



Area Agency on Aging 

Integrity. Independence. Quality of Life.

2010 Annual Report

***We are your aging and disability resource center
serving Allen, Auglaize, Hancock, Hardin, and
Mercer, Putnam, Van Wert Counties in Ohio***



Area Agency on Aging 3 Inc. Executive Director Jacqi Bradley, with John, a long time client of the PASSPORT Program and Donna Turnwald, AAA3 Care Manager.

“ 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



Area Agency on Aging 3 Inc. Staff

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 2010 the Area Agency on Aging 3 Inc. was able to navigate through change, challenges, and a growing need for services. The efforts of many creates a ripple effect that impacts the quality of life of so many others. This report highlights the key outcomes that were realized in 2010 through the efforts of staff, volunteers, and more than 100 providers across the region.

During 2010 the Area Agency on Aging 3 Inc. introduced new programs and restructuring with the goal of creating efficiencies to reduce administrative costs to allow us to serve more individuals now and in the future. To recognize this change the agency launched a new name, logo, website, mission, and vision. In addition, agency staff and board member developed our four year Strategic Plan that will focus our efforts and help chart our course.

A major event of 2010 that aided in our cost reductions was the move of our offices to downtown Lima saving us more than \$100,000 in building costs. Through the implementation of new technology, we provided telecommuting opportunities to qualified clinical staff resulting in a reduction of our square footage needs and travel costs while allowing staff more time in the homes of consumers. Internal operations were streamlined. Special thank you to the staff who gave up private offices to move to shared space. Your sacrifice for the agency is appreciated.

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

Area Agency on Aging 3 Inc. Board of Trustees



Front Row (left to right): Norman Rex, Michael Hensley, Dr. Matthew Ziccardi, Sidney Smith, Dr. Clarence Brown. Back Row (left to right): Richard Lawrence, Charlotte Parsons, Jean Sullivan, Garth Beatty, Kim Broedel-Zaugg, Bobbie Sterrett, Denis Mallory.

