The number of older adults and individuals with disabilities continues to grow in the central Ohio region. With that growth comes tremendous increases in the need for home and community-based services along with increased need for funding and workforce supports. While we are federally mandated to provide, fund, and advocate for aging and disability services – a responsibility that we proudly uphold – our dedication and work toward helping older adults and individuals with disabilities goes far beyond what is required.

We are in the homes of thousands of individuals across eight counties, working hard to coordinate timely and respectful supportive services. We monitor providers to ensure high-quality service provision. We analyze and distribute millions of dollars in direct care services. We fund local nonprofit organizations, programs, and other events through millions of dollars in community investments. We advocate with elected officials, policymakers, and other decision-making bodies to ensure that older and disabled central Ohioans are able to age how and where they want to. In an environment of constant change, this is no small task. Our work is achieved through a growing team of licensed social workers, registered nurses, and care coordination assistants as well as technology, fiscal, outreach, communications, and operations professionals.

Working in this field is challenging, but it is also extremely rewarding and ripe for innovation. I am proud to work among the talented, dedicated, and passionate staff in this agency as we build the future of aging and disability services in central Ohio.

It is my great pleasure to present the COAAA 2022 Annual Report.

Sincerely,

Katie White
Katie White, COAAA Administrator
**Mission**

The mission of Central Ohio Area Agency on Aging is to inform and support people as they navigate the experience of aging or disability.

**Vision**

The vision of Central Ohio Area Agency on Aging is for individuals and families to have knowledge and access to the information and resources they need to live with independence and dignity.

**About COAAA**

COAAA helps older adults and individuals with disabilities live safely and independently in their homes for as long as possible. With the assistance of area providers, COAAA arranges and coordinates in-home services to help people with daily living needs, including homemaking, transportation, home-delivered meals, and personal care. COAAA educates caregivers, professionals, and the public on a number of aging issues and advocates for programs and policies at the local, state, and federal level that benefit older adults and individuals with disabilities.

COAAA is one of 12 Area Agencies on Aging (AAA) in Ohio and one of 622 in the United States. AAAs were established under the Older Americans Act in 1973 to respond to the needs of Americans 60 and older. COAAA started in 1974 with 10 employees.

**COAAA 8-County Service Area**
Total COAAA Staff – 382

Number of Employees
End of Year Count for 2012-2022

2022 Staff by Category

- Case Management, 67%
- Assessment, 8%
- Screening, 5%
- SRS, 3%
- Provider Relations, 3%
- Operations, 5%
- Other, 4%
- Information, 3%

- 265 Social Workers
- 39 Registered Nurses

2012: 166
2013: 172
2014: 196
2015: 247
2016: 276
2017: 289
2018: 315
2019: 338
2020: 364
2021: 377
2022: 382
COAAA Financials

### Revenue

- Federal, 82.5%
- County, 3.7%
- City, 0.23%
- Contracts, 11.4%
- Miscellaneous, 1.3%

### Expenses

- Provider Payment for Direct Services, 72.4%
- COAAA Case Management, 24.47%
- COAAA Administrative Expenses, 3.11%

### Community Investment Across 8 Counties

<table>
<thead>
<tr>
<th>Service</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Older Americans Act Title III funds to community organizations</td>
<td>$6,096,942</td>
</tr>
<tr>
<td>Alzheimer’s Respite/Caregiver Support</td>
<td>$284,836</td>
</tr>
<tr>
<td>Housing Assistance &amp; Stabilization</td>
<td>$255,975</td>
</tr>
<tr>
<td>Translation &amp; Interpretation Services</td>
<td>$285,975</td>
</tr>
<tr>
<td>Community Events and Sponsorship</td>
<td>$18,300</td>
</tr>
</tbody>
</table>
COAAA provides case management for long-term care services that give individuals choice and dignity to live independently in their home. Whether it’s personal care, homemaking, transportation, or home-delivered meals, COAAA coordinates a care plan to meet a person’s specific needs.

PASSPORT - provides in-home services for individuals 60-plus as an alternative to nursing home care.

Assisted Living Waiver - pays for care costs in an approved assisted living facility. Individuals are responsible for room and board. Must be 21 or older.

