

# AREA AGENCY ON AGING 3

# KEEP MOVING FORWARD

## 2021 ANNUAL REPORT



# CONTENT SUMMARY

This Annual Report presents the accumulation of information gathered throughout 2021. Due to the ongoing pandemic, the Area Agency on Aging 3 wholeheartedly embraced the “Keep Moving Forward” philosophy.

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# 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.

# 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.

At the end of 2021, the agency entered into contract with Hardin County Department of Job and Family Services to provide Adult Protective Services to the county. The Division also oversees all contracted providers for the PASSPORT Waiver, Assisted Living Waiver, and Non-Medicaid programs.

## RETIRED SENIOR VOLUNTEER PROGRAM (RSVP)

The agency's AmeriCorps Retired Senior Volunteer Program continued to gain volunteers despite the challenges throughout the year, bringing the total number of volunteers aged 55 and older to 110.

Two of our largest areas of growth in the RSVP Program was seen in the Friendly Caller Program and the Disaster Preparedness Events. The Friendly Caller program links individuals in need of a Friendly Caller to volunteers. These volunteers reach out to the individuals on an agreed upon basis to touch-base, discuss common interests, and provide companionship to those individuals who have limited socialization or who may be socially isolated. At the end of the year there were 81 individuals on the program with 34 volunteers.

The agency was also able to continue to hold Disaster Preparedness Events in the counties of Allen, Hancock, Putnam, and Van Wert providing education and disaster related materials to 179 older adults.

## NUTRITION

Numbers by program:

- Dining to Improve Socialization & Health- 1408 enrolled (approx. 39,000 meals in 2021)
- Senior Farmers' Market Nutrition Program- 806 enrolled (8,060 coupons total, approx. 6,000 coupons redeemed)
- Home Delievered Meals - 544 enrolled (331 OAA, 213 COVID)

# COMMUNITY LIVING SERVICES

## HEALTH EDUCATION

Despite the continued impact of COVID-19 on in-person gatherings, Health Education saw many positives in 2021. Both virtual and in-person programming was offered totaling 9 completed workshops with 3 additional cancelled due to either COVID-19 concerns or lack of registrations. Of the 9 total, 2 were implemented virtually and 7 were held in-person. These 9 workshops served a total of 60 participants. In addition to workshops, 3 coach/leader trainings were held in 2021 resulting in 5 new leaders/coaches to lead programming.

The Health Education department was also awarded the Ohio Injury Prevention Partnership allowing for needed expansion of fall prevention programming in AAA3's most underserved counties of Auglaize, Putnam, Van Wert, Hancock, and Hardin Counties.

## CARE COORDINATION PROGRAM

The Care Coordination Program continues to house a staff of 2 Care Managers with a total caseload of 126 individuals served. Strides continue to be made toward strengthening care planning aspects and meeting standards for agency accreditation.

The CCP program seen outstanding outcome data reported in 2021:

- Increased Awareness and Access to Community Caregiving Resources  
YES: 100% NO: 0% (369 total responses in 2021)
- Decreased stress due to services received  
YES: 100% NO: 0% (369 total responses in 2021)
- Ability to remain independent at home due to services provided  
YES: 97% NO: 3% (370 total responses in 2021)
- Are you satisfied with the customer service you receive from your Care Manager?  
YES: 100% NO: 0% (264 total responses in 2021)

## AWAKENINGS VICTIM OUTREACH

Over the year, 56 individuals were referred, and 106 service episodes were provided to those accepting services. The Awakenings team has noted that the most utilized service is assistance locating and completing applications for available housing. Individuals are either in situations with others that are not safe, or they are not safe in their current neighborhood.

# COMMUNITY LIVING SERVICES

## ADULT PROTECTIVE SERVICES HARDIN COUNTY

AAA3 currently subcontracts with Hardin County Department of Job and Family Services to administer the APS Program for Hardin County. The main types of elder abuse are self-neglect or neglect by others; physical or financial exploitation; and emotional, physical, or sexual abuse.

- Referrals received: 14 referrals
- Screened out: 1
- Screened in: 13
- Cases substantiated: 5
- Cases unsubstantiated: 6
- Closed due to unable to contact: 2

## STAGES BEHAVIORAL HEALTH

Stages Behavioral Health offers short term counseling services for individuals that are 60 years of age and over. Stages Behavioral Health can assist individuals who are dealing with depression, anxiety, grief, trauma, life transitions, crisis counseling, and overcoming stress.

- Referrals received: 15
- Individuals accepting services: 5

## COMPLIANCE AND OVERSIGHT

AAA3 Department of Compliance and Oversight review both internal and external practices to promote quality services are available to individuals served by our agency.

