



AREA AGENCY
on AGING
Region 9

2022

Annual Report

Enhancing the
QUALITY OF LIFE
and INDEPENDENCE
of older adults
& persons with disabilities

REPORT CONTENTS

4 AAA9 2022 Events

Events and initiatives at
AAA9 throughout 2022

6 AAA9 By the Numbers

A snapshot of the impact
of AAA9 in 2022

7 Division Highlights

Division accomplishments
and community impact

19 Financial Report

Income and expenses
for fiscal year 2022

A MESSAGE FROM THE CEO



JIM ENDLY
*Chief Executive Officer
Area Agency on Aging Region 9*

Despite the impact of the pandemic, the Area Agency on Aging Region 9, Inc. was able to gradually transition to a post-pandemic state of normalcy in 2022. Our primary goal remained connecting individuals with services, resources, and programs that enhanced their quality of life and independence.

Our agency worked hard to reach multiple achievements that we are proud to highlight. The first being the successful conduction of a detailed region-wide Community Needs Assessment that assisted us in preparing for our 2023-2026 Strategic Area Plan. We also engaged the services of Hanna Research Group to conduct scientifically monitored consumer surveys to ensure a superior level of service quality. AAA9 staff obtained the highest scores in the state when compared to other sites the research group surveys. At 97%, our staff are proving to be top performers in the field.

Our agency hit a momentous milestone, with a workforce of more than 150 individuals. Our team dedicated significant resources and time towards cultivating a work environment that is both positive and engaging. To celebrate our hardworking staff and their accomplishments, our agency hosted events like an Employee Appreciation Fall Fest, Friendsgiving, and an elaborate Agency Christmas Party. Thanks to the tireless effort of our employees, AAA9 obtained clean audit results and continues to be recognized as a low-risk auditee. The achievement is a testament to our credibility and brings about a multitude of benefits, including increased credit and the confidence of our auditors.

After preparing for almost a year, the Area Agency on Aging Foundation was successfully launched in 2022. With the purpose of the Foundation being to support AAA9 and help

those we serve, we provided financial assistance to several consumers and made monetary contributions to numerous agencies seeking to assist older adults in their communities.

AAA9 was fortunate enough to have been selected to receive over \$1.2 million in additional funding in 2022. We were one of only 40 agencies, nationwide to receive AMERICORP grant funding to increase volunteerism. We also applied for and received over \$1 million in potential funding to assist homeowners who were impacted by COVID, to pay utilities and various homeowner expenses.

As we close out 2022, let's take a moment to recognize the incredible accomplishments we've achieved together. It's because of our dedicated staff, engaged advisory council, and steadfast governance board that we were able to make such a meaningful impact this year. As we look ahead, I have every confidence that we will rise to meet the new challenges and opportunities that await us. Thank you for your unwavering commitment to our mission.

AAA9 EVENTS 2022 Highlights



04A Five Star Innovation & Education Summit

The Ohio Association of Area Agencies on Aging – o4a Five Star Innovation and Education Summit was held in Columbus where AAA9 staff had the pleasure of attending and representing the agency. Staff gained knowledge on innovation, strategies to combat social isolation, inclusive intelligence, and age-friendly communities.

AAA9 was honored to present on the topic of social isolation and loneliness in the time of COVID and beyond with Michele Bates, Vice President of Consumer & Employee Services and David Evancho, Development & Compliance Supervisor. Human Resource Supervisor, Kathy Moore also served as an expert panelist on District 5’s “Employee Recruitment and Retention” presentation.

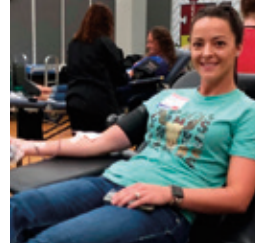


Older Adult Extravaganza

After a 2-year pandemic-hiatus, we resumed hosting the Older Adult Extravaganza in 2022. Now a AAA9 foundation sponsored event, the extravaganza was well-received by the community and well attended.

ODA Visit

Assistant Director of the Ohio Department of Aging, Jenny Carlson, visited AAA9 to tour the building, meet with staff to discuss initiatives, identify opportunities and areas for growth, and discuss the strategic plan for the following four years.



Blood Drive

AAA9 partnered with the American Red Cross to host a semi-annual blood drive where 39 units of a 29 unit goal were collected from agency staff and community members.



Legislative Luncheon

AAA9 held a legislative brunch where we hosted Congressman Troy Balderson, Amber Kohler representing Congressman Bill Johnson, Senator Frank Hoagland, Representative Adam Holmes, and Representative Don Jones. Invited guests and AAA9 management teams learned new approaches to advocating on behalf of the older and disabled adults we serve.



Left to right: Representative Adam Holmes; Senator Frank Hoagland; Carol Baker AAA9's Advocacy Coordinator; Amber Kohler; Representative Don Jones; Congressman Troy Balderson and CEO/President of AAA9, Jim Endly



Provider Roundtable

The Area Agency on Aging, Region 9 hosted a Provider Roundtable discussion that addressed the current workforce crisis and the urgency to deliver solutions that enable older adults and people with disabilities to receive the care they so desperately need and deserve. Elected officials, their representatives, caregivers, consumers, and staff in attendance listened to the stories and undesirable situations older adults and people with disabilities were faced with.

