



**Area Agency on Aging** 

Integrity. Independence. Quality of Life.

## **2011 Annual Report**



***“ Every day the compassionate staff of the Area Agency on Aging 3 are guided by the belief that individuals have the right to choice. We are proud to offer service that allow for choice, independence and quality of life.” Jacqi Bradley***

## Who We Serve

The Area Agency on Aging 3 Inc. (PSA 3) serves seniors, caregivers, and the disabled in a seven-county region of west central Ohio. We are an independent, private, nonprofit corporation that plans and funds services in our region. We are one of 12 Area Agencies on Aging in Ohio and part of a national aging service network.

## Our Mission

To promote the highest quality of life, Area Agency on Aging 3 will provide access to a network of services, education, and advocacy as the region's aging and disability resource expert.

## Our Vision

Area Agency on Aging 3 will evolve with the long-term care system by expanding our roles as the Aging and Disability Resource Center, guided by the belief that all individuals have the right to choice.

## Our Values

We are committed to building strong relationships with our customers and partners.

- Teamwork and Collaboration
- Quality of Life
- Independence
- Consumer Focused
- Innovation, Efficiency and Accountability
- Communication
- Caring Attitudes



## **A Message From Our Leaders**

**Dear Friends,**

In FY 2011 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 2011 through the efforts of staff, volunteers, and more than 100 providers across the region.

On behalf of the Board of Trustees, we would like to extend a thank you to the AAA3 staff, volunteers, Advisory Council, service providers, local partners and elected officials. Together our efforts created a ripple effect that positively impacted the lives of so many older adults, adults with disabilities and caregivers.

Jacqi Bradley  
Executive Director

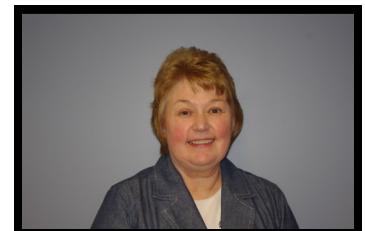
Garth Beatty  
Board President



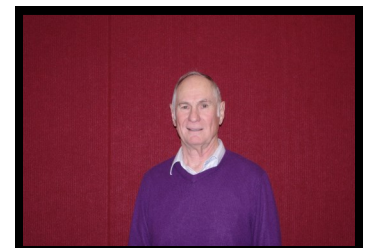
**Jacqi Bradley**  
Executive Director



**Garth Beatty**  
Board President



**Charlotte Parsons**  
Vice President



**Richard Lawrence**  
Secretary/Treasurer

## **Area Agency on Aging 3 Inc. Board of Trustees**



**Front Row (left to right): Garth Beatty, Norman Rex, Dr. Matthew Ziccardi. Back Row (left to right): Sidney Smith, Jean Sullivan, Bobbie Sterrett, Richard Lawrence, Jeff Allison, Dr. Clarence Brown. Not pictured Charlotte Parsons.**

