



2012 ANNUAL REPORT

The Way Forward

Area
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on
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10B Inc.

THE WAY FORWARD:

2012 Area Agency on Aging Annual Report

Through the years, we have used our Annual Report to communicate our Strategic Vision. In our opening letter in the past, we have identified key Medicaid long term care policy issues facing Ohio:

- How do we define consumer choice in long term care?
- How do we build the middle of the long term care continuum?
- How do we integrate medical and long term care services?

Historically, Medicaid has been two distinct programs, health care for the indigent and long term care. In 2012, the Ohio Governor's Office of Health Transformation (OHT) attempted to address these key policy questions with the development of the Integrated Care Delivery System (ICDS). This pilot program eliminates silos for dual eligibles, those accessing Medicare and Medicaid. The creation of the ICDS was facilitated by health care reform at the national level through the Affordable Care Act. This pilot will integrate services through Managed Care Organizations, providing medical care, behavioral health, and long term care and social supports.

These changes predicate a massive paradigm shift for Ohio's Area Agencies on Aging in the seven urban ICDS regions. Historically, Area Agencies on Aging (AAA) have operated as an extension of State government. AAA's will evolve toward a risk/reward system for a core business function, care management. We must embrace this paradigm shift with creative solutions to current challenges, and change our structure and processes to position ourselves now and in the future. We must maximize our ability to fulfill our mission by improving upon efficiencies and growing our business. These changes function as a backdrop for discussion of our strategic vision and guides planning related to both our Advocacy and Business Initiatives.

OUR ADVOCACY AND BUSINESS INITIATIVES

In this report, we will examine opportunities to expand our role through Our Advocacy Initiative at the national and state level as well as in our region. These roles include the "front door" to long term care, care management, provider network management, and advocating for older adults. Also in this report, we will discuss our Business Initiatives designed to grow the depth and breadth of our role both inside and outside of the new ICDS.



Joseph L. Ruby, President & CEO, and Willard P. Roderick, Chairman of the Area Agency on Aging.

Against the backdrop of our Advocacy and Business Initiatives, The Way Forward, our FY11-14 Strategic Vision, is structured into four cornerstones:

- Our Consumer Plan: Make Consumer Choice a Reality in Long Term Care
- Our People Plan: Work Together
- Our Quality Plan: Build It Better
- Our Financial Plan: Invest In the Future

Going forward, we must:

- Be driven by challenge, not by expectation;
- Be motivated by innovation, not convention;
- Embrace change and be the architect of our future; and
- Work better together, build on each other's strengths, find efficiencies through partnership, share costs and spread risk across maximum lives.

And, most importantly, we must SERVE.

Willard P. Roderick

Willard P. Roderick | Chairman



Joseph L. Ruby | President & CEO



AGENCY MISSION:
The Area Agency on Aging provides older adults and their caregivers long term care choices and consumer protection and education so they can achieve the highest possible quality of life.

AGENCY VISION:
The Area Agency on Aging will be the preferred long term care management organization for older adults across all care settings.



Advocacy. Action. Answers on Aging.



Advocacy. Action. Answers on Aging.



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OUR CONSUMER PLAN

MAKE CONSUMER CHOICE A REALITY IN LONG TERM CARE

Our Consumer Plan advances our efforts to ensure older adults, caregivers, and other loved ones have a choice in long term care and the programs and supports necessary to achieve the highest possible quality of life. We approach this planning from the National, State, and Local perspectives in order to address the challenges and opportunities that stem from each level of government.

We continue to support other n4a priorities, all aimed at positively impacting older adult life through federal policy. These include enhancing the health of older adults, creating livable communities, senior mobility options, and integrating long term care services and supports through AAAs with healthcare through Managed Care Organizations (MCO). In a major advocacy success, many AAAs have received Community Care Transitions Program (CCTP) awards through the U.S. Centers for Medicare and Medicaid (CMS). CCTP is designed to reduce avoidable readmission to hospitals for Medicare

person-centered care plans. **We will advocate to secure and expand our role in front-door services, enhancing our offerings to include all adults with physical disabilities.**

Our provider network management co-workers maintain and monitor the direct care provider network of over 200 partner organizations which supply the services needed by our PASSPORT, Assisted Living, and Care Coordination members. We will continue our role as the provider network manager for PASSPORT and Assisted Living. **We will offer provider network management services to CareSource and United Healthcare as part of the ICDS (discussed further in Our People Plan). To ensure there are adequate housing options for older adults, we will work with our MCO partners to “build the middle” of the long term care continuum.**

O4a has partnered with key stakeholders like AARP to convince state policymakers to secure our care management role in the state’s dual eligible health reform effort, the Integrated Care Delivery System (ICDS). AAAs will continue to administer the PASSPORT and Assisted Living programs for Medicaid beneficiaries not eligible for Medicare, and therefore not included in the ICDS. In our region, roughly 15% of our current 4,300+ members are eligible for Medicaid only. **We will work with o4a to expand our care management role to include adults with physical disabilities.**

We will advocate to secure and expand our role in front door services, enhancing our offerings to include all adults with physical disabilities.



AT THE NATIONAL LEVEL

The national aging network of Area Agencies on Aging (AAA) was created by the Older American’s Act (OAA). Not only does the OAA statutorily create Area Agencies on Aging as advocates for older adults, but also provides access to services such as home-delivered meals, personal care assistance, transportation, information and assistance, and legal aid. These services assist elders at risk of permanent nursing home placement but unable to access Medicaid long term care services such as PASSPORT. The OAA and the services it provides are extremely popular, but in an environment of fiscal austerity and debt debate, funding for these programs is in jeopardy.

The National Association of Area Agencies on Aging (n4a) has been our advocacy arm at the federal level, providing consistent messaging platforms for all AAAs as we speak for older adults and their caregivers. We have continued to work with n4a to empower grassroots advocates with effective tools and training, encouraging them to share their stories of how OAA programs allow older Americans to remain in the community, independent with dignity. To ensure these vital programs remain solvent, **we will work with n4a to advocate for the reauthorization of the Older American’s Act, with appropriations adequate to meet the growing demand for service.**

beneficiaries (discussed in depth in Our People Plan further in this document). **We will advocate for the inclusion of an Area Agency on Aging led CCTP as a permanent Medicare benefit.**

IN OHIO

Ohio is in the midst of another biennium budget development process. Public policy direction is defined through this budget process. Ohio Association of Area Agencies on Aging (o4a) are consistently advocating for adequate resources to meet the demand of a “graying” Ohio. **We will utilize our advocacy network through o4a to educate elected officials to the benefits of investing in these services for Ohio’s older adults. We will redesign how we engage our advocacy partners to better include those who do not have access to our web-based systems.**

An example of policy created through the State budget is our Aging and Disability Resource Center (ADRC). Our ADRC call center answered over 32,000 calls last year, assisting older adults with information and access to long term care services and supports. Additionally, our Long Term Care Consultation unit was responsible for assisting over 5,500 older adults and their caregivers with in-home assessments and

IN OUR REGION

We have made very little progress in assisting older adults of modest means; those elderly citizens with chronic impairments whose assets preclude them from receiving federal and state governmental assistance yet who are unable to pay for their own care. While over 70 counties out of 88 in Ohio support older adults through senior service levies, there are no levies in our area.