Several of our passionate providers were in attendance and shared their concerns about the future of in-home care and the number of seniors who weren't receiving services due to the shortage of direct care workers. A PASSPORT consumer directly impacted by the crisis shared her story and how she was left no choice but to turn to a nursing facility when the services she needed exceeded what could be provided. She shared her desire to remain in her home with assistance and as a former direct care provider herself, made an impactful statement about the need to support the workers, providers, and consumers through higher wages to the direct care workforce.

2022 AAA9 Impact by the Numbers



2,399

INDIVIDUALS ENROLLED IN THE PASSPORT MEDICAID WAIVER PROGRAM



10,115

CALLS WERE RECEIVED BY OBLTSS



16

NEW CONTRACTED PROVIDERS



1,213

ASSISTED LIVING WAIVER HOME VISITS



643

PASSPORT ENROLLMENTS IN 2022



8,804

PASSPORT CONSUMER HOME VISITS



307

INDIVIDUALS WERE SUPPORTED THROUGH THE ASSISTED LIVING WAIVER PROGRAM IN 2022



7,584

AVERAGE NUMBER OF CONSUMERS SERVED EACH MONTH

SOCIAL MEDIA REACH IN 2022



53,110

individuals were reached on Facebook in 2022, an increase of over 16,000 people from 2021



251

more Facebook followers were added in 2022 than in 2021



1,989

total Facebook followers, plus 1,774 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 and 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.



2022 ADRN: BY THE NUMBERS

Focus Areas from ADRN in 2022 included: Building efficiencies around the caller experience and optimal customer service. Resource development and sharing to best serve our callers withing the AAA9 service area. Specialized focus on identifying the unmet needs in our communities and bridging any gaps in service availability. Expanding partnerships and collaborative efforts to best serve our populations.



4,530

callers were assisted with long term care needs by Ohio Benefits Long Term Services & Supports staff



77.7%

of incoming assistance calls were ages 50+



56%

of all incoming calls had an identified long-term care need for services.



30.4%

of incoming calls benefited from immediate Information and Referral Assistance with layered planning for future long term care needs.

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.



Summary of Units Served by Funding Source

C1 – Congregate	126,954
C2 Home Delivered Meals	772,066
SBG Meals As You Mend	3,245
IIIB Transportation	93,255
IIIB Legal	1,041
IIIB Grocery Ordering and Delivery	128,510
IIIB Homemaker	10,518
IIIB Personal Care	1,076
IIID Evidence Based Disease Prevention	613
TOTAL UNITS SERVED	1,137,278

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.

SENIOR FARMER’S MARKET NUTRITION PROGRAM

In 2022, 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 33 farmers and 5 market managers. We were able to serve 1,810 people in our 9-county region which equals out to 18,100 individual vouchers.



1,810

PEOPLE SERVED IN OUR 9-COUNTY REGION



18,100

INDIVIDUAL VOUCHERS



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 IN 2022



2,399

individuals were enrolled in the PASSPORT Program as of December 2022



12,498

calls and home visits to enrolled individuals were made by PASSPORT and Assisted Living case managers in 2022



307

individuals were supported through the Assisted Living Waiver Program in 2022

PASSPORT & ASSISTED LIVING WAIVER

Our PASSPORT Waiver Program ended the year with a total census of 2,399. 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.

Our Assisted Living Waiver program has grown in 2022, with an end-of-year census of 307 individuals 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 homelike 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.

Our Assisted Living Waiver program continues to provide support services to permit older Ohioans to remain as independent as possible.



804

PASSPORT and Assisted Living Waiver individuals were enrolled in 2022



2,706

Combined PASSPORT and Assisted Living Waiver Program census for 2022



1,974

Initial Assessments were completed in 2022, an average of 165 per month



Case Management Overview

STAFFING BREAKDOWN

From January 1, 2022 through December 31, 2022 there were 20 new hires in the Division. There were 9 new staff hires in the PP/ALW/CM, 8 being licensed staff, 1 support staff. There were 7 new hires in OHCW/SRS Programs, 4 being licensed staff. There were 3 new hires in Assessment, 2 being licensed staff. The Human Resources unit had 1 new hire, a Benefits Coordinator.

December 2022 = CES Division 111 Staff

Passport/ALW/CQC/HR	Assessment	OHCW/SRS
<ul style="list-style-type: none"> ▶ 68 Full Time Staff ▶ 0 Part Time Staff ▶ 5 Supervisors ▶ 1 Vice President ▶ 2 Division Directors ▶ 58 Licensed Staff ▶ 10 Non-Licensed Staff 	<ul style="list-style-type: none"> ▶ 13 Full Time Staff ▶ 0 Part Time Staff ▶ 1 Supervisor ▶ 10 Licensed Staff ▶ 3 Non-Licensed Staff 	<ul style="list-style-type: none"> ▶ 28 Full Time Staff ▶ 2 Part Time Staff ▶ 4 Supervisors ▶ 14 Licensed Staff ▶ 16 Non-Licensed Staff

BEGINNING AND END OF THE 2022 YEAR CENSUS

This timeframe has been another period of growth for the CM Division. PASSPORT enrolled 643 individuals during the course of the year and Assisted Living enrolled 161. The Ohio Homecare Waiver case managed a total of 323 individuals in 2022 and Specialized Recovery Services enrolled 105 individuals.