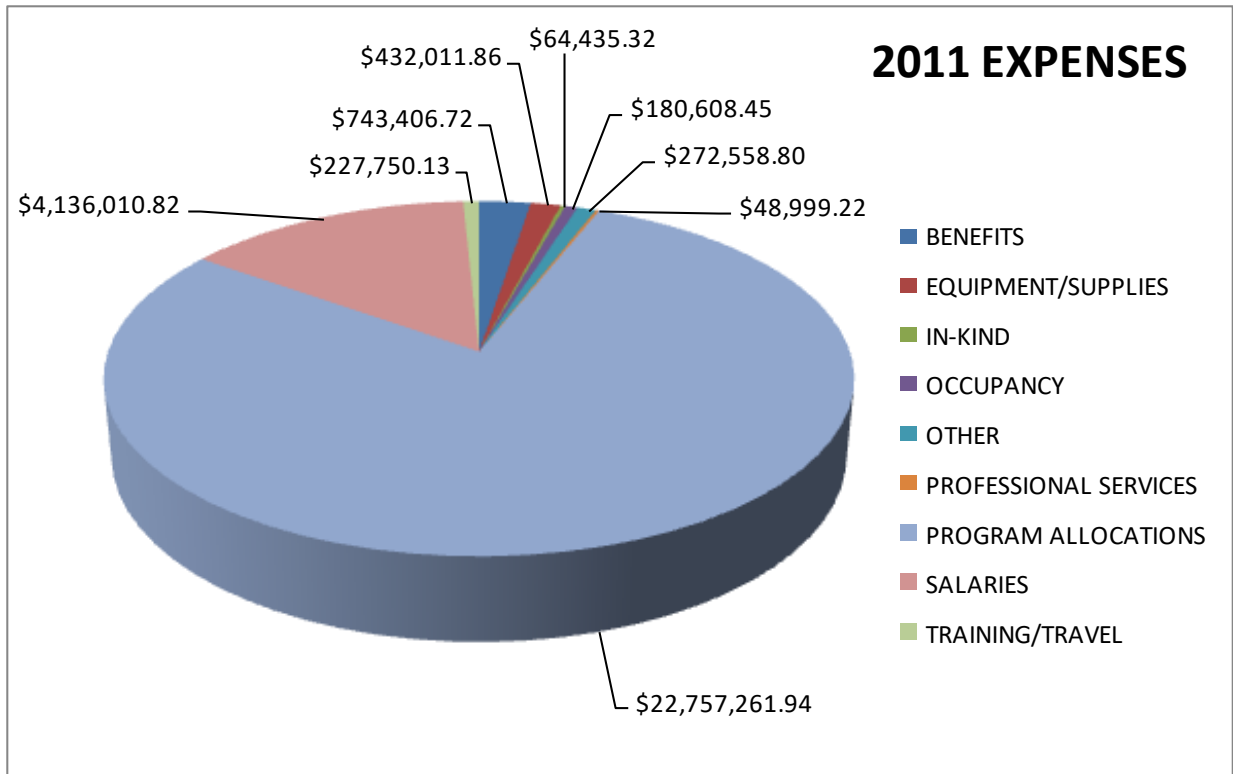
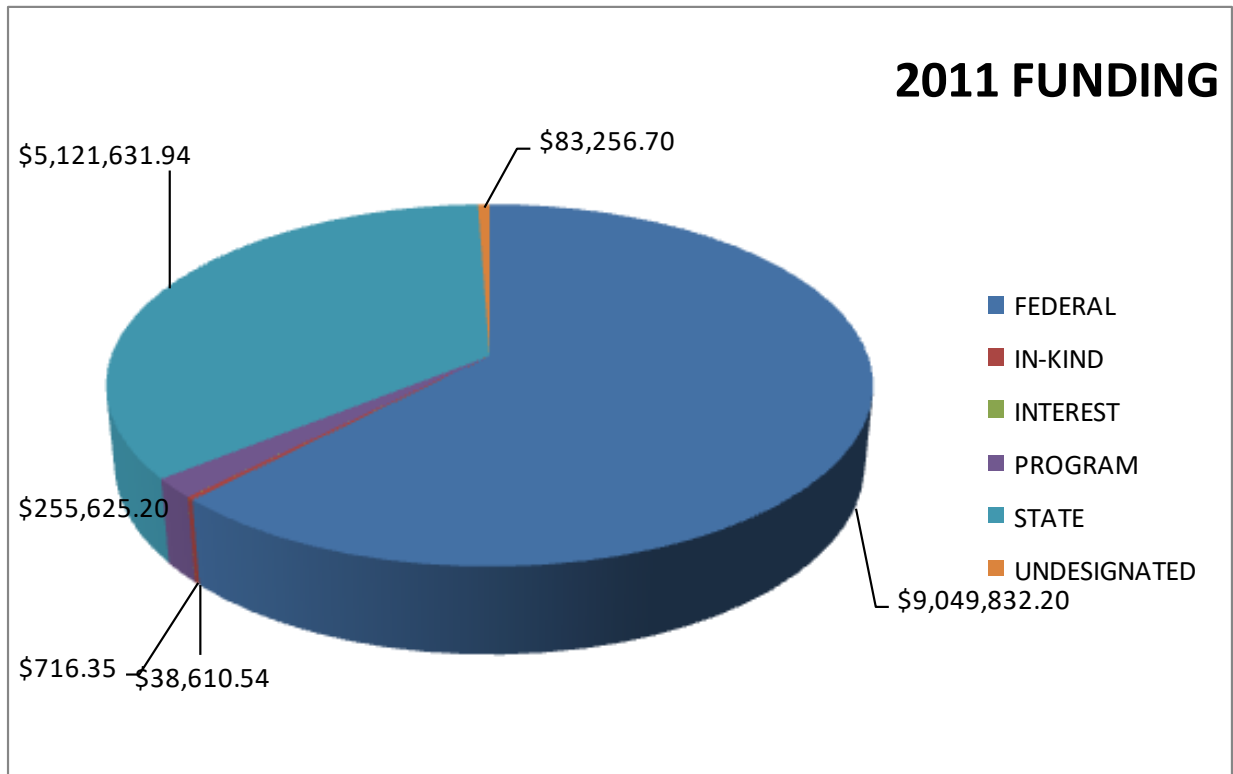
### **2011 Board of Trustees Officers**

**Garth Beatty, President  
Charlotte Parsons, Vice President  
Richard Lawrence, Secretary/Treasurer  
Norman Rex, Immediate Past President**