MyCare Ohio - services are similar to PASSPORT and are delivered to consumers living in five counties: Delaware, Franklin, Madison, Pickaway, and Union.

Specialized Recovery Services - helps people with mental illness, chronic conditions, or who are on the solid organ or soft tissue transplant waiting list. Must be 21 or older.

Ohio Home Care Waiver - meets the needs of financially eligible children and adults who have significant medical needs and are at risk of institutionalization. Must be 59 or younger.

Franklin County Senior Options - property tax levy program that connects 60-plus Franklin County residents to in-home services.

Number of people served in each program between 2018-2022

<table>
<thead>
<tr>
<th>Program</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>PASSPORT &amp; Assisted Living Waiver</td>
<td>3030</td>
<td>3209</td>
<td>3688</td>
<td>5055</td>
<td>4858</td>
</tr>
<tr>
<td>MyCare Ohio</td>
<td>4045</td>
<td>4207</td>
<td>4657</td>
<td>5719</td>
<td>4887</td>
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<tr>
<td>Franklin County Senior Options</td>
<td>1561</td>
<td>1602</td>
<td>2440</td>
<td>1575</td>
<td>1812</td>
</tr>
<tr>
<td>Ohio Home Care Waiver &amp; Specialized Recovery Services</td>
<td>1270</td>
<td>1470</td>
<td>1695</td>
<td>2355</td>
<td>2456</td>
</tr>
</tbody>
</table>

Total Consumers Served

- 2018: 7,500
- 2019: 10,000
- 2020: 12,500
- 2021: 15,000
- 2022: 17,500
Screening & Assessment

COAAA’s Screening Department assists callers by providing information and referrals to a variety of community resources, including in-home services such as homemaking, home-delivered meals, personal care and transportation. Screening determines preliminary eligibility for PASSPORT, Assisted Living Waiver, and the Ohio Home Care Waiver. Referrals to managed care programs (MyCare Ohio) come from the managed care organization.

Once preliminary eligibility is determined, COAAA’s Assessment team follows up with an in-person appointment to determine eligibility for COAAA and MyCare Ohio waiver services. Even if someone doesn’t qualify for COAAA programs, the agency will refer individuals to the best resource to meet the person’s needs. Screening and Assessment served 6,964 people in 2022.

Information & Referral

COAAA’s Information and Referral Department refers callers to various local resources for a number of needs that may include affordable senior housing, respite care, in-home services, financial assistance, prescription drug assistance, support groups, caregiver support, rental assistance, home repair, utility assistance, and transportation.

Provider Relations

In-home service providers who want to offer services for certain programs – PASSPORT, Assisted Living, and the Older Americans Act – must be certified by the Ohio Department of Aging. Once certified, COAAA’s Provider Relations team ensures compliance with program requirements and service specifications. Reviews are conducted annually and support and technical assistance is always available.

Providers can range in size and structure, from corporate entities that provide home health care, skilled nursing, and personal care to small businesses that offer specialized services, including chore, pest control, and wheelchair ramp installation.

In 2022, Provider Relations monitored a combined 612 providers for the following programs:

- **PASSPORT - 445**
- **Participant-directed - 98**
- **Assisted Living - 47**
- **Title III - 22**
The National Family Caregiver Support Program at COAAA helps caregivers cope with and manage complex caregiving issues. Whether it’s navigating financial assistance programs for long-term care, providing emotional support, counseling families through challenging caregiver issues, or referring individuals to services that provide temporary relief, such as respite care, COAAA helps caregivers with a variety of needs. No financial criteria is required but the caregiver must be assisting someone 55 or older who needs help with two daily living activities, such as bathing, dressing, or mobility.

Included in COAAA’s caregiver services is a partnership with Trualta, which is a personal, no-cost website that offers information and training that supports family members caring for loved ones living at home.

COAAA also offers support groups for those caring for someone with dementia. Participants share experiences, learn about coping strategies, and gain knowledge about available resources. COAAA served 368 people through 42 dementia support groups in 2022.

