

THE WAY FORWARD



Area Agency on Aging • 10B, Inc.

Annual Report

Area
agency
on
aging
Independence
with
Dignity
10B Inc.

CONTINUING THE WAY FORWARD: OUR STRATEGIC VISION

In the past year, we have seen the beginning of a major transformation in Ohio's long term care system, the magnitude of which has not been seen since the inception of PASSPORT over 20 years ago. In 2007, and against this backdrop, we unveiled our vision for the future: The Way Forward. This plan was built on four cornerstones that focus on our consumers, our relationships with policymakers, our partners, and our finances.

Our Consumer Plan: Make Consumer Choice a Reality in Long Term Care

In 2007, state imposed PASSPORT enrollment restrictions precluded us from serving all Medicaid eligible older adults that requested long term care services in the home. As PASSPORT enrollments reached arbitrary thresholds, pending enrollees had no recourse

but to accept permanent nursing home placement or no service at all. This is no longer the case.

Thanks to Governor Ted Strickland and the Ohio Legislature, we can now serve Medicaid eligible older adults through PASSPORT with no artificial limits placed on enrollments. The achievement of this PASSPORT budget objective represents the first steps towards a balanced system of long term care in Ohio that provides real choice to older adults.

We made significant progress on our second PASSPORT budget objective as well, with 3 percent PASSPORT provider rate increases in each year of the state's Biennium Budget. Provider capacity will be enhanced, a key to making community-based options a real choice for consumers.

We need now to achieve provider rate parity across all regions of Ohio. Provider rates in our region are the lowest in the State. This creates a financial incentive for providers to serve consumers in neighboring counties. We will work with the Ohio Department of Aging (ODA) to address these regional variances to improve service capacity for consumers in our region. Achieving provider rate parity is critical to building our provider network partnerships.

Most importantly, we must mitigate the impact of funding silos that limit consumer choices.

Assisted Living slot limitations is an example of such a barrier.

Our Advocacy Plan: Fight to Win

Our relationships with national, state, and local policymakers continue to be a strategic priority.

At the National Level – The U.S. Administration on Aging (AOA)'s CHOICES initiative continues to be a focus for national advocacy in the Aging Network. CHOICES, the centerpiece of the Older American's Act, consists of:

- Aging Disability Resource Center – The front door to the long term care system

- Evidence-Based Disease Self-Management Program – Utilizing Stanford University’s training model that uses empirically proven methods to promote self-management of chronic conditions
- Nursing Home Diversion Program – Enabling older adults of modest means and at high risk of permanent nursing home placement to remain at home

We have transitioned our screening department into an Aging Resource Center, providing the initial point of access to long term care options for consumers. We expect soon to achieve official designation from the Ohio Department of Aging.

We have worked with the ODA and SummaCare, Inc., to participate in AOA’s national Evidence-Based Disease Self-Management pilot. This pilot provides enrollees common to SummaCare Inc., and Area Agency on Aging with evidence-based methods for managing their chronic conditions. We will expand these trainings to all Agency enrollees and the community at-large.

For over 20 years, we have provided assistance through our Care Coordination Program to older adults of modest means that are at high risk of permanent nursing home placement, but do not qualify for Medicaid. We have never fully addressed the demand from this consumer segment due to static “non-Medicaid” funding levels and the rising costs of care. Care Coordination continues to be a funding priority.

In line with the Nursing Home Diversion Program initiative, we will expand our Care Coordination Program to include consumer-directed care that allows consumers to have increased control of their own service provision.

We will continue to work through our national trade association, National Association of Area Agencies on Aging (n4a), to secure the necessary funding to fully implement the CHOICES initiative in our area.

In Ohio – We achieved another PASSPORT budget objective with the creation of the Unified Long Term Care Budget Workgroup. Our President & CEO has been appointed to the workgroup by the Governor to represent the Ohio Association of Area Agencies on Aging (O4A). The goals of this workgroup are to develop a comprehensive, flexible and transparent process for effective and efficient budgeting and service delivery that:

- Encompasses both facility-based and home- and community-based long term services and support

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.

- Is based on consumer choice and differing levels of service need
- Includes a seamless array of service delivery options
- Features a consolidated policymaking and budget authority to simplify decision making and maximize the State’s flexibility

We will advocate for this needed direction through our state trade association (O4A) with efforts to educate consumers, policymakers, and the community. We need to align support from other stakeholders, including Home Health Agencies, Nursing Facilities, Assisted Living Facilities, and Managed Care Organizations.

