

2017 ANNUAL REPORT



AREA AGENCY ON AGING 3

A Message from Our Leaders

Dear Friends,

In FY 2017 the Area Agency on Aging 3 Inc. was able to navigate through change, challenges, and a growing need for services. The efforts of many create a ripple effect that impacts the quality of life of so many others. This report highlights the key outcomes that were realized in 2017 through the efforts of staff, volunteers, and more than 100 providers across the region.

During 2017 the Area Agency on Aging 3 Inc. introduced two new programs to the agency; RSVP (Retired Senior Volunteer Program) and BRI Care Consultation. The RSVP program offers a variety of volunteer opportunities that not only provide support to the AAA3 but to community partner organizations. BRI Care Consultation is a telephone-based information and coaching service for older adults with memory problems and/or their caregivers. Both programs started at the end of the fiscal year but are rapidly growing so far in 2018. We predict them both to be very successful programs, benefiting individuals throughout our service area.

A major event of 2017 that aided in our efforts to be more visible and accessible to the community was the move of our offices from downtown Lima to our new location on Allentown Road. Our new location was ideal the ideal choice as we are located across from a large retail store and next to a successful local car dealership that draws people from our seven county region. During the first week of July 2017 we settled into our new office space and since then have seen a great increase in the number of people stopping by the agency to seek supportive services, ask about transportation or sign up for a meal program.

Through the outstanding leadership of our Board of Directors, the vision of our Advisory Council and the commitment of our staff, volunteers and partner organizations the AAA3 moved forward into 2018 in a position of strength – giving hope now and in the future to older adults, persons with disabilities and family caregivers. Together our efforts created a ripple effect that positively impacted 9,636 lives. On behalf of the Board of Directors, we would like to extend a thank you to the AAA3 staff, volunteers, Advisory Council, service providers, local partners and elected officials for your commitment.



Jacqui Bradley

Chief Executive Officer



Jeff Allison

President Board of Directors



Our Mission

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

Our Vision

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.

Our Keys of Excellence

Safety, Collaboration, Courtesy & Efficiency. Our staff that practices each Key of Excellence to the fullest are recognized yearly for their dedication to what AAA3 finds most important.

Our Values

Compassion, Respect, Courage, Creativity, Integrity, Diversity, No Gossip. The staff at the Area Agency on Aging 3 are all expected to practice and promote these important values of the agency.





Who We Serve

AAA3 helps older adults, persons with disabilities and family caregivers with a multitude of services. We are an independent, private, non-profit agency that provides services in Allen, Auglaize, Champaign, Clark, Darke, Hancock, Hardin, Logan, Miami, Mercer, Preble, Putnam, Shelby and Van Wert Counties.



2017 BOARD OF DIRECTORS

Jeff Allison, Chairman- Hardin County

Lanette Briley, Vice-Chairman- Member-at-Large

Donna Grimm, Secretary/Treasurer- Member-at-Large

Clarence Brown- Allen County

Janet Bassitt- Auglaize County

Jean Sullivan- Putnam County

Donna Ruse- Member-at-Large

John Bowker- Member-at-Large

2017 ADVISORY COUNCIL MEMBERS

ALLEN COUNTY

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Vice-Chairman

Sharon Purdy

Marilyn Morningstar

AUGLAIZE COUNTY

Arlene Searcy

Stephanie Clark

Dan Graf

HANCOCK COUNTY

Bev Rarey-Norden
Secretary

Kristine Benishek

HARDIN COUNTY

Madelene Gibson

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MERCER COUNTY

Sharon Green

PUTNAM COUNTY

Marlene Schumaker

Kris Schroeder

Teresa Irwin

VAN WERT COUNTY

Berneil Poling
Chairman

Lynn Negrette

73

total year end
staff members

3

Staff
Members
celebrated
10 years

1

25 yr
Anniversary

14

new staff members

6

Staff
Members
celebrated
5 years

2017 YEAR END NUMBERS

• CRC-

- Screens: 2974
- Assessments Scheduled: 2238
- I/R: 708
- After hour PAR: 537
- PARS: 1935
- LTSSQ: 701
- Support Navigation Minutes: 16232