COAAA offers presentations and workshops for community groups and organizations that cover a number of aging topics. COAAA engaged approximately 2,200 people in 2022 through the following programs:

**A Matter of Balance** - a falls management program emphasizing ways to reduce the fear of falling and increase activity levels in older adults.

**The Caregiver Toolbox** - workshop series that addresses caregiver challenges that may be experienced by someone caring for an older adult or person with a disability.

**Healthy, Well & Wise** - program that offers one-hour talks for groups or businesses and addresses health and safety issues for older adults and their families.

**Medicare Presentations** - workshops that offer unbiased information to help Medicare beneficiaries make informed decisions.

**Professional Education** - workshops that offer approved and affordable continuing education credits to professionals in the aging field.

**DRIVE** - training program for drivers who regularly transport passengers with unique needs.
COAAA’s Volunteer Guardian Program (VGP) matches nursing home residents with legal volunteer guardians through the probate courts. VGP recruits, trains, and provides ongoing support to volunteers. Guardians make medical, placement, and quality of life decisions with or for the person they serve. Individuals served in VGP have lost the ability to do this for themselves, often due to aging-related illness or mental health impairment. Volunteers do not manage the person’s finances. VGP volunteers served 1,955 hours and made 1,436 visits in 2022. Approximately 109 individuals are served through VGP in six counties: Delaware, Fairfield, Fayette, Franklin, Licking, and Pickaway.

**Care Transitions**

Registered nurses (RNs) in Care Transitions work with recently discharged hospital patients during a 30- to 60-day intervention to identify ways to avoid hospital readmission. They review the patient’s medication plan to ensure the medicine they’re taking corresponds with the doctor’s prescription. RNs look for other factors that could lead to readmission, such as complications from chronic health conditions, including COPD, congestive heart disease, hypertension, and diabetes. They conduct social determinants of health screenings, which identify economic, health, and social factors that could lead to readmission. In 2022, 336 individuals received home visits. Readmission rates were reduced to 8% in 2022 from 16% when the program started in 2018.

**SPARC (Specialized Program Assessing Resource Connectivity)**

SPARC is a partnership with the Columbus Division of Fire. The program partners COAAA social workers with paramedics in an effort to connect high volume users of emergency services to consistent medical and supportive care. Approximately 2,000 people were referred by SPARC in 2022 and roughly 10,000 have been referred since the start of the program in 2018.
Aging Solutions – COAAA’s nonprofit – provides funds to COAAA consumers for emergencies not covered by insurance or other public or private resources. The foundation provides emergency financial assistance for one-time rent, security deposits, utilities, food, medical purchases, safety repairs, microwaves, space heaters, and other essential support.

Individuals can support Aging Solutions by purchasing items from our wish lists, which include cleaning supplies, personal hygiene items, and other household items that are beyond the budget of many individuals receiving services through COAAA.

**Total Aging Solutions Funding in 2022: $41,500**
- **450** consumers received assistance
- **200** consumers received assistance with funding requests
- **80** received microwaves, space heaters, vacuums ($6,000 value)
- Approximately **150-plus** consumers received assistance valued at **$2,500** through the wish lists

**Friendly Caller Volunteer Program**

COAAA’s Friendly Caller Volunteer Program matches a volunteer with an individual who receives services through COAAA for friendly chats. Sometimes an older adult or person with a disability would like additional social interaction, and this program is designed to connect them with a community volunteer for six months of friendly calls. These calls are expected to last around 15 minutes once per week or once every other week. Volunteers receive training and ongoing support.

**Nesterly (Homesharing Program)**

Nesterly is an innovative homesharing tool that addresses two challenging issues: housing affordability and aging in place. Nesterly’s secure technology makes it safe and convenient for homeowners to rent a spare room to a student, a young professional, and others interested in lower cost, longer term living options. Nesterly’s homesharing platform helps housemates connect over common interests and facilitates the ability to exchange a portion of rental payments for help with grocery shopping, dog walking, yard work, tech support, and more.
The following is a quote from an individual who recently received help through COAAA.

“Thank you so very much, not just for these incredibly helpful references but also for understanding my dilemma. I had no idea where to turn, but you gave me direction--and hope.”