



# support

Our Goal.  
Our Strength.



Area Agency on Aging

2019 Annual Report



## TABLE OF CONTENTS

01 A Message	10 Community Services
02 Board of Trustees	12 Wellness Programs
03 Who We Serve	14 Providers
04 Direct Service	16 Advisory Council
06 Home Care Services	17 Revenue & Expenses
08 Long-term Care Workforce Crisis Initiative	

# Our Year in Review



As we prepared this report, we were also dealing with the major disruption, changes, and fears wrought by the coronavirus. Despite the upheaval, we reflected on our work and accomplishments before this unprecedented pandemic. The year 2019 both marked the end of a decade of major changes for the Agency, as well as paved the way forward to new creative initiatives and collaboration in supporting older adults, adults living with disabilities, and family caregivers within our nine counties.

In early 2019, the Board of Trustees approved five strategic priorities as consolidated by management staff from the needs identified at a 2018 Board Retreat. Staff continued to work throughout the year to develop recommendations on funding and processes for submission and review of proposals to address the identified priorities.

1. Responding to Revenue Uncertainties
2. Addressing Workforce Challenges
3. Supporting Caregivers
4. Preparing the Public for Aging
5. Addressing Service Delivery

People overwhelmingly prefer to remain within their own homes and our services support their desire to remain as independent as possible. Toward that end, and in support of the Board Strategic Initiative #2, we were awarded the year-long expertise of Dr. Kathy Stevens, a Fellow with The Dayton Foundation's Del Mar Encore Fellowship program, to investigate our Long-Term Care Workforce Crisis Initiative. Her research and expertise are expected to lead toward development of a larger, more stable and trained long-term care workforce which in turn will benefit the preference of residents in our region to remain safe and healthy at home. More information about Dr. Stevens and her work is featured in this report.

Statistics can tell part of a story, and our 2019 numbers are impressive:

- Approximately 1,900 information and referral telephone calls received every month,
- An average of 6,407 consumers served monthly,
- A total of 9,300 assessments completed.
- Two new wellness program pilots began: Eat Smart, Live Strong and the Aging Mastery Program.

Another part of the story is the impact we have on the lives of people relying on our staff and the services described throughout this report. People contact us because of changes in their lives – anticipated and unanticipated. The Agency aims to provide understanding, helpful information, and services to support long-term care needs. Calling 937-223-HELP provides the opportunity to speak with a caring and knowledgeable person to find information specific to their situation. A free in-home assessment can help them navigate the many available community services.

Support is our goal and our strength. Present and past support benefits our region as we prepare for the new decade ahead. We appreciate your interest and support in helping us to continue to serve older adults, adults living with disabilities, and family caregivers within our communities with both the tried-and-true and the innovative new.

**Doug McGarry**  
*Executive Director*

**Doug Lineberger**  
*Board Chairperson*



# Board of Trustees

## OFFICERS



**Doug Lineberger**  
*Chairperson*  
Retired CEO, United Way of Clark, Champaign and Madison counties



**Judy LaMusga, Esq.**  
*Vice Chairperson*  
Attorney and Counselor-at-Law



**Vickie Carraher, RN, BC**  
*Treasurer*  
Senior Service Coordinator, City of Kettering



**Maret Headapohl, RN**  
*Past Chairperson*  
Retired Nursing Educator



**Doug McGarry**  
*Secretary*  
Executive Director, Area Agency on Aging, PSA 2

## TRUSTEES

**Clennia Bond**  
*Community Volunteer*

**David Cleavenger**  
*Retired, City of Dayton*

**Molly Helmlinger, Ph.D.**  
*President, Spirit Lead Consulting, LLC*

**Holly Hill**  
*Chief Marketing Officer, Brethren Retirement Community*

**Charles H. Morris,**  
*Chairperson, Advisory Council,  
Area Agency on Aging, PSA 2*

**Deb Sanders**  
*Director of Sales and Marketing,  
Ohio Living Dorothy Love*

**Steven Swedlund, M.D.**  
*Assistant Professor of Geriatrics,  
Director of Geriatric Medicine  
Fellowship, Wright State University*

**Cheryl Wheeler**  
*Retired Social Services Administrator*

**Nita Wilkinson,**  
*Director of Strategic Partnerships,  
Green Hills Community*

**Roland Winburn**  
*Trustee, Harrison Township  
Board of Trustees*



## WHO WE SERVE

The Area Agency on Aging, PSA 2 helps older adults of west central Ohio remain in their homes with independence and dignity. We are an independent, private, nonprofit corporation that plans and funds services for older persons in Champaign, Clark, Darke, Greene, Logan, Miami, Montgomery, Preble and Shelby counties. The 12 Area Agencies on Aging in Ohio are part of a national aging service network.

