



# ANNUAL REPORT

2023

Area Agency  
on Aging 3

AGING UNBOUND:  
GROWING FOR  
TOMORROW



**Area Agency on Aging 3**

Integrity. Independence. Quality of Life.



# Area Agency on Aging 3 **ANNUAL REPORT** 2023



“Age is just a number. Life and aging are the greatest gifts that we could possibly ever have.”

– Cicely Tyson

# CONTENTS

|    |  |
|----|--|
| 4  | The Numbers  |
| 5  | Aging in Place   |
| 6  | Community Living Services  |
| 11 | Compliance and Oversight   |
| 13 | Program Operations<br>Assessment, PASSPORT, Assisted Living, and<br>Care Transitions |
| 15 | Program Operations<br>Ohio Home Care Waiver & Specialized<br>Recovery Services       |
| 17 | By the Numbers   |

230  
Service  
Providers

144  
Staff  
Members

Over  
5,000  
Individuals  
Served

# AGING IN PLACE

## AGING AND DISABILITY RESOURCE CENTER:

33,658 calls to the agency

## ALLEN COUNTY 2-1-1:

4,336 (68% increase from 2022)

Total calls for Information and Referral services

## BENEFITS ENROLLMENT CENTER:

Assisted 918 Unduplicated Individuals

### •TOP BENEFITS NEEDS:

HEAP (Home Energy Assistance Program), Winter Crisis, Summer Crisis, and PIPP (Percentage of Income Payment Plan)

## FIND A RIDE TRANSPORTATION:

### ALLEN:

7,360 trips;

417 unduplicated individuals

### AUGLAIZE:

680 trips;

68 unduplicated individuals

### HANCOCK:

770 trips;

59 unduplicated individuals

### HARDIN:

230 trips;

18 unduplicated individuals

### MERCER:

3,472 trips;

206 unduplicated individuals

### PUTNAM:

2,205 trips;

66 unduplicated individuals

### VAN WERT:

941 trips;

43 unduplicated individuals

## PASSPORT TRANSPORTATION:

12,641 trips for 280 unduplicated  
PASSPORT enrolled individuals

## OHIO HOME CARE WAIVER HOME MODIFICATIONS:

97 completed

## AUGLAIZE COUNTY SILVER BRIDGE:

5 modifications completed



# COMMUNITY LIVING SERVICES

## HARDIN COUNTY ADULT PROTECTIVE SERVICES:

Total number of reports regarding abuse, neglect, exploitation, and self-neglect: 133

Total number of reports opened for Investigation: 78

### •APS IN THE SPOTLIGHT

Members of the Area Agency on Aging 3 team were chosen to present this month at the Ohio Coalition for Adult Protective Services' Annual Conference Services in Columbus, Ohio.



The Area Agency on Aging has the National Adult Protective Services Award. The agency highlighted their collaborative program model regarding the APS approach, with multiple agency departments providing wrap-around services to victims of abuse, neglect, and exploitation. Presenters included Shannon Hadding (Benefits Enrolment), Anna Hairston (Awakenings Victim Outreach), and Jacqui Carver (Stages Behavioral Health Program).



## CARE COORDINATION PROGRAM:

Total number of Individuals served: 144

Total number of units (ie - personal care, homemaking, adults daye, etc.): 5,107.75

## HEALTH EDUCATION:

Total number of Individuals served: 74

Total number of workshops held: 8

## DISH (DINING TO IMPROVE SOCIALIZATION & HEALTH):

Total number of Individuals served: 1,345

Total number of meals: 42,796

## HOME DELIVERED MEALS:

Total number of Individuals served: 637

Total number of meals: 102,881

## SENIOR FARMERS MARKET NUTRITION PROGRAM:

Total number of Individuals served: 882

Total number of coupons redeemed: 7,400

- Numbers Served: 1,100 individuals enrolled
- Coupons distributed: 11,000 coupons distributed
- 882 of 1,100 individuals utilized at least one \$5 coupon
- Total coupons redeemed: 7,400
- Total Amount Spent: \$37,000
- 100 % of Traditional USDA allotment spent
- 96.5% of additional ARPA allotment spent (\*note these funds were not received until August and the program ends in October)

