



2019

Annual Report

EMBRACING  
OPPORTUNITIES



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*The Potter Davis Co. building on Wheeling Avenue in Cambridge, Ohio, is the new home to AAA9.*

## The year 2019 was full of anticipation, excitement and realization for the Area Agency on Aging, Region 9.

While AAA9 staff worked on behalf of individuals in our nine-county region, the first half of the year was also filled with continued renovations to our new office building, the former Potter Davis location. Potter Davis was a department store dating back to the late 1800's, early 1900's. Working for approximately five years on securing historic tax credits; the original hardwood floors, the sweeping staircase, and other sections of the building were kept. Office spaces were assigned, and staff was tasked with packing up their personal workspaces in the three buildings we had currently occupied. This was a time of reflection of where we had been and excitement at where we were going.

Once we began the moving process, all staff were in place on July 1, 2019

July 2019 was a time of settling in, figuring out where things were, and embracing our new home! All staff did a tremendous job of continuing the high caliber of work while balancing the need to assist with setting up workspaces and getting to know new staff that works in different buildings previously.

Understandably, all these activities, while trying to carry out business as usual, can be stressful and overtaking. At the beginning of 2020, staff were asked to give one word to their thoughts on the year that was, 2019. The word cloud below represents their responses.



## AAA9 EVENTS 2019 Highlights



*L-R: David Evancho, Val Sampson, Brooke Campbell, Jim Endly and Randy Nelson*



### Aging Innovative Achievement Award

The National Association of Area Agencies in Aging presented the Area Agency on Aging with a 2019 Aging Innovative and Achievement Award, at the N4A Annual Conference in New Orleans, Louisiana. The Area Agency on Aging, 9, partners with Zane State College to provide training for local high school and college students to bridge generational gaps, break down stereotypes and increase sensitivity to the community's population of older adults. Students in Zane State's Social Work Assistant Program practicum are trained by AAA9 staff on the AgePlay course and then present the programming to local high school and college students.





## State Fair

AAA9 participated in the Ohio State Fair on July 31, 2019, which was Senior Day at the Fair. Carol Baker, Outreach and Communications Officer demonstrated the Glow Bug Handwashing Show, which simulates germs on the hands, and shows individuals where those germs are lurking and just how hard they are to wash off. The Glow Bug Handwashing Show was a huge hit with older adults and other exhibitors in the Well Beyond 60 tent, operated under the Ohio Department of Aging.



## Ribbon Cutting Ceremony

An official ribbon cutting ceremony was held, on August 13, 2019, in front of the historic staircase. The staff was so excited to show off our new location to agencies and organizations in our nine-county region.

Just prior to the official ribbon cutting ceremony, a special open house was held to give AAA9 the opportunity to bring in their family and friends to take a personal tour. Many individuals came through the open house, and the comments were so positive!

# 189



COMMUNITY MEMBERS  
ATTENDED THE EVENT



The following dignitaries were present at the ribbon cutting: (left to right) Commissioner Skip Gardner, Mayor Tom Orr, Sue Dodd, Jo Sexton (Chamber Director), Mark Kelly Bi-Con, Darin Schweikert (architect), Jeff Cowgill, Bi-Con, Norm Blanchard, Port Authority.



## 2019 AAA9 Event Highlights



**John Carey**

John Carey, Director of the Ohio Governor's Office of Appalachia, visited AAA9 for the first time. Mr. Carey met with many staff members talking about issues of funding, current available grant opportunities, etc. that AAA9 may be able to access. We look forward to working closely with Mr. Carey in the future. James Endly, CEO also discussed the possibility of obtaining funding to offer home health aide training to train reliable staff in our region.



### 10 Million Steps to Prevent Falls Campaign

September of each year is designated as National Falls Prevention Month and September 22 of each year is National Falls Prevention Day. The Area Agency on Aging, Region 9 helps to promote resources and information to older adults, their family, caregivers and others who need to know that falls are NOT a normal part of the aging process and that they can be prevented.

The Ohio Department of Aging's annual 10 Million Steps to Prevent Falls Campaign is carried out in many ways across the state. In our region, we held a high school challenge contest, calling on today's youth to walk as many steps as they could. We chose pairs of high schools that were rivals and held the walks on the high school tracks in several counties. At the conclusion of the day, we totaled 19,050,695 steps and had 1,002 individuals completing those steps.