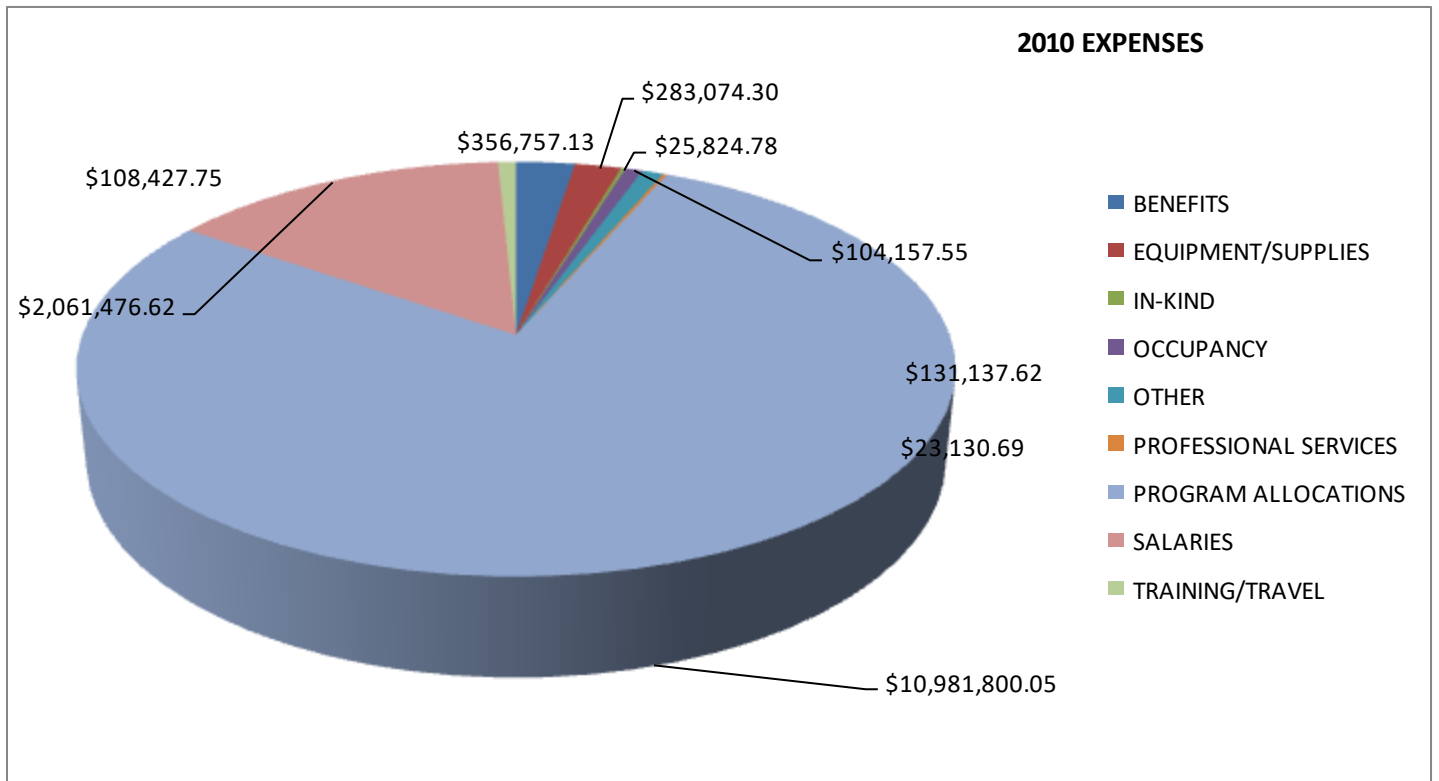
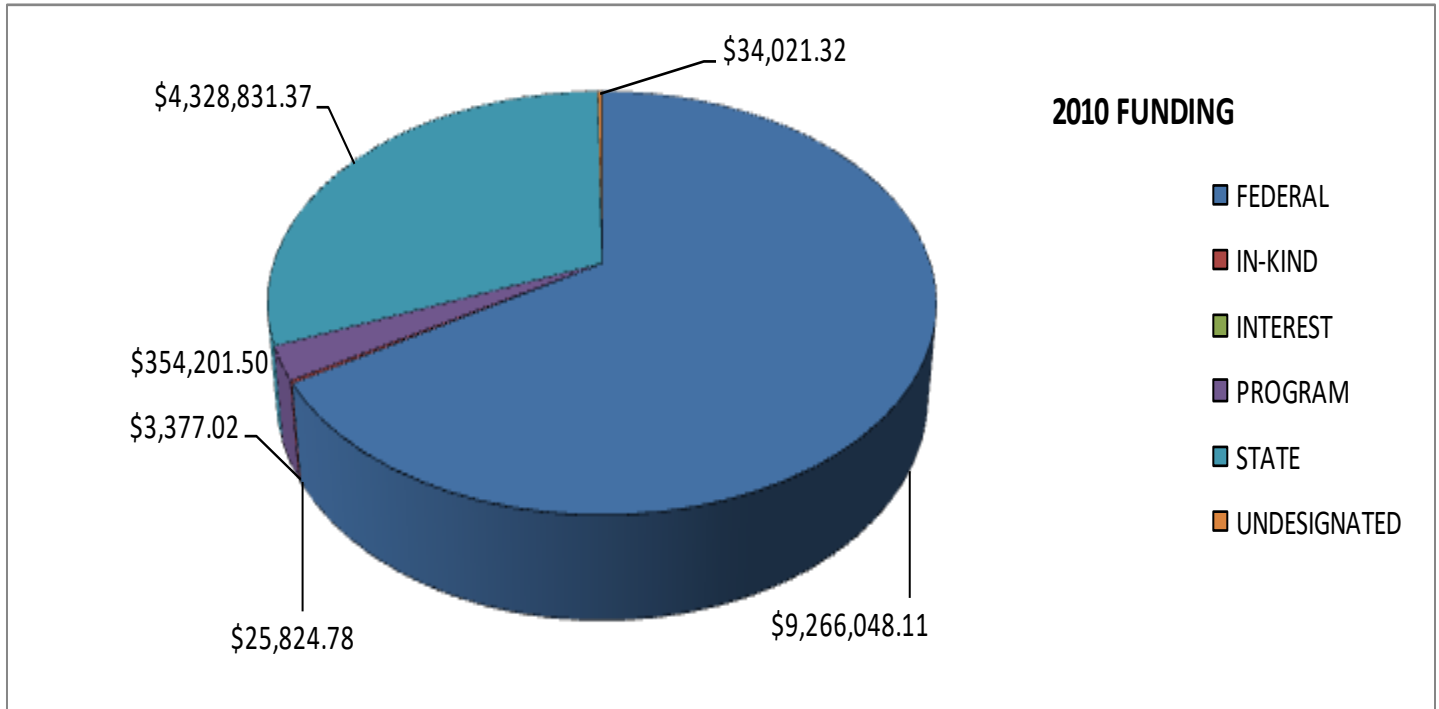
2010 Board of Trustees Officers

