

Council on Aging

# ANNUAL REPORT 2018



[www.help4seniors.org](http://www.help4seniors.org)

# Welcome!

It is rewarding to lead an organization that provides services which help fulfill a basic, yet fundamental human desire – the desire to live with dignity and independence, regardless of age or ability. In 2018, Council on Aging’s dedicated staff helped more than 22,000 older adults and people with disabilities do just that.

As you’ll read in this report, it was a busy year for our staff. We made a significant investment in our organization’s operations with a much-needed replacement for our outdated, unsupported care management software platform. We continued to grow a program that helps older adults go home and stay home from hospitals and nursing homes. We worked to fill gaps in community-based services by expanding congregate meal opportunities in an under-served area. And we were persistent in identifying and implementing solutions at the local level to help alleviate the effects of the nationwide home health aide shortage.

But 2018 was also a year of planning – planning for a future where we are better prepared to face the demands brought on by a rapidly-aging society.

Consider: Ohio has the sixth largest older adult population in the nation – 1.8 million people over the age of 65. By 2030, in two-thirds of Ohio’s counties, 30-50 percent of the population will be age 60 or older.

Imagine living in a community where half the population is age 60 or older. Do adequate housing and transportation options exist? Are systems in place and funded so that older adults have opportunities to remain productive, healthy members of society?

These questions weighed heavily on our minds as staff worked with our Board of Trustees and Advisory Council to map out our 2019-2022 strategic plan. During the year-long process, we carefully weighed input gathered through surveys and focus groups from key stakeholders, including area leaders and elected officials, service providers, clients and the public. Our new strategic plan anticipates the greatest challenges and needs and sets the course for our work. One outcome of the planning process was the realization that we must continue to adapt to both business and social issues in order to remain competitive, all while advocating to ensure older adults receive their fair share of funding and community support.

We must elevate the needs of seniors, people with disabilities and their caregivers in our community and build a strong base of community and business support to stand behind us when it really matters. We want everyone – taxpayers and business leaders – to understand the value and importance of the programs available in our region. Without these programs, taxpayers would bear the burden as Medicaid costs soared, and businesses would suffer as employee productivity suffered due to increased caregiving responsibilities. And let’s not forget the tens of thousands of people in our region who would lose the choice to live independently and with dignity.

Together, our dedicated staff, provider network and other partners are committed to making our region a great place to live and grow old. If you are not already involved, we hope you’ll join us. Contact me to find out how.



**Suzanne Burke**



**Cynthia H. Wright**

**Suzanne Burke**  
**President & CEO**

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



## Our Mission

Council on Aging's mission is to enhance lives by assisting people to remain independent through a range of quality services.

## Our Vision

To be the premier standard in maximizing independence and quality of life.

## Our Values

Business Acumen ➤ Compassion ➤ Innovation ➤ Integrity ➤ Teamwork ➤ Service

## Council on Aging 2018 highlights

### Forum on Aging continues to educate, inspire

COA held its 32nd annual Forum on Aging in March, with more than 550 professionals in attendance. The conference featured nationally respected speakers – including former Assistant Secretary for Aging at the U.S. Department of Health and Human Services, Kathy Greenlee (left, below). COA's 47th annual meeting and awards ceremony was held on the second day of the conference. COA's awards recognize caregivers and professionals who work to make life better for older adults and people with disabilities. Honorees included (left to right in photo below right): William Hambley, retired attorney at Pro Seniors; Rachelle Smith, Forest Park resident and caregiver for her mother; Judy Vincent, bereavement and volunteer coordinator for Hospice Care of Middletown; and State Representative Bill Seitz.



### COA finds new home in Clinton County

To better serve county residents, COA relocated its Clinton County office to private space within the Smith-Feike-Minton Insurance building at 2333 Rombach Avenue. The office includes an Aging and Disability Resource Center, open to walk in traffic during posted hours or by phone during COA's regular business hours. COA has had an office in Clinton County since 2014. "Our staff have gotten to know the community and the needs of the older adults who live here," said Ken Wilson, COA's vice president of program operations. "We needed a space where our staff could maintain that close connection with the community and where people felt comfortable stopping in or calling to talk with someone about their needs. This new space does that."