In Our Region – Across Ohio, aging service levies have been used to meet the long term care needs of older adults of modest means.

The Citizens for Portage County Seniors, led by the Agency, took an older adult services levy to the voters in May that was soundly defeated. This levy would have supported a community-based long term care program similar to our Care Coordination Program for older adults who do not qualify for Medicaid long term care.

In order to adequately meet the need of this disenfranchised population segment, we need to link support from CHOICES at the national level, to State Block Grant and other funding from the state level, to local publicly supported efforts in order to serve frail older adults of modest means who comprise 40 percent of our aged population.

Our People Plan: Work Together

Our people plan builds upon a commonly shared vision that is easily understood and affirmed by key stakeholders.

Our Board of Directors: Improving Care Through Strategic Partnerships – Our Board members continue to link us to the medical community, particularly through hospitals from which half of all nursing facility admissions originate. One of our most successful strategic partnerships places Agency nurses in hospitals to assist with discharge planning and enrollment into PASSPORT.

In 2007, we have added Wooster Community Hospital to our list of area hospitals that includes Akron City Hospital, Akron General Hospital, Barberton Citizen's Hospital, Robinson Memorial Hospital, and St. Thomas Hospital. We plan to locate our nurses in all area hospitals by 2010.

Our Staff: Promoting Learning and Growth –

We continue to bolster staff with the specialties needed to manage the care of our PASSPORT, Care Coordination, and Assisted Living enrollees. We have grown our clinical expertise by adding a Senior Vice President of Medicaid Managed Care and a Clinical Nurse Specialist to move forward our High Risk Care Management Program for enrollees confronting permanent nursing facility placement.

To enhance our consumer's experience, the Area Agency on Aging instituted a Culture of Excellence program which applies Disney Company tenets of exceptional customer service to our business model.

Finally, we have adopted the "Lean" approach to Continuous Quality Improvement (CQI). We will focus upon the achievement of positive consumer outcomes by emphasizing processes, recognizing both internal and external customers, and promoting the use of objective data to analyze and improve service.

To prepare for a wave of retirements in our management ranks within the next decade, we developed our Leadership Academy as a succession planning program. The Leadership Academy is in the fifth year of operation. The Leadership Academy will continue to be utilized to develop employee potential.

Our Volunteers: Providing a Meaningful Experience –

We utilize volunteers to fill several important roles in the organization including: Advisory Councils, who assist with advocacy and planning; Ombudsmen, who identify long term care service complaints; and student interns, who support the Agency in various capacities while learning skills and gaining

professional experience. Many volunteers and interns have gone on to careers in our organization.

We will enhance the utilization of volunteers and interns by developing more aggressive outreach efforts that complement the career paths and aspirations of each participant.

Our Financial Plan: Invest in the Future

Achieving our strategic goals is predicated on attracting sufficient resources.

Improved Care Management Models for Each Long Term Care Setting – We have built on our clinical expertise to develop practical tools that include protocols that mitigate the impact of significant risk factors for consumers at high risk of nursing home placement. We will now concentrate on developing improved Care Management software that provides consistent application of interventions. This will allow for better management of care in a community based setting. These tools facilitate melding of information, service delivery, medical monitoring, and integration with other medical partners such as Medicare Advantage Plans.

We will next focus on improving care management models in Assisted Living and Nursing Facility settings. We will develop evidence-based criteria to identify the most appropriate placements in assisted living settings. For nursing facility residents, we will better identify residents willing and able to move to less restrictive care settings with emphasis on returning home. And we will employ a palliative care model to manage "permanent" nursing facility residents that emphasizes comfort and reduces ER and hospital admissions.

A Financial Model That Will Position Us to Accept Risk Contracts –

Because the future of Medicaid long term care management could include a scenario that involves some form of a capitated system, we will research the legal requirements and risk potential involved. This positions us to effectively manage programs in a traditional reimbursement or risk environment.

Consumer Education Programs – Building on our role in Medicare Prescription Drug education, we developed forums that assisted older adults in determining: if they should consider a Medicare Advantage Plan as an alternative to traditional Medicare; and how to select the Medicare Advantage Plan best suited to their individual needs. We will create easy to use web-based tools for comparison of Medicare Advantage Plans.



