



**DIRECTION
HOME** AKRON
CANTON
AREA AGENCY ON AGING & DISABILITIES



2015 COMMUNITY BENEFIT REPORT

MANAGING CARE FOR AGING ADULTS AND INDIVIDUALS WITH DISABILITIES

WELCOME HOME

Direction Home Akron Canton Area Agency on Aging & Disabilities has undergone a significant transformation in 2015. We have rebranded to refocus on all ages. We have capitalized on opportunities for growth and challenged ourselves to step outside traditional Area Agency on Aging/extension of government roles while fostering independence with dignity. We have had successes in these endeavors, as well as addressed obstacles to our forward momentum. We must now evaluate these accomplishments and mitigate the impact of headwinds in order to remain the architects of our future.

ADAPTING TO NEW PAYOR EXPECTATIONS

The MyCare Ohio demonstration pilot represents Ohio's innovative effort to integrate acute and behavioral health care with Long Term Services And Supports (LTSS), for Medicare and Medicaid individuals (dual eligibles).

In the past year, we have worked with CareSource in a fully delegated case management model which invests Direction Home Akron Canton with the responsibility to coordinate daily care needs with LTSS. Such integration of care results in more seamless and effective support across the spectrum of an individual's needs. This more comprehensive case management responsibility requires a greater application of medical knowledge. Toward this end, we have dramatically increased the number of nurses on our staff, as well as our expertise in behavioral health. For UnitedHealthcare, we provide Waiver Service Coordination, which is similar in many ways to the traditional case management we have provided through PASSPORT for decades.

We have assisted in addressing statewide program issues around enrollment and eligibility, with an eye towards improving the MyCare Ohio member experience from Direction Home Akron Canton. Overall, the number of members that we serve continues to grow. We now care manage 4,004 MyCare Ohio members, 1,651 Medicaid Waiver members on PASSPORT and Assisted Living, and 137 members in our partnership with CareSource in the Ohio Home Care Waiver for those under 60.

ENSURING POSITIVE CARE TRANSITIONS

Our Acute Care Transitions coaching program through the U.S. Centers for Medicare and Medicaid (CMS) contract has been most successful. We have coached more than 9,000 Medicare beneficiaries in evidence-based methods in 2015. We now see approximately 800 patients each month from 12 area hospitals. This coaching empowers patients to be their own care advocates and take an active role in their recovery following an admission to the hospital. We have seen a 42.2% reduction in avoidable readmissions for those we coach. **We are currently ranked number one in the nation in reducing readmission for those we coach and our hospital partners have seen the third greatest reduction in all-cause readmissions.**

Similarly, our Money Follows the Person/HOME Choice program offers a "Transitions Coach" to Medicaid residents living in nursing homes providing resources and expertise needed to successfully relocate to the community. We transitioned 146 Medicaid nursing home residents back to the community in 2015, increasing that number from 84 in

WE ARE CURRENTLY RANKED NUMBER ONE IN THE NATION IN REDUCING READMISSION FOR THOSE WE COACH AND OUR HOSPITAL PARTNERS HAVE SEEN THE THIRD GREATEST REDUCTION IN ALL-CAUSE READMISSIONS.







OUR MISSION

Direction Home Akron Canton Area Agency on Aging & Disabilities provides older adults, people with disabilities and their caregivers long term care choices and consumer protection so they can achieve the highest quality of life.

OUR VISION

Direction Home Akron Canton Area Agency on Aging & Disabilities will be the central access point and the preferred long term care management organization for all people with disabilities.

2014. Assisting nursing home residents to move back to community-based settings not only generates tremendous cost savings to the State Medicaid program but also allows people to live where they want to call home.

EMPOWERING PEOPLE THROUGH INFORMATION AND ASSISTANCE

Our Aging and Disability Resource Call Center receives more than 12,500 calls per year with interactions ranging from simple referrals to in-depth assistance. Our competent, courteous, and compassionate co-workers achieved 96% caller satisfaction.

GETTING TO SCALE, PRICE, AND CLINICAL CONSISTENCY THROUGH CONSOLIDATION

Our partnership with the Area Agencies on Aging in Cleveland and Youngstown, the Northeast Ohio Coalition of Area Agencies on Aging (NEOCAA), has afforded us many cost savings, improvements in processes, and opportunities to be “better together.”

We have attended the Disney Institute together. We have built a joint vision and purpose that

rallies staff and fosters a joint culture around our common theme:

“We provide choices for people to live independently in the place they want to call home.”

We have built on our partnership to grow our health insurance collaborative to include six organizations and more than 1,000 lives. As of July 1, 2015, we have achieved our objective evolving to a fully self-funded “captive.”

We have implemented several collaborative programs that allow for a more integrated and seamless experience for those we serve. These include a leadership academy as well as our compliance and joint training programs.

NAVIGATING PUBLIC POLICY HEADWINDS

We face several public policy headwinds going forward.

- The sunset of the Community-based Care Transitions Program (February 2017)
- The uncertainty of an ongoing payor for the Money Follows the Person (branded HOME Choice in Ohio)

- The role of AAAs in the Duals Demonstration/MyCare Ohio program past 2019
- Lack of a State-wide Medicaid diversion initiative
- Defining our role within the CMS volume to value paradigm

We have tremendous opportunity to promote our role as partners with healthcare providers in improving population health. We are the daily touchstone for thousands of people currently outside clinical settings. We observe and help mitigate the impact of social determinates of health such as access to care, social supports, and transportation. We will thrive refining our role with new and existing payors. And most importantly, by continuing to serve.

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OUR CONSUMER PLAN

A critical role of Direction Home Akron Canton as an Area Agency on Aging (AAA) is to amplify the voices of older adults in our community, ensuring their needs are understood by legislators and policy makers. We accomplish this by bringing together advocates and stakeholders whose interests align and providing the information and education needed to best effect change in Washington D.C. as well as Columbus, Ohio.