### Community survey helps COA plan for the future

As the region's Area Agency on Aging, COA helps communities and individuals plan and prepare for their long-term care needs. In April, Council on Aging issued a survey to gather information and opinions from people in our service area. More than 600 people completed the survey. Respondents prioritized services for older adults and people with disabilities in our region, ranked services that needed additional funding, and identified the top unmet needs. Information gathered through the survey was analyzed and used in updating our 2019-2022 Area Plan for Programs on Aging.

# Council on Aging 2018 highlights

## Awards and recognition



Council on Aging's Vice President of Innovation and New Business Operations, Sharon Fusco, was named to comSpark's 2018 Power 500 list, celebrating the region's leading IT executives and influencers of public, private and non-profit organizations.

Later in the year, Sharon was also honored for her contributions to Ohio's aging network as the o4a Area Agency on Aging Staff Member of the Year.



Kim Clark, COA's vice president of operations for Medicaid services, was selected to join 53 other high-achieving women from the Cincinnati region for the Cincinnati Chamber of Commerce's WE Lead executive leadership development program.

## COA launches new internal case management and billing system

COA made a significant investment in current and future operations with the launch of CareDirector, a cloud-based platform that integrates care management and claims reimbursement to ensure clients receive the right care at the right time. CareDirector is used by care managers,



service providers and other COA staff to manage all aspects of client care. This includes about 13,000 clients enrolled in the Elderly Services Program. The investment was necessary because COA's previous system lived on an outdated,

unsupported technology platform and did not meet current industry standards. Once fully-optimized, CareDirector will allow COA to grow and change programs to better serve clients while aligning with industry best practices. And, as an integrated care management and claims reimbursement system, it will help assure the appropriate use of tax dollars by ensuring that only authorized services are paid.

## Helping people prepare for long-term care needs and costs

Planning for long-term care is confusing, but one way COA helps families get started is through free Own Your Future workshops. In September, workshops were held in Warren and Butler



counties, drawing 140 individuals. Topics included estate and financial planning, Medicare and Medicaid, advance directives and long-term care options. After the workshop, 90 percent of attendees rated it as excellent or very good at broadening their understanding of long-term care planning.

## COA continues BBB Accredited Charity status

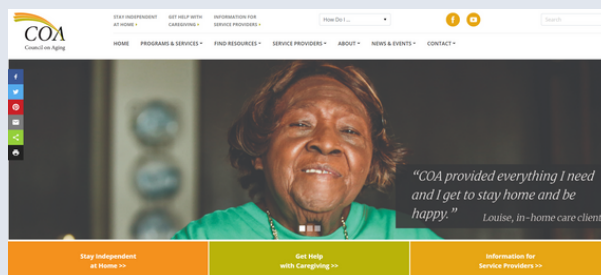
In February, COA completed the process to continue as an Accredited Charity with the Better Business Bureau (BBB). The reaccreditation means COA continues to meet BBB's 20 Standards for Charity Accountability. COA has been a BBB Accredited Charity Seal holder since July 2008 and is a 2010 recipient of the BBB's coveted Torch Award for Marketplace Ethics.



[bbb.org/charity](http://bbb.org/charity)

## COA redesigns website

In April, COA launched a redesign of our website, [www.help4seniors.org](http://www.help4seniors.org). The mobile-friendly site is better organized with a clean, modern design and new features such as social/mobile sharing and an exportable events calendar. More than 93,000 people visit the site annually.





# What does Council on Aging do?

COA administers publicly-funded programs and services for older adults, people with disabilities and their caregivers. Our programs and services put us in your community every day – in hospitals, nursing homes, assisted living facilities, and thousands of homes throughout our multi-county region. We help people stay in their homes and communities, complete smooth transitions from one care setting to another, and connect people to unbiased information, advice and community resources.

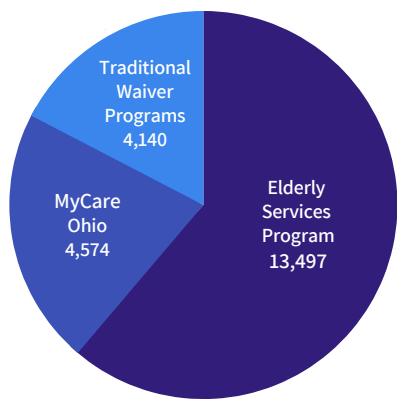
## In-home care for seniors and people with disabilities

COA administers publicly-funded, in-home care programs that help people remain independent and prevent or delay nursing home placement. This is a win-win for the individuals we serve, and taxpayers. Whether funded by Medicaid or a county tax levy, these programs are far less costly than nursing home care.