## AGING AND DISABILITY VACCINATION COLLABORATIVE:

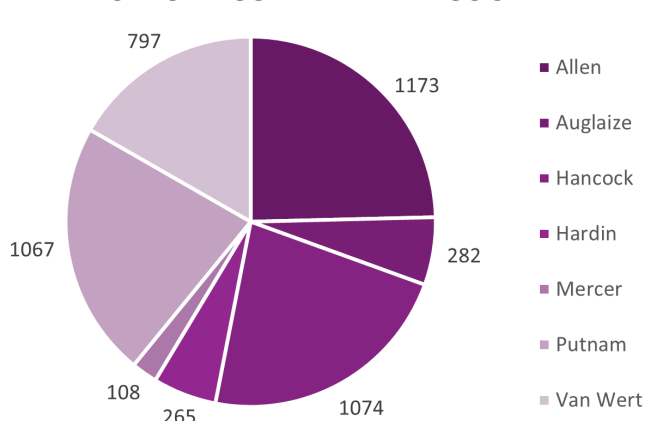
Total number of Individuals vaccinated: 4766

Total number of vaccination clinics held: 69

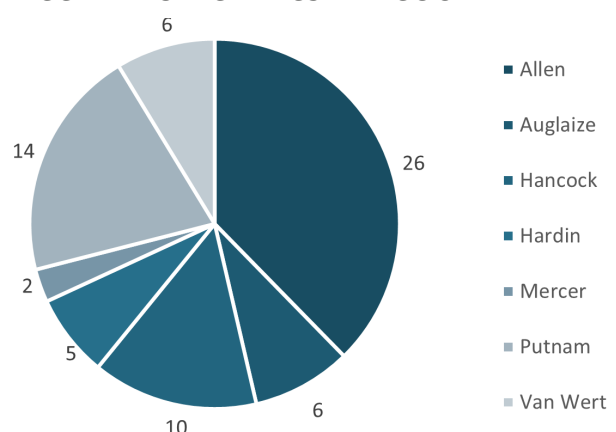
Total number of vaccinations administered: 5649

- Total number of flu vaccinations administered: 3,914
- Total number of COVID vaccinations administered: 1,549
- Total number of pneumococcal administered: 66
- Total number of shingles vaccinations administered: 86
- Total number of RSV vaccinations administered: 11
- Total number of other vaccinations administered: 23

INDIVIDUALS VACCINATED PER COUNTY



VACCINATION CLINICS PER COUNTY



## **RETIRED SENIOR VOLUNTEER PROGRAM:**

Total number of new volunteers for 2023: 8

Total number volunteers enrolled over the age of 55 for 2023: 148

Approximate number of donated volunteer time for 2023: 1200 hours

Total number of events held: 8

- 4 Disaster Preparedness Events
- 2 Drug Take Back Days
- 2 Volunteer Appreciation Luncheons

Total number of partnerships/substations: 12

- WOCAP/Headstart
- Mercer County Head Start
- United Way
- The Red Cross
- EMA
- West Ohio Food Bank
- Catholic Social Services
- Ottawa Glandorf Elementary
- Lincolnview Elementary
- Crestview Elementary
- Crestview Early Childhood Center
- Hardin County Sheriffs Department

Quote from RSVP Program Director, Miranda van Rooyen: "In 2023, AAA3 and the RSVP program have been very lucky to have gained several new volunteers that are highly involved and motivated. I have a lovely husband and wife, who are retired, that have been especially involved, having stepped in on many occasions in emergency situations for food support and medical attendee assistance as well as having supported the "Day of Caring" event. They always respond to provide supportive services within the community as needs come up."





## AWAKENINGS VICTIM OUTREACH PROGRAM:

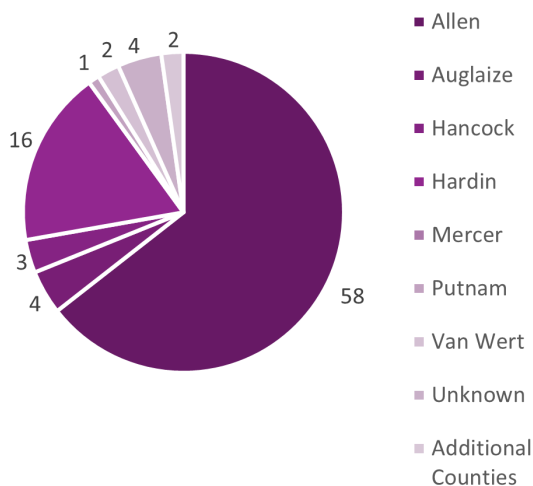
Total number of individuals referred: 90

