

ANNUAL REPORT



INFORMATION
ASSISTANCE
ACCESS
CONSULTATION
ADVOCACY

2017



AREA AGENCY
on AGING
Region 9



Our Services

ASSISTED LIVING PROGRAM

provides services in certified residential care facilities to help delay or prevent nursing facility placement.

CARE COORDINATION PROGRAM

designed to link home care services to those vulnerable older adults who are at risk of losing their independence due to having multiple problems with daily living tasks and skills.

CARING FOR CAREGIVERS

offers free support for private individuals that provide care to an older loved one, friend or neighbor.

HEALTHY U WORKSHOP

a free, community-based workshop that helps participants learn proven strategies to manage chronic health conditions and feel healthier.

HOME ENERGY ASSISTANCE PROGRAM

HEAP is a federally funded program administered by the Ohio Development Services Agency. It helps eligible Ohioans pay their home energy bill.

HOME CHOICE PROGRAM

transitions eligible Ohioans from institutional settings to home and community-based settings, where they receive services and supports at home and in their communities.

LONG-TERM CARE CONSULTATIONS

LTCC provide individuals or their representatives with information about options available to meet their long-term care needs and factors to consider when making long-term care decisions.

LONG-TERM CARE OMBUDSMAN

By law, residents of long-term care facilities have rights—and it's the responsibility of the Long-Term Care Ombudsman to make sure those rights are protected.

OHIO HOME CARE WAIVER PROGRAM

OHCW program benefit package consists of nursing services, personal care assistance services and/or skilled therapy services, plus waiver-specific services such as home modifications, home-delivered meals, adult day health care, respite care, supplemental transportation, adaptive/assistive devices, and emergency response systems.

PASSPORT MEDICAID WAIVER PROGRAM

uses federal and state funds, through a Medicaid waiver, to pay for in-home alternatives to nursing home care for low-income, Medicaid eligible seniors.

PRE-ADMISSION REVIEW

PAR screening consists of two separate pre-admission screening processes. Both are required prior to an individual entering a Medicaid certified nursing facility.

PRESCRIPTION DRUG ASSISTANCE

helps low-income seniors and persons with disabilities to apply for two programs that help pay for their Medicare costs.

SENIOR FARMERS' MARKET NUTRITION PROGRAM

The Ohio Department of Aging partners with area agencies on aging to offer the Senior Farmers' Market Nutrition Program in 45 counties. For Area Agency on Aging Region 9, this program is only offered in Muskingum County.

ABOUT AAA9

Everyone has the right to
receive the care they need in
the settings they prefer.

Area Agency on Aging Region 9 (AAA9) first opened its doors over 35 years ago in Cambridge as a private non-profit 501 (c)(3) organization. We are designated by the Ohio Department of Aging as an Aging and Disability Resource Network (ADRN) and one of Ohio's 12 and America's nearly 700 Area Agencies on Aging.

We are also designated by the Ohio Department of Aging under the federal Older Americans Act to administer Title III, State Block Grant, Medicaid and numerous other grant funds for programs and services that help older adults and individuals of all ages with disabilities live independently and enjoy the highest quality of life possible.

»» OUR MISSION

"We work with people, communities and organizations to help older adults and people with disabilities live independently and enjoy the highest quality of life possible."

YEAR IN REVIEW

Embracing Change as Older Population Increases

Change... Such a simple word, but one that can have very different meanings. Change can be looked upon as something to be avoided at all costs or to be welcomed as a new way of approaching a situation or problem. For most of us, the concept of change falls somewhere in the middle; realizing the importance of looking forward but also feeling comfortable with the familiar.

› *In the past year, our agency has experienced its' fair share of change; some changes that are exciting as we embrace our responsibility to the older adults in our community, and some changes that are simply necessary to remain the leader of aging services in east central Ohio.*

Provider Management Division: In 2017, the Provider Management Division

››› **To see the impact of change; we will look at each division within AAA9 and their approaches to change in 2017.**

experienced a lot of change. With old faces retiring and new ones coming on board at the Ohio Department of Aging, there were changes to our structural provider review process, an increase in the number of provider sanctions and the start of monthly webinars connecting ODA's Provider Management Network with our internal provider management staff.