AT THE NATIONAL LEVEL

The Older Americans Act (OAA), the legislation that created AAAs, was last authorized in 2006. For years we have worked to ensure the reauthorization of the act as well as to advocate for appropriations that more accurately addressed the growing number of older adults with Long-Term Services And Support (LTSS) needs. Sadly, funding for the OAA has been stagnant, and the effects of inflation have dramatically eroded the value of OAA dollars, and therefore have limited services to the growing adult population. Nevertheless, we have successfully advocated for a bipartisan OAA reauthorization bill in the U.S. Senate, but as of December 2015 no action has been taken by the House. **We will build public awareness of the need for OAA reauthorization with grassroots support, ensuring that legislators understand the value of these LTSS services to the community.**

While the future of the Money Follows the Person/HOME Choice program, which provides transition coaches and resources to relocate nursing facility residents to the community, seems bright, the Acute Care Transitions program, the Community-based Care Transitions Program (CCTP) is less clear. The CCTP program reduces avoidable hospital readmissions by providing transition coaching for Medicare fee-for-service individuals hospitalized with acute or chronic

conditions, thereby saving Medicare dollars as well as reducing hospitals' Medicare readmission penalties. Although our success in CCTP has been cited by CMS as a national model of success, there are no plans to extend the demonstration program past its sunset in Spring 2017. We must now use our success to demonstrate the value of AAAs providing CCTP services after the program's scheduled end. To ensure that Medicare beneficiaries have the support needed to avoid unnecessary hospital readmissions, **we will advocate for federal and state support of an Acute Care Transition program. Further, we will seek new healthcare customers for this service by demonstrating the quantifiable value of transition coaching in achieving "population health" objectives.**

IN OHIO

For years the availability of (LTSS) has been slowly dwindling due to a shortage of in-home direct care workers. We continue to advocate for adequate provider rates to allow increases in wages for these workers. In this way, we will be able to attract and retain the quantity and quality of labor force necessary to meet the growing need. **We will make this issue a priority for stakeholders at every level to avoid this impending crisis to our LTSS system. We will work with advocacy groups, managed care, and others in health care to develop solutions to the direct workforce shortage.**

Inasmuch as our core business continues to be Care Management, we have enhanced our partnership with CareSource to include the Ohio Home Care waiver. We are fully delegated case managers within the CareSource MyCare Ohio product, and therefore have a more in-depth case management role aligning medical, behavioral health, and LTSS services through one Care Manager.

WE WILL MAKE THIS ISSUE A PRIORITY FOR STAKEHOLDERS AT EVERY LEVEL TO AVOID THIS IMPENDING CRISIS TO OUR LTSS SYSTEM. WE WILL WORK WITH ADVOCACY GROUPS, MANAGED CARE, AND OTHERS IN HEALTH CARE TO DEVELOP SOLUTIONS TO THE DIRECT WORKFORCE SHORTAGE.

We continue to provide waiver service coordination for UnitedHealthcare MyCare Ohio product, which leverages our unique understanding of LTSS to create links between the managed care plan and the dual eligible individual. We have been instrumental in working with our managed care partners and the Ohio Department of Medicaid to resolve problematic issues related to the implementation of MyCare Ohio, including eligibility and enrollment issues. Building on this success, **we will advocate for an expanded role as the care management provider**



of choice for all LTSS programs past the MyCare Ohio pilot period ending in 2019.

Many older adults who don't qualify for Medicaid continue to struggle to find ways to stay at home when living with chronic conditions that impair their ability to live independently. Coupling the fact that the number of these Ohioans is growing along with the fact that Medicaid expenditures could outpace sustainable revenue growth leads to a crisis. **We will advocate for a Medicaid diversion pilot in our area that would allow these older adults of modest means the ability to receive the needed support to stay at home, while delaying or preventing their enrollment in more costly Medicaid long-term care.**





The strength of our organization stems from the people within it. From our Board of talented and committed volunteers to our co-workers who all share a passion for our mission, we are empowered by these individuals who make Direction Home Akron Canton stronger than the sum of our parts by working together.

OUR BOARD OF DIRECTORS

In response to the changing healthcare environment, we have continued to recruit talented Board members with Managed Care experience. A newly added Director is Mumtaz A. Ibrahim, M.D., Chief Medical Officer from SummaCare. His expertise, along with the already impressive skill sets represented by our board, has been instrumental in the guidance of our policy and strategic planning in the past year. Much as we have concentrated on succession planning for our senior level staff, we also plan for continuity of needed expertise and skill sets on our Board.

We will recruit new talent from targeted areas of expertise to position our Board for future successful development and successions.

OUR CO-WORKERS

Our co-workers are one of the main reasons for our success. We pride ourselves on hiring the best and brightest that share a passion for our mission. Our corporate culture emphasizes that all employees demonstrate the 3 Cs: Competence, Courtesy, and Compassion. We have added a clinical trainer to our Care Management staff, who identifies needed skill sets and teaches skills and abilities to manage the new expectations of our payor partners. We have joined with Cleveland and Youngstown AAAs to provide this training across the Northeast Ohio region. To continue this focus on learning and growth, **we will add care management supervisors with clinical skill sets needed to assist in managing our most complex consumer cases. We will impart needed skills and understanding to ensure we connect our members to comprehensive Long-Term Services and Support**



(LTSS) offerings that range from preventative to post-acute supports.

One of our values is that we identify and groom the next generation of leaders. We have been very fortunate to have executive leadership with longstanding tenure. We have been planning for retirements in our executive team for some time, and are now seeing the first few of these planned retirements. These upcoming vacancies have placed greater emphasis on our succession plan to fill or find replacements. We have provided our leaders with educational offerings and executive coaching specifically tailored to their needs and potential positions within higher levels of the organization. Now **we will ensure leadership continuity within the organization by identifying emerging leaders to replace those high potentials that have been promoted with protégés of their own.**

OUR AGING AND DISABILITY RESOURCE NETWORK PARTNERS

Our Aging and Disability Resource Center (ADRC) provides certified specialists in our call center that link people with needed resources, direction, and supports. For years, Area Agencies on Aging (AAAs) have been the central access point for older adults seeking LTSS. In fact, AAAs have been designated the lead agencies in the Aging and Disability Resource Networks, which links partners that provide services and information together for the benefit of callers.

In Ohio, the State's approach to linking those seeking LTSS with proper assistance is changing. The State's new initiative "Ohio Benefits Long Term Care (OBLTC)" is designed to create streamlined access for all individuals looking for LTSS through a new website and telephone number. These new methods of contact will link those seeking information with a "single entry point" provider, which is a community organization trained and contracted to provide specific screening and data entry to start the LTSS process.

WE WILL SEEK OUT PAYOR PARTNERS WHO HAVE ALIGNED INTERESTS IN REDUCING READMISSIONS, INCLUDING HOSPITALS, ACCOUNTABLE CARE ORGANIZATIONS, AND MANAGED CARE ORGANIZATIONS.