## Community-based support for seniors

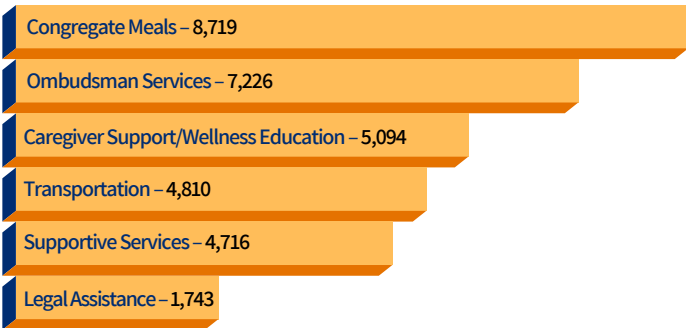
COA administers federal funding from Title III of the Older Americans Act and state Alzheimer and Senior Community Service funds. Services are delivered via contracts with senior centers and other organizations.

Individuals enrolled in Fiscal Year 2018



Traditional Waiver Programs include PASSPORT, Assisted Living, Ohio Home Care and Specialized Recovery Services Program. Individuals may be counted in more than one service category or program in the course of a year.

Individuals served in Fiscal Year 2018



## Fiscal Year 2018 by the numbers



Provided support to more than **22,000** seniors and people with disabilities to help them remain independent in their homes.



Provided more than **1.4 million meals** to meet the nutritional needs of vulnerable older adults through congregate and meals on wheels programs.



Ensured delivery of high-quality, low-cost services by contracting with **234 organizations** to provide almost **1.2 million hours** of in-home care.



Supported continuity of care and the social well being of seniors and people with disabilities by providing **241,926 transportation trips** for medical and senior center activities.



Responded to **47,431** requests for information and referral with unbiased information and advice.



Helped **836** hospital and nursing home patients regain independence in home- and community-based settings through supportive transitional care programs.

## After multiple hospitalizations, finally on the FastTrack Home

It was the latest in a string of hospitalizations for Terre, 67. They began with two strokes followed by colon cancer. This time, it was a blood infection, resulting in the amputation of one of her toes.

“I thought, ‘OK, I can handle the amputation,’” she said. But Terre was not thrilled with the idea of yet another trip to a rehab facility. “At the hospital they were pushing me to go to some kind of intermediate facility, but I said ‘I really don’t want to do that. Surely there has to be something else,’” she said.

Luckily there was another option: FastTrack Home, which offers hospitalized seniors quick access to in-home care services to support a successful transition back home. Council on Aging Care Manager, Karen, visited Terre in the hospital when she was ready for discharge, and, according to Terre, “It was a fast turnaround, about a day or two and everything got lined up.”

Terre wanted to be home for her adult son, Billy, who has disabilities. “He has really good days and he has really off days. On a good day, he’s most helpful, but that’s not always.”

Terre, a former pastor and social worker, has several siblings who live in the area and help her as much as they can, but they have their own commitments, such as working and caring for their grandchildren.

Through FastTrack Home, Terre received vital, non-medical supports for 60 days to help her remain in her home; things she could not do for herself while she recovered: an emergency response system in case of a fall or an emergency, medical transportation to get to the doctor and assistance with housekeeping. After 60 days, Terre underwent a full eligibility assessment and qualified for Hamilton County’s Elderly Services Program (ESP). Her FastTrack Home services continued under ESP. “The most helpful service to me has been help with laundry,” she said. “My washer and dryer are in the basement, and I can’t do stairs.”



*FastTrack  
Home has  
made my life  
really blessed.*

*—Terre*

Terre isn’t resting on her laurels. “I’m currently doing physical therapy. It’s not that I’m running marathons, but I really work at it, because I don’t plan to stay in all the time.”

First, she wants to get back to the church where she was once the pastor, and then she might look farther afield.

“One of the things I like to do most is travel,” Terre said. “If I had someplace interesting to go, I might just try it.”

For now, Terre is grateful just to be home. “FastTrack Home has made my life really blessed, because I’ve been able to leave the hospital and come home with supports. It’s just much easier to recuperate at home, where you’re around familiar people and things, and it’s given me incentive to get back my life,” she said.