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

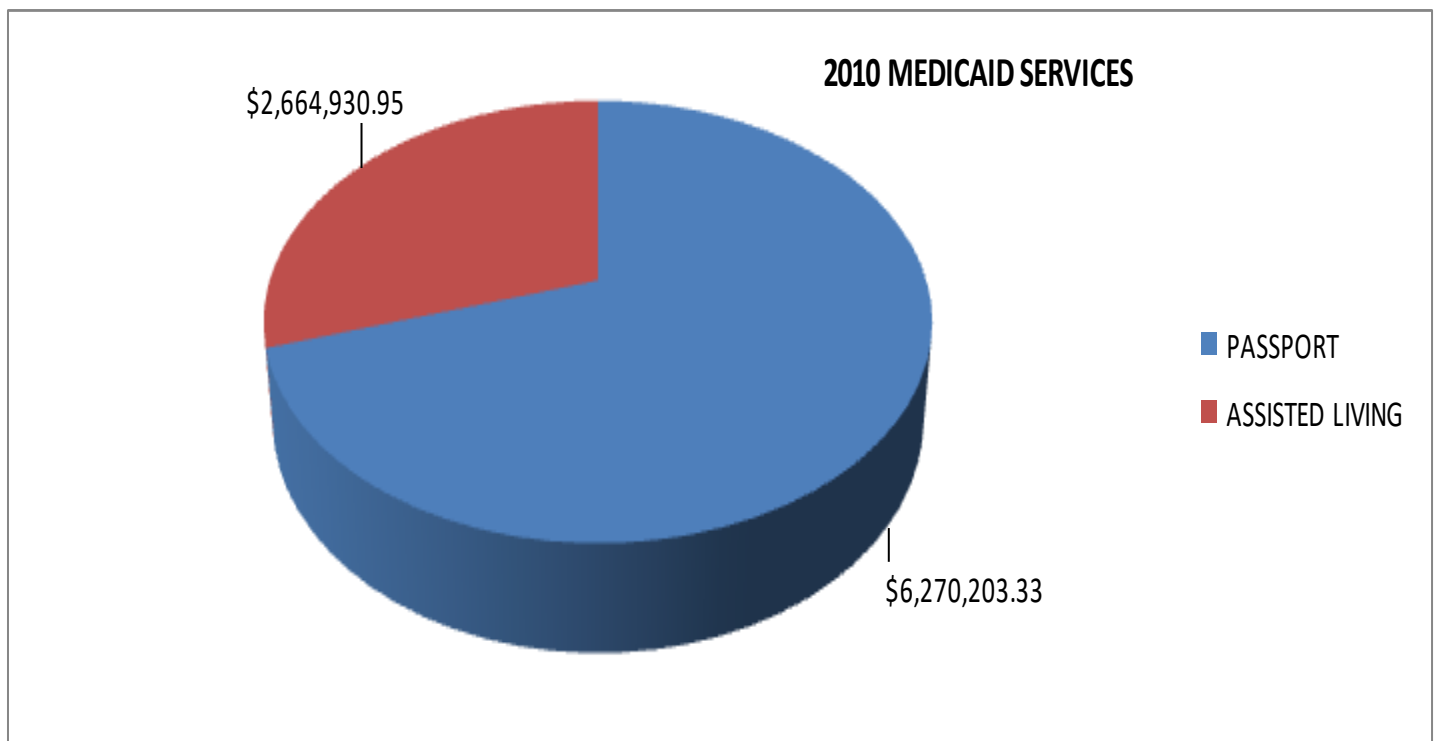
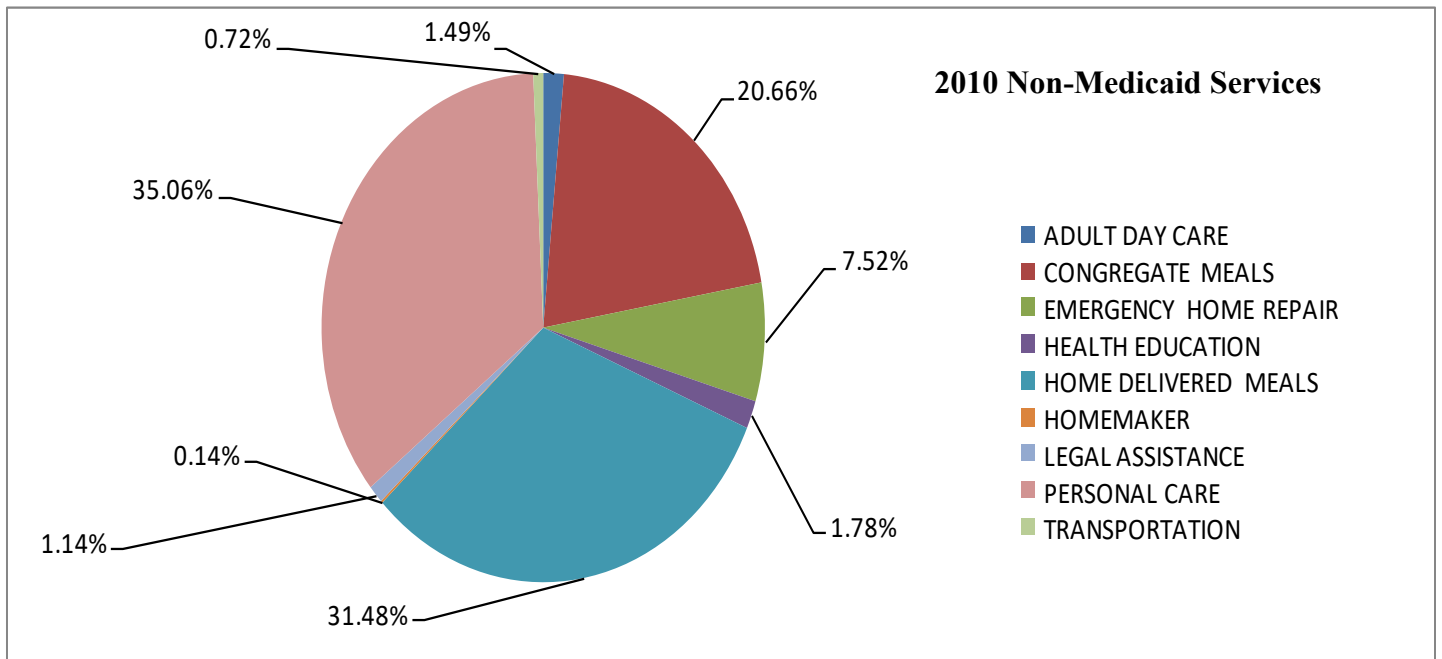
Thank you for your service!