We have reached out to other Area Agencies on Aging to identify their best practices for engaging their communities. We have redesigned and refocused our Areawide and County Councils as grassroots advocates for services to this underserved population. To pave the way for future successful levy campaigns, **we will research the need in our area for services to support older adults of modest means. We will identify the partnerships which facilitated a successful levy campaign in other areas. We will continue to educate the community regarding the needs of older adults of modest means in order to position ourselves for a successful levy campaign in our region.**





OUR PEOPLE PLAN

WORK TOGETHER

Our people plan is focused on an IDEA:

- **IDENTIFYING** key stakeholders;
- **DEVELOPING** relationships;
- **EXPLORING** common interests; and
- **ALIGNING** our efforts to achieve mutually desired outcomes.

Growing strategic partnerships has enabled us to achieve outcomes out of reach on our own. Using this practice of building relationships needed for business development, **we have been able to identify partners which facilitate new opportunities.**

OUR BOARD OF DIRECTORS

Our Board of Directors is the foundation of our success, bringing a diversity of backgrounds and expertise together with a passion for our mission. We have built a Board of leaders in the health care industry. We are grateful to welcome several new members to the Board, including: Samantha Prokop, a Brennan, Manna and Diamond attorney focusing on healthcare and older adult issues; Dr. Nancy Istenes, the Medical Director of Summa Health System's Long-Term and Transitional Care Services and Summa Homecare; and Charles Alderson, Vice President Finance, Regional CFO, Summa Barberton Citizens Hospital and Summa Wadsworth-Rittman Hospital. As a majority of our business moves to a risk/reward model, **we will identify candidates to assist us in developing business strategy.**

OUR CO-WORKERS

We have addressed the impending retirements of Agency leaders with a high potential and succession planning program. Through our pilot, we have identified ways to standardize the mentoring of high potentials with current leaders, creating a meaningful experience for both mentor and protégé. The program created was the subject of a national presentation at the 2012 n4a Conference in Denver, Colorado. We have paired high potentials with executive leadership

including our Vice Presidents of Managed Long Term Care and Elder Rights in order to grow leadership capacity as well as ensure a formal planned succession. To build on this work, **we will finalize succession plans for all remaining areas of executive leadership.**

Our professional training program continues to prepare those working in the field of aging with the educational offerings needed to improve older adult care and support. As new risk/reward-based opportunities arise for new business lines, we must ensure we have

Services (CMS) have offered payment for Community Based Organizations such as Area Agencies on Aging to provide health coaching services to Medicare fee-for-service beneficiaries who are discharging from the hospital. We were chosen to be one of the first seven sites to receive this award nationwide. This selection would not have been possible without our strong partnerships with local hospitals.

Our Community-based Care Transitions Program (CCTP) is a new business line for Area Agencies on Aging, preventing avoidable readmission to the hospital

Transitioning from an extension of State government to a risk/reward based system, **we must position ourselves to offer exceptional Care Management to our ICDS partners, CareSource and United Healthcare.**



adequately trained and prepared our co-workers. We must better align our trainings with strategic initiatives to offer the most relevant curriculum in this dynamic milieu.

We have offered several trainings to assist the professional community such as ethics, mental health issues, and drug addiction and older adults. We have increased attendance 9%, from 1,519 in 2011 to 1,649 in 2012. To continue to grow this business line, **we will develop new partnerships to reach additional audiences, such as clinical counselors and other professionals who care for older adults.**

OUR HOSPITALS

Through the Affordable Care Act, the U.S. Centers for Medicare and Medicaid

through health coaching. This health coaching intervention is an evidence-based patient empowerment method created by Dr. Eric Coleman, a MacArthur "Genius" Fellowship winner in 2012.

We have realized significant success in implementing this program. According to Kaiser Health News, nearly one in five Medicare fee-for-service patients return to the hospital within a month of discharge, costing the government an extra \$17.5 billion in 2010. Since March 2012, we have initiated the CCTP program at 10 partner hospitals, touching 1,100 lives. During this program's implementation, readmission rates for CCTP participants have decreased, both at each hospital and in aggregate from 20% to 12%. In addition to reducing avoidable 30-day readmissions, our intention is to more broadly impact readmissions up to 180 days and beyond as well as avoidable Emergency Department visits. Moving

forward, **we will employ improved patient selection criteria to further reduce avoidable readmissions.**

To enhance our health coaching efforts, we created a streamlined system to permit these frail older adults to access temporary assistance with meals, transportation, and minor home modifications through Older American's Act and State Block Grant funds. This allows us to provide the services immediately following discharge when the need is greatest. **We will evaluate utilization of these services to reduce avoidable 60- and 90-day readmissions.**

OUR NURSING HOME PARTNERS

In 2012 we grew the number of nursing home residents transitioning to home and community based settings through the HOME Choice Program, from 60 in 2011 to 127 in 2012, a 110% increase. Our earnings from this initiative have

grown as well, from \$506,000 in FY11 to \$771,000 in FY12. We have consolidated our nursing home transitions effort under the leadership of our Elder Rights Division. We have held Lean events to reduce wasted time in our HOME Choice Program, utilizing technology and standard supply ordering to cut transition time from more than 30 hours to less than 23 hours per transition, a 23% reduction. To enhance our ability to transition additional nursing home residents, **we will expand partnerships with more nursing homes whose interest align with our efforts to move residents home.**

OUR MANAGED CARE PROVIDERS

Area Agencies on Aging are well-positioned to grow our role in long term care through Ohio's Integrated Care Delivery System (ICDS). Transitioning from an extension of State government to a risk/reward-based system, we must position ourselves to offer exceptional Care Management to our ICDS partners,



Eric A. Coleman, MD, MPH

CareSource and United Healthcare.

We will monitor performance metrics by Care Manager, their team, in aggregate and by provider agency.

These metrics include hospital admission, avoidable hospital readmission,



Mabel Hendricks was able to return home thanks to our HOME Choice program.

emergency department utilization, and discharge to a permanent nursing home placement, member satisfaction, and per member/per month expenditures.

Our partnerships with Managed Care Organizations (MCO) provide additional risk/reward based opportunities. These opportunities include providing our expertise through wellness programs, caregiver support, and care transitions, both acute and from a nursing home. We have worked with our AAA partners in Cleveland and Youngstown through NEOCAAA to hold a statewide summit of content experts from around Ohio to identify best practices in these areas. To continue this work, **we will create standard work for wellness programs, caregiver support, and care transitions, ensuring consistency for our MCO partners, CareSource and United Healthcare.**

OUR DIRECT CARE PROVIDERS

Home-based long term care would not be possible without our strong provider network of over 200 organizations. Both the Affordable Care Act (ACA) and the ICDS have changed the business landscape for our direct care provider network.