AAAs as the lead agencies in the ADRN are also the lead agencies for OBLTC. We have been identifying other willing partner organizations to be additional single entry points into the system. Currently we have two additional partner organizations, InfoLine and Easter Seals. We are aware of significant changes that might impact our current front door role, and are preparing to mitigate the potential negative impact to our callers. **We will use Lean Six Sigma to improve our call center efficiency and effectiveness, increasing volume and caller satisfaction. We will ensure that the community understands OBLTC and our role as the lead organization in LTSS navigation.**

OUR HEALTHCARE PARTNERS

We have enjoyed a long and fruitful relationship with our hospital partners. This was never as apparent as in co-locating Direction Home Akron Canton staff within their facilities. We currently have more than 20 staff located in 12 area hospitals, providing linkage to services and information, as well as health coaching to reduce readmissions to the hospital through our Acute Care Transition program. Thanks in part

to our strong partnerships with area hospitals, we continue to be ranked by the Center for Medicare and Medicaid Service (CMS) as one of the most effective Acute Care Transition programs in the nation. Although we have achieved demonstrable success in reducing readmissions, the national demonstration pilot through CMS is approaching sunset. We anticipate that the demonstration pilot for CCTP will not be expanded past early 2017. Providing this valuable program is important to achieving Triple Aim goals in the context of Population Health initiatives, therefore we have been in discussion with several potential payor partners at the regional, state, and national level to continue our work in Acute Care Transitions. **We will seek out payor partners who have aligned interests in reducing readmissions, including hospitals, Accountable Care Organizations, and Managed Care Organizations.**



OUR QUALITY PLAN

The foundation of our success has been the explicit creation of our organizational culture that integrates Lean Six Sigma, Disney, and Balanced Scorecard methods into one harmonious system that ensures we exceed the expectations of our members and customers.

CONTINUOUS QUALITY IMPROVEMENT

Historically, we have used Lean methods to remove waste from processes and change the way we approach our tasks. Subsequently we added Six Sigma expertise and built a new framework for continuous quality improvement. We have created standard work within and across functional areas that integrates new Six Sigma concepts and methods into our Continuous Quality Improvement (CQI) program. We have used Six Sigma techniques to create a new budgeting system to more easily and quickly create and adapt our budget. **We will apply Six Sigma expertise, including “PDSA” systems, to our practices through a newly formed CQI Committee of co-workers from Northeast Ohio AAAs.**

As we transition to more pay-for-performance based contracts that are dependent on achieving certain quality metrics, quality improvement becomes of paramount importance. We have worked with our payor partners to identify the quality metrics critical to our joint success. Gathering performance information across organizations and ensuring its accuracy is challenging. Nevertheless, we have identified the collaborative processes needed to share data seamlessly and are continuing to implement this system. Thanks to our Business Intelligence Program, we are able to use a data warehouse to translate raw numbers into actionable reports. This allows us to monitor performance at a glance and make mid-course corrections

where needed. We are now able to monitor key performance metrics down to the individual employee level, allowing us to identify best practices and share them with others. Building on our success, **we will integrate our new emphasis on compliance into our CQI program, ensuring that if compliance issues are identified, they are automatically addressed via standard work applications. We will identify new performance expectations, develop quantifiable measurements and tie them to reimbursements.**

BUILDING A CULTURE OF EXCELLENCE

Using methods learned at the Disney Institute for Business Excellence, The Northeast Ohio Coalition of Area Agencies on Aging (NEOCAAA) has worked to integrate service themes and standards into our daily work in order to build a joint culture of excellence. Toward this end, we developed a customized training module on customer service that was attended by more than 550 staff of the Cleveland, Youngstown, and Akron Canton Area Agencies

WE WILL APPLY SIX SIGMA EXPERTISE, INCLUDING “PDSA” SYSTEMS TO OUR PRACTICES THROUGH A NEWLY FORMED CQI COMMITTEE OF CO-WORKERS FROM NORTHEAST OHIO AAAs.

on Aging. We now have common expectations for customer service delivery and standards that guide decisions. To continue to grow this common culture **we will create a Leadership Certification program for NEOCAAA, ensuring that all leaders have the training and education needed to put these cultural touchstones into daily practice. We will share what we have learned in creating joint culture with our AAA co-workers around the state, creating standards for culture across the Ohio network.**

Last year we highlighted new programs such as MyCare Ohio that required us to develop new tools to ensure that we exceed new and expanded expectations. While we have been successful in identifying the clinical outcomes desired by our payor partners, we must now turn our attention to the development of similar systems to determine what is “critical to quality” in the eyes of our members. We have instituted routine customer satisfaction surveys for our CareSource MyCare members, and monitor those in an ongoing effort to identify issues with service delivery. **We will create formal feedback loops between our culture initiatives, our compliance program, and our CQI program to ensure that any issues identified are addressed relative to the consumer experience as well as our internal processes. Inasmuch as compliance is a vital component of achieving success in our business, we will integrate it into our Culture of Excellence.**





OUR FINANCIAL PLAN

In order to thrive in our competitive business environment, we must allocate our human and financial resources with a consistent emphasis on our long-term vision.

BETTER TOGETHER — SHARED REGIONAL SERVICES

The Northeast Ohio Coalition of Area Agencies on Aging (NEOCAA) is comprised of Direction Home Akron Canton, The Western Reserve Area Agency on Aging in Cleveland, and the Area Agency on Aging, 11 Inc. in Youngstown. We've built on our past collaborative successes to move towards our strategic imperatives of getting to scale, getting to price, providing consistent clinical services,



and obtaining payor partners. We have evaluated models of organizational structure to facilitate management of shared services such as Human Resources, Information Technology, and Finance. We have expanded our health insurance group to include members of the Ohio

THE PROJECT ALLOWS US TO IDENTIFY PERFORMANCE AT THE INDIVIDUAL OR AGGREGATE LEVEL TO ANALYZE PERFORMANCE, IDENTIFY TRENDS, AND ENSURE COMPLIANCE WITH PROGRAM OUTCOME REQUIREMENTS.