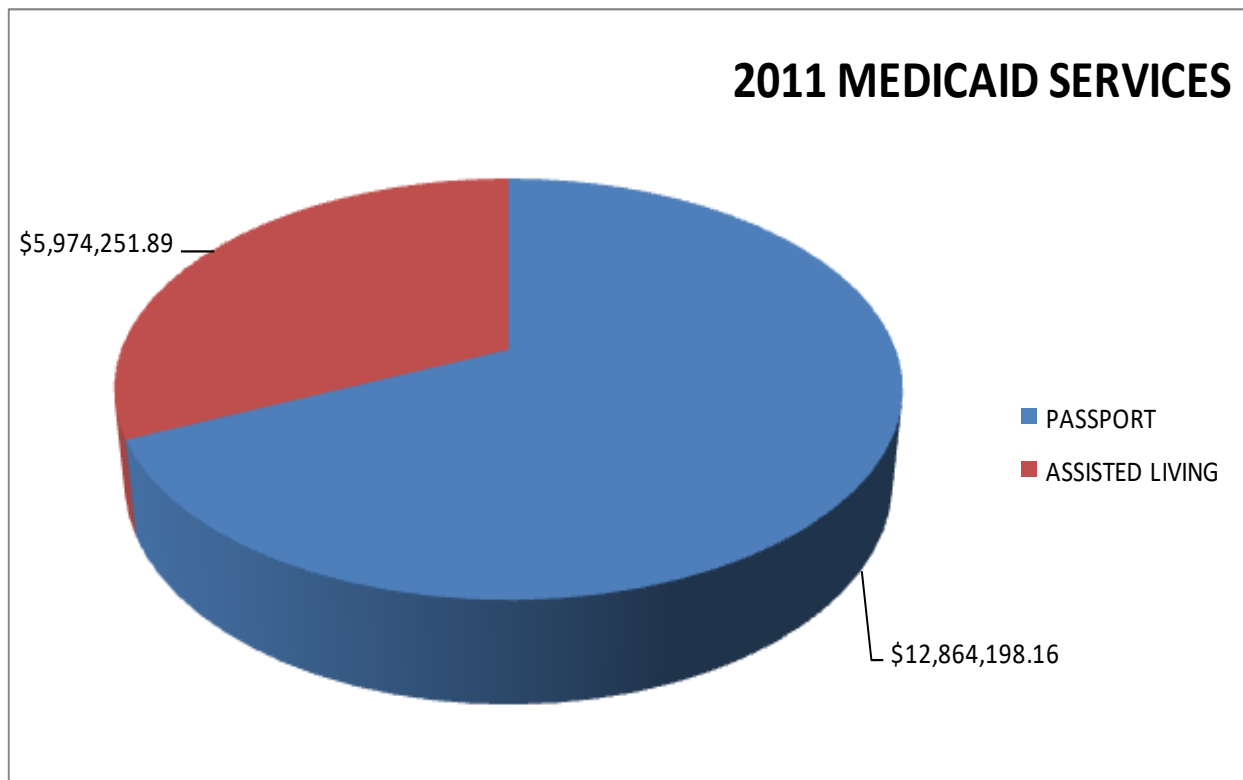
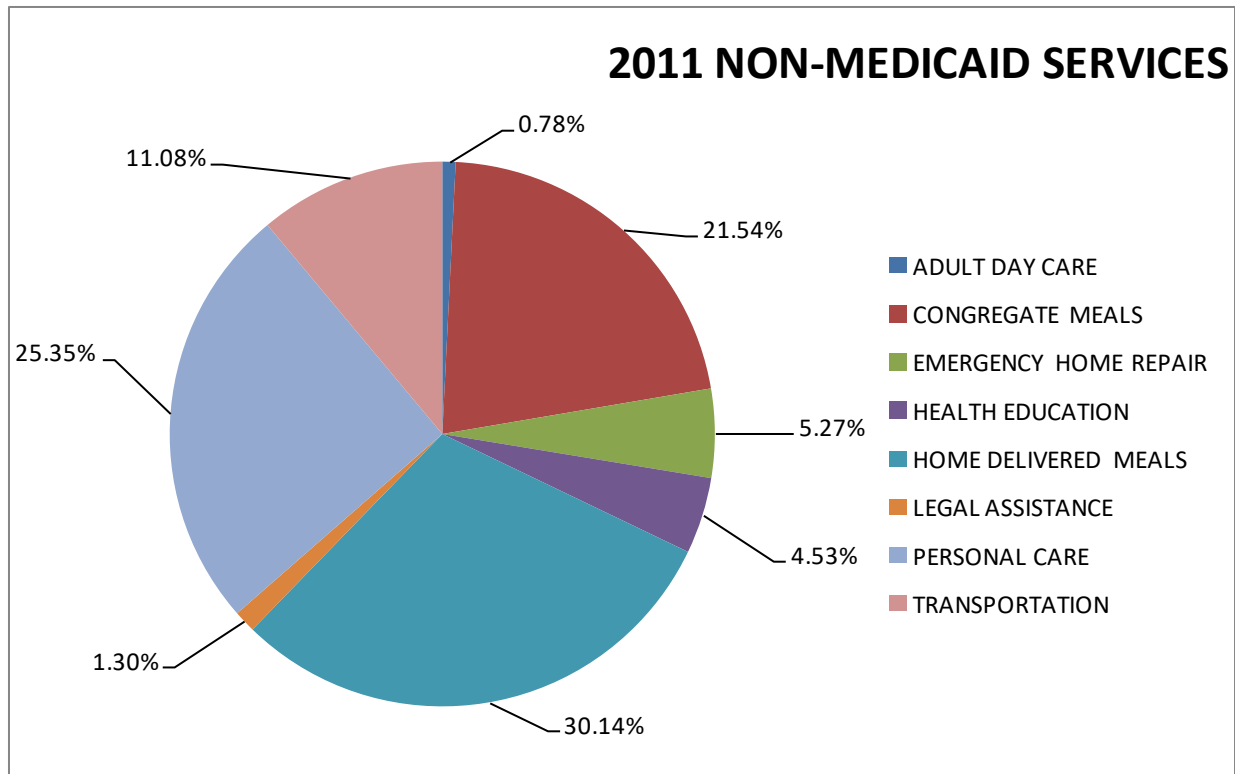
**Thank you for your service!**



# Fiscal Responsibility



# Fiscal Responsibility



# Answers on Long-Term Care

## Aging and Disability Resources

The Area Agency on Aging 3 Community Resource Center (CRC) is the front door access to senior services and information in the seven county service area and your local designated Aging and Disability Resource Network by the Ohio Department of Aging. The CRC Specialists provide vital information and services to consumers, caregivers, family members, hospitals, nursing homes, home health agency, and the community. The CRC Specialists provide information through phone calls and face-to-face interactions with those who prefer to come to the agency. Additionally staff are available through Live Chat on the AAA 3 website, e-mail and on-line application submitted through the contact portion of our website. Reviewing option, providing information, directly connecting with services and even making referral(s) on behalf of the consumer are all part of the CRC responsibilities. Connecting and providing the consumer and caregiver to the resources that they need.

## Gateway to Long Term Care

Pre-Admission review is also a vital function of the CRC duties. There are two separate processes that are covered by the pre-admission screen processes. Both are required prior to an individual entering a Medicaid certified nursing facility, PASARR and Level of Care determination. The PASARR is the federal part of the Pre-admission screening that requires all applicants to a Medicaid certified facility, regardless of source of payment or diagnosis, to be screened for serious mental illness (SMI) and Mental retardation and /or Developmental Disabilities (MR/DD). Depending on the initial information received the appropriate determination is made and approved or sent on for what is called a further review to the appropriate state agency.