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.

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 there 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.

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 a called a further review to the appropriate state agency.

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

2010 Community Resource Center Activities

PAR Requests	6620
Individuals Seeking Help	4674
Transportation Call Center	<u>107</u>
Total	11,401

All It Takes Is A Call

Mary has a supportive family but they do not live close and have always worried about her safety due to frequent falls. All it took was one phone call to the Area Agency on Aging 3! The Community Resource Specialist worked with Mary over the phone to determine how we may be of service to her. It was determined an Assessor would be sent to her home for a free consultation. Mary was enrolled on the PASSPORT program in May of 2001 and has resided in her own home ever since.

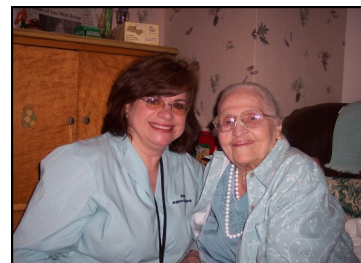
Answers on Long-Term Care

In her sixth year on the PASSPORT Program, Katherine continues to thrive in her own apartment. She receives six hours of personal care service a week, has an emergency response button, and also a medication dispenser to voice a reminder to Katherine on when to take her medications. She also had a lift chair purchased and receives transportation services. Katherine says, "I can't learn new things and have chronic pain, so without PASSPORT, I couldn't be home and able to do the things I am able to now." Katherine and her family are very appreciative of Area Agency on Aging 3 and the services they have provided to her. Katherine's PASSPORT services include: personal care, emergency response system, social work counseling, home delivered meals, electronic medication reminder, and transportation. All combine for a yearly cost of \$20,049.92.