Total units of service: 304

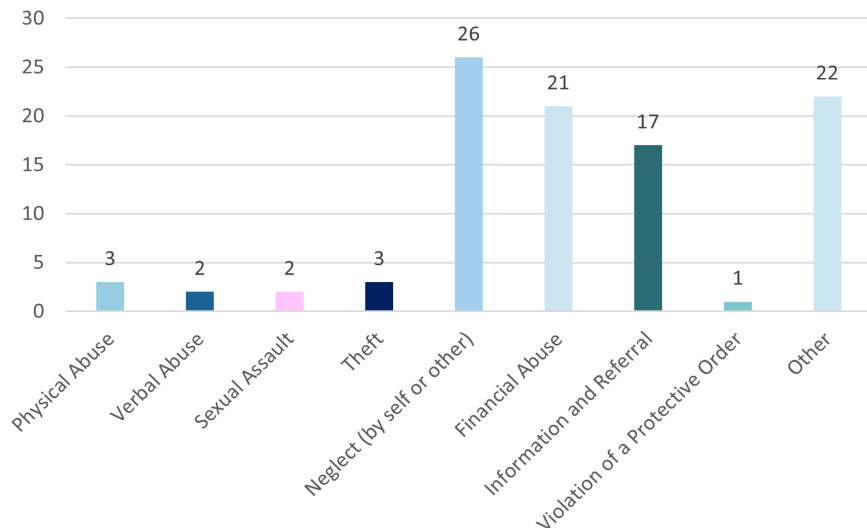
Types of units of service include but are not limited to:

- Financial assistance (rent, utilities, other bills paid)
- Assistance with paperwork (benefits, HEAP, PIPP, Payee, home repair programs applications assisted with)
- Housing assistance (applications turned in, housing list provided,
- Education (mostly on scams)
- Food assistance (food boxes, groceries purchased)
- Referrals to other services, supports, and resources (Home delivered meals, PASSPORT assessment, Adult Protective Services, doctor office, Find A Ride, Cuoncil on Aging, Crime Victim Services, etc.)
- Intervention with utility company (turning on water/electricity)
- Collaborating with other agencies (Adult Protective Services, hospital, banks, Law Enforcement, health centers)

Individuals Assisted by County



Types of Abuse Reported



\*Total persons for types of abuse is greater than 90 due to some individuals experiencing multiple types at one time.

### Awakenings Victim Outreach Success Story:

“Carol” lived out of her car for months with various agencies attempting to help. One day in August, law enforcement contacted APS stating she needed food and help. APS reached out to Awakenings who was able to organize an emergency food box for her that was filled with food items that would work in a vehicle. While there, Awakenings began seeing what support could be offered, but she declined at this time. A couple months later, APS reached out to Awakenings again after Carol had been taken in by a local family who helped her find housing and a job after a hospitalization. She would be moving into an apartment soon but had no furnishings or a bed to sleep on. Awakenings utilized the Silver Birch Foundation to set up the purchase of a bed frame, mattress, and bedding so she could start fresh in her new apartment with a safe place to sleep. This was a great example of many local agencies coming together and using their resources successfully for an individual who needed some assistance.

## **STAGES BEHAVIORAL HEALTH:**

Total number of individuals referred: 95

Referrals by referral source:

- Adult Protective Services: 15
- Hospital Systems and Primary Care Physicians: 34
- Long Term Care Facilities: 12
- Area Agency on Aging 3 Staff (not APS): 4
- Senior Apartment Complexes: 3
- Other Mental Health Providers: 2
- Self/Family/Friends: 17
- Unknown: 8

Total number of new client: 55

Number of individuals opened/enrolled in individual mental health services: 85

Total number of diagnostic assessments completed: 55

Total number of ongoing individual therapy sessions completed: 685

Average number of sessions per client: 8

Three most common diagnoses:

1. Adjustment Disorders
2. Major Depressive Disorders
3. Generalized Anxiety Disorder

Stages Behavioral Health Success Story:

One individual requested individual mental health therapy services due to low self-esteem, depression, and anxiety. After completing the diagnostic assessment and four ongoing therapy sessions, this individual reported she had completed her identified goals as she stated she was able to enjoy her family again, her self-esteem improved, the frequency and intensity of the anxiety decreased, and she reported increased motivation leading to increased activity on a daily basis.

