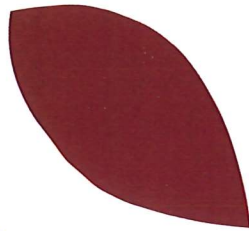
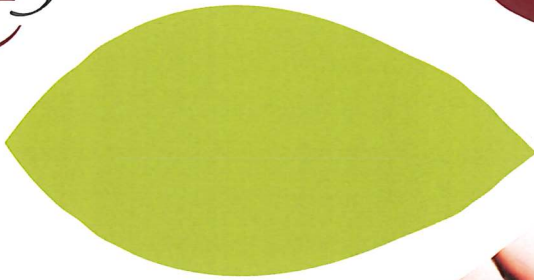


MOVING FORWARD



2018
ANNUAL
REPORT

*helping older adults and people with disabilities live
independently and enjoy the highest quality of life possible*

moving forward means >>>

LOOKING FORWARD

AAA9 spent 2018 doing both. Renovation of our permanent home was underway, and we balanced our work responsibilities with new opportunities for growth and preparation for what is to come.

Moving forward does not mean forgetting our past. Just the opposite is true. Our past shapes our future, changes us and helps us focus on the priorities we set for our agency.

2018 was a tremendous year for AAA9. We experienced growth in every division, adding new employees and new positions. One of the most important elements to moving forward is having a caring and committed staff who focus on our mission and vision of being the first step for services to disabled and older adults in our nine-county region.

As you read the many highlights of the year 2018, we began to move our offices on July 1, 2019 to our new location at 710 Wheeling Avenue, Cambridge, Ohio. We are excited to communicate with other staff members we haven't connected with in a few years, and to adjust to the realization that we are all together under one roof, at long last! Many thanks go to our CEO and leader, Jim Endly, for his hard work and attention to the details that make our new home a beautiful and highly functional location for our company.



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.



Provider Management Division Campaign



One of the biggest areas of concern, statewide, is the shortage of available home health aides. Coupled with several home health agencies going out of business, and choosing not to be a waiver provider, this is a critical need.

To begin to address this concern, the Provider Management Division staff developed a provider recruitment campaign. While still on-going, positive strides have been made to secure new providers and to encourage already contracted providers to expand their coverage area.

A new app was developed for in-house agency-issued mobile phones to enable staff to have access to our internal provider list whenever they need provider details such as name, address, phone numbers, etc. Since we have a remote and mobile staff, this app has been extremely beneficial.



BILLING AND IT DIVISION

AAA9's MIS Division is responsible for processing all payments for services rendered. In 2018, **\$29,737,699.30** was paid out for **PASSPORT waiver services**.

PASSPORT is the largest program overseen by AAA9. **\$3,916,945.14** was paid out in 2018 for **Assisted Living**.

AGING AND DISABILITY RESOURCE NETWORK

The Aging and Disability Resource Network handles screening and assessments for our company. The ADRN also houses the VOCA (Victim of Crime Assistance) Program. VOCA assists older adults who have been the victim of a crime. In 2018 VOCA assisted 677 individuals. Types of crime included; identify theft, fraud, financial, domestic violence, elder abuse/neglect, robbery, physical assault, sexual assault, arson and stalking.

Also, in 2018, a Kinship Care Program was started with Cambridge City Schools to assist older adults who are raising their grandchildren. The number of older adults having primary care of their grandchildren is growing in all nine of our counties.

› In 2018
VOCA Assisted

677
INDIVIDUALS

2018 DIVISION HIGHLIGHTS

AAA9 is committed toward meeting the specialized needs of our populations as reflected in the attention we have given to staff selection, proper training and mentorship.

› In 2018 the SRS Program Added

185
INDIVIDUALS



Care Management Division

In 2018, there were 12 new hires in the PASSPORT and Assisted Living Waiver programs and 3 in the Ohio Home Care Waiver and Specialized Recovery Services programs.

2018 has been a year of growth both in staffing and census. The largest growth was in our SRS program, adding 185 individuals to be care managed.

AAA9 is committed toward meeting the specialized needs of our populations as reflected in the attention we have given to staff selection, proper training and mentorship. We continue to evaluate

program and staffing needs based on census and program demands. The Care Management Division has implemented creative strategies to address the rapid growth of the programs while continuing to meet federal, state, payor source, and agency expectations. None of this would be possible without the commitment of the staff and dedication to those we serve.



VALENTINE'S DAY CAMPAIGN

For the second year in a row, AAA9 partnered with the Ohio Department of Aging, to deliver valentines to older adults in nursing facilities, assisted living facilities and rehab centers. Many kindergartens, first grade, second grade and pre-school classes participated this year. The children had a lesson plan on how to help the older loved ones in their lives if they fall and colored valentine's. The children were very creative. AAA9 delivered just over 2,900 valentines to older adults in our region.





The number of people world wide with diabetes is expected to increase to 522 million by 2030.

>>> WORLD DIABETES DAY | NOVEMBER 14, 2018

Along with the entire month of November recognized as National Diabetes Month, this day is set aside to educate more people about the severity of the disease. The number of people world wide with diabetes is expected to increase to 522 million by 2030.