### FastTrack Home continues growth in 2018

FastTrack Home is now a permanent service in the Elderly Services Program (ESP) in Hamilton and Clinton counties. COA expanded the program’s reach in these counties by designating staff to focus exclusively on enrolling patients discharging home from skilled nursing facilities. COA continues to evaluate options for expanding the program to other parts of its service area.

- Enrolled 548 hospital and nursing home patients – a 160 percent increase over the previous year
- About 40 percent of FastTrack Home patients go on to enroll in traditional ESP for ongoing support
- For those who do not need ongoing support through ESP, the average length of stay on FastTrack Home is 55 days



## Faces of FastTrack Home

In its third year, and now a permanent service in Hamilton and Clinton counties, FastTrack Home has made all the difference to the hundreds of people who've received vital non-medical supports through the program to help them successfully transition from the hospital or a nursing facility to their own homes. Melvin, Terre and Howard are just a few of the program's success stories.



Melvin is the rock of his large family, but back surgery threw him for a loop: “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.” Through FastTrack Home, Melvin went home from the hospital with supports that his family couldn’t provide: meals, a lift recliner (he was sleeping on the floor because back pain made it too difficult to get into bed) and an emergency response system. Melvin recovered at home, never having to return to the hospital, and transitioned to the Elderly Services Program after 60 days.

After a hospital stay, Terre wanted nothing more than to recover at home. She wanted to be in familiar and comfortable surroundings and near her family. Supports from FastTrack Home made that a reality for Terre. Her transition to ESP after 60 days on FastTrack Home will help her remain at home longer-term. “I feel like Dorothy,” she says. “There’s no place like home.”



Like his hero, Muhammed Ali, Howard is a fighter. He’s fought through health challenges, and losing his apartment while in the hospital – almost having nowhere to go to recover. But even the toughest fighters can use a little help sometimes. FastTrack Home helped when Howard went home to his new apartment with home-delivered meals and laundry assistance. With the help, Howard successfully fought through recovery, and after 60 days on FastTrack Home, he transitioned to the Elderly Services Program. As Howard says, “God’s not through with me yet.”



## Program adapts to address challenges of aide shortage

A nationwide shortage of qualified home health workers continues to cause service delays and interruptions for people who need in-home care services.

Council on Aging has sought innovative ways to lessen the shortage's impact while maintaining high-quality services for the more than 13,400 older adults enrolled in the Elderly Services Program (ESP) in Butler, Clinton, Hamilton and Warren counties. COA contracts with each county's board of commissioners to administer the program, which is funded via property taxes.

Clients most impacted are those who use ESP's home care assistance service, which includes help with personal care tasks (bathing), housekeeping and errands.

COA contracts with 13 service providers to offer home care assistance to ESP clients, but as the economy has improved in recent years, providers have struggled to recruit and retain staff in what is generally a low-wage position. As a result, new ESP clients experience delays in starting their services (especially in rural areas), while existing clients experience irregularities in their service schedule and the aide who provides their care.

That was the case for Chris, 81, a client in Warren County's ESP. She relied on an aide for help with personal care, housekeeping and errands. Chris' daughter, Cheryl, and her niece, Lynn, were stepping in more and more to provide care, taking time away from work and other family responsibilities.

Then Chris' ESP care manager, Maggie, told the family about a new option available to ESP clients called consumer directed care (CDC).

Here's how it works: Instead of using a home care agency, clients become "employers" and hire their own "employees" to provide certain services within ESP. In many cases, the



Elderly Services Program client Chris.

employee is someone the client already knows – a relative or friend. The CDC employee is paid through ESP.

The goals of CDC are to increase independence and program satisfaction for the client, while using ESP resources more effectively. It has the added bonus of reducing the impact of the traditional aide shortage.

Chris' niece, Lynn, was hired as her aide. Lynn helped Chris with everything a traditional aide would do – cleaning, laundry, shopping and bathing. CDC offers more flexibility in the services the aide can provide. For example, Lynn provides transportation to Chris' appointments.

CDC had previously been available in limited areas. But in 2018, as the aide shortage continued, COA worked with the ESP citizen advisory boards in each county to make it available in all counties. Chris' ESP care manager, Maggie, helped the family complete the paperwork to enroll in CDC and provided some training on how to track Lynn's time via a web-based portal.

