

2022

Annual Report

Age My Way

Area Agency on Aging 3



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Integrity. Independence. Quality of Life.

2022 Annual Report



2022 Annual Report - Age My Way

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Area Agency on Aging 

Integrity. Independence. Quality of Life.

About Us

Mission Statement

To provide life-span resources that inspire, educate, and empower older adults, persons with disabilities and family caregivers.

Vision Statement

AAA3 will evolve with the long-term care services and supports system by expanding our role as the Aging & Disability Resource Center, guided by the belief that all individuals have the right to person-centered care in the setting of their choice.

Who We Serve

We are here to answer your questions about programs and services in our area that are designed to make life easier for you and those you love. It is our privilege to assist seniors, persons with disabilities and their caregivers in our 7 county region of Allen, Auglaize, Hancock, Hardin, Mercer, Putnam and Van Wert counties.

On March 1, 2014, AAA3 expanded to cover Clark, Darke, Shelby, Logan, Miami, Preble and Champaign counties for the Ohio Home Care Waiver Program and Specialized Recovery Services. At the end of 2019, AAA3 expanded the OHCW and SRS Programs once again to include Butler, Clinton, Greene, Montgomery, and Warren Counties.

For nearly 50 years, the Area Agency on Aging 3 has been a leader in helping those who desire safe, dignified, and independent living. Give us a call...we'd be happy to help.