Most home health agencies in our provider network provide little if any health insurance benefits to home health aides. By 2014, the ACA will require many of these companies to provide health insurance to such workers. We have held meetings to address this issue. Going forward, **we will facilitate the development of purchasing consortiums for our non-profit and for-profit providers through NEOCAAA.**

Current PASSPORT rules allow for “any willing provider” which meets basic criteria to be included into our network provider panel. Our MCO partners will require a select provider network that can achieve cost and quality outcomes. Further, our MCO partners will prefer home health agencies that provide skilled as well as unskilled services (Medicare/Medicaid certified). To prepare our provider network to succeed in this new environment, **we will work with our MCO partners and our direct care providers to achieve desired member outcomes.**





OUR QUALITY PLAN

BUILD IT BETTER

Our Quality Plan is designed to blend two important business concepts. By using **Continuous Quality Improvement (CQI)** techniques in conjunction with our **Culture of Excellence** customer service initiative, we ensure that our values of exceeding customer expectations are standardized in every process we seek to perfect.

CONTINUOUS QUALITY IMPROVEMENT

Culture is the backbone of our Quality Plan. To build our Continuous Quality Improvement program, we have utilized Lean Process Improvement techniques. We have increased visibility of our CQI program by building dashboards to communicate achievement of performance in real-time using our new co-worker web portal. By aligning this with statistical analysis, we have developed dashboards at the individual co-worker level to monitor several performance metrics correlating to individual achievement. **We will reorganize to create a “business intelligence” function within the Agency to better manage to mutually desired outcomes for our partners.**

The purpose of our CQI program is to improve the care of our Members. We utilize Lean Process Improvement to evaluate every step of a process and eliminate waste. Time savings equal better care for our Members, more efficient work for our co-workers, and a more successful Agency. We continually communicate the savings of successful Lean events to reinforce the importance of finding and removing wasted time in our workday. **We will ensure that all co-workers are Lean Mastery certified.** With our roles expanding both inside the ICDS and outside the ICDS, **we must redouble our efforts to find and lean processes to grow our current functions and build new opportunities.**

GROWING A CULTURE OF EXCELLENCE

We continue to translate the successful customer satisfaction concepts created at the Disney Company into our own internal business processes. We have trained our management in the implementation of culture change, creating internal

brand champions that inculcate culture at all levels. We have ensured that management has hands-on experience with building and maintaining a healthy corporate culture through our local performance cultures. To share best practices in this area, **we will work with our partner Area Agencies on Aging in Cleveland and Youngstown to develop local performance cultures which provide a seamless experience for older adults in Northeast Ohio.**

Our Elder Rights Ombudsmen are instrumental in forwarding “person centered care.” In this role, they advocate for every aspect of care in a nursing home to be guided and focused on the individual rather than the institution. For example, residents expect to have real choice in determining their daily routines, mealtime options and personal choice in bathing. At its most basic, person centered services in long term care mirror the very same choices and options available to anyone



We will create new local performance cultures which target MCO's as our primary customer for care management, caregiver support, transitional care, wellness/disease management and provider network management.

Our Culture of Excellence has directed subculture evolution to provide services that exceed expectations. The good work of our Culture of Excellence is in evidence through our customer satisfaction surveys. Our results show older adults and other stakeholders reporting satisfaction at:

- 95% in our Aging and Disability Resource Center;
- 96% in Long Term Care Consultation;
- 98% in Care Management;
- 96% in Elder Rights; and
- 98% in Educational programs!

We have guided our subculture development or “local performance cultures” through explicit standard work planning, providing tools that allow our co-workers the ability to improve the interaction with our members, internal customers, providers and other key stakeholders. **We will improve communications to enhance our ability to determine member expectations.**

in their own homes. **We must use our Culture of Excellence to impact culture change through the person-centered care movement in nursing homes, guiding resident councils, facility staff, and our volunteers in person-centered empowerment techniques.**

BUILDING A BETTER FUTURE

CareSource and United Healthcare have become our newest customers, and as such, we will need to identify their expectations in order to exceed them. **We will create new local performance cultures which target MCOs as our primary customer for care management, caregiver support, transitional care, wellness/disease management and provider network management.**

This new future provides the perfect time to re-evaluate our current corporate structure as well as our Human Resources Program. To position ourselves for success in a capitated environment, **we will perform a Job Analysis on positions, ensuring we have allocated resources and tasks efficiently.**



OUR FINANCIAL PLAN

INVEST IN THE FUTURE

We further our strategic vision through Our Financial Plan, which identifies required investments to achieve our initiatives.

ENHANCING ACUTE AND NURSING HOME CARE TRANSITIONS

Acute Transitions

Our contract from the U.S. Centers for Medicare and Medicaid (CMS) for Community-based Care Transitions has a finite amount of time allotted to earn our maximum award amount. To ensure we can remain profitable in this endeavor, we have hired six full-time health coaches and a Coleman Master Trainer/Team Leader to facilitate growth in the program, increasing CCTP co-workers from three at the start of the program to 10 by January 2013. **We will continue to grow our health care coaching capacity and extend our contract with CMS through 2017.**

We have built on the momentum created by this CMS award to train clinical co-workers as well as any co-worker with direct older adult contact in Coleman Care Transitions Intervention (CTI). This will enable our co-workers to better empower older adults and their caregivers. We have one co-worker certified as a Coleman Master Trainer. Going forward, **we will ensure that our co-workers who interact with older adults will be Coleman certified.**

Nursing Home Transitions

We continue aligning our nursing home transitions effort with the State of Ohio's HOME Choice initiative to ensure that residents have choice in long term care setting. From July 2009 through November 2012, we have assisted over 275 nursing home residents return to the community. We have invested in a marketing program to ensure that we are the preferred provider of HOME Choice. **We will expand our marketing campaign, finding more effective ways to reach residents and their families. We will evaluate capacity versus demand for Home Choice transitions to determine a need to invest in additional co-workers.**



Understanding the frequent changes to Medicare and caregiving techniques are important to our community.

With the ICDS and entrepreneurial opportunities changing how we approach business, we must invest in IT leadership at NEOCAA and/or at o4a that will ensure investment in the right hardware, software, and computer training programs to support our business initiatives.





Over 1,100 individuals acquired useful information that helped simplify their 2013 Medicare Enrollment choices at the Agency's Medicare Events.