"There is extra administrative responsibility for the client," said Maggie Reeves, Warren County ESP care manager. "But it's easier than they think and clients are much happier – and more independent – as a result."

[continued next page...](#)

*It's a fact!*

The current nationwide shortage of qualified home health workers is causing service delays and interruptions for clients.



## Program adapts... (continued)

CDC became available in Warren County ESP in February 2018 and already more than 20 clients have taken advantage of the option. In all, 565 ESP clients used the consumer directed care option in 2018 across all counties – a 17 percent increase from 2017.

Chris' health took a turn late in 2018 following a series of falls and a case of diverticulitis. Doctors said she would need 24-hour supervision to live independently.

For Lynn, who had kept her own father at home thanks to help from Chris, the solution was obvious. "Right there in the emergency room, I said, 'You're moving in with me!'"

I didn't want her to go to a nursing home because that's something my dad didn't want – we kept that promise to him – and I told her we would do whatever we can."

Nodding in Lynn's direction, Chris said, "This one has saved my life. I would have been in a nursing home without her – and my daughter."

Cheryl works full time but lives nearby and stays involved in her mother's care. "Lynn is a Godsend," Cheryl said. "That's all I can say. I do what I can for my mom – visiting and cooking – but I wouldn't be able to work without ESP."



*Lynn is a Godsend. That's all I can say. I do what I can for my mom – visiting and cooking – but I wouldn't be able to work without ESP.*

*–Cheryl, Chris' Daughter*

Lynn, Chris' niece and caregiver through the ESP consumer directed care program, with Chris (right).

## COA works to lessen the effects of the aide shortage

Consumer directed care is just one of the ways COA has tried to lessen the effects of the aide shortage on clients and families served by ESP and other programs. For example, over the last two years, COA has worked with service providers to implement other changes, including:

- Recruited new service providers in hard-to-serve regions of our service area
- Changed training/certification requirements for aides who provide only housekeeping services
- Piloted a rate hike in Warren County with the expectation that the increase be passed on to the direct care worker

# COA opens two new congregate meal sites in Butler County

Two congregate meal sites opened by COA in 2018 are helping to meet the nutritional and social needs of seniors in the Hamilton area.

The city of Hamilton has more people age 65 and older than any other municipality in Butler County. But since January 2018, there were no congregate meal sites in the city.

The two new sites are at Belle Tower Senior Apartments (for residents only) and Booker T. Washington Community Center.

“Congregate meals play an important role in helping older adults get the nutrition they need to live healthy lives, while also providing an opportunity to socialize with friends and neighbors,” said Randy Quisenberry, COA’s manager of procurement and provider services. “We knew there was an unmet need in Hamilton and set out to make it right.”

Belle Tower Apartments offers government subsidized housing for older adults and people with disabilities. Lack of transportation and financial resources blocked access to nutritious food for many of the residents. Since June, 50-85 residents have been attending a daily meal at the site.



A meal is served at Booker T. Washington Community Center.

The building’s service coordinator, Hope Huxel, has seen positive results. “This program means so much and we will all be forever grateful,” said Huxel. “I have people eating meals and taking their [medication] more effectively on a full belly.”

Meals are offered twice a week at the Booker T. Washington Center. They are open to anyone age 60 and older and individuals with a disability.



Belle Tower Apartments residents enjoy a healthy lunch as part of COA’s congregate meal program.





## COA promotes senior wellness through workshops, collaborations

As a state-designated Area Agency on Aging, Council on Aging works to help ensure the health and well-being of older adults in our service area. Free Healthy U workshops have played an important role in this effort since 2011. Healthy U is an evidence-based program available to seniors and their caregivers. The workshops provide peer support and practical tips to help people with chronic health conditions manage their symptoms and improve their quality of life. Some workshops are specifically for those with diabetes.

In 2016, COA began offering an evidence-based fall prevention workshop, A Matter of Balance (MOB). Falls are a serious risk to the health of older adults – they are the number-one cause of injuries leading to ER visits, hospital stays and deaths in Ohioans age 65-plus.

MOB 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. Both have grown in popularity. During 2018, COA offered 61 workshops (compared to 37 in 2017), and 424 people completed them, up more than 60 percent from 2017.