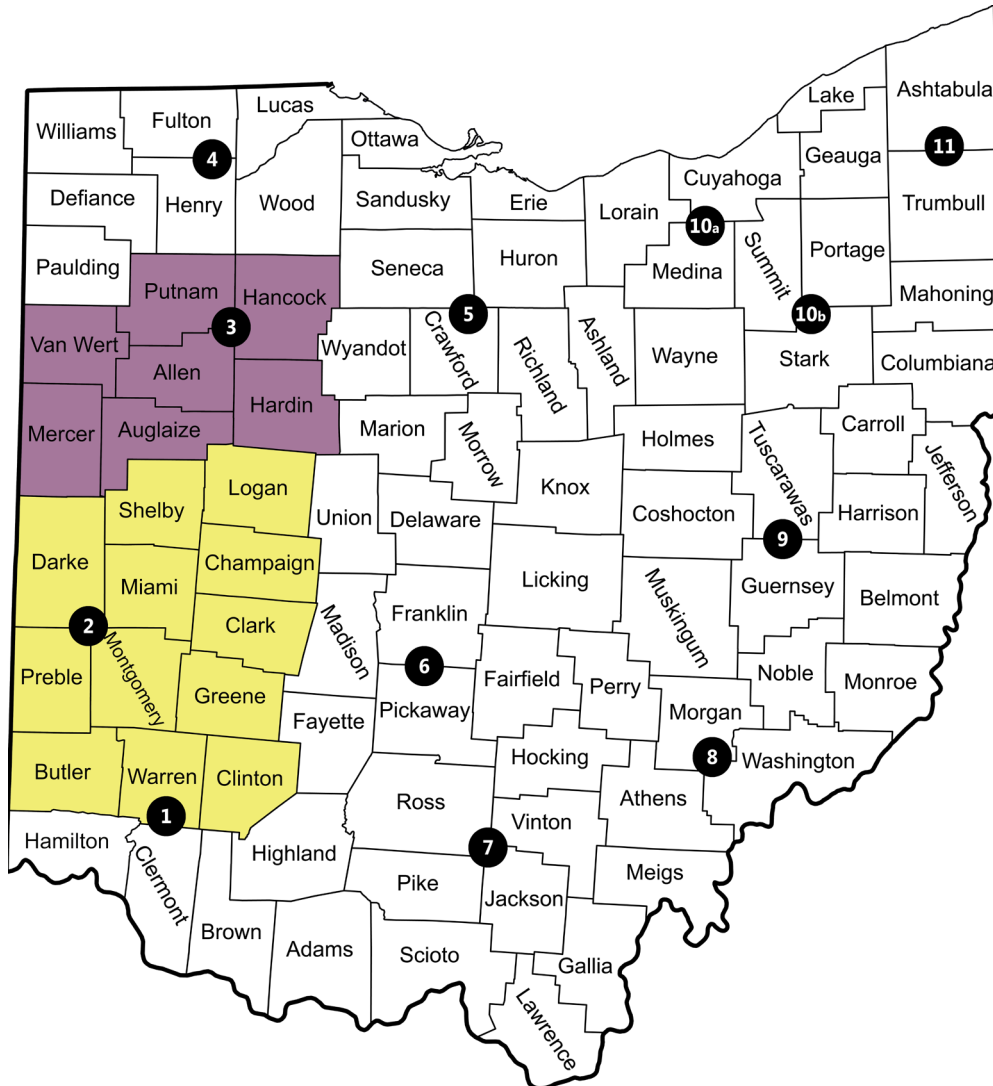
Advisory Council

Our advisory council members meet the third Wednesday, every other month at 10:00am in our agency office. They serve to represent lifestyles and cultures of each county we serve and assist us in meeting the needs of the individuals we serve.

Board Of Directors

The Board of Directors consists of 11 members, 1 from each of our 7 counties and 4 who are considered at-large. Appointments are for 3-year terms. The board directs the business of the agency and represents the employees and individuals we serve.

Service Area



Counties

- Allen
- Auglaize
- Butler
- Champaign
- Clark
- Clinton
- Darke
- Greene
- Hancock
- Hardin
- Logan
- Mercer
- Miami
- Montgomery
- Preble
- Putnam
- Shelby
- Van Wert
- Warren

Purple - Traditional AAA3 Coverage Area

Yellow - AAA3 Expanded Coverage for Ohio Home Care Waiver Program & Specialized Recovery Services

“We become not a melting pot but a beautiful mosaic. Different people, different beliefs, different yearnings, different hopes, different dreams.”

-Jimmy Carter

Community Living Services

What is Community Living Services?

The Community Living Services Division includes programs funded primarily through the federal Older Americans Act. Programming supports victim outreach, mental and behavioral health, health education and prevention, care management, and nutrition services including home delivered meals, restaurant-based congregate dining and managing all farmers, farmers' markets, and farmer roadside stands for the region's Senior Farmers' Market Nutrition Program. Additional federal funding supports the AmeriCorps Retired Senior Volunteer Program, which engages Americans 55 years and older in volunteer service to meet critical community needs and to provide a high-quality experience for volunteers.

What Those Letters Mean

APS - Adult Protective Services

CCP - Care Coordination Program

DISH - Dining to Improve Socialization and Health

HDM - Home Delivered Meals

RSVP - Retired Senior Volunteer Program

SFMNP - Senior Farmers Market Nutrition Program



"If there's one thing I've learned in my years on this planet, it's that the happiest and most fulfilled people are those who devoted themselves to something bigger and more profound than merely their own self-interest." John Glenn



Compliance and Oversight

- Number of Services reviewed: 262
- Total number of providers reviewed: 147
- Number of SFMNP providers: 28
- Number of DISH providers: 15
- Number of quality improvement reviews completed:
256 quarterly reviews completed

Care Coordination Program

Number of individuals served in 2022:

- CCP: 131 served



Health Education

Number of individuals served in 2022:

- Health Education: 112 served

Number of classes held and individuals served

- Total individuals served: 112
- Total workshops held: 14



Nutrition

Number of individuals served in 2022 with HDM:

- HDM: 702 served
- HDM: 118,195 meals



Number of individuals served in 2022 with DISH:

- DISH: 1,293 served
- DISH: 48,126 meals



Number of individuals served on SFMNP and total money spent:

- SFMNP: 504 served
- Coupons distributed: 5,040 coupons
- Coupons redeemed: 4,020 coupons
(3,802 AAA3 coupons and 218 other AAA coupons)
- Money spent: -\$21,455.39



Retires Senior Volunteer Program

Number of new volunteers recruited for 2022:

- 24 new volunteers in 2022

Final number of volunteers enrolled in program at end of year-Over 55 years old

- 122 total

Number of partnerships:

- WOCAP/Headstart - New for 2022
- United Way
- The Red Cross
- Crime Victim Services
- Ottawa Glandorf Elementary
- West Ohio Food Bank
- Catholic Social Services
- Mercer County Head Start-New
 - 9 total substations with 3 new in 2022

Number and type of events held

- 9 events held
 - 4 Disaster preparedness events (92 persons served)
 - 3 Volunteer recognition luncheons
 - 2 Drug take back days (42 persons served)

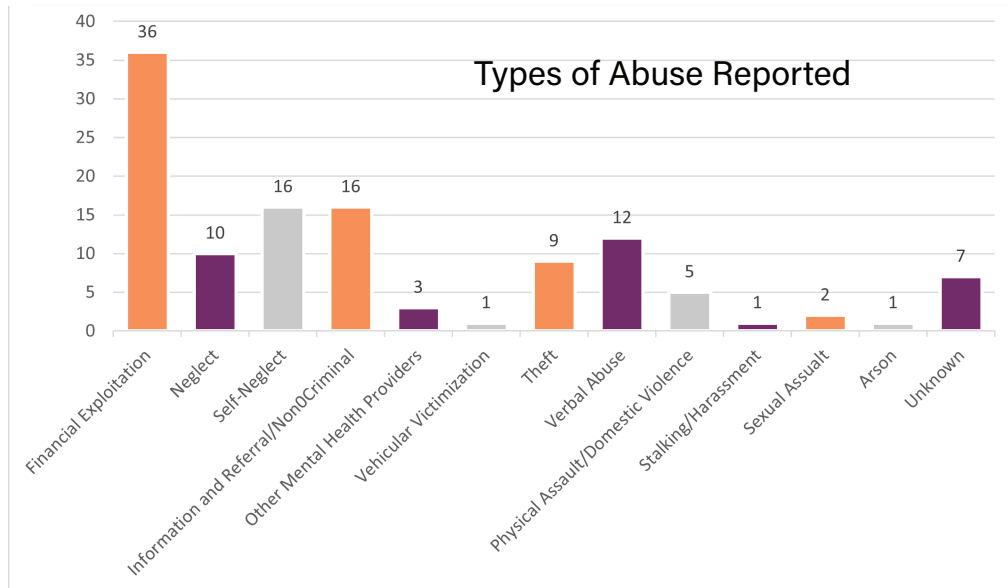


Retired Senior Volunteer Program



Awakenings

Total referrals: 119



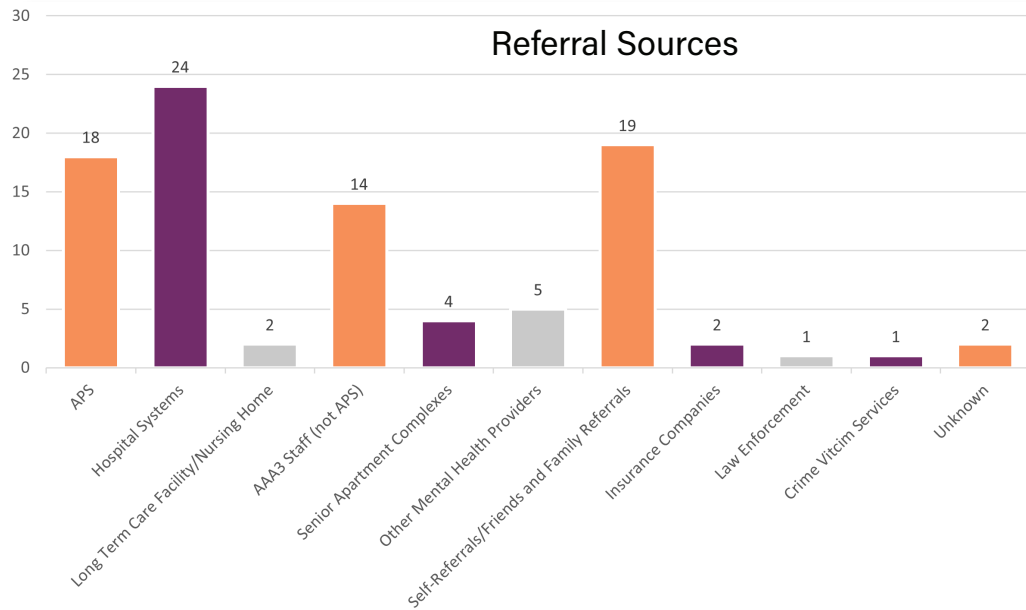
Awakenings
OUTREACH

Break out by County:

- Allen-62
- Hancock-4
- Mercer-3
- Van Wert-10
- Auglaize-2
- Hardin-14
- Putnam-4
- Outside 7 county-2
- Unknown/Not Reported-18

Stages

Number of total referrals: 92



Stages Behavioral Health



Average Sessions Per Client: 7

Average Client Age: 72

Number of New Clients: 51

Number of Clients Opened and Enrolled in Individual Mental Health Services: 56

Number Graduated from Services Due To Completing Identified Goals: 11

Number d/c for Other Reasons (attrition, geographical move, provider change): 7

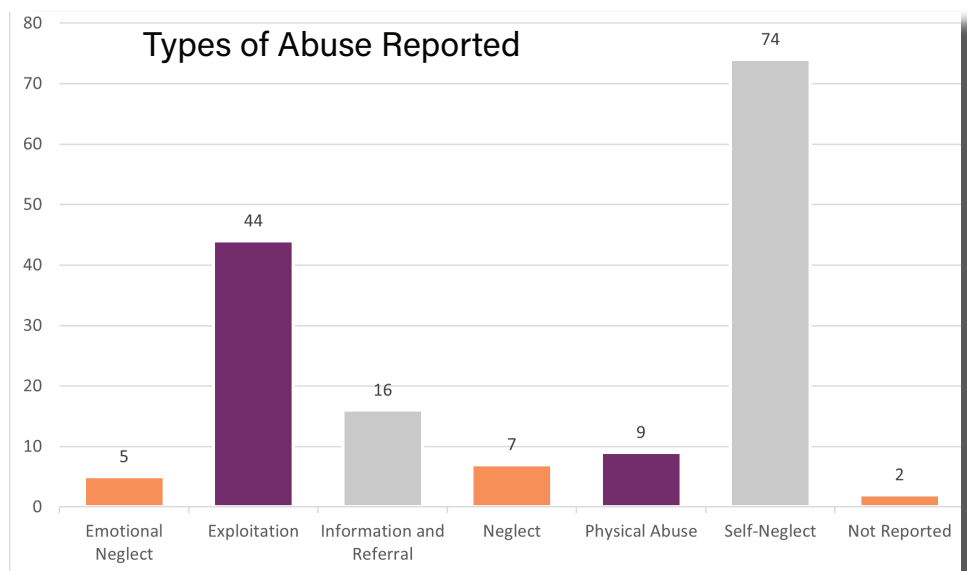
Three Most Common Diagnoses:

- 1st: Adjustment Disorders
- 2nd: Major Depressive Disorders
- 3rd: Generalized Anxiety Disorder