Association of Area Agencies on Aging (o4a) and other appropriate stakeholders in NEOCAAA's shared services framework such as Benjamin Rose Institute and Mature Services. Further, we have partnered to share compliance, training, and continuous quality improvement programs to reduce costs and ensure quality service across the region. Now **we will implement a shared backroom services model, building on research and professional guidance, to create an operational system that removes duplication while preserving the quality outcomes we require. We will invest the resources necessary in this system to ensure that the implementation has the proper human and financial wherewithal to succeed.**

SUPPORTING NEW BUSINESS MODELS

The transition from a traditional AAA to one that seizes opportunity for new roles with new customers has been ongoing for years. We have worked to build expertise in care transitions, health coaching, evidence-based programs, and managing long-term services and supports of complex populations. We must now invest in expertise and systems to solidify and expand our role in these areas. **We will invest in research to develop new sales strategies and campaigns to secure new customers for these services.**

BUSINESS INTELLIGENCE – TRANSLATING DATA INTO ACTION TO ACHIEVE OUTCOMES

A fundamental operating principle of our organization is continuous quality improvement through formal systems. We are committed to the utilization of data to prompt our actions. We have invested in the creation of a “data warehouse” framework, which is the foundation of our decision support and performance measurement systems. The project allows us to identify performance at the individual or aggregate level to analyze performance, identify trends, and ensure compliance with program outcome requirements. We must build on this capability and continue to invest the time and resources needed to integrate this performance data into action to achieve and maintain outcomes. **We will invest in new IT solutions which tie to the data warehouse to identify and improve performance areas most in need of our interventions. We will use a Plan, Do, Study, Act methodology to monitor the success of the data warehouse, and share pertinent performance information with our partners and our stakeholders.**

A way in which Direction Home Akron Canton has used such data to reinforce desired outcomes is through our “pay for performance” incentive plan. Through this plan we identify priorities for our organization, tie them to measurable outcomes, and reward the attainment of goals based on concrete achievements. We have increased performance by more than 4% in several areas such as volunteer engagement in Elder Rights, discharge to nursing home from our PASSPORT and Assisted Living program, and customer satisfaction with our programs. We now have the opportunity to build on this program, adding in additional measures and tying rewards to the achievement of desired outcomes. **We will integrate “pay for performance” metrics from the MyCare Ohio program, as well as other appropriate new initiatives, into our performance incentive plan.**

AGENCY AWARDS



2015 Senior Hall of Fame Winners (left to right): Dave Floody, Kathy Floody, Mary Jane Falcone, Joseph Ruby, Leonard Falcone, Bette Mizer, Sharon Pooler

Every year Direction Home Akron Canton honors community members for their dedication to the betterment of older adults in Portage, Stark, Summit, and Wayne counties. We recognize the Senior Citizen Hall of Fame inductees, the Student Scholarship Award winner, the Ombudsman Volunteer of Distinction Award winner, and the Foundation Raffle Campaign prize winners at the Annual Awards Ceremony.

SENIOR CITIZEN HALL OF FAME

The Senior Citizen Hall of Fame was created to acknowledge the life-long contributions honorees have made to their communities. One deserving senior from each of Direction Home Akron Canton's service areas is recognized each year for his or her outstanding work. The 2015 Senior Citizen Hall of Fame inductees were Dave and Kathy Floody of Portage County, Bette Mizer of Stark County,

Leonard and Mary Jane Falcone of Summit County, and Sharon Pooler of Wayne County.

STUDENT SCHOLARSHIP AWARD

Annually, Direction Home Akron Canton presents one student, whose passions align with that of the mission and vision of the organization, with a \$5,000 scholarship award to further his or her education. Winners are chosen based on their interest and intent to impact the lives of older adults. The 2015 Student Scholarship was awarded to Amber Wengerd, a senior at The University of Akron studying social work.

OMBUDSMAN VOLUNTEER OF DISTINCTION AWARD

Ombudsman volunteers play a vital role in advocating for the rights of those accessing long-term services and supports, primarily in the nursing home. Each year, Direction



2015 Volunteer of Distinction (left to right): Lee Shumate (Ombudsman Volunteer of Distinction) and Melissa Haddix (Ombudsman)

Home Akron Canton recognizes one ombudsman volunteer who displays exemplary volunteer efforts. The 2015 Ombudsman Volunteer of Distinction Award was presented to Lee Shumate. Lee spends his time giving back to his community. He not only volunteers as an Ombudsman Associate, but also volunteers in several other capacities in the community. He visits and advocates for residents weekly in three facilities located in Stark County. Lee is a wonderful advocate for older adults.

Congratulations to all of those recognized. Because of your dedication to your communities, the lives of older adults continue to be enhanced.

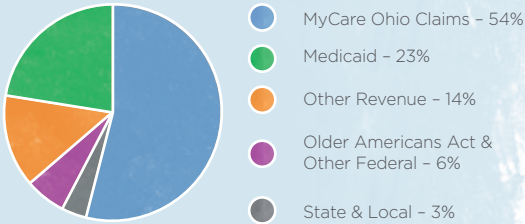




CONSOLIDATED STATEMENTS OF FINANCIAL POSITION

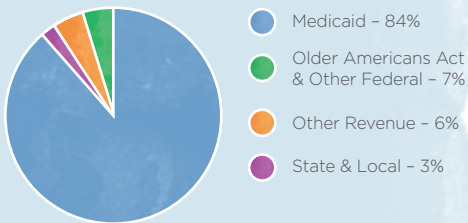
Total Revenues by Source

FY 2015 - \$94,508,606



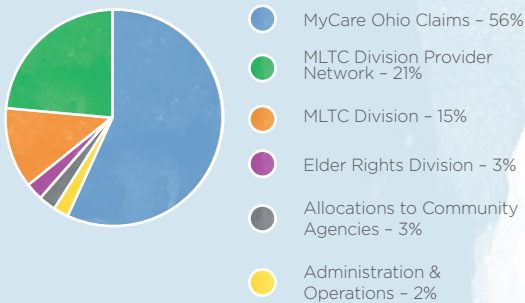
Total Revenues by Source

FY 2014 - \$78,000,901



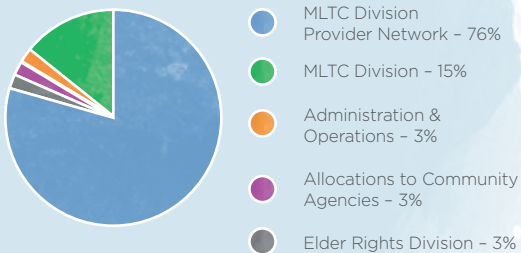
Total Expenditures

FY 2015 - \$91,405,761



Total Expenditures

FY 2014 - \$76,644,135



ASSETS

June 30, 2015

June 30, 2014

CURRENT ASSETS

Cash And Cash Equivalents	\$ 6,732,210	\$ 11,168,237
Accounts/Grants Receivable	2,843,400	2,778,847
Prepaid Expenses	48,765	11,959
Total Current Assets	9,624,375	13,959,043