Funding for the programs comes exclusively from Title III of the Older Americans Act, and those funds are limited. To grow the programs and reach more seniors, COA is evaluating a potential alternative funding source for diabetes self-management (DSM) workshops.

In July 2018, the National Council on Aging (NCOA) selected COA as one of only 10 organizations nationally to participate in its Medicare Reimbursement Learning Collaborative – an opportunity to learn about and evaluate the potential to become Medicare certified so that Medicare will cover the costs of DSM workshops.

“Our participation in the collaborative will help us determine if this two-step process – first becoming accredited by the National Association of Diabetic Educators, and then applying for Medicare certification – will be a viable way for COA to fund additional DSM workshops,” said Nancy Green, COA’s relationship



A facilitator leads a Matter of Balance workshop.

### COA partners with public health program

Seeking another avenue for engaging area seniors with health and wellness information, COA in 2018 became a partner of



Hamilton County Public Health’s (HCPH) WeTHRIVE! initiative, which strives to improve the health, safety and vitality of communities within HCPH’s service area.

HCPH launched WeTHRIVE! in 2009 with a grant from the Centers for Disease Control and Prevention. Since then, it has grown the initiative from three participating Hamilton County communities to 23.

In 2016, HCPH added the partner program. Partners like COA are community organizations concerned with health or safety. They contribute their expertise and resources to each other, WeTHRIVE! and the community-driven health and safety initiatives supported by WeTHRIVE!.

manager, who leads COA’s engagement with the collaborative. Green will make her final report to COA’s Senior Leadership Team in 2019.

## Nursing home career drives desire for independence

Three decades as a service employee at a nursing home has given Brenda some perspective.

She enjoyed the work, but recognized the loneliness and loss of independence many of the residents experienced. “I worked 30 years around old folks but I never gave much thought to getting old,” she said. “Never did I think I would be blessed like I am in my elderly years.”

Brenda never learned to drive – the responsibility scared her – so she became a master of the bus system, taking it to work, home again and everywhere in between.

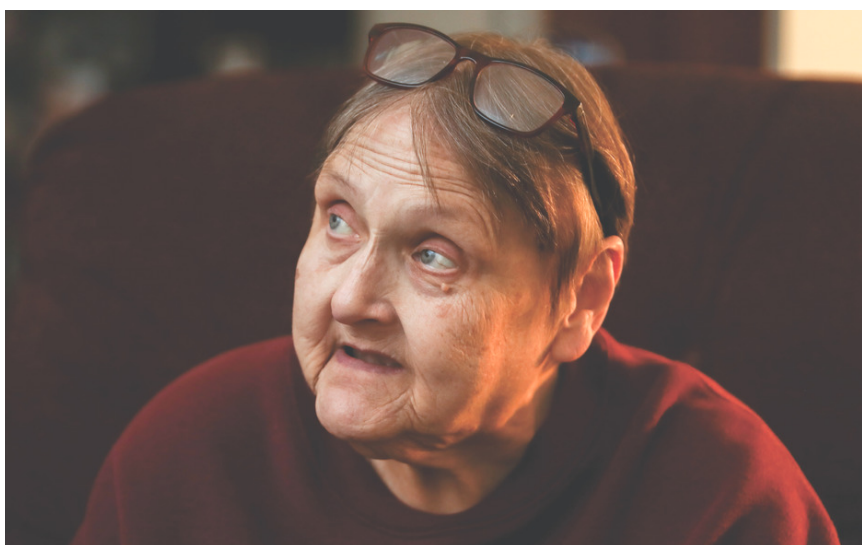
Then, the nursing home where Brenda worked moved to the suburbs, where bus service was limited. But she gave it a go, boarding a bus at 4:45 a.m. to get to work. Dropped off in the dark, Brenda had to walk across a corn field to get to her job. At the end of her first day at the new location, Brenda made the trek back to the bus stop to go home, exhausted from her new routine. But she fell on the bus, irritating an old back injury. Her working days were over.

Brenda’s health declined from there. In 2012, she landed in the ICU with ulcers and a feeding tube – complications from gastric bypass surgery. While there, a social worker referred her to Council on Aging.