APS

Total referrals: 157

Number investigated: 104



Aging in Place

Aging and Disability Resource Center

Number of calls to the agency: 32,126

Allen County 2-1-1

Number of calls for information and referral services: 2,581



Benefits Enrollment Center

Number of unduplicated individuals assisted: 341

Ohio Home Care Waiver Home Modifications

Number of services completed: 47



Before



After



Before



After

PASSPORT Transportation

Number of completed trips: 12,516

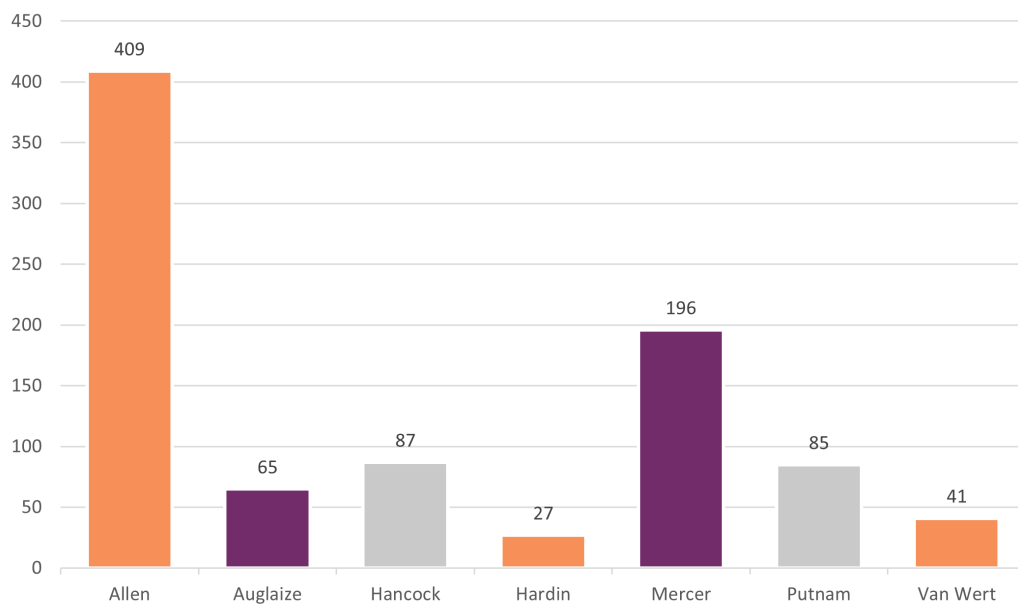
Number of unduplicated individuals: 301

Find A Ride Transportation

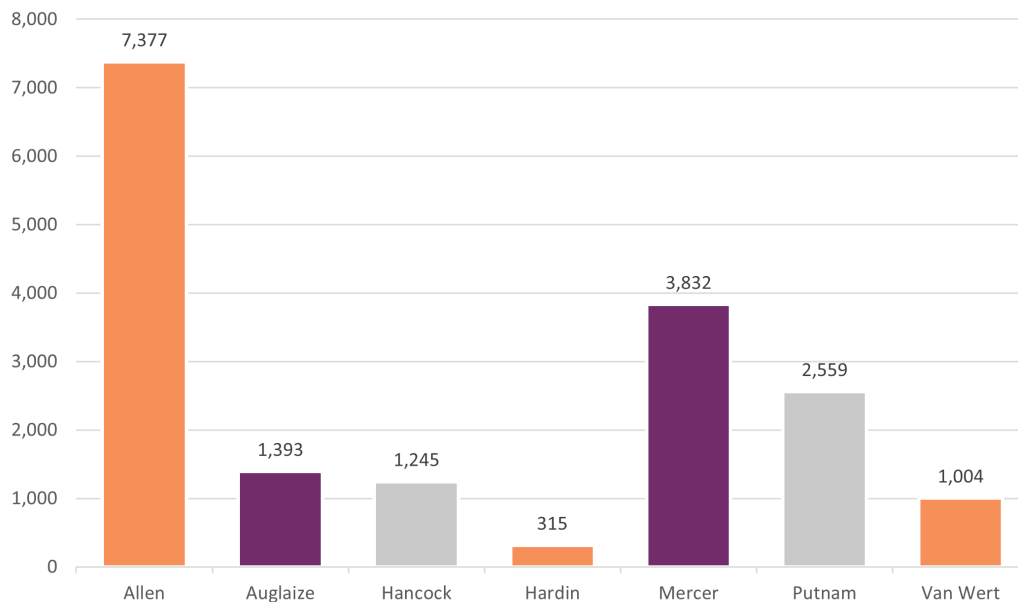
Number of completed trips: 17,725

Number of unduplicated individuals: 910

Unduplicated Individuals Per County



Trips Completed Per County



Program Operations

The Program Operations Department went through a major transition beginning in the May of 2022. This transition consisted of placing all Medicaid program being placed in one unit to include PASSPORT, Assisted Living, Ohio Home Care and Specialized Recovery Service.