As startling, 1 in 2 people with diabetes have no idea they have the disease. Diabetes is a very hard disease, and is a leading cause of heart disease, stroke, blindness, kidney failure and lower limb loss.

OLDER ADULT EXTRAVAGANZA

Our **12th Annual Older Adult Extravaganza** was held on May 9, 2018, at the Pritchard Laughlin Civic Center in Cambridge, Ohio. Our theme for the event was "Take me out to the Ballgame." AAA9 honored the late Densel Rasmussen, father of staff member Lisa Durben. Mr. Rasmussen played with the Baltimore Orioles.

Approximately **510 older adults and their caregivers** attended the four-hour event. **64 vendors** were on hand to talk with attendees about services available in our region to assist older adults.

>>> WORLD ELDER ABUSE AWARENESS MONTH | JUNE 2018

Elder Abuse is a very real and pervasive threat to older adults across our county. In Ohio, in 2017, APS handled over 16,200 reports for adults 60 and older. Reported abuse included sexual, physical and emotional. Neglect was also alleged in over 11,000 of the reports. AAA9 held a balloon launch to commemorate the month and to honor those older adults who have experienced abuse.



10 MILLION STEPS TO PREVENT FALLS

> AAA9 had over

16M
STEPS FOR OHIO

Our 2018 campaign was the most successful, to date. Another AAA challenged the remaining AAA's to meet and exceed our previous year's goal. At the end of September, AAA9 was second in the number of steps with over 16 million steps, or 21% of the entire total for Ohio. AAA9 was number 1 in the

number of participants. We had school districts, local senior centers, hospitals, private agencies, AAA9 staff, and many other groups taking those steps with us. We are looking forward to 2019 to see what we can accomplish to spread the word about falls prevention in our communities.

2018 LEADERSHIP

› BOARD OF TRUSTEES



Suzanne Bates
Carroll County



Nan Mattern
Harrison County



Dr. John Mattox
Belmont County



Robert Morgan
Carroll County



Dr. Michael Dunder
Muskingum County



Gwen Morganstern
Belmont County



Connie Hawthorne
Guernsey County



Rev. Hugh Berry
Tuscarawas County



Joyce Klinger
Harrison County



Tracy Smith
Holmes County



Berenice Lehner
Coshocton County



Peggy Trolie
Tuscarawas County

Not pictured: Jeanie Black, Muskingum County and Dan Atkinson, Guernsey County

› DIRECTORS



Pictured left to right: Michele Bates, Care Management Director; Donna Eschbaugh, Clinical Manager; Val Sampson, ADRN Director; Robin Lahmers, Quality Compliance Director; Diane Phillips, Provider Management Director; Sylvia Rubicam, Billing and IT Director and James Endly, CEO and Executive Director.

› REGIONAL ADVISORY COUNCIL



William Demjan
Jefferson County



Edward Florak
Jefferson County



Julia Gray
Holmes County



Marjorie Grof
Coshocton County



William Harding
Tuscarawas County



Ronald Hopkins
Belmont County



Doris Logan
Carroll County



Merlin Mullett
Holmes County



Elaine Myers
Carroll County

2018 LEADERSHIP UPDATES

The Board of Trustees increased their membership in 2018. Dr. John Mattox, founder and curator of the Underground Railroad Museum in Belmont County joined the board in the fall.

2018 was a year of change in membership on the Regional Advisory Council. A couple of members resigned due to medical issues, and we added 4 new members, obtaining representation from Carroll County that we have not had in years, with Doris Logan and

Elaine Myers. Reverend Nate Womack from Guernsey County was appointed to fill the pastoral role on the council. Bill Demjan, a long time member, resigned due to health concerns. Bill worked to find a replacement for his position, and we welcomed Ed Florak to the council.

our services >>>

ASSISTED LIVING PROGRAM

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

CARE COORDINATION PROGRAM

This program is 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

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

HEALTHY U WORKSHOP

This community-based workshop 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.

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 (1-800-282-1206)

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

Passport 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

This program 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 was only offered in Muskingum County in 2018.

SPECIALIZED RECOVERY SERVICES

The SRS program is a Medicaid Funded program that offers home and community-based services that are person-centered and aimed at supporting individuals in the community for individuals diagnosed with a severe and persistent mental illness (SPMI) or with a diagnosed chronic condition (DCC).



2018 AAA9

Financial Activities

FUNDING

Federal	\$27,781,971
State	\$16,631,430
Non-government	\$2,034,674
Program	\$607,842
Other	\$12,050
Interest	\$18,328
In-Kind	\$8,018
Total	\$47,094,313

EXPENSES

Salaries	\$6,179,695
Benefits	\$2,458,136
Professional Services	\$130,693
Equipment/Supplies	\$223,728
Travel /Training	\$438,325
Depreciation	\$168,536
Occupancy	\$423,830
In-Kind	\$8,019
Other	\$332,107
Contract/provider payments	\$36,619,615
Total	\$46,982,684



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.

2018 HIGHLIGHTS

- › Hosted several interns from various colleges and universities
- › Added new positions and reached 120 employees
- › Completed a new edition of the Employee Handbook which hadn't been revised in several years
- › Completed a retirement plan review and a fiduciary review
- › Updated our onboarding process to ensure a smooth and consistent onboarding experience



@AAARegion9

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