Brenda qualified for PASSPORT, Ohio’s Medicaid in-home care program for older adults. Later, she moved to MyCare Ohio, which offers coordinated medical and long-term care services via select health plans to older Ohioans who receive both Medicare and Medicaid benefits. Aetna Better Health of Ohio and Molina Healthcare are designated by the state to offer MyCare Ohio plans in our region. Brenda enrolled in Aetna’s plan.

Unsteady on her feet and unable to bathe, she received an emergency response system and help with personal care, as well as housekeeping, meals and transportation to medical appointments. “It was a big help,” she said. “I want to stay by myself as long as I can.”

But Brenda is not alone. She’s lived in her Westwood apartment for 13 years. Her daughter lives nearby and she



MyCare Ohio client Brenda.

knows her neighbors – they help each other out.

She misses the days when she could walk all over the neighborhood – to visit friends or go to the library or drugstore. Now, she sticks close to home or walks around her apartment to stay active. “It’s a lot easier to just sit around,” she said. “But if you don’t use it, you lose it!”

Area Agencies on Aging, like Council on Aging, have contracts with MyCare Ohio plans to assess members’ care needs and manage or coordinate their long-term care services. In 2018, COA provided care coordination services to 4,574 MyCare Ohio members in southwestern Ohio.

That’s how Brenda met Brittany, a Council on Aging social worker assigned to Aetna MyCare Ohio members. It was a match made in heaven. “Brittany is so personable,” Brenda said. “She’s the salt of the earth. That’s a comfort right there. To know I can call her up and tell her I’m having problems and she’ll help me.”

“Brenda never takes more than what she needs,” Brittany said. “She was hospitalized recently and it was like pulling teeth to get her to accept more help.”

“There’s somebody out there that needs it more than I do,” Brenda replied. “I have family. I have Council on Aging. I don’t have to worry. They can get me where I need to go or put me in touch with whoever I need in any aspect that comes up. They are very helpful about stuff like that.”



## Compassionate, cost-effective care for vulnerable Ohioans

In addition to our role in MyCare Ohio, Council on Aging (COA) administers several Medicaid waiver programs that help eligible individuals of all ages remain independent in their homes and communities. These programs have two benefits: they save taxpayer dollars by diverting Medicaid funds from more costly nursing home settings to home- and community-based settings, and they help some of Ohio's most vulnerable residents receive care in the most independent setting possible.

As the Area Agency on Aging for southwestern Ohio, COA administers the PASSPORT and Assisted Living Waiver programs in our region.

COA also provides care management services for Ohio Home Care Waiver and Specialized Recovery Services (SRS) program clients. On October 1, CareSource was awarded one of two statewide contracts to provide care management services via the Ohio Home Care and SRS programs. COA agreed to serve as CareSource's sub-contractor to provide case management services in these programs for consumers in the Cincinnati/Dayton region.

In 2018, COA served more than 8,700 individuals through MyCareOhio; the PASSPORT, Assisted Living and Ohio Home Care waivers; and the Specialized Recovery Services Program.

*"I see a big change in people after they enroll*

*in the Assisted Living Waiver. At home, they may have neglected meals and medications and experienced social isolation. But with this program, they eat three meals a day and someone makes*



*sure they take their medication. Clients have access to other supportive services such as housekeeping, nursing care, even social activities. And they still have the independence of their own apartment. Clients tell me they can live their lives but feel reassured knowing help is available right outside their door. Many younger clients on the program have mental health issues. For them, the Assisted Living Waiver may be the only thing keeping them out of a nursing home – or off the streets."*

–Christi Whittaker, Assisted Living Waiver Care Manager,  
New Hire Teacher



*"PASSPORT care managers understand the value of in-home services*

*on every level – for clients, families, the community and taxpayers. They work as a team to find innovative ways to meet our clients' unique needs so they may continue to live independently. They are a resource for families who want their loved ones to have a better quality of life. And, they are committed to our motto to provide the highest level of service at the lowest possible cost to serve as many people as possible with the tax dollars available. In this way, we serve our clients with compassion, and our community and taxpayers with integrity. It's hard to imagine what our clients and families would do without this program."*

–Theresa Bracher, Manager of PASSPORT

## 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 2018, we conducted 66 meetings with elected officials, their staff and candidates.

Pictured are COA staff and Board of Trustees members with (clockwise from top left): State Representative Brigid Kelly (D-31), State Senator Steve Wilson (R-7), State Senator Cecil Thomas (D-9), Reverend Tom Stephenson (Clinton County Advisory Board), State Representative John Becker (R- 65) and State Representative Catherine Ingram (D-32).