A New Office Complex – Our efforts to secure funding through multi-level governmental resources met with limited success in 2007. We will assume over half of the costs of our proposed project. While we have obtained support from the local level, as the City of Green has agreed to provide land and sewer and water services for our new office complex, we have not yet secured federal and state funds. We will solicit support from our representatives from the Ohio General Assembly to secure state funding, then build upon our success at the regional and state levels to make our case for federal support.

Concurrently, we are piloting home-based care management, which allows for Care Managers to work effectively from outside the office. We will continue to evaluate this option that will allow us to exceed the expectations of our enrollees while maximizing cost and space savings.

In Conclusion – For over 30 years, we have been a leader in the long term care industry. We are committed to meeting the chronic care needs of a growing aging population. Unprecedented change is before us. We must seize opportunity where found and create opportunity where lacking. We will continue to advocate for meaningful change in the long term care system through our presence in Washington D.C., Columbus and in our region. Making our strategic

vision, The Way Forward, a reality will ensure continued care for the thousands of older adults who rely on us each day now and into the future.

Willard P. Roderick | Chairman

Joseph L. Ruby | President & CEO

OHIO
ASSOCIATION
OF AREA
AGENCIES
ON
AGING



Advocacy. Action. Answers on Aging.

MEDICAID MANAGED *Care* DIVISION

Dignity and choice are the words that steer the Medicaid Managed Care Division forward. The Medicaid Managed Care Division is committed to making customer service a top priority by providing choice for older adults who wish to remain independent while achieving the highest quality of life. The Medicaid Managed Care Division provides opportunities for consumers across varied care settings, including home care and assisted living arrangements.

The **PASSPORT Home Care Program** provides in-home services for Medicaid-eligible older adults who require hands-on assistance with their activities of daily living. This cost-effective program provides a choice for older adults who want an alternative to a more costly nursing home setting. Registered Nurses and Licensed Social Workers act as Care Managers, which provide care for more than 3,000 older adults on the PASSPORT program. We had over 1000 PASSPORT enrollments in 2007.

The **Assisted Living Waiver** program is the newest addition to the division. The program manages services in a certified residential care facility, a less restrictive and a more independent environment where older adults can receive long term care.

The Medicaid Managed Care Division encompasses an integrated model of care delivery that demonstrates courtesy, competency and compassion to our consumers. We are proactive in facilitating best-practice protocols in order to provide interventions that assist Care Managers. Care Managers provide true care management, rather than service management. This means that Care Managers provide assistance with whatever a consumer needs, from home delivered meals to picking a Medicare plan.

The **Aging Resource Center** takes on the critical task of consistently providing answers to callers who seek general aging information or program assistance. The Resource

Center also completes pre-admission review screening and level of care assessment for an individual entering a Medicaid-certified nursing facility. The Aging Resource Center has answered approximately 12,000 calls in 2007.

The **Long Term Care Consultations** are provided by Registered Nurses for any Ohioan who wishes to be advised on their long term care options. Over 5000 of these visits were conducted in 2007. The Home First Program continues to provide the opportunity for individuals to transition from a nursing home setting to a home setting; and the consultation team is able to expedite the enrollment process.

Ed, pictured here with his beloved dog Babe, loved to garden, and considered it one of his passions in life. Things started to change in 1999 when Ed's wife passed away. Soon after, Ed started having his own health problems that affected the way he lived and remained independent. Ed needed options for his long term care needs. He was enrolled on the Area Agency on Aging PASSPORT in-home care program. PASSPORT provides a less costly alternative to nursing home care for those who need long term care. PASSPORT provides a Care Manager who helps him with all aspects of his care, from ensuring appropriate health care coverage to assisting in home heating stipends. Ed has a home health aide to assist with daily necessities such as bathing, dressing, laundry assistance or picking up prescriptions. Meals and an emergency response button help to maintain his independence with dignity, and the Area Agency on Aging is proud to provide for that support.



Pictured here are certified Volunteer Ombudsmen Ray Unk and Don Williams visiting a resident at Hickory Ridge Nursing and Rehabilitation Center. Ray fought in World War II and the Korean War. “Big Don” Williams was recognized as the University of Akron 1967 Athlete of the Year and was drafted by the Cleveland Browns. Ray and Don give back to their community by observing, empowering and interacting with residents and their families as Volunteer Ombudsmen. Volunteers extend program presence in three-hundred and fifty licensed long term care facilities throughout a thirteen county region by being our “eyes and ears” in the field and reporting resident concerns to Ombudsman staff. We are grateful for Ray and Don’s efforts in improving the lives of our most vulnerable citizens.