## OUR VISION

To be the resource on aging.

## OUR MISSION

The Area Agency on Aging improves the quality of life for older adults in its nine-county community by advocating for individuals, developing and supporting a strong network of services, and providing resources for older adults.



# *Finding Hope* THROUGH DIRECT SERVICE

## *People seeking answers on aging contact us.*

We provide information on options for long-term care to help older and disabled adults, caregivers, families, and professionals to make educated choices specific to their situations and needs. Since we are the designated lead Aging and Disability Resource Center in our region, speaking to our staff either over the telephone and/or in person through a free, in-home assessment is the fastest and most accurate method of learning what programs and resources exist for their individual eligibility.

**22,804**

Callers receiving  
information  
and assistance

**6,407**

A monthly average of  
consumers receiving  
care-managed services

**9,300**

Completed assessments

**1,900**

Average number of  
monthly calls to  
987-223-HELP



## No Wrong Door

The Ohio Benefits Long-Term Services and Supports (OBLTSS) statewide system has been in place since 2017 to provide access and information for long-term care services and supports for individuals with disabilities. Aging and Disability Resource Centers serve as a “front door” nationwide to reduce frustrations that older adults, people with disabilities, and family members can experience when seeking services and support. The Agency coordinates “front door” activities for Ohio’s “no wrong door system” and connects individuals immediately to information, resources, and community-based, long-term services and supports through our contracts with three community partners in 2019: Catholic Social Services of the Miami Valley, Carestar, Inc., and Access Center for Independent Living.



## 937-223-HELP

The first contact most people have with the Agency is with an Intake Specialist answering their call to 937-223-HELP. These social workers and registered nurses personify the “front door” by carefully listening to callers, identifying needs, and problem-solving for answers and information. Trained and continually updated in available services and resources, Intake Specialists dedicate each workday toward making a positive difference in callers’ lives. The Agency receives approximately 1,900 calls per month and each one is an opportunity to find the answers that provide the needed help. Intake Specialists explain the variety of services and options available through the Agency, refer when appropriate to other social services and our network of providers, and can also schedule in-home assessments for people to ask questions and review options one-on-one with a social worker or nurse.

## In-Home Assessments

Our free, in-home assessment visits are an opportunity for people to ask questions and thoroughly discuss what services and resources are available and beneficial to them in a personal, one-on-one, no-obligation meeting. Assessors determine eligibility for our programs, can recommend available community resources, and link consumers to the appropriate service or care setting. Every individual has their unique situation and needs, and assessments are a personal approach toward helping to manage their own or a loved one’s care.

As of July 1, 2019, the Ohio Department of Medicaid empowered the Agency and our Aging and Disability Resource Network partners to complete Home Choice assessments. In addition to our free in-home assessments that recommend available community resources, our Assessor staff conducted 119 Home Choice assessments of local Medicaid recipients to determine their ability to transition out of long-term care facilities and return to the community.



## Care Management

The Agency’s care management staff are providing face-to-face interaction across many care settings each day. Care Managers meet with our consumers to establish personal goals and plans of care while addressing ongoing service delivery issues. Our oversight supports and promotes our consumers’ and their caregivers’ ability to remain in the most independent setting of their choice - their homes.

Care management also may include transitions between settings, called care transitions. Evidence-based transition services, such as those based on Coleman Care Transitions Interventions models, are often deployed by health providers to decrease hospital readmissions, reduce emergency room admissions, lower nursing facility admissions, and aid members and caregivers in managing chronic care conditions. The Agency began work with the Ohio Association of Area Agencies on Aging in 2019 to deliver care transition services for regional high-risk members of Anthem Health Care, which has procured this service through agreements across multiple states. As an Agency, we hope to see this work expand in the future through additional health care insurers.