*Students from Cambridge Middle School walk on behalf of older adults.*



*L-R: Randy Nelson, CFO; Val Sampson, ADRN Director; Sylvia Rubicam, IT and Billing Director; Diane Phillips, Provider Management Director; Ursel McElroy, Director Ohio Department of Aging; Jim Endly, CEO/Executive Director of AAA9; Michele Bates, Care Management Director and Robin Lahmers, Quality and Clinical Compliance Director.*



### Director visits AAA9

Shortly after our move on July 1, 2019, we learned the Director of the Ohio Department of Aging would be visiting our new location on August 5, 2019. Director Ursel McElroy spent the day in our office speaking with CEO/Executive Director Jim Endly and participating in a all staff meeting where she laid out her plans for the Ohio Department of Aging and interacted with AAA9 staff. It was a pleasure to have the Director visit our office and spend time with all of us.





## Special Thanks

We would like to thank our contracted providers for your dedication to our older and disabled adults, by providing a high level of care and excellence. And our heartfelt thanks to our focal points in each of our nine counties; our senior centers. Without your support, older adults across our region would not have access to a hot meal, activities, and social engagement, which is perhaps the most important quality of life. To be able to connect with others is life changing.

10 Million Steps to Prevent Falls Campaign had

# 19,050,965

TOTAL STEPS IN THE AAA9 REGION

Completed by

# 1,002

PARTICIPANTS



## Older Adult Extravaganza

The 14th annual Older Adult Extravaganza was held on May 8, 2019, at the Pritchard Laughlin Civic Center. The theme for 2019 was Salute to the Armed Forces. In addition to the main hall exhibitors there were many veterans set up in the atrium, with their war collections of memorabilia. The day was a wonderful way to say thank you to all the veterans who protect the freedom of all Americans. Approximately 559 individuals, including veterans came through and enjoyed the day.



*Uncle Sam portrayed by AAA9 staff Doug Cowgill reviews the land to make sure that all veterans have a great time and feel special.*





## 2019 AAA9 Event Highlights



### Annual Be My Valentine Campaign

Once again, AAA9 participated in the annual Be My Valentine Campaign, partnering with the Ohio Department of Aging. Valentines were provided by ODA, were printed by AAA9, and delivered to local schools, pre-schools etc. for children to color and decorate. They were also emailed to schools who indicated they would be happy to cover the cost for printing for their students. Over 2,434 completed Valentines were handed out to older adults in residential housing, nursing facilities and assisted living centers to give to older adults. This is a statewide contest between participating AAAs. AAA9 had the second highest number of Valentines delivered and the highest number of participants with over 1,000.



*Students from Puglesi Elementary School in Steubenville*

# 2,434

VALENTINES WERE CREATED AND DISTRIBUTED TO OLDER ADULTS AS PART OF THE 2019 CAMPAIGN



### Senior Farmer's Market Nutrition Program Award

AAA9 was awarded \$90,000 to expand the Senior Farmer's Market Nutrition Program to all nine of our coverage counties. For quite some time, the only county funded for this outreach was Muskingum County. Now all nine counties have been chosen to receive Farmer's Market funding. The expanded funding to reach all of AAA9's counties is another means to offer nutrition to our older and disabled adults, who may not benefit from a healthy diet. Each eligible individual who registers through their local senior center will receive vouchers to spend on healthy foods at local farmer's markets.



### Congressman Balderson



*L-R: Carol Baker, Communications Officer, Representative Troy Balderson, and Jim Endly, Executive Director of AAA9*



Congressman Troy Balderson visited AAA9 administrative and supervision staff to have a chat about the reauthorization of the Older American's Act. An informal conversation was held to discuss the concerns about the lack of adequate funding to provide services and supports for older and disabled adults. Congressman Balderson spoke of his priorities in Washington, D.C., and how they match up with the needs of older adults in his district.



# PROVIDER MANAGEMENT

## Division Highlights

The Provider Management Division is responsible for provider operations in the various AAA9 programs (PASSPORT, Assisted Living, Care Coordination, Title-III, Alzheimer's), as well as the agency's strategic planning, advocacy efforts, and professional development and training.

### ABOUT THE DIVISION

Providers of various types may be eligible for participation in agency programs. Each program offers a menu of services. AAA9 contracts for the services delivered in each of the various programs. These services include: Adult Day Service, Assisted Living Service, Community Transition Service, Home Maintenance and Chore, Congregate Meals, Personal Emergency Response System, Home-Delivered Meals, Homemaker, Home Medical Equipment, Community Integration, Legal Assistance, Home Modification, Nutrition Consultation, Personal Care, Social Work Counseling, and Medical Transportation.