LIMITED LIABILITY CORPORATIONS (LLC) THAT POSITION US TO ACCEPT RISK AND REWARDS

Area Agencies on Aging have worked for years on positioning to accept risk contracts. We have had success in offering assessments to CareSource through Direction Home, the newly named Ohio Association of Area Agencies on Aging LLC. We have been able to work with our peers from Ohio's AAA network to develop standard products and pricing. Through Direction Home, we are negotiating with several MCOs, including Anthem and United Healthcare, for statewide delivery of products outside of the ICDS, including caregiver support, care management, wellness and care transitions. **We will increase our investment to adequately capitalize Direction Home to increase our ability to sell and service new and existing customers.**

We continue to achieve mutual benefit through NEOCAAA, the Northeast Ohio Association of Area Agencies on Aging. Several factors make NEOCAAA more important than ever. Over half of all Ohio dual eligibles reside in Northeast Ohio. Additionally, we share the same MCO partners in the Integrated Care Delivery System (ICDS). Sharing risks

and rewards among NEOCAAA makes good financial sense. **We will create and capitalize a NEOCAAA LLC to spread risk across a greater number of lives.**

By creating a common benefit platform, the Akron/Canton, Cleveland and Youngstown AAAs have saved \$1 million in health insurance costs, and reduced fees and improved investment options in our pension plan. **To further our savings, we will seek to contain health care costs by migrating to a self-funded model. Finally, we will identify "backroom" services that could be consolidated.**

INFORMATION TECHNOLOGY SYSTEM DEVELOPMENT – SUPPORTING A NEW BUSINESS MODEL

The Cincinnati AAA employs several different software systems to assist them in managing to desired outcomes, a process we explored replicating in Akron/Canton. Our IT co-workers have examined best practices to create a system capable of producing performance metrics at the individual and unit levels as well as in aggregate. We have built dashboards which enable us to monitor the outcomes required for success in our new business models. Moving forward, **we will identify additional performance**

metrics needed and invest in IT systems to provide such data in real time.

Ohio's AAA network has talented IT professionals. With the ICDS and entrepreneurial opportunities changing how we approach business, **we must invest in IT leadership at NEOCAAA and/or at o4a that will ensure investment in the right hardware, software, and computer training programs to support our business initiatives.**

REDUCING OUR FOOTPRINT – WORK-FROM-HOME

We have resided in our Green office complex since 1992. Initially, we shared our building with three other tenants. By 2003, we occupied the entire building and considered construction of a larger structure to house our growing operations. Subsequently, we have rethought this strategy. To remain competitive in a changing marketplace, we have expanded our work-from-home pilot in Care Management. Through candid dialogue with our co-workers, we have identified barriers and opportunities to expand this pilot. We have invested in technology such as new computer servers, laptops, fax machines and other required equipment to further this direction. Going forward, **we intend to transition all care managers to a work-from-home environment.**





AGENCY AWARDS

Annual Awards Ceremony

Each year hundreds of people in our four-county area dedicate their time to advocacy and supportive efforts for older adults. The Agency hosts an annual awards ceremony to honor those individuals that have displayed exceptional accomplishments. During this ceremony, four seniors were inducted into the Senior Citizen Hall of Fame, one student received the Student Scholarship Award and one volunteer received the Ombudsman Volunteer of Distinction Award.

The Agency is proud to present the Senior Citizen Hall of Fame award to well-deserving individuals representing the counties served by the Area Agency on Aging. The 2012 Senior Citizen Hall of Fame winners included **Mary Russell** of Stark County, **Doris Roberts** of Summit County, **Deanna** and **Jack Kline** of Portage County, and **Viola Startzman-Robertson** of Wayne County.

The Area Agency on Aging presents one \$5,000 Student Scholarship to a student who shows an interest in the older population and their care. The 2012 winner was **Katharine Powell**, a junior in the nursing program at The University of Akron, who hopes to start her own long term care facility in the future.

Ombudsman volunteers are an important part of the advocacy efforts put forth by the Area Agency on Aging. The Agency is excited to present the 2012 Ombudsman Volunteer of Distinction Award to **Dorothy Huff**. Dorothy visits nursing homes; assuring residents are comfortable and satisfied with their care. Dorothy is a wonderful advocate for the rights of older adults.

Congratulations to all of the honorees. The lives of older adults in Portage, Stark, Summit and Wayne Counties are enhanced thanks to your efforts!



Dr. Viola Startzman-Robertson (center) was our Wayne County Inductee to the 2012 Senior Citizens Hall of Fame.



Our Ombudsman Volunteer of Distinction Dorothy Huff (left) with our 2012 Student Scholarship Winner, Katharine Powell.

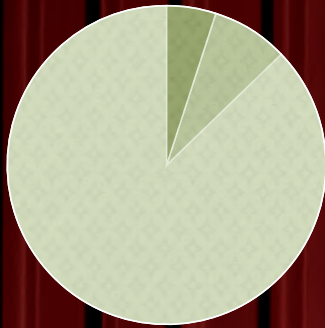


Each year the Agency inducts a class of older adults to our Senior Citizens Hall of Fame. Pictured (left to right) is Mary Russell, Amanda McDuffie accepting for Viola Startzman-Robertson, Doris Roberts, and Deanna and Jack Kline.

CONSOLIDATED STATEMENTS OF FINANCIAL POSITION

TOTAL REVENUES BY SOURCE

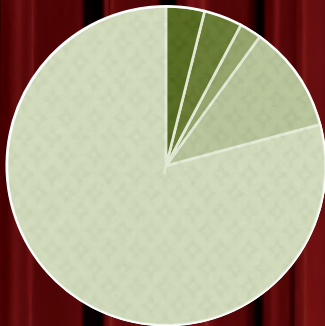
FY 2012
\$72,397,784



- Medicaid – 87%
- Older American's Act & Other Federal – 8%
- Other State & Local – 5%

TOTAL EXPENDITURES

FY 2012
\$71,546,551



- MLTC Division Provider Network – 79%
- MLTC Division – 11%
- Elder Rights Division – 2%
- Administration & Operations – 4%
- Allocations to Community Agencies – 4%

ASSETS

CURRENT ASSETS

	June 30, 2012	June 30, 2011
Cash and cash equivalents	\$ 9,361,209	\$ 4,391,548
Accounts/grants receivable	1,044,672	5,735,039
Prepaid expenses	10,649	11,447
Total Current Assets	10,416,530	10,138,034

PROPERTY AND EQUIPMENT

Land	330,000	330,000
Building	1,899,541	1,884,385
Equipment	514,426	473,504
	2,743,967	2,687,889
Less accumulated depreciation	914,808	869,030
	1,829,159	1,818,859

OTHER ASSETS

Investment in Care Connection LLC	10,000	0
Bond issuance fees, net	11,047	12,579
Deposits	8,604	1,315
Deferred compensation plan trust	275,519	251,520
	305,170	265,414

TOTAL ASSETS

\$ 12,550,859 \$ 12,222,307

LIABILITIES AND NET ASSETS

CURRENT LIABILITIES

Current maturities of long-term debt	\$ 95,000	\$ 95,000
Accounts payable	5,518,652	6,583,233
Accrued payroll and payroll related accruals	600,284	445,366
Deferred revenue	869,942	411,959
Total Current Liabilities	7,083,878	7,535,558

LONG-TERM LIABILITIES

Long-term debt, net of current maturities	770,000	865,000
Deferred compensation plan trust	275,519	251,520
	1,045,519	1,116,520

TOTAL LIABILITIES

\$ 8,129,397 \$ 8,652,078

NET ASSETS

Unrestricted	4,392,038	3,544,786
Temporarily restricted	29,424	25,443
	4,421,462	3,570,229

TOTAL LIABILITIES AND NET ASSETS

\$ 12,550,859 \$ 12,222,307

An audit of the June 30, 2012 consolidated financial statements of the Area Agency on Aging 10B, Inc. and Subsidiary was performed by Bober Markey Fedorovich. The financial information in this report has been extracted from the consolidated financial statements covered by the reports of independent auditors dated January 7, 2013 in which Bober Markey Fedorovich expressed an unqualified opinion. The audited consolidated financial statements may be reviewed upon request at the Area Agency on Aging 10B, Inc. 1550 Corporate Woods Parkway, Uniontown, Ohio 44685.

