls, and they serve as places to connect with and support peers who are in similar situations.

At a recent Healthy U diabetes management workshop, the topic was healthy eating. Classmates groaned in unison at how many grams of carbs and sugar were in certain foods. They shared stories about managing the disease as well as what they hoped to learn from the workshop.

Jenny, who was diagnosed with diabetes five years before, talked about feeling better after only one class. "I thought I was managing my sugar levels, but it turned out I wasn't managing them at all," she said.

Sherry, whose blood glucose levels had recently begun to fluctuate from the stress of caring for her sick mother, hoped to regain the consistent levels she'd achieved during the previous 10 years.

While Healthy U workshops teach participants how to live better with a chronic disease, A Matter of Balance (MOB) teaches seniors strategies to help avoid falls. COA added MOB to its roster of wellness classes in 2017.

"Many seniors are concerned about balance issues," said Elaine Hordes, COA health and wellness coordinator. "Falling is the number-one cause of injuries leading to ER visits, hospital stays and deaths in Ohioans age 65-plus."

"Fear of falling can lead to inactivity, which increases the risk of falling. The program helps people overcome their fear; strengthen their core, muscles and joints; and reduce risk factors in and outside their homes," Hordes said.

During 2017, 266 people completed one of COA's health and wellness workshops.



Judy (l) and Holly lead a Healthy U diabetes workshop.

### Health & Wellness Programs

Part of COA's mission, as a state-designated Area Agency on Aging, is to help ensure the health and well-being of seniors in our five-county service area. As such, wellness classes are held year-round at convenient locations throughout COA's service area.

**Healthy U** – offers peer support and practical tips to help people with chronic health conditions manage their symptoms, save on healthcare costs, and improve their quality of life. Some workshops focus specifically on diabetes, while others are open to adults (and their caregivers) with any type of chronic illness.

**A Matter of Balance** – teaches seniors to view falls and fear of falling as controllable, to set realistic goals for increasing activity, and to change their environment to reduce fall risk factors.

Schedules are posted on COA's website, [www.help4seniors.org](http://www.help4seniors.org).

## Statement of Financial Activities\* Year ending September 30, 2017

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 nearly two decades.

### Support and Revenue

\$34,796,787	Local Government <i>(Elderly Services Program)</i>
\$22,459,078	Medicaid Waiver <i>(PASSPORT and Assisted Living)</i>
\$12,746,457	Other Programs and Program Income <i>(Client Contributions, Ohio Home Care, MyCare Ohio, Specialized Recovery Services)</i>
\$7,307,310	Federal Government <i>(Title III, Title VII, Title XX, HEAP, Nutrition Services Incentive Program)</i>
\$1,047,420	State Government <i>(Senior Community Service, Alzheimer's, Senior Volunteer)</i>
\$17,631	Other Support/Revenue <i>(Donations, interest)</i>
<b>\$78,374,683</b>	<b>Total Support and Revenue</b>

### Expenses

\$45,957,011	Community-based In-home Services
\$18,027,129	Care Management
\$7,026,106	General Administration
\$3,832,212	Community-based Senior Center Services
\$2,889,104	Information, Referral and Assessment
<b>\$77,731,562</b>	<b>Total Expenses</b>

**\$6,618,513** End of Year Net Assets



*“Every day in my home is just a miracle.”*

–Monica, Hamilton County Elderly Services Program Client

\*Does not include subsidiaries wholly owned by Council on Aging.

## Board and Advisory Council

Council on Aging is overseen by a Board of Trustees and assisted by an Advisory Council. We also work with Elderly Services Program advisory councils in Butler, Clinton, Hamilton and Warren counties. Separate annual reports are published for these programs each spring.

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William G. Thornton Jr.



Jessica's 3-year-old son, Liam, is enrolled in the Ohio Home Care Waiver program. Jessica (right) is working to help her son recover from an accident in a swimming pool. Liam requires 24/7 care and Jessica has two other boys at home. Through the Ohio Home Care Waiver, Liam has a Council on Aging care manager, Kim (left), and two nurses who help with his care. Read their story on page 10 of this report.

*“Kim is awesome. She makes sure we’re OK. When I wasn’t happy with one of Liam’s nurses, Kim managed it for me so I didn’t have to deal with that stress, too.”*

#### **Report credits**

*This report was produced by Council on Aging’s Communications Department. Writing by Paula Reichle-Smith, Amy Leonhardt and Anne Sells; design by Anne Sells; data compiled and provided by COA’s Business Intelligence and Accounting departments.*

*Photography: Council on Aging staff and Lyons Photography.*



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