ASSESSMENT-

- Total number of Assessments Completed: 1905
- Enrollments: Passport- 209
Assisted Living- 130
CCP- 143
RSS- 9
Enrollments from NF's- 52
from Home Choice- 14
- Cancelled/Not Completed: 197

CARE MANAGEMENT-

- Caseload and Consumers served for 2017:
Assisted Living Waiver- 445
PASSPORT- 890

Total Persons Served- 1335 (an increase of 340 from 2016)

ODA Performance Benchmarks for 2017

- 1: Goal was met- 12 out of 12 months and AAA3 earned \$11,172.00
- 2: Goal was met- 7 out of 12 months and AAA3 earned \$6517.00 out of \$11,172.00
- 3A: Goal was met- 10 out of 12 months and AAA3 earned \$3999.00 out of \$4788.00
- 3B: Goal was met- 9 out of 12 months and AAA3 earned \$3591.00 out of \$4788.00

Total extra money earned: \$25,270.00 out of \$31,920.00

Ohio Home Care Waiver Program-

Total Number of Initial Assessments Completed: 140

Year-End Caseload: 196

Specialized Recovery Services Program-

Initial Contact Calls completed in 2017 calendar year: 167

*Must talk to the individual to be a billable service.

Initial Assessments Completed 2017 calendar year: 103

*Must be signed off by Independent Reviewer to be a billable service.

Year-End Caseload: 172

Transportation Fast Facts 2017

Trip Dollars: \$498,928.32

Find-A-Ride Trips: 11,668

New Transportation Calls: 526

Unduplicated Individuals Serviced: 628

Road to Recovery Volunteer Trips: 352

Awakenings Fast Facts 2017

Trained: 896 people on Elder Abuse & Neglect

741 were professionals

196 Individuals sought help through the Awakenings Program

Provider Relations Fast Facts 2017

PASSPORT, Assisted Living, and Care Coordination Programs Statistics

Pre-Certification Reviews Completed: 19

New Providers Added: 14

Completed Structural Compliance Reviews: 206 services, by 101 providers

Additionally, bids were accepted and contracts issued by our Care Coordination Programs and Senior Dining Program. 53 Requests for Proposals were received and scored resulting in 42 providers receiving contracts.

"We are so grateful for what the PASSPORT program has given us. My wife has dementia. A few years ago, she was in a nursing facility and it was difficult to see her changing. She was losing weight and didn't want to do things for herself. It was difficult to get her to brush her teeth or even eat. I didn't like what I saw. With the PASSPORT program, she is able to get the help she needs at home, where I can help take care of her. The nurses and aides are wonderful. We are living in the same house that we moved into nearly 67 years ago when we first were married. Now that she is home, she can watch the birds in the backyard and enjoy the shrubs and flowers that she took care of for so many years. I used to think we were greedy, asking for help from a program like this. But having an aide come to the home to help me care for my wife and help with the housework and extras such as meals and incontinence supplies, allows my wife to be home. Again, we are so grateful."

-PASSPORT Caregiver



" I didn't know where to go or whom to call. When I spoke with the [intake specialist] on the phone, she helped me find what I needed and made some referrals for me too."

- Happy Caller



" We had no hope, we thought we had to put mom in a nursing home. When AAA3 came out and said she was eligible for PASSPORT, it changed our lives and we are so happy to have her home."

- Daughter of PASSPORT Recipient

" Recently, my care manager went the extra mile to ensure I was able to stay in my Assisted Living apartment. She does anything she can do to help when needed."

-Assisted Living Recipient



" My mother's care manager has helped me with so many things and has given me so much hope. I know that I am doing right by my mother. I don't know what I would have done without the help from AAA3."

- Caregiver

AAA3 upgrades to a new location.