CONSOLIDATED STATEMENTS OF ACTIVITIES

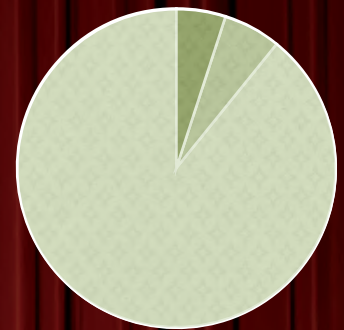
Year ended June 30	2012		2012 Total	2011 Total
	Unrestricted	Temporarily Restricted		
REVENUE AND SUPPORT				
GOVERNMENT SUPPORT				
Medicaid	\$ 62,997,138	-	\$ 62,997,138	\$ 69,218,040
Older American's Act & Other Federal	5,521,579	-	5,521,579	5,091,223
Other State & Local	2,240,135	-	2,240,135	2,055,254
Total Government Support	70,758,852	-	70,758,852	76,364,517
Non-Government revenue	329,900	3,981	333,881	361,912
Fundraising	163,968	-	163,968	152,280
Program revenue	997,276	-	997,276	927,724
Loss on disposal of equipment	(3,110)	-	(3,110)	(4,722)
Loss on sale of stock	-	-	-	(3,474)
In-kind revenue	112,396	-	112,396	110,214
Interest income	34,521	-	34,521	61,635
Total Revenue and Support	72,393,803	3,981	72,397,784	77,970,086
Net Assets Released From Restriction	-	-	-	-
	72,393,803	3,981	72,397,784	77,970,086

EXPENSES

Salaries	\$ 7,957,601	-	\$ 7,957,601	\$ 7,957,188
Benefits	2,422,299	-	2,422,299	2,254,764
Professional services	344,245	-	344,245	392,726
Equipment/supplies	750,638	-	750,638	458,673
Travel and training	472,975	-	472,975	464,103
Depreciation and amortization	75,297	-	75,297	80,340
Occupancy	237,275	-	237,275	263,919
Other	295,699	-	295,699	307,728
Program allocations	58,715,552	-	58,715,552	64,994,273
Fundraising	21,353	-	21,353	17,149
In-kind expenses	112,396	-	112,396	110,214
Interest expense	29,787	-	29,787	32,763
Other rental expenses	111,434	-	111,434	109,110
Total Expenses	71,546,551	-	71,546,551	77,442,950
CHANGE IN NET ASSETS	847,252	3,981	851,233	527,136
NET ASSETS, BEGINNING OF YEAR	3,544,786	25,443	3,570,229	3,043,093
NET ASSETS, END OF YEAR	\$ 4,392,038	\$ 29,424	\$ 4,421,462	\$ 3,570,229

TOTAL REVENUES BY SOURCE

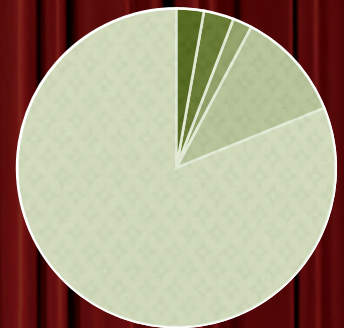
FY 2011
\$77,970,086



- Medicaid – 89%
- Older American's Act & Other Federal – 6%
- Other State & Local – 5%

TOTAL EXPENDITURES

FY 2011
\$77,442,950



- MLTC Division Provider Network – 81%
- MLTC Division – 11%
- Elder Rights Division – 2%
- Administration & Operations – 3%
- Allocations to Community Agencies – 3%

Expenditures as reported on the statement of activities before elimination of intercompany transactions are allocated to the functional areas as follows:

Year ended June 30	2012		2011	
Program services	\$	69,317,198	\$	75,104,828
Building operations		185,318		189,919
Administration and fundraising		2,044,035		2,148,203
TOTAL EXPENDITURES	\$	71,546,551	\$	77,442,950

PROVIDER NETWORK EARNINGS

Agency	Service	2012 Total
A Better Home Health Care North, Inc.	Homemaker, Personal Care	1,441,555
A.S.A.P. Home Care, Inc.	Homemaker, Personal Care	798,204
Aaron A. Weaver	Farmer's Market	710
Absolute Health Services, Inc.	Homemaker, Personal Care, Nutritional Consultation, Social Work Counseling	844,530
Absolute Home Health Care, Inc.	Homemaker, Personal Care	245,839
AC Health Care Services, Inc.	Homemaker, Personal Care	116,650
Access Nursing Care, LLC	Homemaker, Personal Care	606
Access Solutions	Minor Home Modification	49,383
Access to Independence	Home Medical Equipment, Minor Home Modification	50,850
Accessible Home Health Care of Akron	Homemaker, Personal Care	18,044
Accurate Medical Supply, Inc.	Home Medical Equipment	7,506
ActivStyle, Inc.	Home Medical Equipment	161
ADT Home Health Security Service	Emergency Response System	86,942
Adult Wellness Center, LLC	Adult Day Service, Adult Day Service Transportation	112,232
Akron Summit Community Action Agency	RSVP/Foster Grandparents Sr Companions	6,706
Alliance Home Med. Equipment, Inc.	Home Medical Equipment	96
Alliance Senior Center	Congregate Meals	15,655
Almost Family/Medlink	Homemaker, Personal Care	492,094
Alpha Phi Alpha Homes, Inc.	Home-Delivered Meals, Congregate Meals	83,772
Altercare of Navarre Center for Rehab. & Nursing	Assisted Living, Community Transitions	171,380
Alternative Solutions Adult Day Care, Inc.	Adult Day Service, Adult Day Service Transportation	46,943
Always Home, Inc.	Personal Care	2,360
Alzheimer's Association, Greater E. Ohio Area Chapter	Social Work Counseling, Respite	65,435
American Medical Transport	Transportation	7,358
American Red Cross, Stark County Regional Chapter	Transportation	15,669
Angels on Wheels, LLC	Transportation	81,600
Anna Maria of Aurora, Inc.	Assisted Living, Community Transitions	123,216
Anne W.B. Taub (Grassy Treeland Farm, LLC)	Farmer's Market	85
Arcadia Health Services, Inc.	Homemaker, Personal Care	681,422
ASIA, Inc.	Congregate Meals, Socialization	13,434
Association for Better Community Develop.	Transportation	33,480
Atlantic Medical Transportation, LLC	Transportation	49,643
Barberton Nursing Service, Inc.	Adult Day Service, Adult Day Service Transportation, Chore, Homemaker, Minor Home Modification, Personal Care, Transportation	874,475
Barnhart-Shuman, Shawn LISW	Social Work Counseling	156,702
Bed Bug Burners, LLC	Chore	19,564
Bel Air Senior Living Community	Adult Day Service, Adult Day Service Transportation	7,667
Beyond Eating	Nutrition Consultation	17,178
Boardman Medical Supply	Home Medical Equipment	1,746
Brenckle Farms, Inc.	Farmer's Market	875
Brewster Parke Convalescent Center	Assisted Living, Community Transitions	22,843
Brookdale Senior Living Communities, Inc.	Assisted Living, Community Transitions	53,729
Buckeye Transport Service, LLC	Transportation	23,605
Burbank Parke	Assisted Living, Community Transitions	30,298
Callos Nursing Services	Homemaker, Personal Care, Nutritional Consultation	636,333
Cambridge Home Health Care	Homemaker, Personal Care	2,448,551
Cardinal Retirement Village	Assisted Living, Community Transitions	16,824
Caring Hands	Emergency Response System, Homemaker, Home Medical Equipment, Personal Care, Social Work Counseling	773,125
Catholic Charities ADS	Adult Day Service, Adult Day Service Transportation	101,823
Catholic Charities Community Services	Adult Day Service, Adult Day Service Transportation	396,217
Central Exterminating Company	Chore	22,780
Chapel Hill Community	Assisted Living, Community Transitions	117,421
Charlotte M. Grosjean	Farmer's Market	70
Christmas Home Health, LLC	Homemaker, Personal Care	421,780
Circle of Life Home Care	Homemaker, Personal Care	86,019
City of Alliance	Client Finding	537
City of Barberton	Socialization	290
City of Ravenna	Socialization	750
City Yellow Cab Co.	Transportation	389,709
Coleman Professional Services	Adult Day Service, Adult Day Service Transportation	197,369