Team members complete on-going provider recruitment, contracting and monitoring activities, which are essential to maintaining a quality provider base. Additionally, internal measures are utilized to ensure program requirements are met as well as verify the recipient is satisfied with the services being received.

Compliance and Oversight oversaw a total of 152 providers in 2021 which includes provider types such as Assisted Living Waiver, Care Coordination, Find A Ride, PASSPORT, Dining to Improve Socialization and Health (DISH), and the Senior Farmers' Market Nutrition Program. Of those 152 providers, 387 service types were reviewed ranging from services such as, but not limited to, personal care, home delivered meals, adult day care, congregate restaurant-based programs, etc.

# AGING IN PLACE

## WHAT IS AGING IN PLACE?

The Area Agency on Aging 3's Aging In Place Division was established in 2019 to house all call centers and enhance access to Information and Referral in one division. Our AIP Division consists of our Aging and Disability Resource Center, Mobility Management, Find A Ride Transportation, PASSPORT Transportation, Allen County 211, and our Benefits Enrollment Center.

## ALLEN COUNTY 211

In partnership with the United Way of Greater Lima, and the Mental Health and Recovery Services Board, the decision was made to bring the Allen County 211; a 24-hour information and referral hotline that was being housed in Cleveland to the Area Agency on Aging 3 where it could be operated at the local level. A public-facing website was created; [allen211.org](http://allen211.org), to allow the community additional access to resources at the click of a button.

From July 1st through December 31st of 2021, 211 handled 2,423 calls.

## BENEFITS ENROLLMENT CENTER

AAA3 established a Benefits Enrollment Center in 2021 to assist individuals with accessing benefits and providing one-on-one assistance with completing applications. The BEC has assisted 70 individuals since October of 2021; 20 individuals were assisted with rent in partnership with West Ohio Community Action Partnership, and 40 individuals with HEAP application assistance. Other individuals were assisted with utility and water bill assistance, Medicaid and SNAP, Social Security, and Medicare Open Enrollment.

From October through December of 2021 the BEC assisted 130 individuals.

## PASSPORT TRANSPORTATION

Our PASSPORT Transportation program scheduled 10,762 trips for individuals enrolled on the PASSPORT waiver. They work to ensure individuals have person-centered access to transportation services to medical appointments and other needs to help maintain independence in the community.

10,762 trips for PASSPORT waiver individuals were scheduled in 2021.