In-Home Assessment

An in-home consultation gives the consumer and caregiver an opportunity to ask questions and review options with a trained professional. Additionally, the consultation ensures that the individual is thoroughly evaluated by a nurse or social worker. Our assessors/consultants determine eligibility for agency programs or recommend community resources. Through information they empower consumers of long-term care and link consumers to the appropriate service or care set-



2010 Assessment Activity

Medicaid Program Enrollment Outcomes:

PASSPORT Waiver enrollments	187
Assisted Living Waiver Enrollments	82
Residential State Supplement Enrollment	<u>01</u>
Total	270 Medicaid Enrollments

Non Medicaid Program Enrollment Outcomes:

Includes HDMS, Alz Respite, Caregiver Support, Managed Services
1108

Additional Assessment Outcomes:

Ombudsman Referrals	50
Other Waiver Referrals	35
Community Provider	1418
Nursing Facility Placements	201 (includes respite stays)
Other	195
Hospice	<u>03</u>

Total: 1902

Total Assessments 3280

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.

Mary C. is a very proud and independent 84 year old who lives in a senior housing complex in Bluffton. She states, "The older I get the more outspoken I am. My mother would have been so proud of me." With a laugh, Mary also admits that when she turns 85 in August, she may be unbearable to be around!!

Mary has been on the PASSPORT Program since May of 2001. She has a diagnosis of Diabetes, Congestive Heart Failure and Blindness. As she aged and her eyesight decreased, she moved from her home to an apartment and was enrolled on the PASSPORT Program. Mary has supportive family but they do not live close and have always worried for her safety. They are now relieved knowing she is in a safe environment with help coming in on a regular basis to assist with her needs.

Mary had a fairly stable health condition but was falling frequently with numerous visits to the emergency room. Family and doctors were talking about possible Nursing Home admission. The Area Agency on Aging 3 Care Manager, Julie Rhodes, attended a doctor's appointment with the consumer and family, and spoke about the additional services that Mary could receive to try to stay in the community. Services were increased, and since that time, Mary has remained in her home. That appointment was 9/17/2004.

Mary is assisted by Personal Care Aides Monday through Friday, the Emergency Response System, and transportation to-and-from dialysis 3x each week. An RN also assists Mary with medication due to her poor eyesight. PASSPORT provided her with a talking glucometer so she could complete her own blood sugar checks. The cost of her care for a year is \$35,000, far below the annual cost of a nursing home placement.

Mary states, "I have always been treated with respect by the people coming in to help me, from my Care Manager, Aides, and Drivers. That means a lot, and without this program, I would not be able to remain in my home."

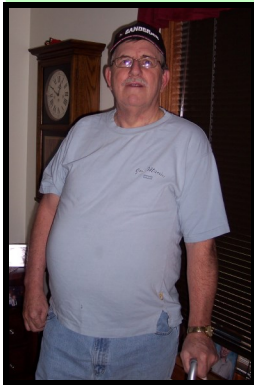
Assisted Living Medicaid Waiver Program

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 current nursing facility residents or existing Medicaid waiver (PASSPORT, Ohio Home Care, Choices) consumers, 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



In 2006, Steve M. suffered a debilitating stroke at age 59, leaving him with right-side paralysis and an inability to speak. His stroke was compounded by other medical problems including diabetes, depression and HTN. He spent 11 weeks in the hospital followed by a nursing home stay in rehab for 2 months. Steve was unable to care for himself and spent the next 3 years living in a nursing home. During this time he lost his home, his ability to work and the business he started years ago. Steve reports the nursing home was "depressing" and he "felt that he would be there forever". The social worker at the nursing facility suggested the Assisted Living Waiver program.