The Provider Management Division is responsible for provider recruitment activities. It is important to continuously search for new agencies to become contracted to provide services to our older and disabled adults, especially in hard to serve/remote areas.

The Provider Management Division also handles Title III contracts and providers. This funding comes from the federal government through the Ohio American's Act. The graph below shows the breakdown of services provided in 2019 to Title III individuals.

### TITLE III 2019 UNITS SERVED

PROGRAM	UNITS
Title III B Trans, Legal, HMK, PC	130,013
TITLE III C1 Congregate Nutrition	208,599
Title III C2 Home Delivered Meals	460,883
Title III D Evidence Based Disease	697
SCSBG Home Delivered Meals	120,227
SCSBG Transportation	12,304
SCSDG Meals as You Mend	3,386
SCSBG Homemaker	2,063
Alzheimer's Core/Respite	528
Ombudsman	30
HEAP	8
<b>2019 TOTAL</b>	<b>938,738</b>

### 2019 PROVIDER RECRUITMENT

PROGRAM	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEP	OCT	NOV	DEC	TOTAL
Assisted Living	0	0	0	0	1	0	0	0	0	1	0	0	2
Care Coordination	0	0	0	0	0	0	0	0	0	0	0	0	0
Choices HCAS	7	1	5	3	3	3	0	6	0	2	2	4	36
PASSPORT	5	1	8	2	1	1	2	0	2	12	2	5	44
Waiver Nursing	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>2019 TOTALS</b>	<b>12</b>	<b>2</b>	<b>13</b>	<b>5</b>	<b>8</b>	<b>4</b>	<b>2</b>	<b>6</b>	<b>2</b>	<b>15</b>	<b>4</b>	<b>9</b>	<b>82</b>



# CARE Division Highlights MANAGEMENT



## **PASSPORT**

The Passport Waiver Program served over 2,459 older Ohioans in 2019, enabling them to remain living independently within their own homes by securing services such as personal care attendants, home delivered meals, medical equipment, nutritional supplements, transportation, and chore services. In providing program services, AAA9 delayed or prevented nursing facility placement. The Passport Program reaches a historical high in May with 2,400 enrolled individuals. Enrollments continues to grow throughout the year. AAA9 Passport Program was chosen by Ohio Department of Aging to pilot and test the new Incident Management System platform. Passport Supervisors led the pilot and trained staff on the new Health and Safety Action Plan.



### ASSISTED LIVING

The Assisted Living Waiver Program supported 276 individual's desire for independence and personal choice in 2019 by providing care within a certified assisted living facility which combines a home-like setting with personal support more intensive care. By providing these services AAA9 allowed for a less expensive and less restrictive alternative to nursing facility placement.

### SPECIALIZED RECOVERY SERVICES PROGRAM

Welcome to the Specialized Recovery Services (SRS) program. 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). The Ohio Department of Medicaid (ODM) has contracted with CareSource to manage the Specialized Recovery Services program in the state of Ohio.

CareSource is partnering with the local Area Agencies on Aging to deliver the Specialized Recovery Services program. Area Agency on Aging, Region 9, will provide Recovery Management for individuals that are determined to be eligible for the Specialized Recovery Services program.



### OHIO HOME CARE WAIVER PROGRAM

The Ohio Home Care Waiver Program (OHC) meets the needs of people who prefer to get long-term care services and supports in their home or community, rather than in an institutional setting. CareSource has contracted with the Ohio Department of Medicaid in the role of a Case Management Agency. CareSource in partnership with Area Agency on Aging, Region 9, delivers Case Management services for the OHC program to help people meeting Medicaid financial criteria, who are under 60 years of age and assessed with an Intermediate or Skilled Level of Care, along with other program requirements.