## **LEGAL ASSISTANCE (AWARD):**

State Performance Report for Legal Assistance: Data Elements for ACL Reporting 2022-2023.

Total number of individuals served: 74

Total number of open cases: 19

Total number of closed cases: 85

Total number of service units: 181

Types of units of service include but are not limited to:

- Advice
- Limited representation
- Representation
- Income
- Health care
- Long-term care
- Nutrition
- Housing
- Utilities
- Abuse/Neglect
- Defense of guardianship
- Protective services
- Age discrimination
- Other/Miscellaneous

# COMPLIANCE AND OVERSIGHT

“Quality is never an accident. It is always the result of intelligent efforts.”

## **RECORD REVIEWS:**

- Care Coordination
- PASSPORT
- Assisted Living
- Ohio Home Care Waiver
- Specialized Recovery Service

## **NATIONAL COMMITTEE FOR QUALITY ASSURANCE:**

- Quality Measures

## **STAFF DEVELOPMENT:**

- Ohio Home Care Waiver
- Specialized Recovery Service
- Future expansion
- Agency-wide programs
- Staff training opportunities

## **CARE COORDINATION PROGRAM:**

- Adult Day Services
- Personal Care Services
- Homemaker
- Home Medical Equipment
- Home Modification

## **PROVIDER ACTIVITIES:**

- Recruitment
- Contracting
- On-going monitoring
- Disciplinary Actions
- Technical Assistance

## **NUTRITION PROGRAMS:**

- Home Delivered Meals
- Restaurant-Based (DISH)
- Senior Farmers Market Nutrition Program

## **PASSPORT/ASSISTED LIVING WAIVER:**

- Adult Day Services
- Personal Care Services
- Homemaker
- Home Medical Equipment
- Home Modification
- Home Delivered Meals
- Personal Emergency Response Service
- Home Maintenance and Chore
- Transportation
- Community Integration
- Community Transition
- Participant-Directed Services



Total number of services reviewed: 255  
Total providers reviewed: 167  
Total number of new providers certified: 33  
Number of Senior Farmer's Market Providers: 22  
Number of DISH Providers: 28  
Quality Improvement Reviews completed: 216

# Working with 230 Providers Across Programs

In July 2023, the Staff Development Team was created as part of a pilot project to assist with onboarding and training of newly hired Ohio Home Care Waiver Care Managers and Specialized Recovery Services Recovery Managers. In the initial 5 months of the program, the Staff Development Coordinator and Staff Development Team Lead has completed onboarding with a total of 11 new hires. Newly developed training plans for the Ohio Home Care Waiver and Specialized Recovery Services have been created as well as additional training tools which include time management training and an Specialized Recovery Services Reference Binder offering step-by-step instructional sheets to assist in navigating the processes within the program.

# PROGRAM OPERATIONS

Assessment, PASSPORT, Assisted Living, and Care Transitions

## ASSESSMENT ACTIVITIES:

Number of Assessments completed:

- Ohio Department of Aging- 1,200
- Contracted Work (MDS, Home Choice)- 124
- Ohio Home Care Waiver- 526

Number of Assessments completed in a nursing home and enrolled on a program: 33

Number of Assessments cancelled/not completed: 209

Number of Enrollments

- Passport Program: 177
- Assisted Living Program: 134
- Older American Act Programs: 119
- Ohio Home Care Waiver: 223