Passport		Assisted Living	
2022 Beginning Census	2,387	2022 Beginning Census	293
2022 Ending Census	2,399	2022 Ending Census	307
Growth	+12	Growth	+14
SRSP		OHCW	
2022 Beginning Census	629	2022 Beginning Census	323
2022 Ending Census	618	2022 Ending Census	349
Growth	-11	Growth	+26

The Ohio Homecare Waiver hit a program census milestone in November with 357 individuals enrolled.

Care Management Division

In 2022, the Care Management Division began the unwind process from restrictive COVID emergency protocol guidelines imposed during the Public Health Emergency.

Our division laid out a plan to effectively transition back to performing face to face visits and once the PHE was lifted our staff was quick to resume home visits with our consumers. Reflecting back to the past two years of COVID procedure restrictions it's clear our staff have become more unified and connected and are the right people for the job!



Quality Improvement Strategies/Initiatives

The Consumer and Employee Services Division was successful in accomplishing set goals and implemented several quality improvement initiatives in 2022.

- ▶ Customer satisfaction survey
- ▶ Staff appreciation “Fall Fest” event
- ▶ Nursing Facility Liaison – Specialty Case Manager position created
- ▶ Clinical Quality & Compliance Enhanced Case Manager and Case Assistant positions
- ▶ Advocacy, State workgroups
- ▶ Community Initiatives
- ▶ LEAN Workgroup – forum for staff to share, collaborate, and be part of improving internal processes.
- ▶ Leadership training/professional development – supervisor workshops and webinars
- ▶ On-site health screenings
- ▶ ODA mandatory trainings completed



Our Human Resources Unit facilitated CPR and AED training for all agency staff. Mental health first aid training was provided to staff by our in-house certified trainers.



CUSTOMER SATISFACTION SURVEY

The Hana Research Group was contracted in 2022 to perform customer satisfaction surveys for the Agency. The results were outstanding with a 97.9% customer satisfaction rating for the total agency. Case Managers in our Consumer Services Division were also surveyed, and our results were excellent. Hana Research group commented that our case management team set record high scores not seen before. The survey allowed consumers to rate and provide feedback about their case managers, the care they are receiving, and their overall experiences with the Case Management Unit. The results were overwhelmingly positive.

CUSTOMER SATISFACTION



96.5%

PASSPORT
Waiver Program



93.7%

Assisted Living
Waiver Program



98.5%

Assessment

ENHANCED AND SPECIALTY CASE MANAGER POSITIONS

Enhanced and Specialty Case Manager positions were created based on the need to positively impact high risk individuals in our PASSPORT Waiver Program. The Nursing Facility (NF) Liaison Case Manager position coordinates with our case management team, community partners, hospitals, and other entities with the goal of keeping our consumers safely in their home environment and preventing hospitalization and/or nursing home placement.



Advocacy and Community Involvement

WORKFORCE SHORTAGE

The number of older adults in the US is steadily increasing each year and the nation's workforce shortages make it harder to age well at home. Due to a shortage of home healthcare workers, many individuals are without personal care attendants or not receiving adequate levels of in-home services to meet their daily needs. In 2022 our Agency participated in an ODA advocacy Workforce Shortage Committee focused on finding solutions to provider staffing shortages. Our division continues to collaborate with ODA and other PAA's on this initiative. Our goal is to provide programs and coordinate services that allow individuals to continue living safely at home and in the community with dignity and independence.



Fall Fest Staff Appreciation & Team Building Day



Our Management Team — Professional Development Workshop



Staff Training — CPR/AED/
Annual Mandatory Training



Business Operations Division

As with many of those we serve, AAA9 continued to deal with ongoing impacts related to the pandemic.

Operational and fiscal challenges related to inflation continued to raise our costs significantly. Our team did a tremendous job keeping the organization operationally efficient while ensuring new and existing programs were properly accounted for and within budget.

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Fiscal Year 2022

FINANCIAL REPORT

FUNDING

Government Support

Federal	\$31,554,134
State	\$17,348,449
Total government support	\$48,902,583


Other Revenue

Non-government	\$3,683,939
Program	\$543,177
Other	\$73,521
Interest	\$48,546
Net Investment Income	(\$253,220)
In-kind	\$21,323
Total other revenue	\$4,117,286
Total	\$53,019,869

EXPENSES

Program	\$48,827,996
Management and general	\$3,394,449
Fundraising	\$10,896
Total	\$52,233,341

Clark, Shafer and Hackett and Company completed our 2022 audit and released the final report to us in September 2023.



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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.