

PSA 3 AGENCY ON AGING 2009 ANNUAL REPORT

Presented to Board of Trustees on June 22, 2010

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Our Agency

PSA 3 Agency on Aging is a private, non-profit 501 C (3) corporation, organized and designated by the State of Ohio to be the planning, coordinating and administrative agency for federal and state aging programs in Allen, Auglaize, Mercer, Van Wert, Putnam, Hancock and Hardin Counties. It is one of twelve area agencies on aging in the state organized together with local service providers and the Ohio Department of Aging to form the state's public aging network. The network collaborates to create opportunities for older Ohioans to receive needed services to age successfully in their own homes and communities. PSA 3 initiates and maintains services largely through contracts with local service providers. The Agency contracted with more than 165 different organizations in

Our Mission

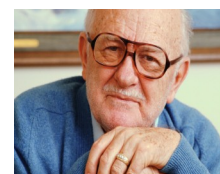
To provide information and access to quality services that enhance dignity and independence.

2009 to provide different services to address the needs of the community's older population. The Agency also monitors service providers to ensure services are delivered with quality and efficiency.

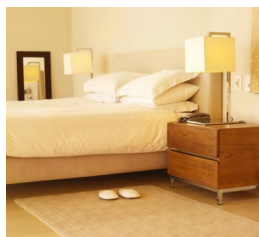
PSA 3 Agency on Aging administers a wide variety of federal, state, local and private funds that support home and community based services and programs. This report will spotlight our major funding sources including Title III of the Older Americans Act; federal and state Medicaid Programs; and state Senior Community Service funds. These funds are distributed by the Administration on Aging; the Ohio Department of Job and Family Services; and the Ohio Department of Aging.



Working Together for Strong, Healthy and Supportive Communities



Medicaid Program: PASSPORT



Passport is a Medicaid waiver program that provides screening, assessment, information and assistance, care management and in-home services to low income, frail older adults who would likely have to enter a nursing home. Services such as personal care, homemaking, home delivered meals, and equipment are brought into the consumers home to support them. Scripps Gerontology Center of Miami University issued its report concluding that PASSPORT is "cost-effective, appropriately targeted,

quality oriented, thoroughly monitored and consumer responsive."

PASSPORT is also responsible for the Pre-Admission Review process that determines the level of care for persons who want to enter a nursing home. In July 2009, PSA 3 was awarded the state-wide contract to provide weekend and holiday Preadmission Review coverage resulting in an additional \$58,000 being awarded to the agency.

Statistics:
Information/Assistance
 2008: 3,444 2009: 2173
Assessments
 2008: 1,893 2009: 2,958
Enrollments
 2008: 255 2009: 256
Pre-Admission Review
 2008: 5,592 2009: 6,219

Medicaid Program: Assisted Living



Assisted Living began in July of 2006 and provides services in certified residential care facilities. The program helps those who are able to leave a nursing facility, leave the PASSPORT Program or a home care waiver program, and move into a living arrangement with assistance at their level of need.

Statistics
Assisted Living Enrollees
 2008: 53 2009: 91
Certified Providers
 2008: 12 2009: 20

PSA 3 Agency on Aging is projected to have 70 Enrollees by the end of SFY 2009 in the Assisted Living

Program. In 2009 the program grew beyond projections.

Eight new facilities were certified as providers in 2009. With the availability of new facilities, 91 new consumers were enrolled into the program in 2009.

Medicaid Providers

Our Medicaid Programs have a total of 165 providers. .

Providers By Type:

- 18 ERS
- 22 DME
- 32 PCS/HMK
- 6 Adult Day Service
- 7 Transportation
- 8 Chore/15 Minor Home Mod
- 11 Independent Living

- 4 Home Delivered Meal
- 4 Social Work Counselors
- 7 Nutrition Counselors
- 20 Assisted Livings
- 11 Social Work Counselors

Thank you to our providers who serve our consumers everyday.