Quality Compliance: In 2017, AAA9 made significant changes to our overall organizational structure including the creation of two new management level

positions: Director of Clinical Quality and Compliance and Clinical Manager of all CM programs. In addition, Justin Graves was designated as our Security Officer and Zane Wells, LSW as our Privacy Officer. Zane also now serves as our Disaster Liaison for ODA and community emergency management organizations. Last year Zane worked with Guernsey County EMA to set up our mass notification system (WENS). This system gives us the ability to send emergency messages to all employees at AAA9. In addition, Zane closely monitors the State-wide Emergency Operations Center (EOC) and notifies staff of incidents that may have a direct impact on our Consumers i.e. inclement weather, flooding, power outages etc. Also, in

2017 we also purchased NAVEX Global PolicyTech which is a Policy & Procedure Management software program. This is still a work in process; however, a needs assessment and training has been completed. All agency policies have been converted and uploaded into the PolicyTech system.

Fiscal Division: Due to the increase in providers and various special programs, the AAA9 Billing Department has faced the challenge of being able to complete all the billings in a timely and accurate manner. However, the staff has stepped up and increased their efficiency and effectiveness. We are very successful at meeting ODA, ODM, CareSource, and our internal deadlines.

ADRN: The Aging & Disability Resource Network (ADRN), also known as the "Front door" of AAA9, takes pride in being responsive to the needs, services, and supports of the aging and disabled populations to help them remain in their desired setting. The ADRN has staff trained and devoted to Ohio Benefits Long Term

News & Events

>> 2017

Honoring Employess for Their Service

Older adults continue to be actively engaged across our region, volunteering and maintaining close ties to their communities.

Service and Supports (OBLTSS) which streamlines the process and provides a single-entry point for individuals to learn about and connect with various home and community-based programs, services and resources. The ADRN focuses on outreach, building, and developing community partnerships with the goal to best serve individuals in our region.

Consumer Care Division: AAA9 Case Management unit encompasses over 74 licensed and non-licensed staff members. The unit manages PASSPORT, Assisted Living Waiver, Ohio Homecare Waiver and Specialized Recovery Services Programs. In 2017, the CM unit saw growth in census and staffing along with an increase in hard to serve individuals and monitoring/compliance requirements. We identified and implemented specialty positions including Clinical Manager, Sr & Fast Track CM's. The addition of these positions along with the team efforts of the entire unit, we are working to reduce turnover, improve quality, maintain consistent practices and improve our delivery of services and overall efficiencies

Older adults are experiencing change at a greater level than ever. There has been a large increase in the number of grandparents raising their grandchildren, due in large part to the current opioid crisis crushing not only our state of Ohio, but the country. Older adults are living much longer, and many are continuing to work, whether out of financial necessity or the desire to remain productive. Older adults continue to be actively engaged across our region, volunteering and maintaining close ties to their communities.

For the past several years, an employee recognition brunch has been held to honor all staff for their service and commitment to the older adults and disabled individuals in our nine-county region. During this event, employees who have reached 5, 10, 15, 20 and 25 years of service or more, are recognized. In addition, AAA9 recognizes individuals who have served our region as members of the Regional Advisory Council and Board of Trustees. The following board of trustees were honored for their service:

Robert Morgan
5 YEARS

Gwen Morgenstern
15 YEARS

Peggy Trolio
15 YEARS

Connie Hawthorne
5 YEARS

>> The following employees were recognized by James Endly, CEO of AAA9, on April 27, 2017:

5 YEARS

Tina Myers
Justin Graves
Donna Eschbaugh
Holly Huffstutler
Amanda Kerns
Mandy Hagan
Valerie Sampson

10 YEARS

William Kester

15 YEARS

Leslie Shultz
Olivia Edwards
Stephanie Border

20 YEARS

Sylvia Rubicam

AAA9 would like to thank AT&T for their gracious sponsorship of this event.



Older Adult Extravaganza

The Older Adult Extravaganza was held in May at the Pritchard Laughlin Civic Center in Cambridge. This event has been held for 12 years and the 2017 theme was “Superheroes”. The Extravaganza is for older adults and their caregivers in our nine-county region.

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In the state of Ohio, falls resulting in death to older adults are at a record number.

The number of fatal falls among older Ohioans increased more than 202 percent from 2000-2015. An older Ohioan falls every minute on average, resulting in an injury every five minutes, an emergency department visit every six minutes, two hospitalizations each hour and three deaths each day (Steady Ohio).

AAA9 continues to surpass our goals for the number of steps contributed each year to state total. In 2017, Falls Prevention Awareness

events were held at two locations; Emerald Pointe in Barnesville, Ohio and McFarland Stadium in Cambridge, Ohio. Over million steps were recorded in our nine-county region. AAA9 staff, their family and friends, county senior centers, local hospitals and nursing facilities all participated to AAA9 having the largest number of steps to date. AAA9 is proud to be a part of this great campaign every year.



*Left to right: Ulleitur itiatat dolorem pernatia porro
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The goal of Street Smart is to provide current and up-to-date narcotics information on trends, terminology, paraphernalia, and physiological effects to those individuals who deal with today's youth on a daily basis.