# Home Care Services

## THERE'S NO PLACE LIKE HOME

Every day, our staff is found in the community working to enable frail seniors and people with disabilities to stay safe and independent in their own homes. Our long-term care services and supports continue to grow and evolve to meet the steady increase in Ohio's aging population and its evolving needs. We contracted with 252 service providers in 2019 to support home care needs in our region that cover:



### *PASSPORT*

PASSPORT (Pre-Admission Screening System Providing Options & Resources Today) is a statewide Medicaid waiver program that provides individuals age 60 and older with an option to receive care at home, rather than in an institutional setting. The most requested services are personal care assistance, home-delivered meals, transportation, emergency response systems, and home medical equipment. This program is not only preferred by many people but also saves taxpayer money since home care is less expensive than 24/7 institutionalized care.



### *ComCare – Montgomery County*

ComCare provides in-home services to approximately 1,281 seniors each month in Montgomery County who do not meet the criteria for PASSPORT or MyCare Ohio, but need help to stay safe and healthy in their homes. The ComCare program is funded through the Montgomery County Human Services Levy. Services provided are comparable to those listed under PASSPORT including personal care assistance, transportation, home-delivered meals, and adult day care services.



### *Assisted Living*

The Assisted Living Waiver is another option for Medicaid-eligible adults who require more hands-on care than can be provided within their home, but do not need 24/7 skilled nursing care. Assisted living facilities provide more home-like settings that are less restrictive and less expensive than full-care nursing facilities. The waiver pays for the cost of care in certified assisted living facilities, and consumers are responsible for the cost of their room and board at a rate set by the state.



### *MyCare Ohio*

MyCare Ohio is designed to coordinate services for people age 60 and older who are eligible for both Medicare and Medicaid. This demonstration project began in 2014 in seven regions of Ohio. In our region, MyCare applies to residents in Clark, Greene, and Montgomery counties, and our Agency contracts with Buckeye Community Health Plan and Molina Healthcare to provide waiver service coordination.





# A Closer Look

## LONG-TERM CARE WORKFORCE CRISIS INITIATIVE

According to data from the Scripps Gerontology Center at Miami University, between 2020 and 2030, Ohio's 65 and older population is projected to increase 12%, and the population 85 and older (the people most likely to need help with the activities of daily living) is projected to increase 34%. This rapid growth is due to the aging of the "Silent Generation" (*adults born between 1925 and 1945*) and the soaring numbers of the "Baby Boomer" generation (*born between 1946 and 1964*) reaching retirement age, as well as increases in longevity due to people's overall greater health and many medical advances. In parallel, the number of potential family caregivers (*aged 45 to 64 years old*) to the number of older adults 80+ will decrease dramatically from its current 6:1 to 4:1 in 2030.

Combined with other societal and government program reimbursement changes, a significant number of additional personal care aides will be needed to provide direct services to older adults in our region. The Bureau of Labor Statistics projects that growth in this occupation will be greater than any other single occupation in the country during this timeframe. And yet, while personal care aides interviewed in our area almost universally love their jobs helping their clients, and providers are working diligently to recruit more aides, there are currently no methods being used that consistently attract and retain new aides. Currently the number of consumers who can be served and the level of service that can be provided to them in our region is already driven by the number of aides in the area and the locations that they are willing to work.

**14,449**

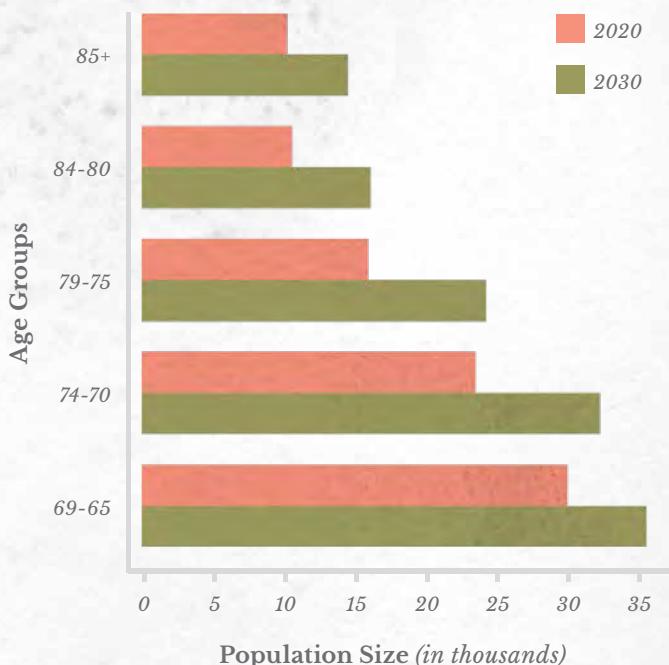
Projected number of 85 and older population in 2030. An increase from 10,798 in 2020.

