

2024 Impact by the Numbers

A Message from the CEO

Change is a constant in the aging network and AAA9 is no exception. The year 2024 marked another chapter of transformation for our organization, highlighted by the retirement of Jim Endly after 15 years of dedicated leadership as CEO and Executive Director. I had the privilege of serving alongside Jim for the majority of his tenure and witnessed firsthand the stability, vision, and dedication he brought to AAA9 during pivotal moments in our history.

Under Jim’s guidance, AAA9 expanded its reach through the addition of multiple programs, all while remaining firmly anchored to our mission of serving older adults and individuals with disabilities with compassion, integrity, and excellence.

I am deeply grateful, honored, and humbled to carry forward the work Jim began. The best way to honor his legacy is by building upon the strong foundation he established and ensuring AAA9 remains positioned for future success.

As we look ahead, it’s clear that change remains a driving force. With it comes both opportunity and challenge—and I am confident that our team is ready to meet both with resilience and purpose. From day one, I’ve encouraged our staff to reflect on our logo as a symbol of who we are. The roots represent our rich history and the foundation of our values. The trunk embodies the strength and dedication of our team, and the branches and leaves signify the growth and innovation that lie ahead.

No matter the obstacles we encounter, our “Why”—the reason we serve—will guide every decision we make. Together, we will continue to evolve, adapt, and thrive in service to the communities who depend on us.

With gratitude,




Jud Love
President & CEO
Area Agency on Aging Region 9, Inc.

Area Agency on Aging Region 9, Inc. (AAA9) helps older adults and individuals with disabilities of east central Ohio remain in their homes with independence and to enjoy the highest quality of life possible. AAA9 allows individuals to live with dignity through home and community-based services, wellness programs, and caregiver support. Home and community-based services are offered through the following programs:

PASSPORT (Pre-Admission Screening Providing Options and Resources Today): Statewide Medicaid waiver program.



3,076

Assisted Living Waiver: Medicaid waiver program providing residential care.



533

Participant Directed Care: Alternative option to receive in-home services where the participant will hire their own “employee” to provide care



68

Older Americans Act (OAA)

Federal funding for services including nutrition, transportation, personal care, adult day, home repair, legal assistance, caregiver support, wellness programming, and more.

Total OAA Individuals Served by Service:

Senior Farmers Market Nutrition Program



2,713



5,043

Home Delivered

Congregate



3,499



2,977

Transportation

Caregivers



115

As part of Ohio’s Aging and Disability Resource Network, our Agency is a trusted place where older adults, caregivers, family members, and professionals can get objective information from our professionally trained team.

Contacts made for information and assistance:

5,429

Completed in-home assessments:

1,662

Average monthly calls to our ADRN staff:

452

Business Operations Division

Operational and fiscal challenges related to inflation continue 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.

Fiscal Year 2024

FINANCIAL REPORT

FUNDING

Government Support

Federal	\$47,278,784
State	\$27,154,568
Other Governmental	\$ 99

Total government support \$74,433,451

Other Revenue

Non-government	\$ 4,932,731
Program	\$ 578,035
Other	\$ 84,585
Interest	\$ 361,142
Net Investment Income	\$ 195,873
In-Kind	\$ 11,766

Total Other Revenue \$ 6,164,132

Total Revenue and Support \$80,597,583

EXPENSES

Program	\$75,799,658
Management and general	\$ 3,956,539
Fundraising	\$ 27,768

Total Expenses \$79,783,965

Clark, Shafer and Hackett and Company completed our 2024 audit and released the final report to us in September 2025.

Partnership & Good Governance

Thank you to our 280 plus service providers who make our work possible by helping older adults remain safe and independent in their homes in Belmont, Carroll, Coshocton, Guernsey, Harrison, Holmes, Jefferson, Muskingum, and Tuscarawas counties.

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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.

Our Why:

Our belief in the promotion of personal choice, dignity, and independence in the environment of their choice is the driving force behind the types of services and resources we provide to ensure older adults and individuals with disabilities are able to live their lives to the fullest.