Steve was assessed for the AL Waiver program and found to be eligible. One month later, Steve moved into an Assisted Living in Van Wert under the AL Waiver program. No transitional funds were needed as his family had stored some of his furniture and personal belongings. He received skilled PT and OT to assist him in the transition from the nursing facility to the AL. During the next few weeks his condition dramatically improved with increased mobility. He began walking with a walker then a cane. His speech has improved to the point where he is able to carry on normal conversations. His right-side paralysis remains, but he has learned to adjust to this challenge. Since enrolling in the Assisted Living Waiver program he has had no hospital or nursing home admissions.

Steve reports the best thing about the Assisted Living Waiver is that he has his own apartment and in his words, "I get to sleep in a big bed". If not for the Assisted Living Waiver, Steve states, "I would not have made it and died early". Steve was able to bring his own furniture and personal items into his Assisted Living apartment including his antique wall clocks which he treasures. He reports he has "more freedom" and is able to have visitors whenever he wants.

Whenever the Care Manager from AAA3 is in the facility, Steve is out in the halls and lobby talking and joking with other residents, staff, and visitors. His physical, mental, and emotional well-being has significantly improved and he feels his life is worth living.

Long-Term Services and Supports

2010 AAA3 Medicaid Programs Numbers & Info

Caseload as of January 1, 2010:

PASSPORT Waiver:	493
Assisted Living Waiver:	111
RSS:	<u>02</u>
Total:	606

Enrollments:

PASSPORT Waiver:	190
Enrolled from Nursing Facility:	22
Assisted Living Waiver:	107
Enrolled from Nursing Facility:	46
RSS:	03
Enrolled from Nursing Facility:	<u>01</u>
Total:	296

Disenrollments:

PASSPORT Waiver:	167
Assisted Living Waiver:	50
RSS:	<u>00</u>
Total:	217

Caseload as of December 31, 2010:

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

Medicaid Program Consumers Served in 2010:

PASSPORT Waiver:	697
Assisted Living Waiver:	218
RSS:	<u>03</u>
Total:	918

Average Plan Cost for year 2010 (January 1, 2010 – December 31, 2010):

PASSPORT & Assisted Living (combined): \$13,087.53/for 2010
\$13,087.53 divided by 12 months = **\$1090.63/Average Monthly Plan Cost PMPM**

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 2010.

Home Delivered Meals

Provide safe and nutritious meals delivered. In 2010, 805 older adults in need were delivered 113,196 home delivered meals and 53% 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. 670 older adults were served 47,482 meals at the congregated senior luncheon cafes. We also offer the Senior Dining Program in Allen, Hancock, and Putnam counties. Older adults receive vouchers to get a meal at participating restaurants for approved nutritious meals 7 days a week and all meals. Another 588 older adults ate 36,677 meals at participating restaurants through the Senior Dining Program. Of all the congregated participants, 51% were at high risk for malnutrition.

Nutrition Education

Nutrition Education was provided to 1,828 older adults through 15 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 2010, 117 older adults received Nutrition Counseling and 94% had a positive outcome. In addition, our agency purchased Medical Nutrition Supplements to provide to older adults at risk for malnutrition through the AAA 3 Dietitian. 65 older adults received 120 cases of Medical Nutrition Supplements. In 2011, all home delivery consumers that score high nutrition risk will be offered nutrition counseling as a routine nutrition health promotion disease prevention service.

George, an 87 year-old man with multiple health problems had recently lost his wife when the Registered Dietician from AAA3 received a referral for a nutrition consultation. He was worn down physically and emotionally. AAA3 staff had noted a weight loss of 50 pounds in the last year. Upon receiving his physicians approval, Rhonda Davisson made a home visit and completed a nutrition assessment. She determined that George was malnourished, weak, and he reported not sleeping well. He reported he was not eating well and had not for quite some time. His wife had been unable to eat solid foods and he felt uncomfortable eating in front of her so he denied himself.