PROPERTY AND EQUIPMENT

Land	330,000	330,000
Building And Improvements	2,027,115	2,016,736
Equipment	575,988	594,626
Total	2,933,103	2,941,362
Less Accumulated Depreciation	1,130,673	1,013,451
Total Property And Equipment	1,802,430	1,927,911

OTHER ASSETS

Long-Term Investments	3,109,082	-
Investment In Direction Home Ohio LLC	10,000	10,000
Deposits	11,104	11,104
Deferred Compensation Plan Trust	402,784	392,968
Total Other Assets	3,532,970	414,072

TOTAL ASSETS

\$ 14,959,775 \$ 16,301,026

LIABILITIES AND NET ASSETS

CURRENT LIABILITIES

Accounts Payable	3,129,747	7,508,598
Accrued Payroll And Payroll Related Accruals	866,460	769,307
Deferred Revenue	977,378	1,149,590
Total Current Liabilities	4,973,585	9,427,495

LONG-TERM LIABILITIES

Deferred Compensation Plan Trust	402,782	392,968
Total Long-Term Liabilities	402,782	392,968

TOTAL LIABILITIES

\$ 5,376,367 \$ 9,820,463

NET ASSETS

Unrestricted	9,550,418	6,447,901
Temporarily Restricted	32,990	32,662
Total Net Assets	9,583,408	6,480,563

TOTAL LIABILITIES AND NET ASSETS

\$ 14,959,775 \$ 16,301,026

Note: MyCare Ohio program payments to direct care providers (\$51,353,437) are funds under Direction Home Akron Canton management, but are paid directly by the Health Plans. As such, they are not reflected in these audited financial statements for FY15.



CONSOLIDATED STATEMENTS OF ACTIVITIES

REVENUE AND SUPPORT

	Unrestricted	Temporarily Restricted	Year Ended June 30, 2015 Total	Year Ended June 30, 2014 Total
GOVERNMENT SUPPORT				
Medicaid	\$ 21,576,426	-	\$ 21,576,426	\$ 65,537,075
Older Americans Act And Other Federal	5,313,488	-	5,313,488	5,052,067
State And Local Grants	3,271,519	-	3,271,519	2,552,218
Total Government Support	30,161,433	-	30,161,433	73,141,360
OTHER REVENUE				
Non-Government Revenue	11,541,663	1,067	11,542,730	3,592,069
Fundraising	186,696	-	186,696	182,267
Program Revenue	1,131,528	-	1,131,528	904,890
Loss On Disposal Of Equipment	(1,864)	-	(1,864)	(983)
Unrealized Loss On Investments	(7,225)	-	(7,225)	-
Investment Income	21,395	-	21,395	-
In-Kind Revenue	108,996	-	108,996	121,657
Interest Income	11,480	-	11,480	59,641
Total Revenue	12,992,669	1,067	12,993,736	4,859,541
TOTAL REVENUE AND SUPPORT	\$ 43,154,102	\$ 1,067	\$ 43,155,169	\$ 78,000,901

EXPENSES

Salaries	\$ 11,633,540	-	\$ 11,633,540	\$ 10,087,585
Benefits	3,201,572	-	3,201,572	2,823,418
Professional Services	526,331	-	526,331	424,803
Equipment And Supplies	1,192,790	-	1,192,790	1,255,470
Travel And Training	728,711	-	728,711	678,903
Depreciation And Amortization	133,995	-	133,995	117,743
Occupancy	270,637	-	270,637	240,683
Other	696,861	-	696,861	442,587
Direct Lobbying	180	-	180	-
Program Allocations	21,421,225	739	21,421,964	60,323,940
Fundraising	27,364	-	27,364	22,839
In-Kind Expenses	108,996	-	108,996	121,657
Interest Expense	-	-	-	36
Other Rental Expenses	109,383	-	109,383	104,471
TOTAL EXPENSES	\$ 40,051,585	\$ 739	\$ 40,052,324	\$ 76,644,135
CHANGE IN NET ASSETS	3,102,517	328	3,102,845	1,356,766
NET ASSETS, BEGINNING OF YEAR	6,447,901	32,662	6,480,563	5,123,797
NET ASSETS, END OF YEAR	\$ 9,550,418	\$ 32,990	\$ 9,583,408	\$ 6,480,563

Year Ended June 30, 2015

Program Services	\$ 38,072,629
Building Operations	168,486
Administration And Fundraising	1,811,209

TOTAL EXPENDITURES \$40,052,324

Year Ended June 30, 2014

Program Services	\$ 74,217,461
Building Operations	186,942
Administration And Fundraising	2,239,732

TOTAL EXPENDITURES \$76,644,135

An audit of the June 30, 2015 consolidated financial statements of Direction Home Akron Canton Area Agency on Aging 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 11, 2016 in which Bober Markey Fedorovich expressed an unqualified opinion. The audited consolidated financials may be reviewed upon request at Direction Home Akron Canton Area Agency on Aging, 1550 Corporate Woods Parkway, Uniontown, Ohio 44685.

