



AREA AGENCY
on AGING
Region 9

2021

Annual Report

a year of
PERSERVERING
through CHALLENGES



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If there was one takeaway from 2020, it was how to persevere past any challenge to enhance the health and safety of the individuals the Area Agency on Aging, Region 9 serves.

No hurdle seemed too high for our team to adapt and defeat during the second year of the pandemic. Our top priority remained serving our individuals to the best of our ability, as quickly and safely as possible for all parties involved in the process.

We ourselves, as well as our communities, strived to find and conform to the new normal everyone was eagerly seeking. Our agile staff of aging experts continued to guarantee business carried on as usual without interruption, just as they did when the pandemic originally disrupted the normalcy of life as we knew it. Our mission statement seemed to carry more weight and hold more meaning than ever as we worked tirelessly to ensure older adults and people with disabilities were enjoying the highest quality of life possible amidst the ongoing pandemic.

Looking past the challenges that came and were conquered in 2021, the year also brought an abundance of accomplishments and opportunities to our organization. We returned to our downtown Cambridge office after working in our homes for

more than a year. We finished the reorganization process of our agency that assured we were structured to be as effective and efficient as possible. No time was wasted transitioning and maximizing the opportunities presented to us by several new funding initiatives we were fortunate to obtain.

Moving forward, we are confidently carrying our newly acquired innovative abilities to adapt to any trials that lie in our path. In a world where the future seems unpredictable, we cling to hope and take pride in persevering through the uncertainty.



JIM ENDLY
Chief Executive Officer
Area Agency on Aging Region 9

AAA9 EVENTS 2021 Highlights



Food Truck Fridays

“Food Truck Fridays” became a favorite among AAA9 staff members and community members in downtown Cambridge.





2021 PROGRAM SPOTLIGHT

CARES Program

Agency coordinated purchasing, services, distribution, and tracking of air quality equipment, grocery gift cards, restaurant vouchers, assistive technology, virtual companion pets, tablets, cleaning supplies, personal protective equipment, activity packets, and congregate meals while providing education on the prevention of COVID-19.



COVID-19 Vaccine Initiative

The Ohio Department of Aging, Ohio Army National Guard, SEAT, Muskingum County Health Department, Beth Marti, manager of Maple Terrace Apartments and other senior housing entities in Muskingum County came together for Ohio's first rural congregate housing vaccination clinic. Governor Mike DeWine paid a visit to speak with everyone and assist in the wonderful opportunity to help older Ohioans obtain their Covid-19 vaccine!



Governor Mike DeWine (center) with AAA9 staff at the Maple Terrace Apartments vaccine clinic



World Elder Abuse Awareness Day

AAA9 staff observed World Elder Abuse Awareness Day on June 15, 2021, by launching environmentally friendly biodegradable balloons tied with biodegradable string. These balloons were in honor of all older adults who experience the pain and trauma of physical, sexual, emotional and/or financial abuse every day.

2021 AAA9 Impact by the Numbers



1,595

INDIVIDUALS SERVED WITH
15,950 STATE FARMER'S
MARKET NUTRITION
PROGRAM VOUCHERS



21,250

STAYING HEALTHY
RESTAURANT VOUCHERS
DISTRIBUTED TO
CONSUMERS OVER AGE 60



590

PASSPORT ENROLLMENTS
IN 2021



9,347

CALLS WERE RECEIVED
BY OBLTSS



291

INDIVIDUALS WERE
SUPPORTED THROUGH THE
ASSISTED LIVING WAIVER
PROGRAM IN 2021



8,636

AVERAGE NUMBER OF
CONSUMERS SERVED EACH
MONTH UNDER THE OLDER
AMERICANS ACT

SOCIAL MEDIA REACH IN 2021



36,890

individuals were reached on
Facebook in 2021, an increase
of over 6,000 people from 2020



247

more Facebook followers were
added in 2021 than in 2020



1,738

total Facebook followers,
plus 1,561 likes

DIVISION HIGHLIGHTS



Development and Community Options Division

The Development & Community Options Division is comprised of two units. The Development & Compliance Unit and the Community Options Unit. The units work collectively to be responsible for:

- ▶ Agency wide Planning & Development of programs & services
- ▶ Compliance, regulation, and reporting to funders
- ▶ Development & implementation of new grants, programs & services
- ▶ Non-Medicaid program funds & development
- ▶ Outreach and public relations efforts
- ▶ Advocacy related to populations served and federal and state funding
- ▶ Development & maintenance of providers non-Medicaid and Medicaid
- ▶ Monitoring & Compliance of service providers
- ▶ Special Programs offered through AAA9- HEAP, MIPPA, Resident Service Coordination
- ▶ Oversight and implementation of Care Coordination Programming
- ▶ Oversight and implementation of Housing Programming
- ▶ Caregiver Education & Support Programming
- ▶ Incoming calls & intake processes
- ▶ Resource development
- ▶ Volunteer development & coordination

Community Options

The Aging and Disability Resource Network (ADRN) is the front door to all the services, supports, resources, and long-term care expertise that AAA9 has to offer.