**34%**

Projected increase in Ohio's 85 and older population between 2020-2030

### Ohio Population Projections 2020-2030

& PSA 2 PASSPORT Area Population Data\*



\*Population data derived from Mehri, N., Cummins, P. A., Nelson, I. M., Wilson, T. L., and Kunkel, S. (2019). Ohio Population Interactive Data Center, Scripps Gerontology Center, Miami University, Oxford, OH.



## DEL MAR ENCORE FELLOWSHIP

The Agency was selected by The Dayton Foundation in 2019 for its Del Mar Encore Fellows program, matching nonprofits with highly-skilled, older professionals to work on significant community issues. The Del Mar Encore Fellowship program selects community initiatives that are big, high-impact issues and allow the best opportunities to effectively use the experience of highly-skilled older adults to make a major difference in our community.

Dr. Kathy Stevens, a retired engineer from the U.S. Air Force and GE Aviation, was named the Agency's Fellow to focus on its Long-Term Care Workforce Crisis Initiative. She is measuring the scope of the challenge involved in recruiting and keeping workers who provide direct services to older adults in our region, with an eye on finding solutions toward one day alleviating workforce shortage issues.



Consumer Services Director Nicole Khaner, Executive Director Doug McGarry, and Del Mar Encore Fellow Dr. Kathy Stevens

*Dr. Stevens has three goals for her year of research on the topic:*

- **Determine the scope** of long-term care workforce issues among our provider network by interviewing a number of provider agencies, aides, and consumers, and analyzing gaps in provider capacity and consumer care.
- **Survey the broader landscape** by analyzing long-term care workforce shortage issues within the region in relation to state and national trends, discussing observations with partners within the region and in other areas across the state, and identifying best practices (and failed experiments) of others in the state and across the nation.
- **Create a set of recommendations** for sustainable interventions or initiatives that the Agency and its provider network can enact to combat long-term care workforce shortage issues.

The Agency is dedicated toward finding answers to cover the long-term care needs of all older adults and people living with disabilities in our region. With Dr. Kathy Stevens' experience and investigative zeal, we are confident of uncovering innovative ways to provide care where and when it's needed.



# *Community Services*

## OLDER AMERICANS ACT

Title III of the federal Older Americans Act (OAA) is the foundation of Ohio's aging network, authorizing funds to states and the Area Agencies on Aging for planning, developing, and coordinating home and community-based services. Through Title III and related state funds, the Agency strengthens and develops a regional network of community partners and providers to deliver a wide range of services helping older adults and their caregivers to remain in their preferred and least-restrictive home environments. Toward this goal, the Agency administered more than \$6 million of OAA funds in 2019.

When signed into law in 1965, the OAA created a network of Area Agencies on Aging throughout the United States specifically to respond to the needs of seniors and advocate on their behalf.

Each reauthorization brings changes to the OAA such as enactment of the National Family Caregiver Support Program in 2000. The OAA expired in 2019 and was reauthorized in March 2020.

### *OAA Funded Services*

OAA funding supports nutrition, transportation, personal care, housekeeping, adult day service, home repair, legal assistance, caregiver support, Long-Term Care Ombudsman, Alzheimer's services, protective and supportive services, and senior volunteer services. OAA also supports wellness programming including Healthy U, A Matter of Balance, Powerful Tools for Caregivers, and a new pilot workshop, Eat Smart, Live Strong.



*The largest OAA program is Nutrition Services, which supports both home-delivered meals and congregate meal sites. In 2019, 61 congregate meal sites throughout our nine-county region provided not only 193,695 nutritious meals but also opportunities for socialization. An additional 375,269 nutritionally-balanced meals were delivered to older adults who are homebound due to illness, disability, or geographic isolation. The Nutrition Services Program is a major contributing factor in helping older individuals to remain successfully independent and healthy within their communities.*



## COMMUNITY OUTREACH

The Agency connects with our communities in a variety of ways to provide education and information.