## 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.

### Board of Trustees

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Robert Leininger	



# Statement of Financial Activities\*    Year ending September 30, 2018

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.

Support and Revenue	
35,612,544	Local Government (Elderly Services Program)
22,595,855	Medicaid Waiver (PASSPORT and Assisted Living)
14,833,840	Other Programs and Program Income (Client Contributions, Ohio Home Care, MyCare Ohio, Specialized Recovery Services)
6,960,569	Federal Government (Title III, Title VII, Title XX, HEAP, Nutrition Services Incentive Program)
1,096,289	State Government (Senior Community Service, Alzheimer's, Senior Volunteer)
21,352	Other Support/Revenue (Donations, Interest)
81,120,449	Total Support and Revenue
Expenses	
46,663,357	Community-based In-home Services
19,398,600	Care Management
7,029,470	General Administration
3,765,656	Community-based Senior Center Services
3,009,178	Information, Referral and Assessment
79,866,261	Total Expenses
\$7,873,989	End of Year Net Assets

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



*Without help from Lois (ESP),  
Gene (home health aide) and my  
daughters, I'd be in a nursing  
home – or worse.*

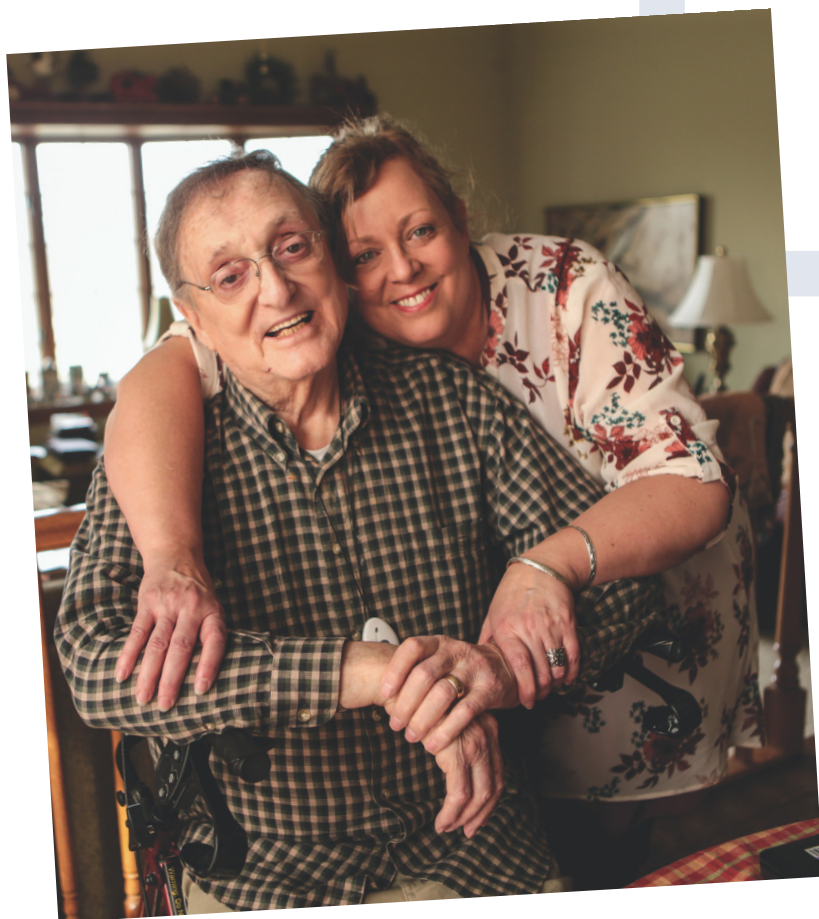
*–Ralph, Elderly Services  
Program client*

### Report Credits

This report was produced by Council on Aging's Communications Department.

Writing by Paula Reichle-Smith and Anne Sells; design by Anne Sells; data compiled and provided by COA's Business Intelligence and Accounting departments.

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Council on Aging staff and Lyons Photography



*I have peace of mind  
knowing Jenny (ESP  
Care Manager) is  
overseeing everything.*

*-Susan*

Elderly Services Program client Donald  
and his daughter, Susan.