The Level of Care process is the State of Ohio's screening process for individuals

The Level of Care process is the State of Ohio's screening process for individuals seeking Medicaid reimbursement for their stay in a Medicaid Certified Nursing Facility or to receive waiver services. To ensure individuals seeking long-term care have needs that meet the requirement for Medicaid to pay for these services determination are required prior to a Medicaid funded Nursing Facility admission, at the time the individual converts to Medicaid funding in a Nursing Facility setting, and for enrollment on the PASSPORT and Assisted Living Waiver Programs.

AAA 3 is also the only site under contract to do after hour PAR coverage on the weekend. The CRC staff that are on call process request submitted from hospitals and nursing facilities from all 88 counties in Ohio. The coverage begins at 4:30 p.m on Fridays and ends at 12:00 a.m.

### 2011 Community Resource Center Activities

PAR Requests	7305
Individuals Seeking Help	3438
Transportation Call Center	534
Total	11,277

After Hour PAR Coverage Requests 1495 completed





# Answers on Long-Term Care

## Long-Term Care Consultation:

A Long-Term Care Consultation is a **FREE** in home consultation to anyone unsure of programs and services that are available to assist with consumers staying independent in a community-based setting. This consultation gives consumers, family members and caregiver's an opportunity to ask questions and review options with a trained professional. The consultation is completed by an Assessor who is either a nurse or licensed social worker. Our Assessors determine eligibility for agency programs or recommended community resources. Through this information, they empower consumers, families and caregiver's to make informed choices regarding their long-term care needs.



## 2011 Assessment Activity

### Medicaid Program Enrollment Outcomes:

PASSPORT Waiver enrollments	183
Assisted Living Waiver Enrollments	50
Residential State Supplement Enrollment	<u>0</u>
Total	233

### Non Medicaid Program Enrollment Outcomes:

Includes HDMS, Alz Respite, Caregiver Support, Managed Services	
Total	410

### Additional Assessment Outcomes:

Ombudsman Referrals	2
Other Waiver Referrals	8
Community Provider	1090
Nursing Facility Placements	159 (includes respite stays)
Other	195
Hospice	<u>02</u>
Total	1456

<b>Total Assessments</b>	<b>1904</b>
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# Long-Term Care Services and Supports

## PASSPORT Medicaid Waiver Program

Most older Ohioans prefer to live independently in their own homes, in their communities, surrounded by family and friends, for as long as they can. But, many need some help doing so. Before Medicaid waiver programs, older adults who needed any degree of long-term care typically entered nursing homes. Ohio's PASSPORT Medicaid waiver program helps Medicaid-eligible older Ohioans get the long-term services and supports they need to stay in their homes.

PASSPORT uses federal and state funds, through a Medicaid waiver, to pay for in-home alternatives to nursing home care for the low-income, Medicaid eligible seniors. PASSPORT is a two-pronged program. The first part is a pre-admission screening during which interested consumers are screened by telephone to determine preliminary Medicaid eligibility and care needs. They are also provided information about the variety of long-term care options available.

The second part of PASSPORT is home care. Once a consumer is determined eligible a care manager works with him or her to develop a package of in-home services to be provided by local service providers. The care manager monitors the care for quality, and works with the individual to change the care plan as necessary.

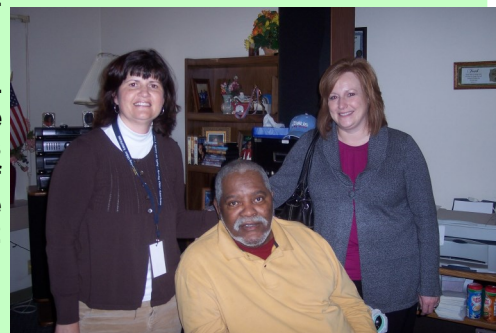
Eligible participants must be age 60 or older, reside in the community for service delivery, need hands on assistance with dressing, bathing, toileting, grooming, eating or mobility and be Medicaid eligible.

**John is a 68 year young man who has been receiving PASSPORT Waiver Services since February 29, 2008. John suffered a stroke in 2007 resulting in partial paralysis of his left side and an extended nursing home stay. John is a friendly and inspiring man who enjoys visits and staying active, but due to health problems he has needed to rely upon PASSPORT Waiver services for assistance with having personal needs met.**

**John's life has been difficult but with the assistance received through the PASSPORT Waiver, he is able to live independently in his own apartment in Lima. John has additional diagnosis of Insulin Dependent Diabetes, Prostate Cancer, High Blood Pressure, Congestive Heart Failure, Coronary Artery Disease and he has a history of depression. John still has episodes of Transient Ischemic Attacks (TIA's) which cause him to require hospitalization each year.**

**John receives the following PASSPORT Waiver Services: personal care aides; home delivered meals; emergency response system; transportation. John's medications are delivered to him from a local pharmacy. His home health nurse visits John weekly to set up his medications including pre-filling insulin syringes. John is able to self administer his insulin injections. To enhance John's independence and safety, durable medical equipment is also utilized.**

**Services paid by PASSPORT Waiver to provide needed services to John come to \$30,715 for a 12-month timeframe. The average nursing home cost for a 12-month timeframe is \$61,046. John's desire to live independently in the privacy of his own apartment and receive services at home through the PASSPORT Waiver is a cost savings to Ohio of \$30,331 for a 12-month period of time.**



## **Assisted Living Medicaid Waiver Program**

**Ohio's Assisted Living Waiver Program** pays the costs of care in an Assisted Living facility for certain people with Medicaid, allowing the consumer to use his or her resources to cover "room and board" expenses.