ELDER *Rights* DIVISION

The Elder Rights Division continues to move forward by protecting individuals in a variety of care settings. Two key principles define their advocacy: protection and education of older adults. The Elder Rights Division is committed to “consumer choice” by either educating through empowerment or acting as a “voice” in order to have consumers’ needs met.

Certified Ombudsman staff and volunteers routinely show their presence in long term care facilities including nursing homes, residential care facilities (assisted living facilities) and adult care facilities (group homes). The Agency administers the Ombudsman program in Portage, Stark, Summit, and Wayne Counties, as well as the nine counties to our south for AAA9 located in Guernsey County.

Between both offices, over 2,700 complaints were responded to and 138 hours of consultation were provided regarding long term care options. Concerns

ranging from quality of care and environmental issues to abuse, neglect and exploitation are promptly investigated.

Ombudsman will take on the role of investigating and negotiation for a resolution until the consumer’s complaint is resolved to their satisfaction. In some situations, resolutions are reached through collaboration with the Ohio Department of Health. In 2007, 66% of all complaints were resolved or partially resolved to the satisfaction of the consumer.

The success of the program could not be possible without the dedicated team of volunteers. In the past year, 133 certified volunteers contributed 5,406 hours of their time resolving resident concerns. These volunteer activities have increased 12.6% since 2006.

When the Medicare Prescription Drug Program was introduced, it was and has remained a confusing process filled with choices for beneficiaries.

The Elder Rights Division quickly responded by becoming a trusted source for independent direction and answers. With a specialized Medicare Managed Care Ombudsman, consumers can be properly informed on how to make the best choices. The Medicare Managed Care Ombudsman responded to 649 callers who were seeking information and assistance and conducted 20 community education events on Medicare and managed care topics.

The Elder Rights Division continues to move forward by developing services to meet the needs of consumers served by an evolving healthcare industry. This division maintains a strong role in identifying solutions and quality services, empowerment, education, and creating proactive positions to meet the challenges ahead.

Services

COMMUNITY *Services* DIVISION

The Community Services Division is responsible for several programs that assist older adults and their families. These programs include the Care Coordination Program, the Family Caregiver Support Program and the Alzheimer's Respite Program. These programs provide care to older adults who do not qualify for other governmental assistance for their long term care needs. These frail older adults have no other real options to remain at home, and left to live without assistance, might find their only option to be nursing home placement. These programs are in place to assist older adults of modest means and their families.

Offering choices to older adults means more than using Medicaid funds to divert older adults from nursing homes. The belief that people should have the ability to choose how to remain independent is paramount in the Community Services Division. Tools used to help keep older adults at home include a

care management model that uses evidence-based practices to help enrollees manage their own chronic diseases, find suitable supports, and obtain the best medical care.

The Community Services Division served over 500 older adults by providing home-based services that assist with meals, personal care, safety monitoring, and supervision of impaired older adults. These services are coordinated by a medical social worker who uses their expertise to support the older adult in the community.

Additionally, the Community Services Division is also responsible for Adult Protective Services in Wayne County. The two Adult Protective Services Investigators responded to almost 200 reports of abuse, neglect and exploitation in Wayne County this past year.

The Care Manager supports the older adult with Agency-

purchased services along with other community resources. Identifying additional benefits and assisting older adults with access to home energy discounts, appropriate Medicare prescription plans, and the Homestead Exemption are all ways in which the Care Manager helps our consumers to live independently.

The Family Caregiver Support Program offers support to caregivers that are providing care for an older adult like shopping, bathing or other activities. Informal caregivers are daughters, wives, sons, husbands, or other loved ones who make sure the person they care for has everything they need to live their lives. The program uses the most recent research to discover what caregivers truly want out of support programs. This evidence helps to mold the information and assistance portion of the program, while respite care is utilized to afford the caregiver with time off from their caregiving responsibilities.