### \$6 Million

of OAA funds were administered to our network of community partners and providers in 2019

### 28,250

Agency calendars distributed free of charge to provide seniors and caregivers with information about community services throughout our nine-county region

### 54

Accepted invitations by the Speakers Bureau to speak or display information at community events reaching more than 3,000 people

### 116

Professionals were presented information at 5 Agency-sponsored trainings and four in-house trainings drew an average of 40 Agency staff apiece

### 193,695

Nutritious meals were provided throughout our nine-county region at congregate meal sites

### 375,269

Nutritionally-balanced meals were delivered to older adults who are homebound

# Wellness Programs

## FOR INDEPENDENCE AND QUALITY OF LIFE

Overall wellness is gaining increasing attention as an important factor in quality of life as we age. To help older adults and their caregivers learn about and try different things they can do to improve their daily lives, the Agency has offered Healthy U workshops since 2010 and graduated more than 2,000 people. We expanded our wellness programming in 2019 with the addition of two new pilot programs: Eat Smart, Live Strong and the Aging Mastery Program. All wellness programs were offered free-of-charge in community settings throughout our nine-county region. Each program provides benefits through improvements in physical health as well as a social outlet to meet new friends.



### *Healthy U*

is an evidence-based program developed at Stanford University and proven to help people with chronic conditions to better manage their symptoms and live healthier lives. Participants meet weekly for six weeks to try the different self-management tools presented, and share experiences and support with others facing similar challenges. Three workshops are offered:

- chronic disease supports management of any long-term health problem,
- diabetes for those seeking to better manage or prevent type 2 diabetes,
- chronic pain for those seeking alternative pain management tools.



### *Eat Smart, Live Strong (ESLS)*

was developed by the USDA Food and Nutrition Service to encourage older adults to increase fruit and vegetable consumption plus physical activity to delay and prevent the effects of diet-related disease. Content was reviewed and tested by professionals and experts in aging, nutrition education, and intervention development. The four weekly, one-hour sessions build healthy habits through discussion, games, and simple standing/seated group exercises. Helpful handouts assist with meeting personal goals at home during the week. The Agency hosted three ESLS workshops in 2019 with plans to continue the pilot in 2020 before evaluating its effectiveness and future use in our region.



### *The Aging Mastery Program*

was created by the National Council on Aging (NCOA) to empower older adults with knowledge to make important decisions that will help them to age well. Experts address ten different topics: navigating longer lives, physical activity, sleep, healthy eating and hydration, financial fitness, medication management, advance planning, healthy relationships, falls prevention, and community engagement. Our Agency was selected as one of four pilot sites in Ohio funded by NCOA's grant from Anthem Blue Cross and Blue Shield Foundation. The first workshop in our region was offered fall 2019 in partnership with United Senior Services in Springfield.

# A LEADER'S PERSPECTIVE

Sharon Fulcher is a familiar face to the Healthy U community in our region, as she has been a Master Trainer and leader since our program began in 2010. As you read about her commitment and dedication to the success of our Healthy U program, you will see why we called on her to facilitate the two new pilot wellness programs: Eat Smart, Live Strong and the Aging Mastery Program.

Sharon was initially drawn to Healthy U for her own benefit and for the opportunity to benefit others. "I love to help others and this program can help." She says that her favorite part of Healthy U is seeing attendees learn to face their struggles and gain confidence in managing their lives. "It's important because we all need to take control of our life and learn to manage it."

Juggling Healthy U among her family and work responsibilities, Sharon appreciates what Healthy U has done for herself and for others. She understands the commitment of time and work it takes for people



to open up to strangers and make new friends, acquire new knowledge, and take control and become more proactive. "For myself, I know I am not alone learning to take control of my life and become more confident. For attendees, I could tell you story after story, but for the most part, I witness the power of people realizing they are not alone in their situation."

Sharon exemplifies the heart and soul of our wellness programming. To people learning about our programs for the first time, she is encouraging, "You're not alone in your situation. Come join us and see how many of us are learning to take control of our health."

## Healthy U Testimonials:

*I learned a lot of new things about my health and myself.*

*[Healthy U] has given me ways to focus better on the positive, instead of on pain and hopelessness.*

## Eat Smart, Live Strong testimonial:

*Everyone can participate [in ESLS]! Very interesting information.*

## Aging Master Program testimonial:

*It's good to share experiences with others.*



**2,000+**

Healthy U graduates since 2010

**26**

Wellness workshops were coordinated throughout the Agency's 9 counties in 2019

**33**

Leaders including nine trained in 2019 to conduct even more workshops in the future