Agency	Service	2012 Total
Comfort Keepers	Personal Care	722
Community Action Wayne/Medina	Chore & Referral	694
Community Caregivers of Cuyahoga Falls	Homemaker, Personal Care	1,475,436
Community Caregivers of Green, Inc.	Homemaker, Personal Care	1,248,091
Community Caregivers of Stark County	Homemaker, Personal Care	882,808
Community Caregivers of West Akron	Homemaker, Personal Care	767,048
Community Legal Services	Legal Counseling	64,731
Companions of Ashland Homecare and Nurse Aide Training Center	Homemaker, Personal Care	133,473
Complete Healthcare Services, Inc.	Homemaker, Personal Care	1,049,920
Critical Signal Technologies, Inc.	Emergency Response System, Home Medical Equipment	59,239
Dan Miller	Farmer's Market	10,035
David L. Snyder (Snyder's Orchard)	Farmer's Market	870
David Stotler	Farmer's Market	10
Decor Built Construction, Inc.	Minor Home Modification	136,993
Duraline Medical Products, Inc.	Home Medical Equipment	4,023
Easter Seals Northeast Ohio	Visiting	50,745
Elmcroft of Sagamore Hills	Assisted Living, Community Transitions	418,388
Emerald Transportation	Transportation	9,227
Empowerment Homes, Inc.	Homemaker, Independent Living Assistance, Personal Care, Transportation	25,261
Equal Access	Emergency Response System, Home Medical Equipment, Minor Home Modification	25,659
Eva L. Bruening Adult Day Center	Adult Day Service, Adult Day Transportation	1,914
F & G Deliveries	Home-Delivered Meals	407,951
Faith in Action Interfaith Caregivers	Visiting	491
Family & Community Services, Inc.	Community Transitions, Congregate Meals, Farmer's Market, Foster Grandparents, Home-Delivered Meals, Homemaker, Personal Care, Retired Senior Volunteers, Senior Companions, Social Work Counseling	450,017
Finney's Institutional Pharmacy	Community Transitions, Home Medical Equipment, Minor Home Modification	163,448
First Choice Medical Staffing of Ohio, Inc.	Homemaker, Personal Care	58,316
Floyd E. Marshall (Marshall Apiaries)	Farmer's Market	100
Galaxy Medical Products, Inc.	Home Medical Equipment	1,695
Gardens of Western Reserve Assisted Living Residences	Assisted Living, Community Transitions	650,895
Gateway Healthcare Services, LLC	Homemaker, Personal Care	467,880
GBS Enterprises	Chore	4,270
Gilcrest Wellness Center	Adult Day Service, Adult Day Service Transportation, Transportation	297,769
Glen & Terry Gram (dba Arrowhead Orchard)	Farmer's Market	1,730
Global Meals	Home-Delivered Meals	271,558
Go-Troupe, LLC	Home Medical Equipment, Minor Home Modification	11,167
Guardian Medical Monitoring, Inc.	Emergency Response System, Home Medical Equipment	157,081
Haven Home Care, Inc.	Homemaker, Personal Care	1,634,758
Health Aid of Ohio, Inc.	Home Medical Equipment	1,505
Health Care Bridge	Homemaker, Personal Care	810,228
Heart to Heart Home Health Care	Homemaker, Personal Care	121,126
Heritage Home Healthcare of Cuyahoga Falls, Ltd.	Homemaker, Independent Living Assistance, Personal Care	676,315
Heritage Home Healthcare of Stark & Portage	Homemaker, Personal Care	843,562
Holistic Home Health, Corp.	Homemaker, Personal Care	203,642
Home Care Connection, Inc.	Homemaker, Personal Care	564,262
Home Care Network, Inc.	Homemaker, Personal Care	222,746
Home Choice Transition Services	Transition Services	366,744
Home Helpers/Direct Link – Barberton	Emergency Response System, Homemaker, Personal Care	429,766
Home Helpers – Akron	Homemaker, Personal Care	157,536
Home Helpers – Canton	Emergency Response System, Homemaker, Personal Care	418,875
Home Instead Senior Care	Homemaker, Personal Care	311,311
Home Preferred Home Care, Ltd.	Homemaker, Personal Care	978,563
Hometown Grocery Delivery	Independent Living Assistance	842
InCare Northern	Homemaker, Personal Care	54,959
Info Line, Inc.	Emergency Response System, Independent Living Assistance, Information and Referral	91,220
Info Link – United Way of Wayne and Holmes Counties	Information and Referral	12,440
In-House Healthcare, Inc.	Homemaker, Personal Care	23,502

PROVIDER NETWORK EARNINGS (CONT'D)