## 2019 CARE MANAGEMENT: BY THE NUMBERS



2,459

older Ohioians enrolled in the  
Passport Waiver Program



276

individuals supported through the  
Assisted Living Waiver Program



40,000


older adults assisted through  
contracts and grant programs





## 2019 Division Highlights

# AGING & DISABILITY RESOURCE NETWORK



The ADRN (Aging and Disability Resource Network) is the front door to all the services, supports and long-term care expertise that AAA9 has to offer. ADRN staff are trained in Ohio Benefits, Long Term Services and Supports. The ADRN provides information, assistance and referrals to older adults and individuals of all ages with disabilities. The ADRN division at AAA9 is also responsible for activities and programs related to community options for services and supports. Programming within the ADRN includes reception, information and assistance, screening and referrals, evidenced based programming and education classes, programs related to housing assistance & repair needs, volunteer recruitment activities, Education and support targeted to Caregivers, and other grants and initiatives to assist with things like prescription drug costs, Medicare options and coverage selections, and Home Energy Assistance Programs.



## ➤ Sample Community Options Programs:

### CAREGIVER SUPPORT AND EDUCATION PROGRAM

The Caregiver Support and Education Program offers free support for those who are providing caregiving services for an elderly loved one or someone with a disability. AAA9 CG support specialists can also assist those in a kinship caregiver role with resources to support their needs. Caregiver Support & education can assist with one on one services or in a support group format.

### VOLUNTEER COORDINATOR

The Volunteer Coordinator is tasked with volunteer recruitment for the agency community needs. Special attention is given to matching volunteer skillsets with initiatives to serve or aging and disabled populations. Our volunteer coordination is also linked with our Community service agencies for a cross reference of needs.

### HOUSING ASSISTANCE COORDINATOR

A Housing Assistance Coordinator works with individual who need home repairs and home modifications to ensure health, safety & accessibility. Housing assistance program goals are in line with the AAA9 mission statement and work to keep individuals in their homes safely for as long as possible.

### SUPPORTIVE SERVICES

Supportive Services includes services under our Care Coordination umbrella and our grants for Service Coordination. Care Coordination includes in home services for seniors and their caregivers. Service coordination efforts are focused on Senior congregate living sites and ensuring connections to resources and services that assist with independent living in our communities.



ADRN staff are special trained and certified to also assist callers with The Home Energy Assistance Program. Individuals can obtain assistance with completion of HEAP applications and referrals for additional Home energy assistance as needed. Staff are resource specialist trained to help with Medicare enrollment processes, Medicaid application processes, prescription drug assistance programs, and all long term planning needs.

## 2019 ADRN: BY THE NUMBERS



# 500

consumers across our service area were directly impacted by education on victims' rights



# 2,000

individuals attended nearly 100 community outreach opportunities run by VOCA staff



# 40,000

older adults assisted through contracts and grant programs



# INFORMATION TECHNOLOGY

## Division Highlights

In 2019, IT had some significant accomplishments. IT moved and built a brand new network for the Potter Davis Building that involved various business's and agency's to ensure AAA9 had connectivity, cabling, proper electrical capacity and space to accommodate Internet connectivity needs, servers, cameras, security doors, workstation connections and wireless coverage for the entire Potter Davis Building.

Also, in 2019, IT migrated our phone system to a Unified Communications platform to better enable a work anywhere environment combining voice, meeting, chat, and collaboration tools into a single place across all our devices. This lifted the restrictions of being tied to office phones and separate meeting tools.

In 2019, IT welcomed a third member to our team that was brought in to help alleviate day to day end-user support and allow some time and resources to be shifted to better hardening our environment in the realm of cybersecurity and compliance.

Lastly, IT scaled up our overall security posture; cyber and physical in efforts to keep bad things and bad people out of our environment.

## QUALITY AND CLINICAL COMPLIANCE UNIT

**Agency Website Redesign:** The transition to the WordPress platform was completed in 2019. Our key staff were trained on how to make basic updates/edits/changes as they occur. As a result of the committee's efforts, we have a more professional look, and the website is more fluid and user friendly.

We continue to expand our presence and participation on state and local EMS/Health Coalitions.

In this unit, the Incident Management System is housed. This system is used to identify certain situations or events that occur to our consumers and report them to the state. Each category has its own follow up procedure and steps to finalize.



### TOP THREE CATEGORIES IN 2019:

# 1

#### HOSPITALIZATION

Hospitalization that results in an adjustment to the person-centered services plan (i.e. Upon discharge from the hospital additional services were required such as: home delivered meals, personal care/homemaking, home medical equipment, etc.)