# THANK YOU TO OUR PROVIDERS

# 10 Wilmington Place  
4EverReady Homecare  
6 Roses Home Health Care  
**A** A Brand New Horizon  
Aaba Transportation, LLC  
A-Abel Exterminating  
Aaran Home Health Service, LLC  
ABD Medical  
Absolute Home Care  
Academy Health Service, Inc.  
Accelera Home Health Care, LLC  
Access Home Care, LLC  
Access to Independence  
Acclaim Home Health Services, Inc.  
Accurate Nurse Staffing, LLC  
Active Day of Franklin  
Adaptive Medical Marketing, Inc.  
ADT, LLC  
Advance Home Care, LLC  
Advanced Medical Equipment  
Affinity Healthcare Solutions  
Affinity Homecare Solutions, LLC  
Agape Home Health Services, Inc.  
Ahler's Catering  
Algo Termite & Pest Control  
Align Home Health  
All About Homecare Services, LLC  
Alliance Healthcare Partners, LLC  
Alzheimer's Association Miami Valley Chapter  
Amadyss Healthcare and Training Services  
Amazing Grace Home Care, LLC  
American Nursing Care, Inc.  
Ameripass Home Healthcare, LLC  
Angels of Ohio  
Anointed Helpers Home Care, LLC  
AnswerCare, LLC  
Arcadia Home Care and Staffing  
Arch Home Care  
Assisted Care by Black Stone of Dayton, LLC  
Assistive Solutions  
Aylin Six Angel's Care, Inc.  
**B** Baby Boomers Home Health Care, LLC  
Bed Bug Burners

Bee Safe Transportation  
Better Living Home Health & Medical Supplies  
Blu Diamond Home Care  
BlueGreen Home Health Care, LLC  
Board of Shelby County Commissioners for Adult Day Services of Shelby County and Nutrition Services of Shelby County  
Bonetta F. Dennis  
Bridges Community Action Partnership  
Brightstar Healthcare of Dayton  
Brookdale Beavercreek  
Brookdale Buck Creek  
Brookdale Centennial Park  
Brookdale Kettering  
**C** Capital Home Health, Inc.  
CarePlus Home Healthcare, LLC  
CareStaff Ohio Home Health Services, LLC  
CareStar, Inc.  
Caring 4 You Home Care Services  
Caring Hands Home Care  
Cassandra L. Powers  
Catholic Social Services - Sidney branch  
Catholic Social Services of the Miami Valley  
Centerville Place Assisted Living  
Champaign County of Board Commissioners for Champaign Transit System  
Cheryl E. Tucker  
City of Sidney/Shelby Public Transit  
Clossman Catering, LLC  
Columbus Global Home Health Services, Inc.  
ComForCare Senior Services  
Comfort Keepers, Inc.  
Community Mercy Home Care Services of Springfield  
Compass Home Care of Southwest Ohio  
Complete Care Living, Inc.  
ConnectAmerica.com, LLC  
Connie Henry  
Constant Care Home Health Services  
Critical Signal Technologies, Inc.  
Cura Care Corp.  
Custom Home Elevator And Lift Co., Inc.

**D** Dayaway  
Dedicated Nursing Associates, Inc.  
Developing Angels  
Diane K. Smith  
Duraline Medical Products  
Dynamic Senior Solutions, LLC  
**E** Eaglewood Village  
Easter Seals Adult Day Services - Clark County  
Easter Seals Adult Day Services - Montgomery County  
Elmcroft of Washington Township  
Elmcroft of Xenia  
EMS Global Healthcare, Ltd.  
Excel Developmental Services  
Excel Home Health Care  
Extended Hearts  
**F** Fairborn Senior Citizens Association  
Family and Community Services, Inc.  
Family Service Association  
Fidelity Health Care  
First Community Health Services, LLC  
First Step Development Group  
FirstLight Homecare  
Forest Glen Health Campus  
Friendly Care Agency  
Friendly Care, Inc.  
Friends Care Community  
Friendship Village  
Future Home Care, LLC  
**G** Gabriel Staffing Associates, Ltd.  
Get There Safe, LLC  
Global Meals  
GoJo Medical, Inc.  
Good Remedy Home Healthcare, LLC  
GoodLife Homecare Services, LLC  
Goodwill Easter Seals Miami Valley-Beavercreek  
Goodwill Easter Seals Miami Valley-Kettering  
Goodwill Easter Seals Miami Valley-Springfield  
Grace Home Healthcare Services, Inc.  
Graceful Transportation  
Greene County Council on Aging  
Greene Respiratory Services, Inc.  
Guardian Medical Monitoring