In the budget bill for the 2006-2007 biennium, the Ohio General Assembly authorized the creation of a Medicaid-funded assisted living waiver. The legislation authorized funding beginning July 1, 2006. The waiver program provides services in certified residential facilities to delay or prevent nursing facility placement. Assisted Living promotes aging in place by supporting consumer desire for independence, choice and privacy.

Eligible participants must be age 21 or older, need hands on assistance with dressing, bathing, toileting, grooming, eating or mobility and have unpredictable needs for assistance with activities of daily living. There are also financial criteria for Medicaid eligibility and they must be able to pay room and board.

The link for the Assisted Living Waiver Program Consumer's Guide [http://aging.ohio.gov/resources/publications/al\\_consumer\\_guide.pdf](http://aging.ohio.gov/resources/publications/al_consumer_guide.pdf)

### **Caresource**

In 2011 Area Agency on Aging entered into a contract with CareSource to provide Care Transition and Home Assessment services to identified CareSource members. As part of this service AAA 3 staff will complete the Care transition assessment during an initial consumer visit. AAA 3 staff can provide assistance with development of discharge plan if the consumer is inpatient, ensure that follow up appointments are made, identify gaps in care and coordinate those gaps, provide education specific to the consumers' health care needs. We are excited for this new opportunity to work with a managed care organization.

### **Coleman Transition Services**

To improve consumer transitions from one care setting to another, Area Agency on Aging 3 implemented the Coleman Care Transition Intervention in 2011. Care Transition Intervention is a process that encourages consumers to take a more active role in their health care. Consumers receive specific tools and skills that are reinforced by a "Coleman trained transition coach" from the Area Agency on Aging staff. This transition coach follows consumers across settings and focuses on; medication self- management, primary care provider/ specialist follow up and consumer understanding of "red flag" indicators of worsening condition and appropriate next steps. This pilot conducted with our current Medicaid consumers will lead to our ability to apply for a CMS Care Transitions grant in 2012.

# Long-Term Care Services and Supports

## 2011 AAA3 Medicaid Programs Numbers & Info

### Caseload as of January 1, 2011:

PASSPORT Waiver:	530
Assisted Living Waiver:	168
RSS:	<u>03</u>
Total:	701

### Enrollments:

PASSPORT Waiver:	263
Assisted Living Waiver:	79
RSS:	<u>00</u>
Total:	342

### Disenrollments:

PASSPORT Waiver:	202
Assisted Living Waiver:	63
RSS:	<u>03</u>
Total:	268

### Caseload as of December 31, 2011:

PASSPORT Waiver:	591
Assisted Living Waiver:	184
*RSS:	<u>00</u>
Total:	775

### Medicaid Program Consumers Served in 2010:

PASSPORT Waiver:	793
Assisted Living Waiver:	247
RSS:	<u>03</u>
Total:	1043

### Average Plan Cost for year 2011 (January 1, 2011 – December 31, 2011):

	Passport	Assisted Living	Nursing Facility
Yearly Average	\$11,472.78	\$2,476.20	\$61,046
Monthly Average	\$1,158.28	\$2,064.68	\$5,087.17

\*Effective July 1, 2011: RSS Program was transitioned to Ohio Department of Mental Health

# Long-Term Care Services and Supports

## NUTRITION SERVICES

The purpose of the Older Americans Act Nutrition Program is to reduce hunger and food insecurity, promote socialization of older adults, and promote the health and well-being of older individuals and delay adverse health conditions through access to nutrition and other disease prevention and health promotion services. As you know, food is a basic need and our agency offered many nutrition services in 2011.

### Home Delivered Meals

Provide safe and nutritious meals delivered. In 2011, 750 older adults in need were delivered 90,965 home delivered meals and 57% of them scored at high risk for malnutrition. The meals are vital to older adults that have limited mobility, are homebound or lack transportation.



### Congregate Meals

Provide safe, nutritious meals, social interaction, and activity to older adults in group settings in the community. Our agency offers the traditional “meal site” or what we call senior luncheon cafes at local councils on aging and senior housing in Allen, Auglaize, Hardin, Mercer, and Van Wert counties. 549 older adults were served 30,085 meals at the congregated senior luncheon cafes. We also offer the Senior Dining Program in Allen, Hancock, Putnam and Van Wert counties. Older adults receive vouchers to get a meal at participating restaurants for approved nutritious meals 7 days a week and all meals. Another 786 older adults ate 29,998 meals at participating restaurants through the Senior Dining Program. Of all the congregated participants, 37% were at high risk for malnutrition.

# Long-Term Care Services and Supports

## Nutrition Education

Nutrition Education was provided to 1001 older adults through 7 group presentations at senior luncheon cafes and educational handouts provided to home delivered meals and senior dining program participants. Topics are chosen to keep seniors informed about diet and health.



## Nutrition Counseling

Is individualized one-on-one guidance on appropriate food and nutrient intakes for meal participants provided by the AAA 3 Nutrition Care Coordinator, a Licensed and Registered Dietitian. In 2011, 187 older adults received Nutrition Counseling and 88% reported making changes in their diet that they felt had a positive impact on their lives. The other 12% either made no changes or we were unable to contact them for follow-up. In addition, our agency purchased Medical Nutrition Supplements to provide to older adults at risk for malnutrition through the AAA 3 Dietitian. 52 older adults received 76 cases of Medical Nutrition Supplements. In 2011, all nutrition program consumers that scored high nutrition risk were offered nutrition counseling as a routine nutrition health promotion disease prevention service.

When Anne signed up for the Senior Dining Program she was given an opportunity to have a nutrition counseling session and decided to take full advantage of it. The AAA 3 Dietitian, Rhonda, met with Anne to help her make an individualized plan after getting permission from her doctor. Anne is a type II diabetic, takes blood pressure and cholesterol-lowering medication. She was requesting help with weight loss information.