OPERATION STREET SMARTS >

On December 13, 2017, AAA9 was able to secure the final spot for a free presentation from the Franklin County Sheriff's Department, for a presentation by Operation Street Smarts. The Franklin County Sheriff's Office created Operation Street Smart in July 2002 as a way to take community oriented policing to a new level. Street Smart is a collaborative effort between D.A.R.E. and the Special Investigations Unit (SIU), which is the Sheriff's Office undercover narcotics branch. The goal of Street Smart is to provide current and up-to-date narcotics information on trends, terminology, paraphernalia, and physiological effects to those individuals who deal with today's youth on a daily basis.

All staff attended this presentation and learned valuable information to learn how to identify the various household items that addicts may use to hide/hold their drug of choice.

>>> OHIO HOMECARE WAIVER

Since January of 2014, AAA9 has been a contracted case management agency for the Ohio Homecare Waiver, serving 14 counties: Guernsey, Belmont, Jefferson, Monroe, Morgan, Washington, Noble, Tuscarawas, Harrison, Holmes, Muskingum, Coshocton, Perry, and Carroll.

The Ohio Homecare Waiver provides in-home services such as personal care aide, home-making, home delivered meals, emergency response units, skilled nursing, durable medical equipment and handi-capped accessible home modifications to our individuals. The population that we serve are individuals who meet a nursing home level of care from birth up through age 60. At age 60, we transition those individuals to the PASSSPORT waiver, if they are appropriate for those services.

Staffing: We currently have 7 case managers, a dedicated assessor, 1 clinical assistant and a supervisor for the Ohio Homecare Waiver.

>>> SPECIALIZED RECOVERY SERVICES

Since 2016, AAA9 has been a contracted provider of Recovery Management services for the Specialized Recovery Services program, serving 14 counties: Guernsey, Belmont, Jefferson, Monroe, Morgan, Washington, Noble, Tuscarawas, Harrison, Holmes, Muskingum, Coshocton, Perry, and Carroll.

The Specialized Recovery Services program provides Recovery Management services to individuals over the age of 21, who have diagnosed severe and persistent mental illness. This has recently been expanded in 2017 to include individuals over the age of 21, who have diagnosed chronic conditions: such as cancer/malignancies, end-stage renal disease, soft tissue & organ transplant individuals.

Staffing: We currently have 4 recovery managers, a dedicated assessor, 1 clinical assistant and a supervisor for the Specialized Recovery Services program.



2016 AAA9

Financial Activities

FUNDING

Federal	\$ 27,512,582
State	\$16,854,305
Non-Government	\$1,628,611
Program	\$1,628,611
Other	\$54,286
Interest	\$7,630
In-Kind	\$13,336
Total	\$46,635,274

EXPENSES

Salaries	\$5,704,178
Benefits	\$2,150,553
Professional Services	\$112,535
Equipment/Supplies	\$212,233
Travel/Training	\$415,833
Depreciation	\$192,552
Occupancy	\$396,466
In-Kind	\$13,336
Other	\$353,939
Program Allocations	\$37,150,060
Total	\$46,701,685

»» 2015 AAA9 BOARD OF TRUSTEES MEMBERS

Robert Morgan President, Carroll County
Connie Hawthorne Vice-President, Guernsey County
Joyce Klingler Secretary, Harrison County
Peggy Trolie Treasurer, Tuscarawas County
Ann Schreiner RAC Chair, Guernsey County

Gwen Morgenstern Belmont County	Vince Durant Muskingum County
William Buxton Coshocton County	LaVere Jenkins Muskingum County
Bee Lehner Coshocton County	Steve Matson Muskingum County
Michael Bryan Muskingum County	Rev. Hugh Berry Tuscarawas County

»» 2015 AAA9 REGIONAL ADVISORY COUNCIL MEMBERS

Ann Schreiner Chair Guernsey County	Joyce Sees Coshocton County	William Demjan Jefferson County
Irene Boyd Vice-Chair Muskingum County	Joann Moore Guernsey County	Kathy Barker Jefferson County
Ronald Hopkins Belmont County	Julia Gray Holmes County	Audrey Hanni Tuscarawas County
Marjorie Groff Coshocton County	Merlin Mullet Holmes County	Norma Russ Tuscarawas County

AAA9 is a non profit Section 501 (c)(3) organization designated by the Ohio Department of Aging as one of America's nearly 700 Area Agencies on Aging.

»» AAA9
SERVICE AREAS

Belmont
Carroll
Coshocton,
Guernsey
Harrison
Holmes
Jefferson
Muskingum
Tuscarawas



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