The Ohio Benefits Long-Term Services and Supports (OBLTSS) team is comprised of Information and Assistance Specialists who complete screening and referrals. The Special Programs Team includes reception, evidenced based programming and education classes, programs related to housing assistance & repair needs, volunteer recruitment activities, and caregiver education and support. Community Options seeks out additional grant opportunities to meet the needs of those vulnerable populations we serve.



Ohio Benefits Long-Term Services and Supports (OBLTSS)

Information and Assistance Specialists are trained to manage all incoming calls seeking resources and services to meet callers' long-term care needs. They assist individuals who wish to apply for Medicaid, Medicare, Part D Extra Help, home energy assistance programs, among other programs. They make internal referrals to programs coordinated through AAA9, as well as external referrals to community partners.

CAREGIVER SUPPORT AND EDUCATION PROGRAM

The Caregiver Support and Education Program offers free support for those who provide unpaid care-giving services for older adults or someone with a disability, as well as kinship caregivers. Caregiver Support & Education can assist with one-on-one services, education, outreach, and peer support.

HOUSING ASSISTANCE COORDINATOR

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



Community Options provides information, assistance and referrals to older adults and individuals of all ages with disabilities.



AAA9 serves individuals of all ages by providing access to multiple programs including but not limited to the caregiver program, our chronic disease self-management program, PASSPORT Medicaid Waiver, the Ohio Home Care Waiver, and the Specialized Recovery Services Program.

SUPPORTIVE SERVICES

The Care Coordination Program serves individuals who are not eligible for a waiver program and need assistance. Qualified individuals with Alzheimer's may be referred for in home services. Qualified caregivers can be referred for services to be provided to the individual they are providing care for.

The Resident Service Coordination grant allows AAA9 to provide service coordination to two qualifying properties that house low-income seniors and people with disabilities.

Our Voucher Program through State Block Grant provides qualified individuals a one-time voucher for services.

2021 ADRN: BY THE NUMBERS

Highlights from ADRN in 2021 included: Building efficiencies around the reception role and how to adequately staff to provide necessary coverage, resource sharing throughout the agency and on our agency website from OBLTSS and shared resource work, virtual support groups for the Caregiver program, high utilization of meal vouchers through our State Block Grant Voucher program and serving many individuals through home repair and ramp programs, improving the website, and refocusing the caregiver program.



Development & Compliance

Area Agency on Aging, Region 9, Inc. (AAA9) conducts and administers an array of programs and services for older adults within Belmont, Carroll, Coshocton, Guernsey, Harrison, Holmes, Jefferson, Muskingum, and Tuscarawas Counties. Providers of various types may be eligible for participation in agency programs. Each program offers a menu of services, which AAA9 contracts for.

AAA9 oversees the development and implementation of a Community Needs Assessment (CNA) and Strategic Area Plan for our nine-county region. CNA helps AAA9 learn more about senior communities in our region, providing a comprehensive picture of the health and well-being of older Ohioans to assist AAA9 in developing a Strategic Area Plan (SAP) that prioritizes specific collaborative actions to improve outcomes. SAP is the comprehensive and coordinated service delivery system for services to older Ohioans in our planning and service area. This is a four-year operational plan of intent to provide a broad spectrum of quality services for those we serve.

The Development & Compliance team handles PASSPORT and Older American’s Act Title III contracts and provider oversight including monitoring of the entire provider.

Provider 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 Development & Compliance team 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.

Summary of Units Served by Funding Source

C1 – Congregate	84,799.22
C2 Home Delivered Meals	685,755.51
SBG Meals As You Mend	2,392.35
IIIB Transportation	69,520.92
IIIB Legal	687.01
IIIB Grocery Ordering and Delivery	1,545.84
IIIB Homemaker	10,364.36
IIIB Personal Care	1,110.75
IIID Evidence Based Disease Prevention	293.86
TOTAL UNITS SERVED	856,469.82



SENIOR FARMER’S MARKET NUTRITION PROGRAM

In 2021, AAA9 partnered with senior centers in our region to help facilitate the Senior Farmer’s Market Nutrition Program. This program offers eligible individuals with \$50 in produce vouchers to use at authorized vendors. For authorized vendors, we partnered with 30 farmers and 3 market managers. We were able to serve 1,595 people in our 9-county region which equals out to 15,950 individual vouchers.

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AUTHORIZED FARMERS AND MARKET MANAGERS PARTNERED WITH AAA9

1,595 

PEOPLE SERVED IN OUR 9-COUNTY REGION

MARKETING AND OUTREACH

Marketing and outreach at AAA9 entails developing creative marketing goals related to program growth, provider acquisition, and the generation of potential consumers and revenue. Efforts revolving around marketing and outreach were promoted through press releases, word of mouth, and social media platforms.

ADVOCACY

Advocating on behalf of AAA9 consists of coordinating and participating in local and state level advocacy efforts for services and funding to better serve older adults and people with disabilities within our region.