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

PROVIDER NETWORK EARNINGS

Agency	Service	2015 Total
A Better Home Health Care North, Inc.	Homemaker, Personal Care	\$25,752
A&A Medical Supply LLC	Home Medical Equipment	\$3,564
A.S.A.P. Home Care, Inc.	Homemaker, Personal Care	\$238,129
Absolute Health Services, Inc.	Homemaker, Personal Care	\$174,030
Absolute Home Health Care, Inc.	Personal Care	\$51,380
Access Nursing Care, LLC	Personal Care	\$74,495
Access Solutions	Minor Home Modification	\$12,077
Access to Independence	Home Medical Equipment, Minor Home Modification	\$10,643
Accessible Home Health Care of Akron	Homemaker, Personal Care	\$8,887
Accurate Medical Supply, Inc.	Home Medical Equipment	\$2,464
ADT, LLC	Emergency Response System	\$13,449
Adult Wellness Center, LLC	Adult Day Service, Adult Day Service Transportation	\$9,773
Akron Summit Community Action Agency	Foster Grandparents, RSVP, Sr. Companions	\$6,706
Ali Residential Services, Inc.	Homemaker, Personal Care	\$3,465
Alliance Home Medical Equipment	Home Medical Equipment	\$25
Almost Family	Homemaker, Personal Care	\$126,911
Alpha Phi Alpha Homes, Inc.	Congregate Meals, Home Delivered Meals	\$99,659
Altercare of Navarre Center for Rehab. & Nursing	Assisted Living	\$41,583
Alternative Solutions Adult Day Care, Inc.	Adult Day Service, Adult Day Service Transportation	\$67,591
Alzheimer's Association, Greater E. Ohio Area Chap.	Social Work Counseling and Respite	\$77,018
American Medical Transport	Transportation	\$1,711
American Red Cross, Stark County Regional Chapter	Transportation	\$3,510
Anna Maria of Aurora, Inc.	Assisted Living	\$84,566
AnswerCare, LLC	Chore, Homemaker, Personal Care	\$162,934
Arcadia Health Services, Inc.	Homemaker, Personal Care	\$258,469
ASIA, Inc.	Congregate Meals, Socialization	\$14,553
Association for Better Community Develop.	Transportation	\$18,809
At Home Health Care LLC	Homemaker, Personal Care	\$37,613
Atlantic Medical Transportation, LLC	Transportation	\$3,585
Bed Bug Burners, LLC	Chore	\$19,310
Bel Air Convalescent Center	Adult Day Service, Adult Day Service Transportation	\$951
Beyond Eating LLC	Nutrition Consultation	\$2,441
Boardman Medical Supply Co.	Home Medical Equipment	\$1,661
Brewster Parke, Inc.	Assisted Living	\$31,599
Briarwood Leasing, LLC	Assisted Living	\$267,650
Brookdale Place of Bath, LLC	Assisted Living	\$10,855
Brookdale Senior Living Communities, Inc.	Assisted Living	\$32,434
Buckeye Transport Service, LLC	Transportation	\$3,210
Burbank Senior Care	Assisted Living	\$15,193
BXN Health Services, LLC	Homemaker, Personal Care	\$22,350
Callos Nursing Services	Homemaker, Nutritional Consultation, Personal Care	\$220,898
Cambridge Home Health Care Inc.	Homemaker, Personal Care	\$343,684
Cardinal Retirement Village	Assisted Living	\$30,247
Caring Hands	Emergency Response System, Homemaker, Personal Care, Social Work Counseling	\$141,613
Caring Solutions, Inc.	Home Medical Equipment, Minor Home Modification	\$180
Catholic Charities ADS	Adult Day Service, Adult Day Service Transportation	\$37,382
Central Exterminating Company	Chore	\$526
Chapel Hill Community	Assisted Living	\$25,269
Christmas Home Health, LLC	Homemaker, Personal Care	\$240,631
Circle of Life Corporation	Homemaker, Personal Care	\$144,269
City Yellow Cab Co.	Transportation	\$75,145
ClearPath Home Health	Homemaker, Personal Care	\$211,515
Coleman Professional Services	Adult Day Service, Adult Day Service Transportation	\$51,640
Community Caregivers of Cuyahoga Falls	Homemaker, Personal Care	\$2,000,089
Community Caregivers of Green, Inc.	Homemaker, Personal Care	\$292,977
Community Caregivers of Stark County	Homemaker, Personal Care	\$280,895
Community Legal Services	Legal Counseling	\$70,228



Agency

Service

2015 Total

Companions of Ashland	Homemaker, Personal Care	\$80,636
Complete Healthcare Services, Inc.	Homemaker, Personal Care	\$163,272
ConnectAmerica.com, LLC	Emergency Response System	\$3,203
Covenant Home Health Care.....	Homemaker, Personal Care	\$24,836
Creative Bath Systems	Minor Home Modification	\$10,908
Critical Signal Technologies, Inc.....	Emergency Response System, Home Medical Equipment	\$29,865
Decor Built Construction, Inc.	Minor Home Modification	\$106,486
Dustin P. Szaraz.....	Independent Provider	\$845
Easter Seals Northeast Ohio	Visiting	\$14,261
Elmcroft of Sagamore Hills.....	Assisted Living	\$93,953
Empowerment Homes, Inc.	Homemaker, Independent Living Assistance, Personal Care	\$8,368
EMS Sentry, Inc.	Emergency Response System	\$5,723
Equal Access	Emergency Response System	\$9,774
Eva L. Bruening Adult Day Center	Adult Day Service	\$980
F&G Deliveries.....	Home Delivered Meals	\$102,421
Family & Community Services, Inc.	Congregate Meals, Farmer's Market, Foster Grandparent, Home Delivered Meals, RSVP, Sr. Companion.....	\$517,480
Finney's Institutional Pharmacy	Home Medical Equipment, Minor Home Modification	\$16,501
First Choice Medical Staffing of Ohio Inc.	Homemaker, Personal Care	\$10,154
First Step Development Group.....	Emergency Response System	\$1,808
Four Seasons Home Health	Homemaker, Personal Care	\$61,779
Galaxy Medical Products, Inc.	Home Medical Equipment	\$839
Gardens of Western Reserve of Cuyahoga Falls, Inc.	Assisted Living	\$266,612
Gateway Healthcare Services LLC.....	Homemaker, Personal Care	\$72,892
Gilcrest Wellness Center.....	Adult Day Service, Adult Day Service Transportation, Transportation.....	\$187,178
Gladstone Headquarters, Inc.....	Personal Care	\$38,761
Global Meals	Home Delivered Meals	\$95,681
GreenView Senior Assisted Living.....	Assisted Living	\$45,897
Guardian Angel Home Care, Inc.	Homemaker, Personal Care	\$165
Guardian Eyes	Adult Day Service, Adult Day Service Transportation, Chore, Community Transitions, Homemaker, Personal Care	\$222,419
Guardian Medical Monitoring, Inc.	Emergency Response System, Home Medical Equipment	\$32,590
GV Suites, Inc.	Assisted Living, Community Transitions	\$20,073
Haven Home Care, Inc.	Homemaker, Personal Care	\$286,431
Health Aid of Ohio, Inc.	Home Medical Equipment	\$747
Health Care Bridge	Homemaker, Personal Care	\$257,666
Hear to Heart Home Health Care	Homemaker, Personal Care	\$62,491
Heartfelt Care Home Health.....	Homemaker, Personal Care	\$279,448
Heritage Home Healthcare of Cuyahoga Falls, LTD	Homemaker, Independent Living Assistance, Personal Care	\$980,933
Heritage Home Healthcare of Stark & Portage	Homemaker, Personal Care	\$114,396
Holistic Home Health, Corp.....	Homemaker, Personal Care	\$61,281
Home Care Connection, Inc.	Homemaker, Personal Care	\$669,982
Home Care Network, Inc.....	Homemaker, Personal Care	\$46,126
HOME Choice Transition Services.....	Transitions Services	\$283,016
Home Helpers Canton.....	Emergency Response System, Homemaker, Personal Care	\$92,799
Home Helpers Direct Link.....	Homemaker, Personal Care	\$6,089
Home Instead Senior Care	Homemaker, Personal Care	\$40,272
Home Preferred Home Care, Ltd.....	Homemaker, Personal Care	\$255,789
Horizon Health Services, LLC.....	Homemaker, Personal Care	\$58,694
Hudson Health Care, Inc.	Assisted Living	\$85,373
Info Line, Inc.....	Emergency Response System, Independent Living Assistance, Information & Referral	\$22,969
Info Link-United Way of Wayne and Holmes Counties.....	Information and Referral.....	\$5,307
In-House Healthcare, Inc.	Homemaker, Personal Care	\$25,612
Interim Health Care of Akron	Emergency Response System, Homemaker, Personal Care	\$547,116
J.R. Coleman Senior Outreach (ADS)	Adult Day Service, Adult Day Service Transportation, Minor Home Modification	\$114,487
Jewish Community Care at Home	Homemaker, Personal Care, Nursing, Occupational, Physical, Speech Therapy	\$55,431
Jonesy's Lawn Care, Inc.	Minor Home Modification	\$104,117
Koala Kruizers	Transportation	\$37,649
Kunkel Construction, LTD.....	Minor Home Modification	\$15,671