- It was decided in January of 2016 that the Area Agency on Aging 3 would independently seek a new building space to offer better access to the agency and develop a stronger visual presence in the community.
- Bands Three Properties, LLC came on as a partner, who would purchase a space that would then be leased to the Area Agency on Aging 3.
- After looking at more than 20 locations in the Lima/Allen County area it was determined that an offer would be made for the building located at 2423 Allentown Road in Lima. This location was selected due to the high traffic volume and local data showed that individuals come to the area from our multi-county region providing better access and visibility of the agency. The property contained two buildings, parking, and room for expansion as the agency grows.
- Bands Three Properties purchased the property in December 2016 with the purpose of leasing the buildings to the Area Agency on Aging 3.
- Remodeling and construction began in February of 2017 with a target move-in date of June 22, 2017. The owners of Bands Three Properties were very accommodating to our needs and allowed us to design the layout of the building to suit our needs from paint colors to where walls were placed.
- The remodel/construction was finished just as we were moving our items into the building on June 26, 2017.

We are grateful to Bands Three Properties, LCC - owners, Todd Bresson and Bill Bresson for providing financial support and building management to the Area Agency on Aging 3.









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

Open House- July 25th, 2017

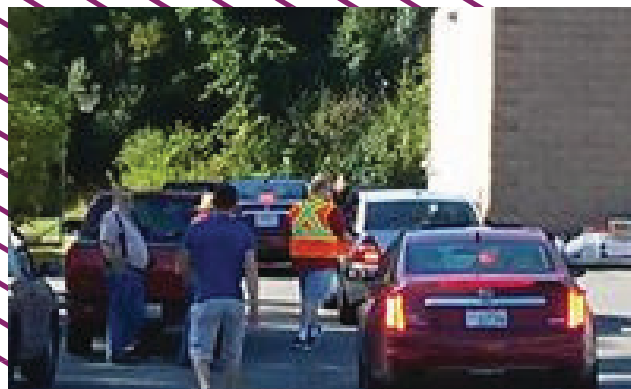
To celebrate the agencies move and beautifully renovated building, an Open House was held. Local officials, all 11 other Area Agencies, providers and the community were invited to attend. After the ribbon cutting, doors were opened and the staff conducted tours to anyone who wished to see behind the scenes, while food and beverages were available in the conference room for all to enjoy. The open house was a wonderful way to celebrate the move and fresh new beginning.





2017 HIGHLIGHTS

In honor of Crime Victim's Rights Awareness Week in April, our Awakenings Program held an art show at The Met, located in downtown Lima, that featured artwork by victims of crime/abuse depicting their self-expression of survival. Not only were the local news outlets in attendance, but many came into appreciate the art displayed. The event was a unique way to bring awareness about elder abuse and crime.



AAA3 hosted its 1st Annual Shred-A-Thon in September. The agency partnered with our local Shred-It company to provide a free shredding service to the Lima Community. Staff members volunteered their time to unload boxes of unwanted personal paperwork from the vehicles that drove through. The event was open to the public and over 100 people attended. This is an event that the agency will be hosting every year, as we feel it is important for people to have a safe way to get rid of personal documents that are no longer needed. Hosting the event is just a small way we can help prevent financial exploitation.



Silver Birch

FOUNDATION

Aging Gracefully while Growing in Strength

AAA3 developed a foundation in July 2017 and after much deliberation, decided on the name, The Silver Birch Foundation. The purpose of the foundation is to support and fund the mission of the Area Agency on Aging 3 and fill in the gaps where funding is needed. A board and event committee was formed and together planned the first annual Dinner & Auction to raise money for elder victims of crime and abuse. With a little over 3 months to plan, the Silver Birch Foundation committee members planned a memorable event and raised over 20k. The foundation will continue hosting a Dinner & Auction the 2nd Thursday in November throughout the years and develop other ways to raise money to help in fulfilling the mission of AAA3.



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