Assessment Activities:

- Number of Assessments Completed: 1688
 - Ohio Department of Aging - 1445
 - Contract Work (MDS, Home Choice, Anthem) - 243
 - Ohio Home Care Waiver: 549
 - Specialized Recovery Services: 269
- Number of Assessments completed in a Nursing Home and enrolled on a program: 52
- Number of Assessments Cancelled/Not Completed: 178
- Number of Enrollments
 - Passport: Program: 172
 - Assisted Living Program: 136
 - Older American Act Programs: 27
 - Ohio Home Care Waiver: 121
 - Specialized Recovery Services: 195
- Number of Enrollments who utilized Home Choice funds to establish a household: 3

Major Project: The No Wrong Grant allowed for the placement of IPADS in the community to assist with communication through an electronic device while individuals were in a community setting while face to face visits were suspends due to COVID:

- Number of assessments completed – 24
- Number of waiver assessments – 13
- Number of Individuals added to CCP Waiting List – 5
- Number of Home Choice assessments – 0

Assessors link individuals and caregivers to available community resource to meet individuals needs in the setting of their choice.

Care Management Data:

- Number of PASSPORT Enrollees: 573
- Number of Assisted Living Enrollees: 369

County	Number of Enrollees	Age 21-59	Age 60-74	Age 75-84	Age 85+	Lives Alone	Vaccinated
Allen	364	8	214	84	58	101	254
Auglaize	88	2	38	22	26	27	65
Hancock	117	0	70	37	10	56	78
Hardin	52	1	24	19	8	14	36
Mercer	96	7	37	34	18	24	72
Putnam	121	31	47	19	24	27	99
Van Wert	107	4	61	26	16	26	73
Totals	945	53	491	241	160	275	677

*All enrollees are low-income d/t enrollment on a Medicaid Waiver

*All AAA3 individuals are considered rural

Major Project: Creation and launching of a new internal Care Transition program in the fall of 2021 to reduce hospitalizations and increase length of enrollment on programs.