Number of Pre-Admission Review activities: 1,258

## CARE TRANSITIONS:

Total number of referrals: 433

Total number of in-person interventions: 81

Total number of Falls Risk Assessments: 65

Total number of Skilled Nursing Tracking: 113

Total revenue generated: \$59,748

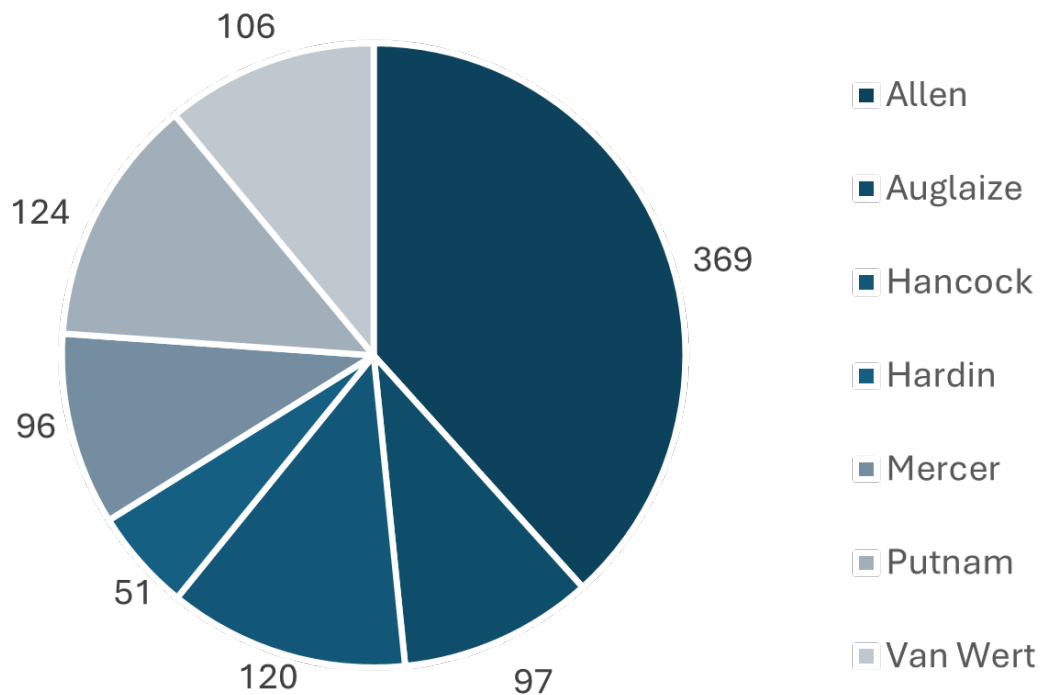


## PASSPORT/ASSISTED LIVING CARE MANAGEMENT:

Ending census of PASSPORT enrollees: 579

Ending census of Assisted Living enrollees: 384

### Number of Enrollees Per County



### Top 3 reasons for disenrollment:

- Passport
  1. Admitted to nursing facility (52)
  2. Participant passed away (34)
  3. Voluntarily withdrew from program (25)
- Assisted Living
  1. Admitted to nursing facility (60)
  2. Participant passed away (28)
  3. Voluntarily withdrew from program (20)
- Average length of enrollment
  - Passport- 3 years 4 months
  - Assisted Living: 2 years 7 months



# PROGRAM OPERATIONS

## Ohio Home Care Waiver and Specialized Recovery Services

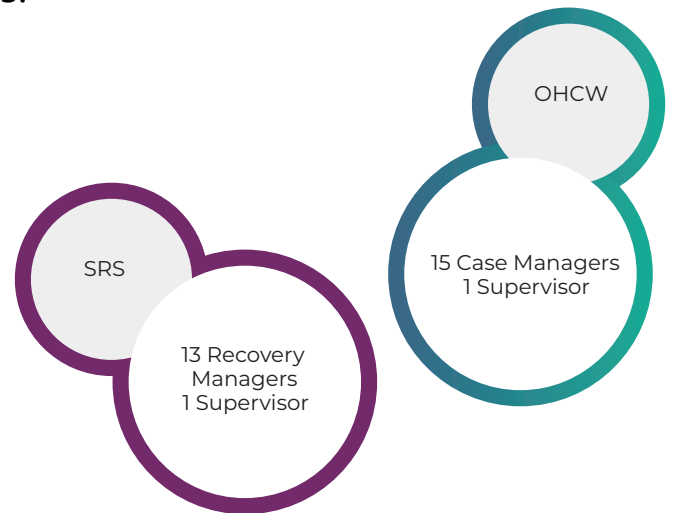
The Ohio Home Care Waiver and Specialized Recovery Services programs serve 19 counties; including, Allen, Auglaize, Butler, Champaign, Clark, Clinton, Darke, Greene, Hancock, Hardin, Logan, Mercer, Miami, Montgomery, Preble, Putnam, Shelby, Van Wert, and Warren counties.