Agency	Service	2012 Total
Interim Homestyle Services	Emergency Response System, Homemaker, Personal Care	3,287,938
J.R. Coleman Senior Outreach	Adult Day Service, Adult Day Service Transportation, Minor Home Modification	432,257
Jessica Graciani	Farmer's Market	30
Joli Fichter (dba Fichter Farm)	Farmer's Market	75
Jonesy's Lawn Care, Inc.	Minor Home Modification	173,490
Kay Vaughn	Farmer's Market	4,090
Koala Kruizers	Transportation	220,090
Kunkel Construction, Ltd.	Minor Home Modification	54,203
Lake Commission/Lake Senior Center	Socialization, Client Finding	537
Lakeside Home Care, LLC	Homemaker, Personal Care	227,140
Laurie Ann Home Health Care	Homemaker, Personal Care	107,255
Life Access	Minor Home Modification	23,363
Life Alert Emergency Response , Inc.	Emergency Response System	8,842
Lifeline Systems Company	Emergency Response System, Home Medical Equipment	273,042
Living Assistance Services	Homemaker, Personal Care	94,967
Lorraine Surgical Supply Co.	Home Medical Equipment	196
Louisa Ridge Adult Day Services	Adult Day Service, Adult Day Service Transportation, Independent Living Assistance, Transportation	178,076
Louise Swartzwalder (Crestwood Farms)	Farmer's Market	30
Loving and Dependable Home Healthcare	Chore, Homemaker, Personal Care	7,716
Marquis Mobility, Inc.	Home Medical Equipment	8,465
Mary Gnizak	Farmer's Market	120
Mature Services, Inc.	Chore, Congregate Meals, Counseling, Farmer's Market, Home-Delivered Meals, Homemaker, Personal Care, Social Work Counseling, RSVP	627,740
Maxim Healthcare Services, Inc.	Homemaker, Personal Care	469,828
Meals on Wheels of Stark & Wayne Counties	Congregate Meals, Home-Delivered Meals, Home Medical Equipment, Nutrition Consult	1,255,548
Medical Service Companies	Home Medical Equipment	8,683
MedScope America Corporation	Emergency Response System, Home Medical Equipment	8,841
Metro Regional Transit Authority	Transportation	26,956
Midwest Home Care, Ltd.	Homemaker, Personal Care	286,095
Mike Greenbaum (dba Hannah Farms)	Farmer's Market	3,300
Miller's Rental and Sales, Inc.	Home Medical Equipment, Minor Home Modification	209,453
Minerva Area Commission on Aging	Congregate Meals, Home-Delivered Meals, Socialization	22,082
Miracle Medical Transportation, Inc.	Transportation	16,598
Mobile Meals , Inc.	Congregate Meals, Home-Delivered Meals, Home Medical Equipment, Nutrition Consult	1,344,985
Mom's Meals	Home-Delivered Meals	457,486
New Horizons Adult Day Services	Adult Day Service, Adult Day Service Transportation	500,203
Northeast Professional Home Care, Inc.	Enhanced Community Living, Homemaker, Personal Care, Social Work Counseling	2,658,156
Northern Summit Multi-Service	Congregate Meals, Information and Referral	11,036
NW Stark Senior Center	Socialization	537
OmniCare Home Healthcare Agency	Homemaker, Personal Care	35,456
Our Family Home Health Care, LLC	Homemaker, Personal Care	68,794
Our Home Health, LLC	Personal Care	212,221
Ovren Mobility Products	Home Medical Equipment, Minor Home Modification	26,384
Pace Medical Equipment & Supplies	Home Medical Equipment, Minor Home Modification	453,232
Personal Touch Home Care of Ohio, Inc.	Homemaker, Personal Care	578,302
Platinum Home Helper Services	PASSPORT – Personal Care	52,764
Portage Area Regional Transportation (PARTA)	Transportation	9,053
Premier Home Health Care of Ohio	Homemaker, Independent Living Assistance, Personal Care, Social Work Counseling	893,890
Prestige Home Services, LLC	Chore, Minor Home Modification	33,955
Priority Home Health Care, Inc.	Homemaker, Personal Care	421,425
Professional Nursing	Homemaker, Personal Care, Social Work Counseling	32,677
Providence Home Care, Inc.	Personal Care	605,365
Rebuilding Together	Minor Home Modification	1,682
Regina Health Center	Assisted Living, Community Transitions	255,874
Rockynol Retirement Community	Assisted Living, Community Transitions	42,732
Rural/Metro Helpline	Emergency Response System	49,064

Agency	Service	2012 Total
Rx Home Health Care, Inc.	Homemaker, Personal Care	31,630
S.M.I.L.E., Inc.	Emergency Response System	13,150
Samson-Jagger Construction	Minor Home Modification	28,501
Sanctuary Skilled Home Health Care	Homemaker, Personal Care	4,034
SarahCare	Adult Day Service, Adult Day Service Transportation, Homemaker, Personal Care	601,737
Scenic View Transportation	Transportation	80,253
Schmidt Security Pro	Emergency Response System, Home Medical Equipment	14,691
Seeley Medical	Home Medical Equipment	8,413
Self Support Personal Care	Community Transitions, Homemaker, Personal Care	1,648,344
Senior Independence	Adult Day Service, Adult Day Service Transportation, Personal Care, Transportation	333,294
Shalom Adult Health Center	Homemaker, Personal Care	50,255
Signature Health Services	Homemaker, Personal Care	169,546
Simply EZ Home Delivered Meals	Home-Delivered Meals	1,821,339
Sonshine Medical, Inc.	Home Medical Equipment, Minor Home Modification	14,535
Speedy Medical Transportation	Transportation	9,425
Springfield Senior Center	Congregate Meals, Socialization	14,527
St. Joseph Care Center	Assisted Living, Community Transitions	102,614
St. Luke Lutheran Home for the Aging	Assisted Living, Community Transitions	204,277
Stone Crossing Care Center	Assisted Living, Community Transitions	336,918
Stow-Glen, Inc.	Adult Day Service, Adult Day Service Transportation, Assisted Living, Community Transitions, Homemaker, Personal Care	973,363
SummaCare	Medication Management	11,200
Summit County	Congregate Meals	9,000
Summit County Health District	Information and Referral	1,197
Summit, Portage and Canton Home Health	Emergency Response System, Independent Living Assistance, Homemaker, Personal Care, Social Work Counseling	822,184
Sunrise of Cuyahoga Falls	Assisted Living, Community Transitions	42,452
Superior Senior Services	Chore, Minor Home Modification	67,179
Sweet Serenity Homecare	Homemaker, Personal Care	295,592
Tech Center, Inc.	Chore, Homemaker, Personal Care	426,688
The Briarwood	Assisted Living, Community Transitions	495,413
The Greenview Inn at Town Center	Assisted Living, Community Transitions	119,607
The Inn at University Village	Assisted Living, Community Transitions	88,768
The Merriman	Assisted Living, Community Transitions	218,572
The Oaks at Shady Lawn	Assisted Living, Community Transitions	392,489
The Village at St. Edward	Assisted Living, Community Transitions	62,723
Thomas Puch	Farmer's Market	540
Traditions at Bath Road	Assisted Living, Community Transitions	67,867
Traditions at Portage Trail Village	Assisted Living, Community Transitions	535,700
Trillium Family Solutions	Chore, Community Transitions, Homemaker, Personal Care, Counseling	451,562
United Way of Greater Stark County	Information and Referral	461
United Way's 2-1-1	Information and Referral	1,505
Universal Nursing	Homemaker, Personal Care, Social Work Counseling	345,218
Visiting Angels – Ravenna	Personal Care	3,177
Visiting Nurse Service, Inc.	Visiting	234
VNS Personal Care Services	Homemaker, Personal Care	120,393
VRI	Emergency Response System, Home Medical Equipment	61,424
Walter Pickens (Hillside Gardens, Inc.)	Farmer's Market	540
Wayne Health Services & Supplies, Inc.	Home Medical Equipment, Minor Home Modification	11,571
Wayne Manor	Assisted Living, Community Transitions	103,087
West View Manor, Inc.	Assisted Living, Community Transitions	20,029
Westark Family Services	Community Transitions, Counseling, Homemaker, Personal Care	538,194
Western Reserve Catering	Home-Delivered Meals	144,132
WILLCARE	Homemaker, Personal Care	275,464
Youngstown Contracting	Minor Home Modification	695
YWCA of Alliance	Congregate Meals	21,618
ZellMed Solutions	Home Medical Equipment	515
Total Program Allocations		\$58,715,552