Mrs. Hitchcock has provided care throughout her lifetime for her children and late husband when he became ill. Thanks to the services that she receives from the Agency's Care Coordination program, she is in the position to receive some of the care she has extended to others throughout her lifetime. Mrs. Hitchcock is legally blind, has chronic lung obstruction and has recently been diagnosed with diabetes. She receives assistance with her laundry, housecleaning and home delivered meals. Mrs. Hitchcock is pictured here with her son, Duane, holding pictures of cherished family members. These pictures include Duane's deceased wife, who was previously enrolled in the Agency's PASSPORT program. They are both very thankful for the role that the Area Agency on Aging has played in their lives. Mrs. Hitchcock says, "It is the little things that mean the most" and these 'little things' are what Care Coordination services have been able to provide for her.





Quality

PLANNING & *Quality* IMPROVEMENT DIVISION

The Planning and Quality Improvement Division has responsibility for several imperative functions that allow the Agency to achieve The Way Forward. The division is responsible for strategic planning, service provider recruitment and monitoring, grant writing, education, advocacy, and the management of Older American's Act program dollars.

Home care depends on providers who offer exemplary service to the older adults in our programs. The Planning and Quality Improvement Division ensures this quality service by maintaining and monitoring provider activity. Providers must meet criteria established by the Ohio Department of Aging to become a PASSPORT home care provider. The Planning and Quality Improvement Division ensures that provider agencies are in compliance with these rules when serving older adults in our programs.

In order to meet the needs of The Way Forward, the Planning and Quality Improvement Division is spearheading the Agency's new Continuous Quality Improvement program which will utilize the Lean model to improve Agency processes. By using the Lean model, the Agency will apply a systematic, scientific approach that identifies and eliminates "muda" or waste.

The goal is to create an atmosphere of continuous improvement that embraces change and reduces unnecessary processes that interfere with the customer's satisfaction. By focusing on the voice of the customer, the Agency will strive to deliver services in an effective and efficient manner.

Older American's Act monies are used to buy many different services in the community that are made possible through the division. Meal sites, Transportation, Information and Referral, and more are bought with these funds to assist the older adults in our community.



Older adults enjoy a meal at a congregate meal site located at the Portage County Senior Services Center in Ravenna, Ohio.

The Planning and Quality Improvement Division also provides community interaction with our four county councils. These advisory bodies allow for staff to interact with older adults, professionals and elected officials to help guide services in each county. An areawide council is made up of residents of Portage, Stark, Summit, and Wayne counties, and serves as an advisory council to the Board of Directors as mandated through the Older American's Act.

AGENCY NEWS

Governor Strickland Visits Area to Promote Tax Cuts for Seniors

Governor Ted Strickland visited Canton in the spring to speak about his ideas for tax exemptions for seniors. Governor Strickland proposed opening the Homestead Tax Exemption, which provides a tax relief on a portion of the value of a home, to all older adults. Lieutenant Governor Lee Fisher and the Ohio Department of Aging Director Barbara Riley joined the Governor's efforts as they visited Hartville and Kent with similar messages.

This campaign was met with success as the changes were passed in the Ohio Biennium Budget in June. The Area Agency on Aging worked to ensure that all eligible enrollees of Agency programs applied for the Homestead Tax Exemption. Care Managers helped our consumers obtain the required proof of ownership and complete the necessary paperwork.

Governor Ted Strickland speaks to a large group of older adults regarding tax cuts for seniors at the Mayfield Senior Center in Canton, Ohio.



Outstanding Older Adults, Gerontology Student Honored at Annual Ceremony

The Area Agency on Aging held our annual awards ceremony to honor both local older adults who were inducted into the Agency Hall of Fame and a local nursing student who was the winner of this year's Agency scholarship. The local Advisory Councils in each county selected an older adult or an older adult couple to induct into the Agency Hall of Fame. This year's winners are:

Clyde and Mary Ann Lottig, Portage County

Eva Bradley, Stark County

Jeanne France, Summit County

Lydia Thompson, Wayne County

Rosanna Yoder is the recipient of the Agency Scholarship. Ms. Yoder says that her passion for working with the elderly stems from her caregiving of family members. She is working towards her nursing degree, and hopes to work towards erasing negative aging stereotypes.

Congratulations to all of our honorees!

Nancy McPeek Inducted into Ohio Senior Hall of Fame

Barbara E. Riley, Director of the Ohio Department of Aging, and members of the Ohio General Assembly inducted Nancy McPeek, North Canton, along with 12 other exceptional seniors, into the Ohio Senior Citizens Hall of Fame during a ceremony at the Statehouse Atrium in Columbus.