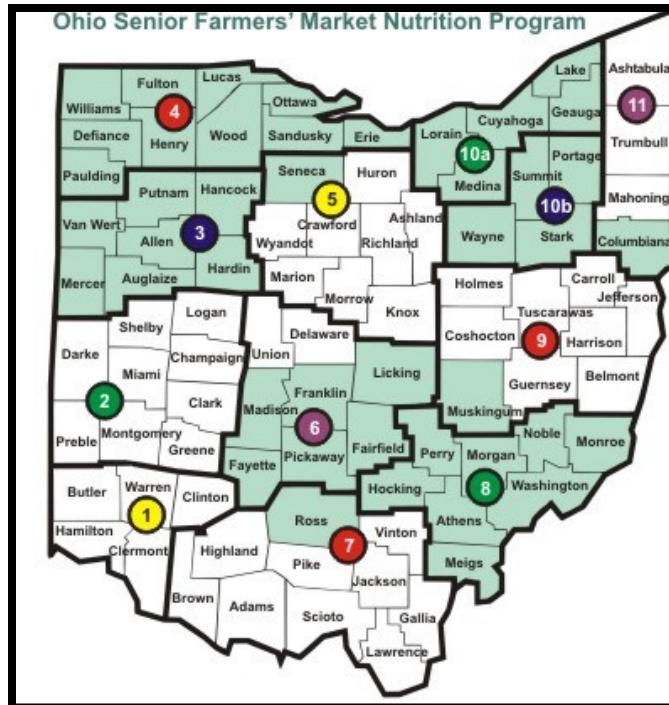
Rhonda provided George with a list of high calorie, high protein foods to keep at his house, discussed Home Delivered Meals, and nutrition supplements. His daughter talked with Rhonda and was able to provide groceries. With George's permission, Rhonda also provided his daughter with a list of items and discussed proper hydration. They were also able to contact his doctor to discuss his difficulty sleeping and nutritional needs.

AAA3 Staff have been following George's progress and he has gained 17 pounds, continues to receive Home Delivered Meals, and drinks 1 can of Ensure a day.

Long-Term Care Services and Supports

Senior Farmers Market Nutrition Program

The newest program for our agency. In 2010, we received funding from the USDA through the Ohio Department of Aging to expand the program to Auglaize, Hardin, Mercer, and Van Wert counties. AAA 3 was able to provide 372 older adults with \$50 worth of coupons to redeem for fresh produce at local participating farmers at farm stands and farmers markets. This program supports local farmers while providing nutritious fresh produce to older adults. The Area Office on Aging of Northwestern Ohio, Inc. out of Toledo graciously provided the program for Allen, Putnam, and Hancock counties in 2009 and 2010 with the hope for our agency to provide all 7 counties in 2011.



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

Care Coordination Program

The Care Coordination Program provides help to older adults who want to remain independent and living in the community. Consumers in this program receive personalized services that are coordinated by a care manager. The goal of the program is to assist frail individuals who are at risk of entering a nursing facility. The case manager can assist with disease management, health insurance benefits, service coordination and transitional 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

Families, not social service agencies, nursing homes or government programs, are the main providers of long-term care for older persons. The National Family Caregiver Support Program, implemented as a part of the Older Americans Act of 2000 recognizes the monumental role caregivers play in caring for older family members. Services available through the caregivers program are: information and assistance to caregivers about available services; counseling, support groups, and caregiver training; respite care to enable caregivers to be temporarily relieved from their caregiving responsibilities; and supplemental services, to complement the care provided by family caregivers. In 2010 the National Family Caregivers Program served 164 unduplicated consumers 16,573 units of personal care and 171 units of adult day care.

Alzheimer's Respite

Alzheimer's Respite provides services that assist family caregivers of people of any age with Alzheimer's Disease or a related dementia. Respite services include personal care and adult day care.

In 2010 the Alzheimer's Program served 74 unduplicated consumers 3,670.50 units of personal care and 127.75 units of adult day care.

Managed Services

Managed Services provides personal care or adult day care services for consumers who are 60 and older and meet level of care.

In 2010 the Managed Services Program served 132 unduplicated consumers 17,016.75 units of personal care and 157 units of homemaker service.

In total 370 unduplicated consumers received 37,716 units of service through the Care Coordination Program in 2010. There was managed enrollment throughout the last half of 2010 for all Care Coordination services.



Long-Care Services & Supports

A New Approach to Transportation

Area Agency on Aging 3 took a different approach to meeting the need for transportation in 2010 by using Older Americans Act dollars to match a New Freedom grant thru the Ohio Department of Transportation, and as a result the FACTS coalition and the FIND A RIDE program were born.