THE GREATER AKRON/CANTON AREA AGENCY ON AGING FOUNDATION



The Greater Akron/Canton
Area Agency on Aging
Foundation

FOUNDATION STORY

There are thousands of older adults in Summit, Stark, Portage, and Wayne counties who do not qualify for on-going, in-home assistance through Medicaid, and who can't afford to purchase the services they require. These older adults have few long-term care options. The absence of such affordable options results in a rapid acceleration of their physical and financial decline, ultimately resulting in an unnecessary reduction in their quality of life, as well as greater costs to Medicaid. It is the goal of the Akron/Canton Area Agency on Aging Foundation to provide education and create greater understanding of the overall effectiveness of public policy that invests resources in support of frail older adults of modest means, thereby delaying institutionalization and effectively providing diversion from more costly Medicaid programs.

Annually, the Foundation raises funds through two separate activities; Care for a Lifetime and the Foundation Raffle Campaign. Care for a Lifetime is an Area Agency on Aging employee donation campaign, raising more than \$30,000 annually to provide long-term care options to ten older adults. These elders on our Care Coordination Program would not have any other option for care, as they do not qualify for Medicaid funded programs offered by the Agency nor have sufficient means to purchase services themselves.

The Foundation Raffle Campaign raises funds to support education and outreach efforts of the Area Agency on Aging, an important tool in informing the public of our goal. This goal is to utilize funds to raise awareness and ultimately to increase the assistance provided to adults of modest means through new policy direction and senior service levies.

Thanks to the wonderful support and perseverance of the Agency staff, fellow advocates, and sponsors, the 2012 Foundation Raffle raised over \$120,000. This will help fund the efforts of the Area Agency on Aging outreach campaign, with the overall outcome of providing older adults of modest means with long-term care options and most importantly, independence with dignity.

All prizes are graciously donated by our community partners at no cost to the campaign. The Foundation can provide these generous prizes thanks to the support of our community partners:

- Employee Benefits International, Inc.
- Gasser Fine Jewelers
- Glenmoor Country Club
- Headliners Spa in Canton
- Sheraton Suites – Akron/Cuyahoga Falls
- The Ink Well – Akron

Thank you to our top donors, who include:

- Northeast Professional Home Care
- Simply EZ Home Delivered Meals
- Almost Family
- Self Support Personal Care
- Interim Health Care
- Complete Healthcare Services, Inc.
- Callos Group
- Haven Home Care
- SarahCare of Canton

The winners of the 2012 Raffle are:

SEVENTH PRIZE

Scott Schreiber-Cincinnati, OH
"Pamper Yourself Package" – \$500 VISA Gift Card, an overnight package for two at Sheraton Suites Akron/Cuyahoga Falls and a Spa Session at Headliners Spa (Canton, OH)

SIXTH PRIZE

Bill Cleveland- Canal Fulton, OH
\$500 VISA Gift Card plus an overnight stay for two at Glenmoor Country Club (Canton, OH)

FIFTH PRIZE

Terry Howard- Canton, OH
\$1,000 VISA Gift Card plus a \$500 Gift Card to Gasser Fine Jewelers (Canton, OH)

FOURTH PRIZE

Kelli Davis- Short Hills, NJ
\$1,000 VISA Gift Card plus 2 nights at the Westin Michigan Avenue Chicago

THIRD PRIZE

Sookie Vallone- North Canton, OH
\$2,000 VISA Gift Card

SECOND PRIZE

Amy Lee, New York, NY
Choose Your Adventure – 5 nights plus airfare for two

FIRST PRIZE

Sookie Vallone, North Canton, OH
HD Home Theater – including a flat screen HDTV, surround sound system and Blu-Ray player

GRAND PRIZE

Vicky Fagerstrom, Canal Fulton, OH
The Westin Maui Resort – 7 nights plus airfare for 2



FOUNDATION BOARD OF DIRECTORS

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CJ THOMAS

CJ Thomas grew up on a farm in Randolph, Ohio, with her family, where her parents taught her the importance of good work ethics. She always enjoyed helping people and was happy to retire from Mature Services where she was able to help clients, who were in positions much like hers, on a daily basis.

CJ had surgery to remove two brain aneurysms that were dangerously close to her spinal column. Although her surgery went well, recovery was not quite as successful. CJ suffered multiple strokes while in recovery and remained in a coma for eight days. The strokes left her with paralysis on the right side of her body. The effects of the strokes were semi-debilitating, but that was not enough to keep CJ from living her life. CJ asked her doctors and therapists to be especially hard on her if she was doing anything wrong because she knew the only way to achieve a successful recovery was to be disciplined.

After discharge from the hospital, CJ spent a few days by herself but soon realized it was very difficult to do some of the daily activities she used to perform prior to her partial paralysis. CJ's previous line of work introduced her to the Area Agency on Aging. Upon realizing that she may need extra help at home, she called the Agency to see what services could be provided to her.



C.J. Thomas embraces her Area Agency on Aging care manager Mandy Glace

CJ has been provided with several services by the Area Agency on Aging, including an ERS response device, home-delivered meals, and an aide who visits twice a week for three hours at a time. The aides who assist CJ help with things like sweeping, anything that involves going up or down stairs, and any non-medical related assistance she needs. CJ said, "I truly believe that the aides would be willing to do just about anything in order to help out."

CJ is happy to be in the comfort of her own home and living by herself, something says she may not be able to do without

the assistance provided by the Agency. The services provided by the Agency help her to feel safe and help her to remain as independent as possible. "The Area Agency on Aging has been such a blessing. Thank you so much for whatever you do, it means so much! Plus I can stay in my home."

CJ Thomas is just one of many older adults in our area that struggle with long term care needs. Many older adults of modest means do not have the resources to pay for their own care. With your help, the Foundation can help other older adults, just like CJ, remain independent with dignity.



Area
gency
on
ging
10B Inc.

AREA AGENCY ON AGING • 10B, INC.

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