PROVIDER NETWORK EARNINGS

Agency	Service	2015 Total
Laurie Ann Home Health Care.....	Homemaker, Personal Care	\$132
Lifeline Systems Company	Emergency Response System, Home Medical Equipment	\$64,603
Living Assistance Services	Homemaker, Personal Care	\$38,591
LL Canton, LLC.....	Assisted Living	\$106,190
Love and Compassion Home Health	Homemaker, Personal Care	\$1,629
M & Y Care, LLC	Homemaker, Personal Care	\$408
Massillon Cable TV, Inc.	Emergency Response System	\$5,398
Mature Services, Inc.....	Chore, Congregate Meals, Counseling, Farmer's Market, Home Delivered Meals, Homemaker, Personal Care, RSVP, Social Work Counseling	\$482,323
Maxim Healthcare Services, Inc.....	Homemaker, Personal Care	\$59,729
Meals on Wheels of Stark & Wayne Counties.....	Congregate Meals, Home Delivered Meals, Home Medical Equipment	\$1,021,336
Medical Service Companies	Home Medical Equipment	\$370
MedScope America Corporation	Emergency Response System	\$23,412
Menorah Park	Homemaker, Personal Care, Social Work Counseling	\$216,073
Metro Regional Transit Authority	Transportation	\$26,105
Midwest Home Care LTD	Homemaker, Personal Care	\$150,219
Miles of Care Home Health Services.....	Homemaker, Personal Care	\$96,302
Miller's Rental and Sales, Inc.....	Home Medical Equipment, Minor Home Modification	\$39,791
Minerva Area Commission on Aging	Congregate Meals, Home Delivered Meals, Socialization.....	\$26,513
Mobile Meals, Inc.	Congregate Meals, Home Delivered Meals, Home Medical Equipment	\$541,242
Mom's Meals.....	Home Delivered Meals	\$229,272
National Church Residences.....	Homemaker, Personal Care	\$8,353
Noble Health Care, Inc.....	Homemaker, Personal Care, Nursing, Occupational, Physical, Speech Therapy	\$9,425
Northeast Professional Home, Inc.....	Homemaker, Personal Care	\$986,915
Northern Summit Multi-Service.....	Congregate Meals, Information and Referral	\$2
Ohio Presbyterian Retirement.....	Assisted Living	\$117,384
Opening Arms Outreach Social Services, LLC.....	Homemaker, Personal Care	\$9,156
Our Friends and Family, LLC.....	Emergency Response System, Homemaker, Personal Care	\$164,353
Our Home Health, LLC	Personal Care	\$26,556
Ovren Mobility Products	Home Medical Equipment, Minor Home Modification	\$55,485
Pace Enterprises, Inc.	Home Medical Equipment, Minor Home Modification	\$258,998
Park Grocery Corp.	Independent Living Assistance	\$14
Personal Touch Home Care of Ohio, Inc	Homemaker, Personal Care	\$80,789
Platinum Home Helper Services	Personal Care	\$5,332
Portage Area Regional Transportation Authority (PARTA)	Transportation	\$9,859
Prestige Home Services, LLC.....	Chore, Minor Home Modification	\$25,611
Priority Home Health Care, Inc.....	Homemaker, Personal Care	\$117,012
Rebuilding Together	Minor Home Modification	\$8,575
Recovery Requires A Community.....	Minor Home Modification	\$34,004
Regina Health Center.....	Assisted Living	\$56,988
Ride With Us, LLC	Transportation	\$14,424
Rural/Metro Helpline.....	Emergency Response System	\$11,254
Rx Home Health Care, Inc.....	Homemaker, Personal Care	\$16,572
S.M.I.L.E., Inc.	Emergency Response System	\$442
Sanctuary Skilled Home Health Care	Homemaker, Personal Care	\$2,389
SarahCare	Adult Day Service, Adult Day Service Transportation, Homemaker, Personal Care	\$476,606
Scenic View Transportation.....	Transportation	\$58,225
Schmidt Security Pro.....	Emergency Response System, Home Medical Equipment	\$1,281
Seeley Medical	Home Medical Equipment	\$2,974
Senior Independence.....	Adult Day Service, Adult Day Service Transportation, Personal Care, Transportation	\$65,729
Signature Health Services	Homemaker, Personal Care	\$5,572
Simply EZ Home Delivered Meals.....	Home Delivered Meals	\$466,080
Springfield Senior Center.....	Congregate Meals, Socialization.....	\$17,451
St. Joseph Care Center.....	Assisted Living	\$11,658
St. Luke Lutheran Community Minerva	Assisted Living	\$7,239
St. Luke Lutheran Home for the Aging.....	Assisted Living	\$111,118
Stow-Glen Inc.....	Adult Day Service, Adult Day Service Transportation, Assisted Living, Homemaker, Personal Care	\$364,808