The FACTS (Future of Accessible-Coordinated Transportation Services) coalition was founded in May 2010 by seventeen local transportation stakeholders with a mission to be dedicated community partners driving forward to provide transportation. Area Agency on Aging 3 provides leadership for the FACTS coalition and hosts quarterly meetings where members actively work to coordinate resources in order to better meet the need for transportation across the region.

The FIND A RIDE program, introduced July 1, 2010, is the result of a partnership between Area Agency on Aging 3 and the FACTS coalition and is specifically designed to meet the transportation needs of individuals over 60 and those under 60 with a disability. As part of the FIND A RIDE program Area Agency on Aging 3 has created a transportation call center to assist individuals who need help finding transportation. Licensed nurses and social workers complete free assessments of community transportation options for anyone who calls.

Additionally, the FIND A RIDE program can pay for transportation for individuals over 60 or under 60 with a disability when no community options are identified. This service is intended to fill in the transportation gaps in our region by educating individuals on the transportation options that are already available to them and providing transportation for eligible individuals who have no accessible transportation options.

Area Agency on Aging 3 actively worked in 2010 to meet the transportation need in our community thru its leadership of the FACTS coalition and thru the FIND A RIDE program and will continually work to better meet the transportation needs in our community.

The transportation call center assisted a total of 109 callers and paid for 400 trips for eligible individuals in 2010. Thru the FIND A RIDE program Area Agency on Aging 3 has set up transportation for individuals' age two and individuals over 100 years old.



Long-Term Care Services & Supports

Healthy U

Chronic disease – such as heart disease, stroke, cancer, diabetes, and arthritis – is among the most common, costly, and preventable of all health problems in the U.S. 7 out of 10 deaths among Americans each year are from chronic diseases with nearly half of all Americans suffering from at least one chronic illness.

Area Agency on Aging 3 recognizes the importance of helping older adults gain self-confidence in their ability to control their symptoms and learn how to live productive, healthier lives. 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 3 years ago and in that time; over 125 people have participated in the workshops. These workshops are facilitated by two trained leaders and are offered free of charge. 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.

A Matter of Balance: Managing Concerns about Falls

One of the greatest threats to the independence of older adults is the possibility of being severely injured as a result of a fall. For frail elders, a hard fall can easily result in broken bones and a long (sometimes permanent) stay in a nursing home, from which many people never fully recover. This pattern of events is devastating for families in every sense (physically, emotionally and economically), and it is far too common.

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 falling. 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. Area Agency on Aging 3 will have 2 master trainers on staff by the summer of 2011 and will be hosting several training sessions and workshops in the months ahead.**

Long-Term Services & 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, which can be found in the Ohio Revised Code, 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.

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 2010, 29 different residents were being assisted through the HOME Choice program to transition out to the community.

Ombudsmen are also very involved in Ohio's Person-Centered Care Coalition. The coalition is comprised of a diverse group of organizations representing providers, consumers, and government agencies, and its purpose is to influence and support transformational culture change in long-term care environments. In a person-centered care environment, consumers have the right to make decisions, to be included in planning their care, and have their hopes, dreams and goals be center to this plan.

In 2010, Ombudsmen staff and volunteers received 229 different requests for assistance within our 86 facilities and assisted 198 different 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 an additional 987 residents.



Long-Term Care Services & Supports

2010 Emergency Home Repair Program

2010 was a successful for the program. The program is funded through a grant from the Ohio Department of Development / House Trust Fund. For every \$1dollar 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?

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

The program used 9 different qualified contractors to complete 49 projects. 70 Household members benefited from the projects completed. The average age of the consumer served was 72.1 years old. The average cost per job was \$3113.01 in 2010. Roof replaced and furnace replacement was some of the highest requested /needed repairs.

Mrs. Reed wanted to remain independent and stay in her own home. That was difficult due to being unable to navigate the stairs to her home. With the contractors help, the Emergency Home Repair Program was able to improve our consumer's life by removing a barrier that was affecting her everyday activities. The ramp was built with no disruptions to her daily schedule.

With the addition of the ramp, the physical barrier and safety issue was removed from Mrs. Reed's life, allowing her continued independence.



Area Agency on Aging 3

Integrity. Independence. Quality of Life.

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

www.aaa3.org

1-800-653-7723