A YEAR IN REVIEW

2018 Annual Report

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.

- Allen County: John Bowker
- Auglaize County: Donna Grimm
- Hancock County: Garth Beatty
- Hardin County: Jeff Allison
- Mercer County: Vacant
- Putnam County: Kris Schroeder
- Van Wert County: Annetta Watson

Members-At-Large

- Lanette Briley
- Jerry Aska
- Dan Lee

"We must find time to stop and thank the people who make a difference in our lives."

- John F. Kennedy

Advisory Council

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

- Allen County: Buddy White, Sharon Purdy, Marilyn Morningstar
- Auglaize County: Arlene Searcy, Sue Evans
- Hancock County: Kristine Benishek, Marilyn Koenig
- Hardin County: Connie Guyton, Madelene Gibson, Connie Fleming
- Mercer County: Sharon Green, Jo Muether
- Putnam County: Teresa Irwin, Cheryl Fortman
- Van Wert County: Berneil Poling

Remembering John Bowker

John Bowker, age 81, passed away peacefully on Thursday, May 16, at Lima Convalescent Home. He was born on November 19, 1937 in Detroit, Michigan to Donald and Geraldine (Fortaine) Bowker. On October 11, 1969 he married Diana Bosco. They raised three sons and remained happily married for 48 years until Diana's passing in 2018.

He was a 1955 graduate of The University of Detroit Jesuit High School and went on to pursue higher education, graduating with a Bachelor's Degree from The University of Detroit Mercy and a Master's Degree from Michigan State University. John was an advocate of education. He was a founding team member of Wayne County Community College and served there as a college counselor until his retirement in 1999.

He also served on the Oakland County Community Mental Health Board and was a lifelong member of the Phi Sigma Kappa fraternity. He also served on the Board of Directors and Advisory for the Area Agency on Aging 3 from 2014-2019 and the Silver Birch Foundation board from 2017-2019.

John believed in helping others and being a leader in the community. Throughout his life, he served as a coach and mentor, impacting so many lives.

A Note About 2018

Dear Friends,

The Area Agency on Aging 3 wraps up the FY 2018 with a positive outlook for the future. We are once again growing and expanding into new spaces, adding more staff, and forging new relationships. This report highlights the outcomes of those we have served, our fiscal measurements, and also our staff development.

As we continue to move forward and grow, we maintain our values of compassion, respect, courage, creativity, integrity, and diversity. These core values are the backbone of our agency and reflect on each and everyone of us. Along with our Keys of Excellence - safety, collaboration, courtesy, and efficiency - we strive for dedication, quality and resilience.

I would personally like to extend a thank you to the AAA3 staff, volunteers, Board of Directors, Advisory Council, service providers, local partners, and elected officials for your passion and commitment to serve.

With Regards,

Jacqi Bradley,
Chief Executive Officer

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.

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.

A Look At The Numbers

OBLTSS:

- Assessments Scheduled: 1,378
- After hour PAR: 442
- PARS: 1,817
- LTSSQ: 2,427
- Support Navigation minutes:
  - 1,256.5 billable hours (5026 units)
  - 132 non billable
  - 10 incomplete

Assessment:

Total Number of Assessments Completed: 1,221

- Enrollments
  - PASSPORT: 173
  - Assisted Living: 132
  - RSS: 12
  - Enrollments from NF's: 32
    - ◊ Home Choice: 1
- Canceled/Not Completed: 157

Ohio Home Care Waiver Program:

Total Number of Initial Assessments Completed:

1-1-18	12-31-18
Caseload - 196	Caseload - 177

Care Management:

	1-1-18	12-31-18
PASSPORT:	Caseload - 645	Caseload - 566
Assisted Living:	Caseload - 339	Caseload - 330

*All are low income d/t enrollment on a Medicaid Waiver.
*All AAA3 individuals are considered rural.

Nutrition Services:

- Home Delivered Meals: 484 individuals served and provided a total of 69,248 meals
- DISH (formerly Senior Dining): 1,143 individuals served with a total of 50,389 meals

Awakenings:

- Trained: 908 people on Elder Abuse & Neglect
  - 672 were professionals
- 196 Individuals sought help through the program

Specialized Recovery Services Program:

Initial Contact Calls Completed:

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

Initial Assessments Completed:

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

1-1-18	12-31-18
Caseload - 172	Caseload - 284

Retired Senior Volunteer Program:

- 60 volunteers - 36 are over 55 & 24 are under 55
  - 5 work with West Ohio Food Bank
  - 7 work as office support
  - 29 lay leaders & teach classes
  - 1 computer specialist
  - 3 Ombudsman
  - 1 caregiver respite
  - 5 work with Awakenings
  - 1 in schools
  - 2 Blanchard Valley Residential Services
  - 6 utilized as needed

Transportation:

- Trip Dollars: $528,453.35
- Find-A-Ride Trips: 12,812
- New Transportation Calls: 537
- Non duplicated Individuals Served: 689

Compliance and Oversight:

In 2018, the Department of Compliance and Oversight was created combining the Provider Relations Department and Quality Assurance staff into one unit.