Nancy has been involved with the Area Agency on Aging for more than 20 years, serving in various capacities, including Chair of the Board and her current role on the Board of Directors and is a past President of the Board. She has chaired *Character Counts!* in Stark County, the United Way of Greater Stark County and the Stark County Schools Business Advisory Committee. McPeek has been honored with the Woman of the Year award, Stark County Woman's Hall of Fame, National Associations of Social Workers Volunteer of the Year, a Paul Harris Fellow and Rotary Community Volunteer of the Year.

Nancy McPeek joins more than 300 individuals who have been inducted into the Ohio Senior Citizens Hall



Nancy McPeek, pictured here in her home, was inducted into the Ohio Senior Citizens Hall of Fame.

of Fame since its inception in 1977. Native-born Ohioans or state residents for at least 10 years are nominated by individuals or organizations based on service to others and achievements after age 60 and for lifetime achievements that represent positive aging.

Area Caregiver Honored at Ohio's Elder Caregiver Awards Ceremony

Ginnie Burkholder, a local caregiver on our Family Caregiver Support Program, was the recipient of the Elder Caregiver Award presented at the Statehouse in Columbus in May. Mrs. Burkholder has been caring for Nelson, her husband of 40 years, since 1995 when he first displayed



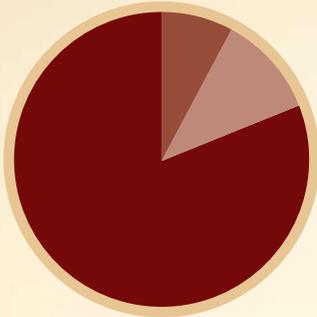
Mrs. Ginnie Burkholder (center) receives her award from Alan Burnett, Past President of the Ohio Association of Area Agencies on Aging (left) and Ohio Department of Aging Director, Barbara Riley (right).

symptoms of dementia. She holds the home together, ensuring Nelson's quality of life. Mrs. Burkholder still takes Nelson into the community for appointments and meetings. Mrs. Burkholder uses her experiences to help others through journals and articles that she publishes. Mrs. Burkholder received an award from the Ohio Department of Aging Director, Barbara Riley.

Total Revenues by Source

FY 2007

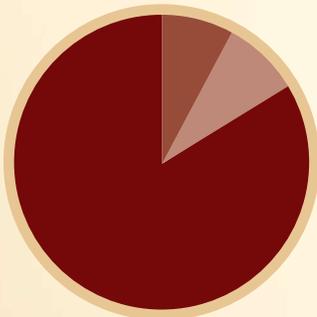
\$51,185,894



- PASSPORT – 84%
- Other Federal, State & Local – 6%
- Older American's Act – 10%

FY 2006

\$49,084,470



- PASSPORT – 84%
- Other Federal, State & Local – 8%
- Older American's Act – 8%

CONSOLIDATED STATEMENT OF FINANCIAL POSITION

	June 30, 2007	June 30, 2006
Assets		
CURRENT ASSETS		
Cash and cash equivalents	\$ 7,896,722	\$ 4,526,551
Accounts/grants receivable	235,695	1,128,796
Prepaid expenses	9,870	10,541
Total current assets	<u>8,142,287</u>	<u>5,665,888</u>
PROPERTY AND EQUIPMENT		
Land	330,000	330,000
Building	1,884,386	1,884,385
Equipment	431,630	326,597
	<u>2,646,016</u>	<u>2,540,982</u>
Less accumulated depreciation	581,506	545,392
	<u>2,064,510</u>	<u>1,995,590</u>
OTHER ASSETS		
Bond issuance fees, net	18,710	20,242
Deposits	1,315	1,315
Other	14,500	-
Deferred compensation plan trust	170,829	141,251
	<u>205,354</u>	<u>162,808</u>
	\$ 10,412,151	\$ 7,824,286
Liabilities and Net Assets		
CURRENT LIABILITIES		
Current portion of long term debt	\$ 80,000	\$ 80,000
Accounts payable	4,140,334	3,930,357
Accrued payroll and payroll related accruals	173,619	65,391
Deferred revenue	2,001,204	-
Total current liabilities	<u>6,395,157</u>	<u>4,075,748</u>
LONG TERM LIABILITIES		
Long term debt, net of current maturities	1,220,000	1,300,000
Deferred compensation plan trust	170,829	141,251
	<u>1,390,829</u>	<u>1,441,251</u>
Total liabilities	<u>7,785,986</u>	<u>5,516,999</u>
NET ASSETS		
Unrestricted	2,624,160	2,306,715
Temporarily restricted	2,005	572
	<u>2,626,165</u>	<u>2,307,287</u>
	\$ 10,412,151	\$ 7,824,286