Anne was assessed on her needs and counseled on a 1200 calorie diet. More fruits and vegetables were encouraged, as well as, less fried foods. She was also given a week's worth of sample menus, weight loss tips, cooking ideas, and labeling reading guidelines. Her goal was to lose 5 pounds initially and adopt healthier habits. Anne has had several foot surgeries so organized exercise wasn't possible but she did commit to walking her 26 steps in her house more each day and getting out of the house to visit friends.

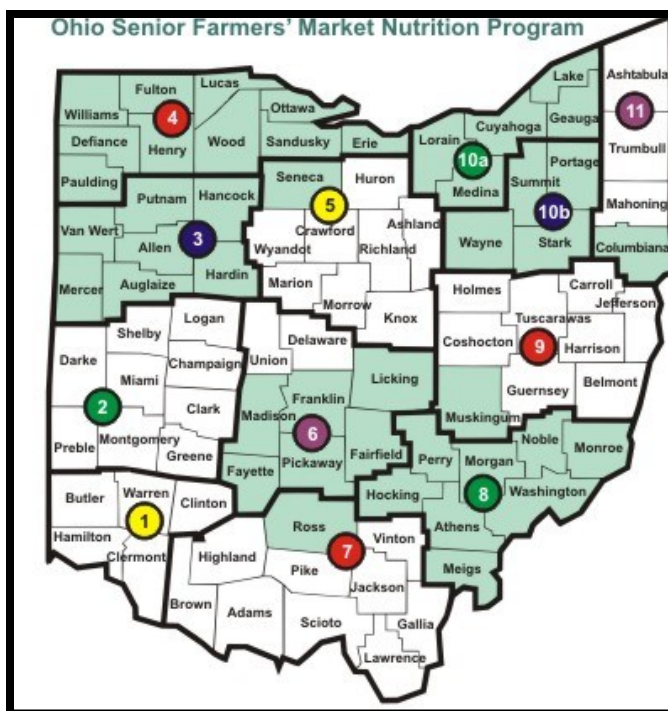
At her 1 month follow-up, she had lost 11 pounds. She said she can tell her clothes fit better and she is eating more fruits, vegetables, and fish. Anne said that using her Senior Dining Program vouchers is helpful because the meals are balanced and include 3 servings of fruits and vegetables. She is so excited about the changes she has made and the results that she wants Rhonda to call her monthly for support and encouragement. This is a great example of how the Nutrition Program services promote health and disease prevention.



# Long-Term Care Services and Supports

## Senior Farmers Market Nutrition Program

In 2011, we received funding from the USDA through the Ohio Department of Aging to administer the program in all seven of our counties Allen, Auglaize, Hancock, Hardin, Mercer, Putnam, and Van Wert counties. AAA 3 was able to provide 645 older adults with \$50 worth of coupons to redeem for fresh produce at local participating farmers at farm stands and farmers markets. This program supported the 25 local farmers that participated while providing nutritious fresh produce to older adults. It is a win:win for the whole community!



Shaded area on the map indicates areas of Ohio where the Senior Farmers' Market Nutrition Program is available.

# Long-Term Care Services and Supports

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## Coordination Program:

The Care Coordination Program provides information and access to home and community based services to older adults who want to remain independent and remain living in the community. Consumers can be linked to agency programs that provide Case Management, Personal Care, assistance with light housekeeping and/or respite services in the home or in a community setting. The goal of the program is to assist individuals with unmet needs and provide resources that enable consumers to remain living in a community setting. The Care Manager can assist with disease management, health insurance benefits, service coordination and transition care. Our Care Coordination staff have experience working with families who have loved ones with chronic conditions, such as heart disease, cancer or Alzheimer's disease.

## National Family Caregivers Support:

The National Family Caregivers Support program is an available service at Area Agency on Aging 3 where the Caregiver is the primary consumer. Families are the main providers of long-term care for older persons, not social services agencies, nursing homes or government programs. The National Family Caregiver Support Program, was implemented as a part of the Older Americans Act of 2000 recognizing the monumental role caregivers play in caring for older family members. This program provides information and assistance to caregivers about available services like counseling, support groups, caregiver training, supplemental services to complete the care provided by family caregivers, and in home or community setting respite care. Regardless of the resource, they all empower the caregiver and can provide a "break" from their care giving responsibilities. The Caregiver must be 18 years of age or older and caring for someone of any age with Alzheimer's Disease or someone 60 years of age and meeting level of care. In 2011, the National Family Caregivers Program served --- **110** unduplicated consumers who received **11,113** units of personal care and **5.5** units of adult day care.

## Alzheimer's Respite:

The Alzheimer's Respite program is an available service at Area Agency on Aging 3 that provides assistance to family caregivers in caring for a person of any age with Alzheimer's disease or related dementia and meets level of care. This program provides information and assistance to caregivers about available services like counseling, support groups, caregiver training, supplemental services to complete the care provided by family caregivers, and in home or community setting respite care. Regardless of the resource, they all empower the caregiver and can provide a "break" from their care giving responsibilities. In 2011, the Alzheimer's Respite Program served --- **55** unduplicated consumers who received **6,031.75** units of personal care and **111** units of adult day care.

*\*In total for 2011, the Area Agency on Aging 3 served a total of 220 unduplicated consumers who received 1,220.25 units of Case Management under the Non Medicaid programs. Due to limited funding and increasing demands for services, these programs continue to be under managed enrollment. At the time of the printing of this report, there were 19 applicants awaiting services.*



# Long-Care Services & Supports

## A New Approach to Transportation

Area Agency on Aging 3 plays an integral role in the effort to coordinate transportation by providing leadership for the FACTS coalition; a local coalition comprised of more than 20 local transportation stakeholders who have a mission to be dedicated community partners driving forward to provide transportation. Created in May 2010, the FACTS coalition works to provide a continuum of transportation options that fill in the transportation gaps in our community and meet people at their level of need.