Agency	Service	2015 Total
Summit Adult Day Services	Adult Day Service, Adult Day Service Transportation	\$61,928
Summit County	Minor Home Modification	\$10,000
Superior Senior Services	Chore, Minor Home Modification	\$23,474
Tech Center, Inc.	Chore, Homemaker, Personal Care	\$98,323
The Inn at Belden Village	Assisted Living	\$4,337
The Inn at University Village	Assisted Living	\$12,784
The Merriman	Assisted Living	\$184,855
The Oaks at Shady Lawn	Assisted Living	\$257,252
The Village at St. Edward	Assisted Living	\$45,897
Townview Terrace	Assisted Living	\$164,781
Traditions at Bath Road	Assisted Living	\$237,794
Twinsburg-Legacy Assisted Living, LLC	Assisted Living	\$45,585
Universal Nursing	Homemaker, Personal Care	\$69,642
Visiting Angels-Independence	Personal Care	\$3,951
Visiting Angels-Ravenna	Personal Care	\$47,150
Visiting Social Workers of Ohio, Inc.	Social Work Counseling	\$22,859
VRI	Emergency Response System, Home Medical Equipment	\$15,539
Wayne Health Services & Supplies, Inc.	Home Medical Equipment, Minor Home Modification	\$5,866
Wayne Manor	Assisted Living	\$134,301
West View Manor, Inc.	Assisted Living	\$14,587
Westark Family Services	Counseling, Homemaker, Personal Care	\$134,723
Western Reserve Catering	Home Delivered Meals	\$101,016
YWCA of Alliance	Congregate Meals	\$22,604

Grand Total: \$21,421,964



THE FOUNDATION STORY

Thousands of older adults in Portage, Stark, Summit, and Wayne counties do not qualify for in-home assistance through Medicaid and cannot afford to purchase long-term services and supports on their own. These older adults have very few long-term care options available to them. The absence of affordable long-term care can result in physical and financial decline, ultimately resulting in unnecessary Medicaid enrollment and long-term care facility placement. The goal of the Direction Home Akron Canton Foundation is to provide education and a greater understanding of the public policies affecting services available to older adults and to ensure adequate support of the senior populations who require assistance to remain independent.

Funding for the Foundation comes from two separate campaigns: Care for a Lifetime and the Foundation Raffle Campaign. Care for a Lifetime is an annual internal fundraiser where Direction Home Akron Canton employees donate more than \$50,000. These monies directly fund long-term services and supports to 30 older adults in our

services region who are enrolled in the Care Coordination Program. Without this generous support from our employees, these older adults may not have any other options to pay for their care.

Thanks to the wonderful support and generosity of Direction Home Akron Canton's sponsors and staff, and a unique partnership with the Western Reserve Area Agency on Aging and the Youngstown Area Agency on Aging, the 2015 Foundation Raffle raised more than \$177,000. These funds help to support the efforts of Direction Home Akron Canton's advocacy and outreach campaigns. Prizes are graciously donated by our community partners at no cost to the Foundation. Special thanks to our sponsors, whose generosity made our raffle prize package possible:

- UnitedHealthcare Community Plan of Ohio
- Employee Benefits International, Inc.
- Gasser Fine Jewelers
- Glenmoor Country Club

- Lee Jewelers
- Sheraton Suites – Akron/Cuyahoga Falls
- The Ink Well – Akron
- Northeast Professional Home Care
- Simply EZ Home Delivered Meals
- Almost Family, Inc.
- ClearPath Home Health
- Callos Group
- Interim Health Care
- Heartfelt Caregivers
- Haven Home Care



2015 FOUNDATION RAFFLE WINNERS

Grand Prize

Seven nights plus airfare for two at The Ritz-Carlton Kapalua, Maui, Hawaii
Joan Pollock, Akron, OH

First Prize

Choose Your Adventure – Five nights plus airfare for two
Meredith Flaherty, Hartsville, OH

Second Prize

HD Home Theater
Mike Cline, Clinton, OH

Third Prize

HD Home Theater
Mike Cline, Clinton, OH

Fourth Prize

\$2,000 VISA Gift Card
Mike Cline, Clinton, OH

Fifth Prize

\$1,000 VISA gift card plus two nights at the Westin Michigan Avenue in Chicago
Don Pavlik, Tallmadge, OH

Sixth Prize

\$1,000 VISA gift card plus a \$500 gift card to Gasser Fine Jewelers in Canton, OH
Thad Smith, Canfield, OH

Seventh Prize

\$1,500 Lee Jewelers 14K White Gold Ring
Ruby Diane Bowman, Ashland, OH

Eighth Prize

\$500 VISA gift card plus an overnight stay for two at Glenmoor Country Club in Canton, OH
Rochelle Antwi, Copley, OH

Ninth Prize

Pamper Yourself Package, \$500 VISA Gift Card, and an overnight package for two at Sheraton Suites in Akron/Cuyahoga Falls
Michelle Hughes, Uniontown, OH



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ANDREW AND BONNIE SLINKOSKY

Andrew and Bonnie Slinkosky were married for 56 years. Together they have one son and two grandchildren, a granddaughter and grandson. Andrew served in the Navy during World War II and when he returned, he worked in construction throughout most of his career. Bonnie was employed as a beautician and owned her own barber shop. She worked until she was 82 years old when she quit to help take care of Andrew.

Shortly after Bonnie quit working, she realized she needed some assistance with taking care of Andrew. That's when Andrew was enrolled on the Care Coordination Program. Andrew, who had Alzheimer's, was in the Care Coordination Program for almost two years. Through the program, he was able to receive several supportive services that allowed him to remain in his home and gave Bonnie peace of mind. Andrew received assistance from a home health aide who helped

with bathing, dressing, and feeding. Andrew's aide also helped with cleaning and other household chores. In January of 2014, Andrew passed away. Bonnie talked about the services her husband received saying, "I think it's a wonderful service! I don't know what I would have done without it. My husband was sick for a long time and having that help was huge. I probably would have had to put him in a nursing home had we not been able to get help."

After Andrew passed away, Bonnie also found that she needed some assistance to help her remain independent. Bonnie, who is now 85, is enrolled in the Care Coordination Program and has been on the program for almost a year. She has an aide that comes three times a week and helps with cleaning, laundry and other household chores. The aide also goes shopping and runs errands for Bonnie. "I think it's a wonderful program, I really do," Bonnie said. The services Andrew and Bonnie received through the Care Coordination program allowed them to remain independent and in the home that they've lived in for more than 30 years.



Bonnie Slinkosky



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