### OHIO HOME CARE WAIVER PROGRAM:

Total number of enrolled case: 483  
Total number of new enrollments: 154

### SPECIALIZED RECOVERY SERVICES:

Total number of enrolled case: 662  
Total number of new enrollments: 241



### Specialized Recovery Services Success Story:

Specialized Recovery Services had been working with an individual who has had an increase in seizures in the past year. Due to his medical condition, he had a car accident in late 2022 and lost his transportation. While he has some central location to access basic amenities, he was struggling to find reliable transportation for things such as upkeep to his home and maintenance, prescriptions, necessities, and entertainment.

The Recovery Manager worked with this individual in signing up for the Walmart + Assist to have any goods from Walmart delivered to his home and establishing himself with the local non-emergency medical transportation through Department of Job and Family Services for his medical appointments. They also worked together to get his prescription drugs moved over to a pharmacy that offers next day delivery. This individual also worked with the Recovery Manager on getting a letter from his neurologist to present to other providers regarding his medical condition. They were also able to get him a medical alert bracelet to indicate his seizures/ medical conditions.

He is now able to remain independent at home with multiple resources to utilize if needing anything from necessities to a night out on the town.

# BY THE NUMBERS

## Federal Revenue

|                               |                        |
|-------------------------------|------------------------|
| Income                        |                        |
| Federal                       | \$12,873,088.51        |
| <b>Total Federal Revenue:</b> | <b>\$12,873,088.51</b> |

## State Revenue

|                             |                       |
|-----------------------------|-----------------------|
| Income                      |                       |
| Block Grant                 | \$184,644.00          |
| State Awards                | \$5,799,253.25        |
| <b>Total State Revenue:</b> | <b>\$5,983,897.25</b> |

## Project Income

|                                       |                     |
|---------------------------------------|---------------------|
| Income                                |                     |
| Project Income                        | \$190,614.40        |
| <b>Total Project Income: Revenue:</b> | <b>\$190,614.40</b> |

## Contributions

|                             |                    |
|-----------------------------|--------------------|
| Income                      |                    |
| Mental Health & Recovery    |                    |
| Services Board              | \$9,718.22         |
| Refund                      | \$48,460.98        |
| Prior Years                 | \$5,790.83         |
| Donations                   | \$16,200.57        |
| <b>Total Contributions:</b> | <b>\$80,170.60</b> |

## Local Match

|                           |                       |
|---------------------------|-----------------------|
| Income                    |                       |
| Local                     | \$3,929,161.36        |
| KPI                       | \$234,393.75          |
| <b>Total Local Match:</b> | <b>\$4,163,555.11</b> |

## In-Kind

|                               |                     |
|-------------------------------|---------------------|
| Income                        |                     |
| In-Kind                       | \$206,638.04        |
| <b>Total In-Kind Revenue:</b> | <b>\$206,638.04</b> |

## Other Income

|                            |                     |
|----------------------------|---------------------|
| Income                     |                     |
| United Way                 | \$1,000.00          |
| Interest                   | \$7,697.61          |
| Workers Comp               | \$300.74            |
| Training/Fundraising       | \$3,511.00          |
| Client Liability (Co-pay)  | \$70,916.50         |
| Prior Year Refund          | \$687.77            |
| Allen County               | \$65,936.91         |
| Auglaize County            | \$20,000.00         |
| Hardin County              | \$117,127.55        |
| Transportation Match       | \$36,904.25         |
| Insurance Claim            | \$14,957.00         |
| Union County               | \$1,600.00          |
| Other                      | \$30,940.69         |
| <b>Total Other Income:</b> | <b>\$371,580.02</b> |



\$\$\$

Total federal revenue: \$12,873,088.51

Total state revenue: \$5,983,897.25

Total project income: \$190,614.40

Total contributions: \$80,170.60

Total local match: \$4,163,555.11

Total in-kind: \$206,638.04

Total other income: \$371,580.02

**Total operating revenue: \$23,869,543.93**

Total revenue:

**\$ 23,869,543.93**





**Area Agency on Aging** 

Integrity. Independence. Quality of Life.

2423 Allentown Road, Lima, OH 45807

Phone: 419-222-7723

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