FACTS membership includes representatives from the Regional Planning Commission, RTA, Allen County Council on Aging, Delphos Senior Citizens, Allen County Board of Developmental Disabilities, Coleman Health Professionals, LACCA, Goodwill Easter Seals, Lima Allen County Paramedics, Lutheran Home Society, Children's Developmental Center, Clymer Medical Transport, West Central Ohio Health Ministries, the American Cancer Society, Veterans Services, Putnam Co EMA and other concerned citizens.

*In 2011, the FACTS coalition had several notable accomplishments:*

*\*The FIND A RIDE program continued to grow and flourish; providing **5607** trips to individuals over 60 and under 60 with a disability when no other community options were available.*

*\*The Area Agency on Aging 3 transportation call center fielded **534** contacts from community individuals inquiring about community transportation options.*

*\*FACTS coalition members signed a Memorandum of Understanding with Allen County Emergency Management Agency and will partner with them to provide transportation to evacuate individuals in the event of an emergency.*

*\*The work of the FACTS coalition was featured on an Easter Seals Project Action newsletter and was presented on a national webinar, at the Ohio Department of Transportation Mobility Manager Roundtable and at the Ohio Area Agencies on Aging annual conference.*

*\*Through partnership with the American Cancer Society, Road to Recovery was made available in Van Wert County and individuals were provided volunteer transportation to cancer related treatments.*

*\*Erica Petrie, Mobility Manager, was trained as a Beyond Driving with Dignity professional and was certified to assist individuals as they make decisions related to driving retirement.*

*\*Five accessible vehicles were awarded to local providers to assist in the provision of transportation services (Delphos Sr. Citizens, Putnam County EMA, and Allen County Board of Developmental Disabilities).*

*Transportation is an integral part of our daily lives and almost none of our daily activities are completed without taking it into consideration. We need transportation to get to and from work, medical appointments, social engagements, school activities, to complete necessary errands etc. In 2011, the FACTS coalition continued their important work to ensure that individuals in our service area have access to necessary transportation that allows them to remain independent and part of the community.*



# Long-Term Care Services and Supports

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## **CHRONIC DISEASE SELF MANAGEMENT**

Area Agency on Aging 3 is committed to improving the health and well-being of our 7 county region. Beginning in 2008, AAA 3 introduced the Chronic Disease Self Management Program to residents in our community and since then, the program has grown in numbers of participants as well as the conditions addressed by our trained instructors. CDSMP was introduced nearly 20 years ago by the Stanford School of Medicine and has evolved into a multi-faceted program. The statistics reported by Centers for Disease Control point to a critical need for such programs in our country. In 2005, 133 million Americans – almost 1 out of every 2 adults – had at least one chronic illness. Lack of physical activity, poor nutrition, tobacco use, and excessive alcohol consumption are responsible for much of the illness, suffering, and early death related to chronic diseases. Listed below are the various programs offered by AAA 3 that are designed to improve the lives of those who have been diagnosed with a chronic disease.

### ***A Matter of Balance: Managing Concerns about Falls***

Area Agency on Aging 3 now has 2 staff members certified as Master Trainers in its fall prevention program, *A Matter of Balance*. One of the greatest threats to the independence of older adults is the possibility of being severely injured as a result of a fall. But falling doesn't have to be a symptom of growing older. New research has shown it is possible to significantly reduce a senior's chances of such an accident. According to one study, as many as 50% of all falls in the home can be prevented using proven methods.

Area Agency on Aging 3 is committed to reducing instances of fall-related injuries in our local communities. Through a series of workshops called, *A Matter of Balance: Managing Concerns about Falls*, participants learn to view falls and fear of falling as controllable; set realistic goals to increase activity; change their environment to reduce fall risk factors; and exercise to increase strength and balance.

*A Matter of Balance* includes eight two-hour sessions for a small group led by a trained facilitator. This program was developed at the Royal Center at Boston University, and has been nationally recognized. Following a training at our office in the summer of 2011, AAA 3 has created a roster of 9 individuals trained as coaches in our 7 county region. In the past year, 5 workshops were held with an average of 10 participants attending each class.



# Long-Term Care Services & Supports

## HEALTHY U

Area Agency on Aging 3 offers a six-week workshop called “Healthy U” that equips participants with tools to effectively manage their symptoms. “Healthy U”, also known as a Chronic Disease Self-Management Program( CDSMP), is a workshop given two and a half hours, once a week for six weeks, in community settings such as senior centers, churches, libraries and hospitals. The program was introduced to the area just over 4 years ago and in that time; nearly 200 people have participated in the workshops. These workshops are facilitated by a pair of trained leaders and are offered free of charge. In 2011, 2 members of our staff became certified as Master Trainers in CDSMP. In addition, we have 12 trained leaders in our service area. Area Agency on Aging 3 will be holding additional training sessions to recruit more leaders and will continue working with the community to offer workshops on a regular basis.

## DIABETES SELF-MANAGEMENT

In August of 2011, over a dozen leaders of CDSMP participated in additional training provided by the Ohio Department of Aging and the Ohio Department of Health. Diabetes Self-Management is structured in a similar way to CDSMP but focuses primarily on the diabetic condition. Subjects covered include: 1) techniques to deal with the symptoms of diabetes, fatigue, pain, hyper/hypoglycemia, stress, and emotional problems such as depression, anger, fear and frustration; 2) appropriate exercise for maintaining and improving strength and endurance; 3) healthy eating 4) appropriate use of medication; and 5) working more effectively with health care providers. AAA 3 has held several CDSMP workshops in our area and will continue to build upon the program in the months ahead.