Admissions: 1085

Readmissions within 30 days: 379

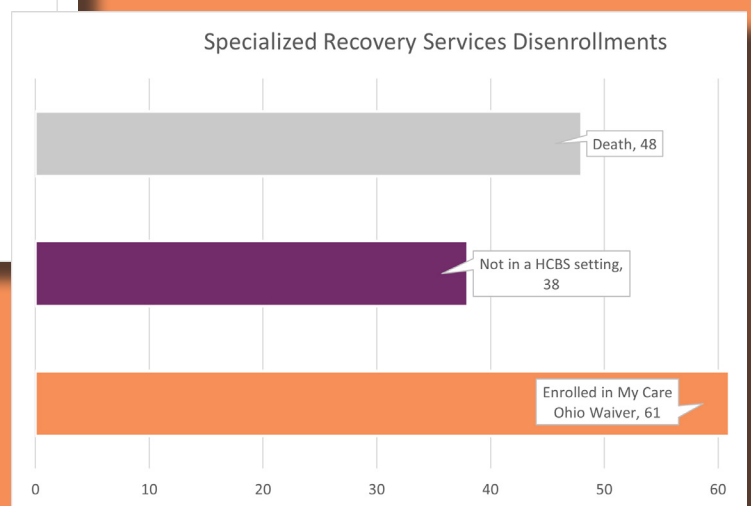
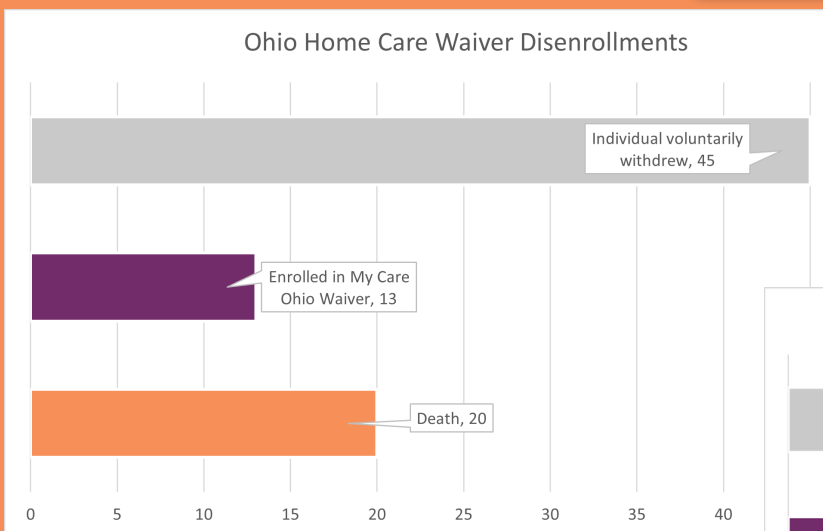
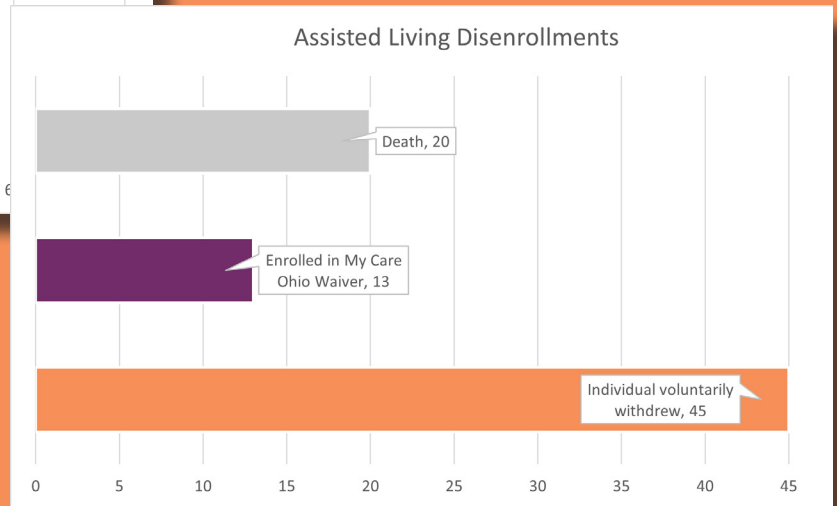
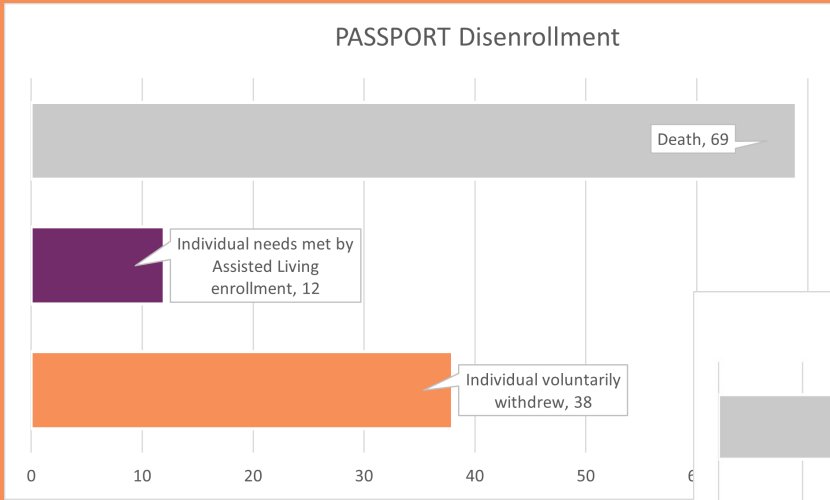
Reduction in readmission rate: 65%

Care Managers ensure enrollees ongoing program eligibility, link individuals and caregivers to needed services and community resources while ensuring their health and safety.



Disenrollments:

- Top three reasons for disenrollment from programs:



Anthem “Ground Game” Care Transitions:

- Number of referrals: 302
- Number of assessments 124 @ \$206.00 = \$ 25,544.00
- Follow up activities 4 @ \$37.00 = \$148.00
- Total Billables: \$25,692.00

Medical Mutual of Ohio “MMO” Care Transitions:

- Number of referrals: 332
- Number of enrollments: 50 @ \$460.00 = \$23,000.00
- Number of telephonic assessments with Medication reconciliation:
1 @ \$165.00 = \$165.00
- Number of in-person re-hospitalized home visits within 30 days:
3 @ \$200.00= \$600.00
- Number of Falls Risk assessments: 46 @ \$43.00= \$1,978.00
- Number of skilled nursing tracking: 58 @ \$25.00= \$1,450.00
- Total Billables: \$27,193.00