MEDICARE IMPROVEMENTS FOR PATIENTS AND PROVIDERS ACT (MIPPA)

MIPPA allocates federal funding for State Health Insurance Assistance Programs and Aging and Disability Resource Networks to help low-income Medicare beneficiaries apply for programs that make Medicare affordable. One of those programs is the Medicare Part D Extra Help/Low-income Subsidy which helps pay for the Part D premium and reduces the cost of prescriptions. The other program is the Medicare Savings Program which helps pay for Medicare Part B. With MIPPA funding we are responsible for outreach and the overall promotion of health and wellness for our aging population. AAA9 utilizes these funds for efforts such as billboards, advertisements, and outreach items distributed at health fairs, community events and speaking engagements.

HOME ENERGY ASSISTANCE PROGRAM

HEAP and Neighbor to Neighbor are both financial aid programs for income-qualified individuals, senior citizens, and families who need help paying their utility bills. The Ohio PIPP Plus Program can also assist qualified households to keep utilities on through paying some or all utility bills.



Consumer and Employee Services Division

The Consumer and Employee Services Division is comprised of 3 units. The Consumer Services Unit, the Assessment & Managed Care Unit and Human Resources. The units work collectively to be responsible for:

Assessments

- ▶ Passport Waiver
- ▶ Assisted Living Waiver
- ▶ Long Term Care Consultations
- ▶ Care Coordination
- ▶ Pre-Admission Screen and Level of Care (LOC)
- ▶ Home Choice & Community Living Specialist
- ▶ Residential Supplemental Services Level of Care (LOC)
- ▶ Care Transitions Managed Care Contract Assessments

NF Transition Coordination

Pre-Admission Review

Verbal/Physician Certifications

Medicaid Specialist

Eligibility Determination and Enrollment

Case Management

- ▶ Passport Waiver
- ▶ Assisted Living Waiver
- ▶ Ohio Home Care Waiver
- ▶ Specialized Recovery Services

Linkage and Referral to Community Resources

Ensuring Health and Safety

Provider Referrals/Monitoring/Oversight

Person-Centered Service Plan Development & Monitoring

Customer Service

Clinical Quality and Compliance

- ▶ Incident Reporting Management
- ▶ Quarterly Record Review (QRR's)
- ▶ Risk Mitigation
- ▶ Consumer Satisfaction Survey
- ▶ Enhanced/Quality CM Initiatives

Human Resources

- ▶ Employee Relations
- ▶ Training
- ▶ Benefits Management
- ▶ FMLA
- ▶ Recruitment
- ▶ Onboarding and Offboarding
- ▶ Staff Health Screenings
- ▶ Disaster Preparedness
- ▶ Employee Wellness/Vitality Program
- ▶ Employee Appreciation Activities



SERVICES BY THE NUMBERS



2,436

individuals were served in the PASSPORT Waiver Program in 2021



291

individuals were supported through the Assisted Living Waiver Program in 2021





Our PASSPORT Waiver Program census dropped in 2021, largely due to the continuation of the COVID pandemic, and we ended the year with a total census of 2,436. We have continued our work of assisting our older Ohioans to remain living independently within their own homes by securing services such as personal care attendants, home delivered meals, medical equipment, transportation, and chore services. By providing these services, AAA9 was able to delay or prevent nursing facility placement for many of these individuals.

Despite the impact of the COVID pandemic, our Assisted Living Waiver program has grown in 2021, with an end-of-year census of 291 individuals that we have served. We have been able to provide support and services to permit these individuals to remain

as independent as possible within an assisted living facility of their choosing, which combines a home-like setting with personal support. AAA9 has been instrumental in setting up and monitoring those services, which allowed for a less expensive and less restrictive alternative to nursing facility placement.

We successfully resumed in-person home visits starting in September of 2021. Since March of 2020, and up until this point in time, we were completing every assessment and consumer contact via telephone. Our case management and assessment teams do a telephonic screening for COVID prior to completing the home visits, then utilize personal protective equipment (PPE) such as masks and gloves and wiping down their laptops and anything taken into the home prior to and after each visit.

Despite the impact of the COVID pandemic, our Assisted Living Waiver program has grown in 2021, with an end-of-year census of 291 individuals that we have served.



Business Operations Division

During 2021, we continued to experience many operational and fiscal challenges with the pandemic and inflation.

Our team did a tremendous job keeping the organization running smoothly with a remote workforce during part of the year, while also ensuring new and existing programs were properly accounted for and within budget. In 2021, the IT team continued improvement of physical and cybersecurity strategies introduced by the hybrid work model.

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Fiscal Year 2021

FINANCIAL REPORT

FUNDING

Government Support

Federal \$31,421,466

State \$15,358,604

Total government support \$46,780,070

Other Revenue

Non-government \$3,494,204

Program \$606,647

Other \$71,690

Interest \$84

Net Investment Income \$20,480

In-kind \$76,641

Total Other Revenue \$4,269,746

Total \$51,049,816


EXPENSES

Program \$47,273,790

Management and general \$3,259,502

Total \$50,553,292

Clark, Shafer and Hackett and Company completed our 2021 audit and released the final report to us in September 2022.



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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.