# who help us help others

**H** Halsom  
 Healing Springs Med-Care, LLC  
 Healing Touch Agency, LLC  
 Healthcom, Inc.  
 Hearth and Home  
 Hearts of Passion  
 Hearts on Call  
 Helping Hand Home Care Services, LLC  
 Hillside Assisted Living  
 Hock's Vandalia Pharmacy  
 Home Products for Seniors  
 Home State Healthcare  
 Homecare Network  
 HomeSense Enterprises, LLC  
 HomeSite Home Health Care  
 Hope Care Team, LLC  
 Hope Home Care, LLC

**I** INA Home Care  
 Interim Health Care of Dayton, Inc.  
 International Elderly Care Group, LLC  
 International Quality Healthcare

**J** J & B Medical Supply Co., Inc.  
 J & K In Home Care, Inc.  
 Jennifer Martin  
 Joint Office of Citizen Complaints  
 Judith M. Williams

**K** Kettering Medical Center - Kettering Health Network  
 Kimberly Wolf  
 Knightengales Home Care, LLC

**L** Lady Of Mercy Home Care  
 Ladybug Services, LLC  
 Lakeview Assisted Living  
 LAM Home Health Care, LLC  
 LaTrisha Benson  
 Laurelwood Senior Living  
 Lavender Home Care Solutions, LLC  
 LCD Home Health Agency  
 Lefonda S. McDaniel  
 Legal Aid of Western Ohio, Inc.  
 Liberty Home Health Care  
 LifeCare Alliance  
 Lifeline Systems Company  
 Lisa L. Zehnder  
 Lou A. Fine

**M** Making Brighter Smiles, LLC

Marian A. Galyon  
 Marimart Health Care, LLC  
 Mark Roush  
 Mary Ann Turri  
 Mary L. Verrett  
 Maurice A. McCalister  
 Maxim Health Care Services, Inc.  
 MedScope America Corporation  
 Miami Valley Community Action Partnership  
 Milt's Termite & Pest Control  
 Mom's Meals  
 Moonstar Transportation Home Health Services

**N** National Church Residences Legacy Village  
 NCR Home & Community Services  
 Central Ohio Health

**O** Oakwood Village  
 Ohio HealthCare Plus, LLC  
 Ohio Home Health Care, Inc.  
 Ohio Living Home Health-Greater Dayton  
 On Call, Inc.

**P** Patricia Middlebrook  
 People Working Cooperatively  
 Perspective Home Care, LLC  
 Phoenix Home Care Passport Program, Inc.  
 Pkm: Life Transitions, LLC  
 Plunkett's Pest Control, Inc.  
 Point to Point Transportation  
 Preble County Council on Aging, Inc.  
 Precious C. Morrow  
 Precious Life Center/Services  
 Preferred Senior Transportation, LLC  
 Premier Home Care Corp.  
 PremierFirst Home Health Care  
 Prime Home Care, LLC  
 Professional Home Health Care 2, Inc.

**Q** Quality Care  
 Queen City Med Mart, Inc.  
 Quinton L. Alstork

**R** Rebuilding Together  
 Reliable Health Care Plus, LLC  
 Reliance Home Health Care, LLC  
 Rhonda Martin  
 Rose Edmondson

Roxanne Dixon  
 RTC Industries, Inc.

**S** Sanctuary at Wilmington Place  
 Selective Nursing, LLC  
 Senior Helpers  
 Senior Resource Connection  
 Serenity Home Healthcare Services, LLC  
 Siena Woods  
 Simply EZ-Home Delivered Meals  
 Sochi Home Health Agency  
 Spring Hills Singing Woods  
 Springfield Manor  
 Springfield, ALF  
 St. Leonard's Assisted Living  
 State Health Care, Ltd.  
 Stateline Medical, Inc.  
 Suman Goel

Sunrise Center for Adults, Inc.  
 Supreme Touch Home Health Services Corp.  
 Sycamore Glen Retirement Community  
 Synergy Home Care of South Dayton

**T** Tatiana's Home Care, LLC  
 Team Us Togetherness Love Conquers All  
 The Cottages of Clayton, Inc.  
 There and Back Transportation Services, LLC  
 Timesmith Consulting  
 Today Center for Adults  
 Travel with Serenity  
 Trinity Community

**U** United Rehabilitation Services  
 United Senior Services  
 Universal Transportation Systems

**V** Valley Transport, LLC  
 Vancrest of New Carlisle, LLC  
 Vizion One, Inc.  
 VRI  
 Wellcare Home Health

**W** Wesley Community Services  
 Wings of Love Services, LLC

**X** Xenia Adult Recreation & Services Center

**Z** Ziks Family Pharmacy, Inc.  
 Ziks Home Healthcare, LLC



# Advisory Council

The 27 volunteer members of our Advisory Council help support us as the resource on aging in our nine-county region. Three representatives from each of our nine counties advise the Agency on development and coordination of community-based systems of services for all older persons in our region. They also provide recommendations to the Board of Trustees on distribution of federal and state funds.