2022 Challenges:

- COVID
- Staff Turnover
- Provider Shortages within the PASSPORT program
 - 242 individuals have no or not all approved PCS Services are in place
 - 17 enrolled individuals are requesting a new provider
- Provider Shortages within the OHCW program

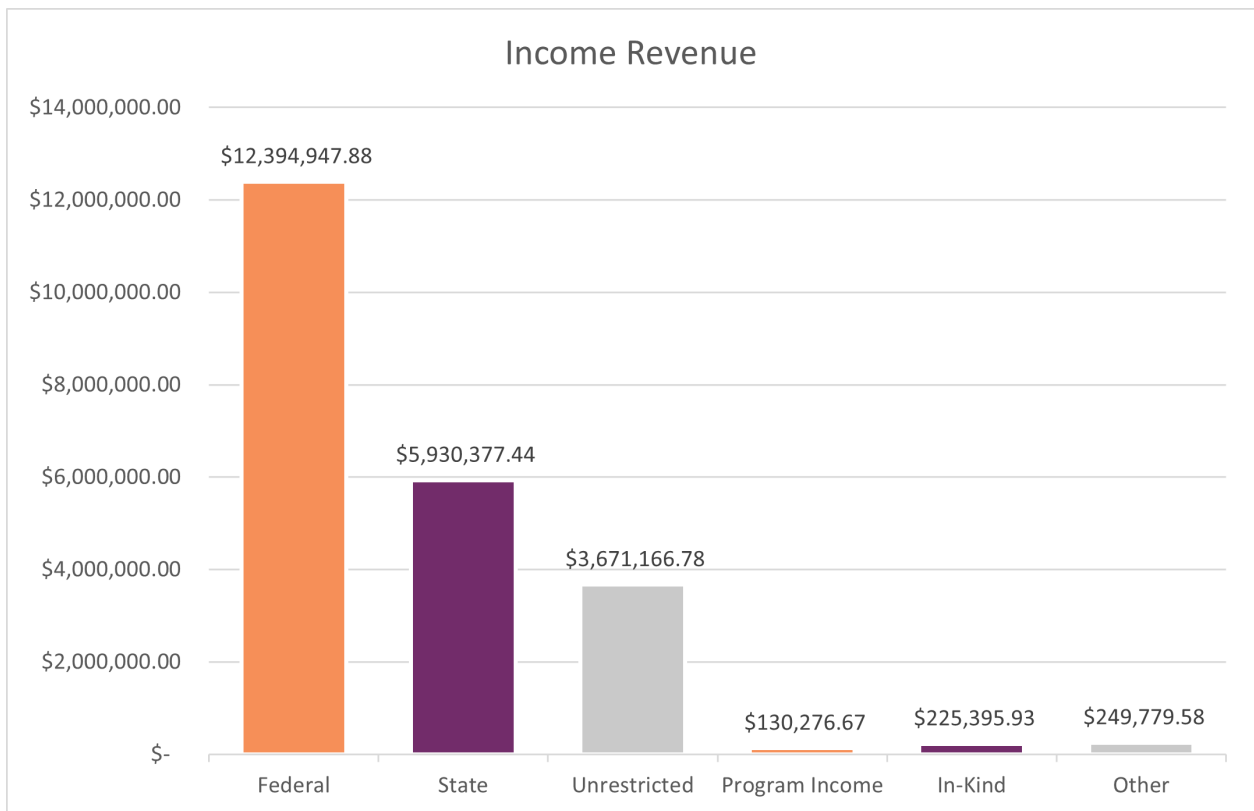


Revenue

2022 Unaudited Revenue:

▪ Federal	\$12,394,947.88
▪ State	\$5,930,377.44
▪ Unrestricted	\$3,671,166.78
▪ Private Insurance	\$130,276.67
▪ In-Kind	\$225,395.93
▪ Other	\$249,779.58

Total **\$22,601,944.28**



It's A Team Effort