An audit of the consolidated financial statements of the Area Agency on Aging, 10B, Inc. and Subsidiary was performed by Bruner-Cox LLP. The financial information in this report has been extracted from the consolidated financial statements covered by the reports of independent auditors dated November 27, 2007 and October 20, 2006 in which Bruner-Cox LLP and Hausser + Taylor LLC, respectively, expressed unqualified opinions. The audited consolidated financial statements and Bruner-Cox LLP's and Hausser + Taylor LLC's reports thereon may be reviewed upon request at the Area Agency on Aging, 10B, Inc., 1550 Corporate Woods Parkway, Uniontown, Ohio 44685.

CONSOLIDATED STATEMENT OF ACTIVITIES

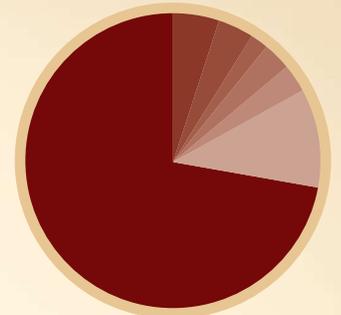
Year Ended June 30	Unrestricted	Temporarily Restricted	2007 Total	2006 Total
REVENUE AND SUPPORT				
Government support				
Federal	\$ 29,269,240	\$ -	\$ 29,269,240	\$ 28,789,237
State	20,473,737	-	20,473,737	18,890,084
Local	147,570	-	147,570	215,624
Total government support	49,890,547	-	49,890,547	47,894,945
Non-government revenue	191,226	1,433	192,659	127,732
Fundraising	126,364	-	126,364	93,374
Program revenue	649,689	-	649,689	733,295
Loss on disposal of equipment	(4,187)	-	(4,187)	(1,086)
In-kind revenue	26,006	-	26,006	42,260
Interest income	304,816	-	304,816	193,950
Total revenue and support	\$ 51,884,461	\$ 1,433	\$ 51,885,894	\$ 49,084,470
EXPENSES				
Salaries	\$ 6,429,831	\$ -	\$ 6,429,831	\$ 6,082,041
Benefits	1,721,690	-	1,721,690	1,585,922
Professional services	444,574	-	444,574	271,847
Equipment/supplies	306,970	-	306,970	480,392
Travel and training	339,019	-	339,019	314,973
Depreciation and amortization	74,714	-	74,714	81,454
Occupancy	171,539	-	171,539	149,085
Direct lobbying	118,410	-	118,410	-
Other	369,793	-	369,793	308,528
Program allocations	40,706,240	-	40,706,240	39,468,102
Fundraising	10,927	-	10,927	6,816
In-kind expenses	11,506	-	11,506	42,260
Interest expense	64,152	-	64,152	68,403
Other rental expenses	97,651	-	97,651	116,548
Total expenditures	\$ 50,867,016	\$ -	\$ 50,867,016	48,976,371
CHANGE IN NET ASSETS	\$ 317,445	\$ 1,433	\$ 318,878	\$ 108,099
NET ASSETS				
- BEGINNING OF YEAR	\$ 2,306,715	\$ 572	\$ 2,307,287	\$ 2,199,188
NET ASSETS				
- END OF YEAR	\$ 2,624,160	\$ 2,005	\$ 2,626,165	\$ 2,307,287

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

	June 30, 2007	June 30, 2006
Program services	\$ 48,793,649	\$ 47,182,706
Building operations	222,839	242,304
Administration and fundraising	2,234,093	1,901,527
Total expenditures	\$ 51,250,581	\$ 49,326,537