# Long-Term Care Services and Supports

## ARTHRITIS SELF-MANAGEMENT

In the spring AAA 3 participated in an online training course offered by the Stanford School of Medicine. The Arthritis Self-Management Program, also known as the Arthritis Self-Help Course, is geared toward participants with different types of rheumatic diseases, such as osteoarthritis, rheumatoid arthritis, fibromyalgia, lupus, and others. ASMP is led by 2 trained instructors; workshops are designed similarly to other CDSMP classes. Subjects covered include: 1) techniques to deal with problems such as pain, fatigue, frustration and isolation, 2) appropriate exercise for maintaining and improving strength, flexibility, and endurance, 3) appropriate use of medications, 4) communicating effectively with family, friends, and health professionals, 5) healthy eating, 6) making informed treatment decisions, 7) disease related problem solving, and 8) getting a good night's sleep. Each participant in the workshop receives a copy of the companion book, *The Arthritis Helpbook*, 6th Edition, and an audio relaxation tape, *Time for Healing*.\*



# Long-Term Care Services and Supports

## Long Term Care Ombudsman Program

The mission of the Long-Term Care Ombudsman program is to improve the quality of life and quality of care for consumers of long-term care including institutional, residential, and community-based services. Many people believe that as soon as they enter a nursing home or assisted living facility they lose their ability or right to make simple decisions like when to get up in the morning or when to go to bed at night, when and what to eat, and how to spend their days.

The Nursing Home Bill of Rights guarantees such things as the right to a safe and clean living environment, the right to be treated with dignity and respect, and the right to make choices. Program ombudsmen work with long-term care consumers to ensure services are being provided appropriately and with respect for consumer rights. They provide a voice to consumers who are unable to speak or act for themselves, educate consumers and providers, and empower consumers to speak up and make informed decisions.

Program ombudsmen continue their involvement in the Ohio Person-Centered Care Coalition and as advocates for person-centered alternatives to traditional nursing home care. Program staff attended a conference in Columbus on Person-Centered Care sponsored by the coalition at which we discussed person-centered ideas that work and how to incorporate these ideas into ombudsman complaint handling practices. We have spent the past year reviewing and discussing admissions policies and procedures with nursing home staff in select facilities to determine the degree person-centered ideas are incorporated into a resident's early days in their new home. We look to see whether residents are given the right to make decisions, to be included in planning their care, and have their hopes, dreams and goals be center to this plan.

Often times, nursing home residents who wish to move back out to the community are unable to do so after a lengthy nursing home stay. They may have had to give up an apartment or home and sell their furniture, or no longer have family members to provide support. In partnership with the Ohio Department of Job and Family Services and a program called HOME Choice which provides cash assistance, ombudsmen staff help residents secure housing, and purchase needed furnishings so they can live independently. In 2011, 59 different residents were being assisted to transition out to the community, most through the HOME Choice program.

In 2011, Ombudsmen staff and volunteers received 257 requests for assistance within our 86 facilities and assisted 290 consumers. In addition to making contact through complaint handling, ombudsmen also commit to visit with residents in every facility at least 4 times within the calendar year. Through these visits, ombudsmen made contact with over 2000 residents. Ombudsman also provided in-service training to nursing home staff 14 times on such issues as abuse and neglect, residents' rights, and sensitivity in aging. Ombudsmen collaborate with Ohio Department of Health surveyors to ensure identified issues receive the most comprehensive attention.



# Long-Term Care Services and Supports

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## 2011 Emergency Home Repair Program

**In 2011 the Area Agency on Aging 3 Emergency Home Repair program continued to reach out to those seniors with needed home repairs. The program is funded through a grant from the Ohio Department of Development / House Trust Fund. For every \$1 dollar contributed to the grant is matched with \$ 2 dollars. The Area Agency on Aging was able to financially partner with The City of Lima, Allen County Commissioners, Auglaize County Council on Aging and Hancock County Agency on Aging to better serve the seniors in the AAA 3 service area. The focus and goal of the program is to make qualifying seniors homes safer and more accessible with needed home repairs and safety issues. The program completes work on homes and manufactured homes. Without this program, many seniors would be forced from their homes due to roof issues, electrical, plumbing and furnace problems.**

### What are the eligibility requirements?

- **Must be 60 years of age or older**
  - **Meet the income guidelines ( Household income must be at or lower them 35% of section 8)**
  - **Own and occupy the home to be repaired**
  - **Must be current on property taxes**
  - **Reside within our service area**
- Require an approved Home Repair/Modification**

**The program used 11 different qualified contractors to complete 34 projects. 41 Household members benefited from the projects completed. The average age of the consumer served was 71.2 years old. The average cost per job was \$2,743.80 in 2011. Roof replaced and furnace replacement was some of the highest requested /needed repairs.**



# Long-Term Care Services & Supports

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**2011 O4A Partnership Award  
with Goodwill Industries**



**AAA 3 staff accepting 2011 United  
Way Campaign Award**



**2011 Staff and Volunteer Awards**  
Employee of the year—Jackie Garcia.  
Kudos of the year—Amy Armentrout  
Volunteer of the year—Dorothy Wildermuth

**2011 Older Americans  
Month Block Party!**



**2011 Senior Angel Tree  
Project**









**Area Agency on Aging 3**

*Integrity. Independence. Quality of Life.*

200 E. High Street ▪ 2nd Floor ▪ Lima, Ohio 45801

[www.aaa3.org](http://www.aaa3.org)

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