# AGING IN PLACE

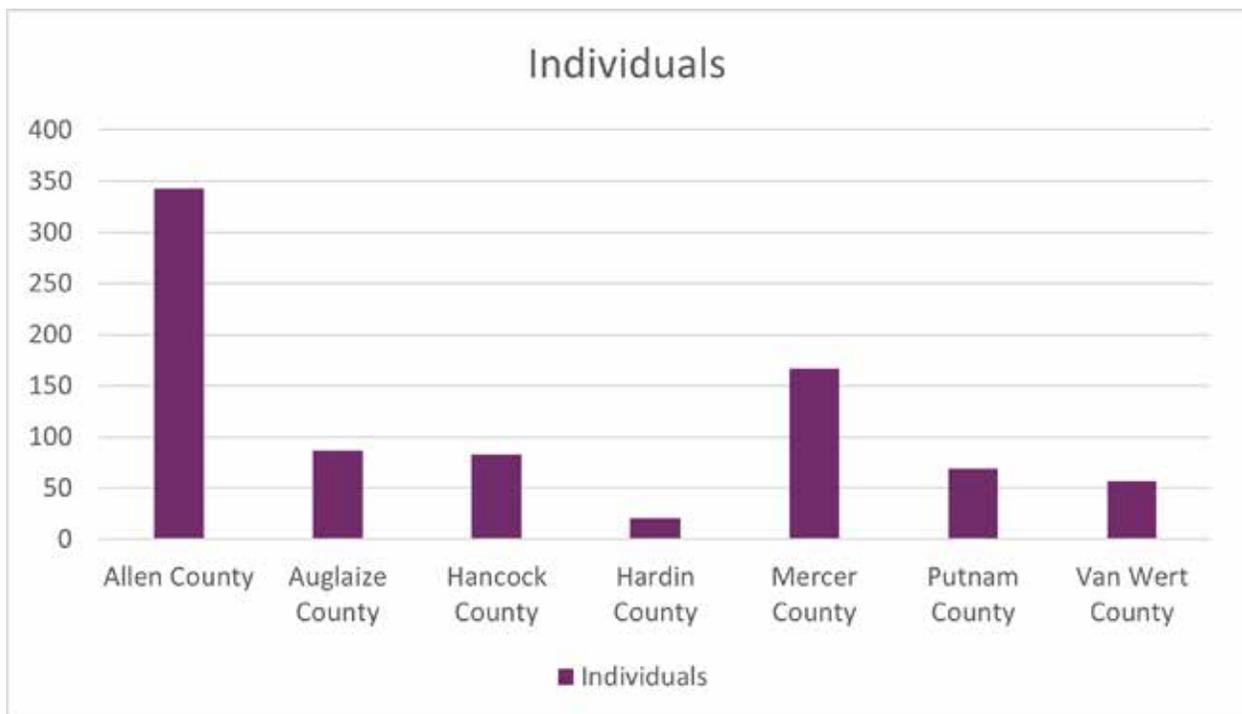
## FIND A RIDE

Find A Ride continues to offer transportation to individuals over the age of 60, or under 60 with a disability who have no other community transportation options. Funding received from the Ohio Department of Transportation allows us to enhance transportation services through our Mobility Management and Find A Ride programs.

In 2021:

Allen County	- 343 individuals served;	8,067 trips provided
Auglaize County	- 87 individuals served;	1,423 trips provided
Hancock County	- 83 individuals served;	1,610 trips provided
Hardin County	- 21 individuals served;	432 trips provided
Mercer County	- 167 individuals served;	3,802 trips provided
Putnam County	- 69 individuals served;	2,534 trips provided
Van Wert County	- 57 individuals served;	1,306 trips provided

Totals: 827 unduplicated individuals served; 19,174 trips provided



# PROGRAM OPERATIONS

## PROGRAM OPERATIONS

2021 continued to be another year full of challenges not only for the Area Agency on Aging 3 staff but for our Passport and Assisted Living Providers. Agency assessments and care management activities continued to be completed telephonically to ensure the safety of our individuals and our staff due to COVID. At the end of 2021, we had 157 individuals without any or all of their total approved personal care hours in place, and another 34 individuals requesting in home services to be performed by another provider.

The assessors completed 35 assessments through these electronic devices that were placed in nursing homes, assisted livings, local Job and Family Services offices, senior housings, Council on Aging's, and home health agencies.

- Number of Assessments Completed: 1791
- Number of Assessments completed in a Nursing Home & enrolled on a program: 65
- Number of Assessments Cancelled/Not Completed: 265
- Number of Enrollments
  - o Passport: Program: 185
  - o Assisted Living Program: 140
  - o Older American Act Programs: 331
- Number of Enrollments who utilized Home Choice funds to establish a household: 2

## WHAT IS PASSPORT?

- Helps Medicaid-eligible older Ohioans get the long-term services and supports they need to stay in their homes or other community settings, rather than enter nursing homes.

*"The PASSPORT program has enabled me to be living independently again in my own apartment." ~Kimberly*

*"PASSPORT has always been here when I needed it. You've been a godsend". ~Rose*

## WHAT IS ASSISTED LIVING?

- The program pays the cost of care in an assisted living facility for certain people with Medicaid, allowing the consumer to use his or her personal resources to cover "room and board" expenses.

*"The assisted living is everything I dreamed of. It is like heaven on earth". ~ Diane*

*"I have gained some independence by moving into an assisted living." ~Anthony*

# HOME CARE PROGRAMS

## WHAT ARE THE HOME CARE PROGRAMS?

The Home Care Programs division consists of two programs. The Ohio Home Care Waiver program and the Specialized Recovery Services program.

### OHIO HOME CARE WAIVER PROGRAM (OHC)

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, in partnership with the Area Agency on Aging 3 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.

- Ending census in 2021 for Ohio Home Care Waiver was 401 individuals served

### SPECIALIZED RECOVERY SERVICES PROGRAM (SRS)

SRS is a Medicaid Funded program that offers home and community-based services that are person-centered and aimed at supporting individuals in the community diagnosed with a severe and persistent mental illness or with a diagnosed chronic condition (DCC). CareSource is partnering with the Area Agency on Aging 3 to deliver the Specialized Recovery Services program.

- Ending census in 2021 for Specialized Recovery Serves was 606 individuals served

# AREA AGENCY ON AGING 3

*WE KEEP MOVING FORWARD, OPENING NEW DOORS,  
AND DOING NEW THINGS, BECAUSE WE'RE CURIOUS  
AND CURIOSITY KEEPS LEADING US DOWN NEW PATHS.*

*~WALT DISNEY*



**Area Agency on Aging 3**  
Integrity. Independence. Quality of Life.

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