Public Policy Representative Cliff Hite & Staff



OLDER AMERICANS ACT (OAA) PROGRAMS

The Older Americans Act (OAA) funds and supports a regional network of specialized providers organized to deliver needed community based services to our regions older population. OAA funds have not increased in 10 years. Of our Title IIIB funds 86% of the dollars are awarded/paid out to our providers.

Throughout 2008 we measured the outcomes of the programs to identify and address major issues. In 2009, based on our data col-

lected throughout 2008, we integrated the OAA Community Services Department with our PASSPORT Program staff creating one department— Senior Options Department. This resulted in a reduction of management and support staff. Those dollars then moved to direct service allowing us to serve in 2009 an additional 396 Home Delivered Meals, 14,757 Congregate Meals, 2,782 Hours of Caregiver Support, 5,284 Hours of Personal Care, and offer 219 hours of Care Management.

Additionally, all consumers now initiate contact with the agency through the Adult Disability Resource Center, have one assessment completed by the agency and receive care management that is consistent with that offered to PASSPORT Consumers through the Senior Options Department.

2009 Statistics:

Home Delivered Meals	80,552
Congregate Meals	56,508
In-Home Respite Hours	5,761
Caregiver Hours	13,169
Personal Care Hours	12,739
Case Management Hours	1,696



LONG TERM CARE OMBUDSMAN PROGRAM

The overall purpose of the ombudsman program is to promote the interests, well-being, and rights of long-term care facility residents and recipients of Home & Community Based Services. The Older Americans Act requires Area Agencies to advocate on behalf of older Americans.

Top 5 Complaint Types

- Discharge planning
- Dignity/Respect—staff attitudes
- Care plan inadequate or not followed
- Exercise choice/civil, consumer rights
- Injury of unknown origin, falls, improper handling

Statistics

- **New cases**
2008: 214 2009: 204
- **Clients served**
2008: 1030 2009: 1200
- **Others served**
2008: 4510 2009: 4925
- **Total # program hours**
2008: 3700 2009: 3683

"For the Sun
Setting is no
Less Beautiful
Than the Sun
Rising....."

HOME REPAIR

Budget	\$ 219,147
Average Cost/Job	\$ 2,918
Jobs Completed	72
Household Members	111
Average Age	72.8
Female	53
Male	19

In 2009 the agency was met with a decrease in Home Repair funding of \$10,900. This resulted in a reduction in the number of jobs completed from 79 in 2008 to 72 in 2009.

Ohio Benefits Bank

In 2009 staff are trained on how to utilize the Ohio Benefits Bank to assist families and accessing services.

- 108 Clients were assisted with applications for HEAP, Golden Buckeye, Medicaid, Healthy Start, and Food stamps. 32 of those also assisted with tax preparation.
- 111 Household Members

OSHIP Activities

- 2008: 26 people were assisted with insurance/Medicare related issues.
- 2009: 581 people were assisted with insurance/Medicare related issues.