## OFFICERS



**Charles Morris**  
*Chairperson*



**Laura Haverkos**  
*Vice Chairperson*

## MEMBERS

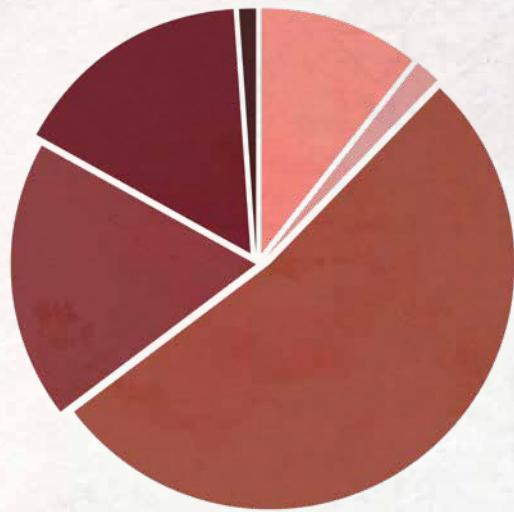
Champaign County	Greene County	Montgomery County
Stacy Barnhart	Linda Konz	Quiana Bickham
Bill Miller	Suzanne Patterson	Charles Holderman
Amber Spence	Eric Winston, Ph.D.	Debbie Nelson
Clark County	Logan County	Preble County
Bonnie Hitchcock	Patricia DePasquale	Anna Carlson
Glen Massie	Laura Haverkos	Teresa Freeman
Charles Morris	Linda Wilcox	Doris Pollet
Darke County	Miami County	Shelby County
Lauren Henry	Beth Bell	Rachel Hale
Christena Sharp	Heather Bolton	Jenica Huelskamp
Megan Stull	Randy Earl	Shelia Nuss



# Revenue & Expenses

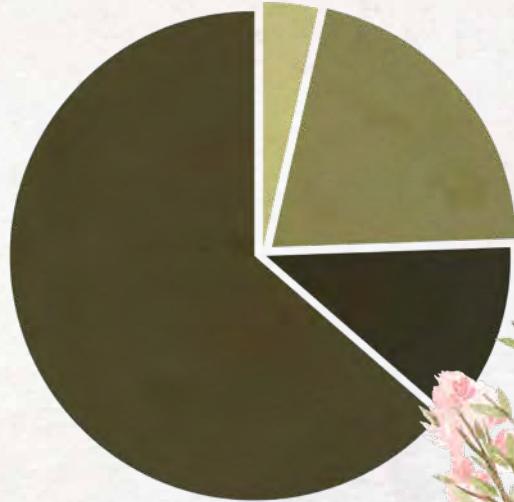
## support & revenue

	2018*	2019*
<b>Federal Funds</b>	\$5,036,693	\$5,169,921
<b>State Funds</b>	\$906,695	\$865,726
<b>PASSPORT / Assisted living</b>	\$27,030,550	\$25,553,498
<b>Levy Services</b>	\$8,797,941	\$8,797,941
<b>MyCare Ohio</b>	\$7,557,518	\$7,827,258
<b>Other (including interest)</b>	\$390,172	\$408,149
<b>Total</b>	<b>\$49,719,569**</b>	<b>\$48,622,493*</b>



## expenditures

	2018*	2019*
<b>Administration</b>	\$1,776,676	\$1,779,858
<b>Direct Service Operations</b>	\$9,381,084	\$9,664,803
<b>Purchased Community Services</b>	\$5,414,431	\$5,490,398
<b>Purchased Home Care Services</b>	\$30,949,814	\$29,443,645
<b>Total</b>	<b>\$47,522,005</b>	<b>\$46,378,704</b>



\*Unaudited

\*\*Services for those in MyCare Ohio are paid directly by the member's healthcare plan.

Funded in part by a Title III grant under the Older Americans Act administered by the Ohio Department of Aging through the Area Agency on Aging, PSA 2. The Area Agency on Aging is nondiscriminatory in services and employment.





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