PASSPORT, Assisted Living, & Care Coordination Programs Stats:

- Pre-Certification Reviews Completed: 8
- New Providers Added: 5
- Completed Structural Compliance Reviews:
  262 services, by 102 providers
- Quality Record Reviews(QRR) completed: 206

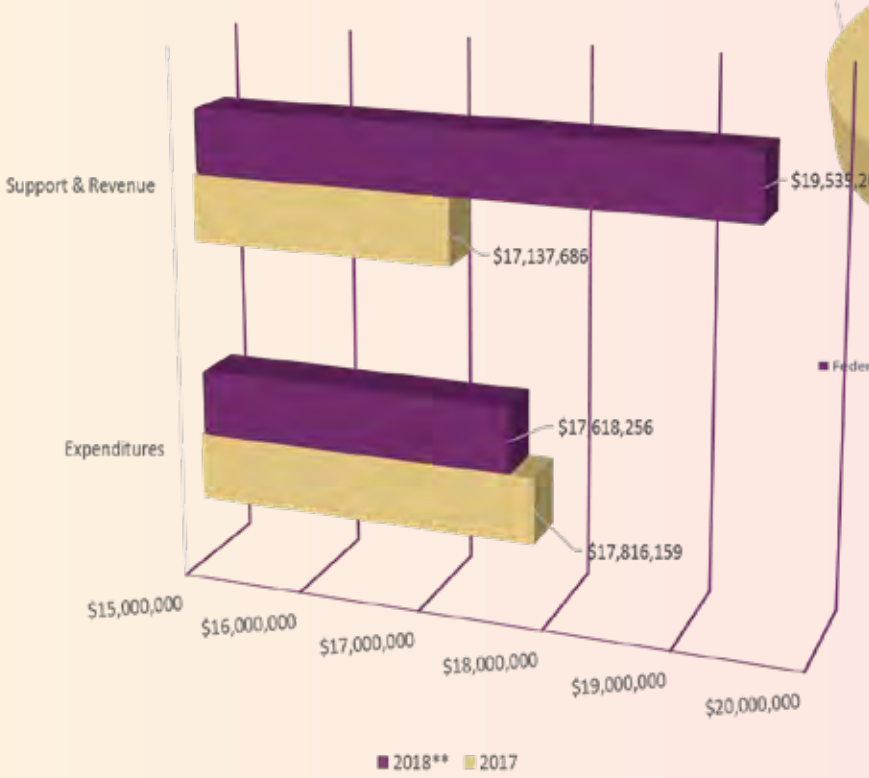
Additionally, renewals of the Provider Agreements with 181 PASSPORT and 32 Assisted Living waiver providers were completed in 2018.

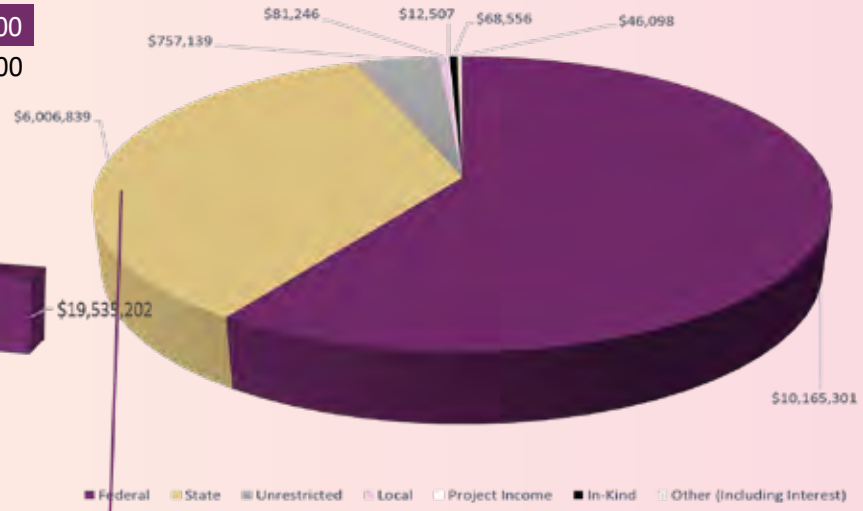
Support & Revenue

	2017	2018
Federal	$ 10,165,301.00	$ 10,236,782.00
State	$ 6,006,839.00	$ 6,162,548.00
Unrestricted	$ 757,139.00	$ 996,224.00
Local	$ 81,246.00	$ 93,707.00
Project Income	$ 12,507.00	$ 45,605.00
In-Kind	$ 68,556.00	$ 278,354.00
Other (Including Interest)	$ 46,098.00	$ 115,136.00
Total	$ 17,137,686.00	$ 17,928,356.00

Expenditures

	2017	2018
Services	$ 12,779,740.00	$ 12,103,085.00
Personnel/Benefits	$ 4,164,108.00	$ 4,255,596.00
Other Admin/Office	$ 872,311.00	$ 1,324,754.00
Total	$ 17,137,686.00	$ 17,683,408.00





2017 vs 2018

	2017	2018
Support & Revenue	$ 17,137,686.00	$ 17,928,356.00
Expenditures	$ 17,816,159.00	$ 17,683,408.00

ODA Performance Benchmarks for 2018

1: Goal was met - 12/12 months and earned $11,316
2: Goal was met - 8/12 months and earned $7,544 out of $11,316
3A: Goal was met - 9/12 months and earned $3,636 out of $4,848
3B: Goal was met - 9/12 months and earned $3,636 out of $4,848

Total extra money earned: $26,132 out of $32,328

Silver Birch Foundation

2nd Annual Dinner & Auction
Auction 2018 gross income - $33,250.19
Auction 2018 net income - $24,518.74

Community Assistance 2018 - $4,050.71

Financial support included money for rent, utilities, groceries, for victims of physical/emotional abuse, exploitation, and neglect.