PSA 3 Agency on Aging 2009 FUND REPORTS

<u>FUND CATEGORY</u>	<u>INCOME</u>	<u>FUND CATEGORY</u>	<u>EXPENSE</u>
ELDER JUSTICE	1,725.00	ELDER JUSTICE	993.02
EVIDENCE BASED PREVENTION	5,844.00	EVIDENCE BASED PREVENTION	5,844.00
OBB	4,577.00	OBB	4,149.07
VERIZON GRANT	3,000.00	VERIZON GRANT	3,000.00
MIPPA - AOA - AAA	5,076.00	MIPPA - AOA - AAA	2,774.80
MIPPA - AOA - ADRC	1,327.00	MIPPA - AOA - ADRC	1,307.28
MIPPA - CMS - AAA	1,630.00	MIPPA - CMS - AAA	1,305.72
MIPPA - CMS - ADRC	763.69	MIPPA - CMS - ADRC	763.69
PSA 8 DIETICIAN	2,325.00	PSA 8 DIETICIAN	1,905.86
HEAP	12,684.00	HEAP	12,684.00
IIIA ADMINISTRATION 93.045	228,354.00	IIIA ADMINISTRATION 93.045	220,667.73
IIIB SOCIAL SERV/TRAIN 93.044	453,863.50	IIIB SOCIAL SERV/TRAIN 93.044	427,536.11
ELDER ABUSE 93.041	7,613.00	ELDER ABUSE 93.041	7,613.00
IIIC1 CONGREGATE 93.045	413,415.00	IIIC1 CONGREGATE 93.045	378,665.50
IIIC2 HOME DEL MEAL 93.045	385,362.75	IIIC2 HOME DEL MEAL 93.045	394,158.61
IIID HEALTH RELATED 93.043	24,482.00	IIID HEALTH RELATED 93.043	23,642.85
HOUSING TRUST FUND (ODD)	136,010.00	HOUSING TRUST FUND (ODD)	136,009.79
RSC (REHAB SERVICES COM)	32,471.63	RSC (REHAB SERVICES COM)	32,992.28
UNITED WAY	38,505.03	UNITED WAY	34,940.25
HOMECARE LTC	35,327.00	HOMECARE LTC	35,327.00
BED FEE LTC	35,718.00	BED FEE LTC	35,718.00
ALZHEIMER'S RESPITE	115,396.14	ALZHEIMER'S RESPITE	100,485.83
BLOCK GRANT	384,592.00	BLOCK GRANT	384,592.00
HOME CHOICE	78,590.82	HOME CHOICE	36,217.02
AGING NETWORK ADMIN	90,052.00	AGING NETWORK ADMIN	90,052.00
RSS	10,364.48	RSS	10,364.48
TITLE VII (OMBUDSMAN)	7,526.00	TITLE VII (OMBUDSMAN)	7,526.00
OMBUDSMAN SUPPORT	39,310.00	OMBUDSMAN SUPPORT	65,095.82
IIIE CG SUPPORT	18,356.00	IIIE CG SUPPORT	17,805.35
IIIE CGS SERVICES	170,011.00	IIIE CGS SERVICES	165,779.92
BEHAVIORAL HEALTH	2,500.00	BEHAVIORAL HEALTH	2,500.00
ARRA CONGREGATE	41,418.00	ARRA CONGREGATE	5,017.75
ARRA HOME DELIVERED	20,390.00	ARRA HOME DELIVERED	15,723.50
PASSPORT	6,611,784.16	PASSPORT	6,642,115.79
ASSISTED LIVING	1,840,333.93	ASSISTED LIVING	1,836,758.33
LOCAL(1)	3,637.55	LOCAL(1)	16,893.10
LOCAL LTC	253.57	LOCAL LTC	220.00
TRAINING	6,834.53	TRAINING	4,261.53
LOCAL(2)	950.86	LOCAL(2)	1,155.89
CONGREGATE PI	57,539.70	CONGREGATE PI	51,539.08
HOME DELIVERED PI	100,554.75	HOME DELIVERED PI	84,099.74
EMERGENCY HOME REPAIR MATCH	37,950.00	EMERGENCY HOME REPAIR MATCH	39,530.00
I.L. - LOCAL DONATIONS	1,288.52	I.L. - LOCAL DONATIONS	1,480.42
FARMER'S MARKET	1,294.50	FARMER'S MARKET	218.78
Managed Services	4,321.00	Managed Services	0.00
ALZHEIMER'S RESPITE PI	1,235.00	ALZHEIMER'S RESPITE PI	0.00
CAREGIVERS SUPPORT PI	1,635.00	CAREGIVERS SUPPORT PI	0.00
LOCAL SPONSORSHIPS	<u>20,340.79</u>	LOCAL SPONSORSHIPS	<u>13.96</u>
	<u>11,498,533.90</u>		<u>11,341,444.85</u>