# 2

#### BEHAVIOR RELATED TO THE HEALTH AND SAFETY ACTION PLAN

Individual or family behavior, action, or inaction resulting in the creation of, or adjustment to, a Health and Safety Action Plan (i.e. Drug activity, hoarding/environmental issues, pests' infestations, etc.)

i. A Health and Safety Action Plan (HSAP) is an intervention used by Case Managers in situations in which an individual may voluntarily place himself or herself in jeopardy.

ii. The purpose of the Health and Safety Action Plan (HSAP) is to identify the health and safety issues, recommend action steps and implement a time frame to resolve the health and safety issues, and discuss the potential results of noncompliance with the HSAP.

# 3

#### DEATH

Death other than those meeting critical criteria (i.e. Death of natural causes)

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## AAA9 Leadership

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Consumer and  
Employee Services

**Val Sampson, LSW**  
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Director of Quality  
and Compliance

**Diane Phillips, RN**  
Provider Management  
Director

**Sylvia Rubicam**  
IT and Billing  
Services Director

Fiscal Year 2019

# FINANCIAL REPORT

## FUNDING

### Government Support

Federal \$28,722,399

State \$17,080,558

Total government support \$45,802,957

### Other Revenue

Non-government \$2,598,293

Program \$597,699

Other \$40,597

Interest \$24,393

In-kind \$6,523

Total other revenue \$3,267,505

**Total \$49,070,462**

## EXPENSES


Program \$45,485,857

Management and general \$2,775,001

**Total \$48,260,858**

Clark, Shafer and Hackett and Company completed our 2019 audit and released the final report to us in November 2020.





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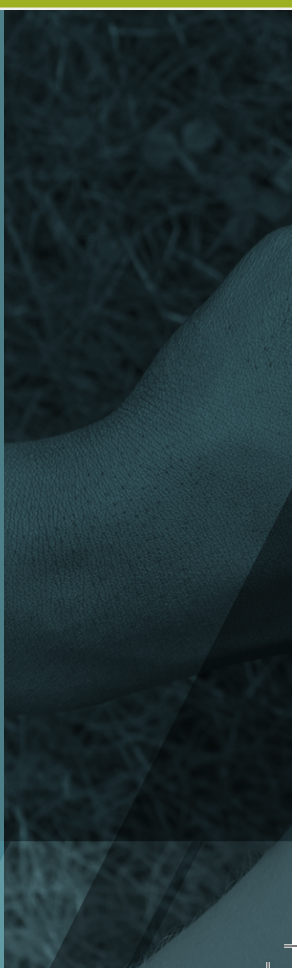
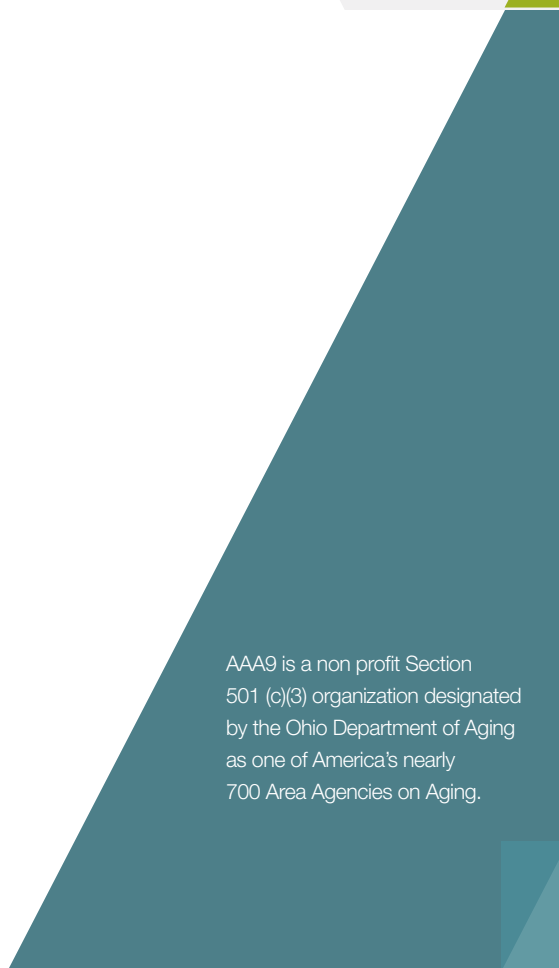
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AAA9 SERVICE AREAS >

Belmont | Carroll | Coshocton | Guernsey | Harrison |  
Holmes | Jefferson | Muskingum | Tuscarawas



*Working with people, communities and  
organizations to help older adults and  
people with disabilities live independently  
and enjoy the highest quality of life possible*



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.