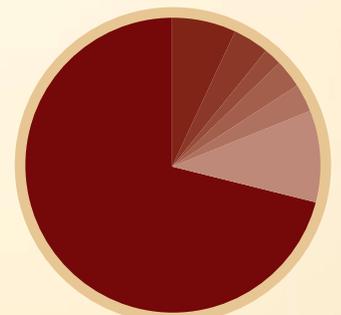
Total Expenditures

FY 2007
\$50,867,016



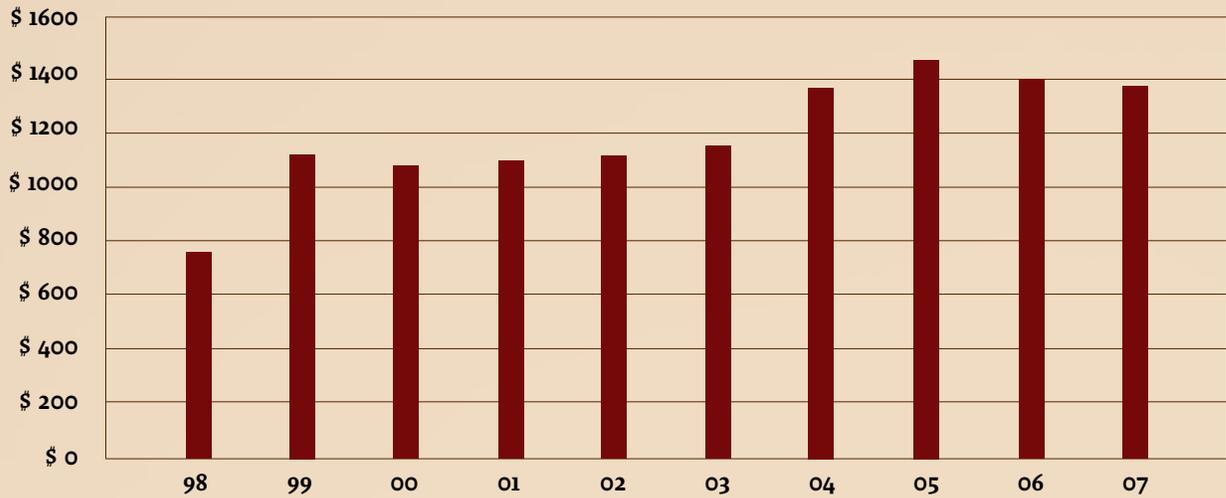
- PASSPORT Provider Network - 71%
- Allocations to Community Agencies - 5%
- Administration and Operations - 4%
- Community Services Division (CSD) - 2%
- CSD Provider Network - 4%
- Elder Rights Division - 3%
- Medicaid Managed Care Division - 11%

FY 2006
\$48,976,371



- PASSPORT Provider Network - 72%
- Allocations to Community Agencies - 5%
- Administration and Operations - 4%
- Community Services Division (CSD) - 2%
- CSD Provider Network - 3%
- Elder Rights Division - 3%
- Medicaid Managed Care Division - 11%

Client Contributions (in thousands)



ALLOCATIONS



Agency

A Better Home Health Care North, Inc.
A.S.A.P. Home Care
Absolute Health Services
Absolute Home Health Care, Inc.
Access Solutions, Inc.
Access to Independence
ADT Security Services, Inc.
Akron Summit Community Action
All Custom, Inc./All Custom Re-Bath
Alliance Home Medical Equipment
Alliance Senior Center
Alpha Phi Alpha Homes
Always Home, Inc.
Alzheimer's Association
Arcadia Health Services, Inc.
Asian Services In Action, Inc.
Association for Better Comm. Dev.
At Home with Loving Care
Atlantic Medical Transportation, LLC
Barberton Nursing Services, Inc.
Barberton Senior Center
Barnhart, Shawn
Beyond Eating
BHC Services, Inc./Willcare
Bilancini, David/Tri-State Construction
Boardman Medical Supply
Briarwood Limited Partnership
Callos Nursing Services
Cambridge Home Health, Inc.
Canal Transport Corporation

Services

Home Health Services \$1,428,638.00
Home Health Services \$665,610.00
Home Health Services \$566,624.00
Home Health Services \$252,345.00
HME & Home Repair \$91,713.00
HME & Home Repair \$144,774.00
ERS \$77,235.00
Senior Volunteer Program \$11,029.00
HME & Home Repair \$19,607.00
HME \$2,758.00
Socialization, Congregate Meals \$32,139.00
Congregate & Home Delivered Meals \$131,949.00
Home Health Services \$4,739.00
Core Services \$64,519.00
Home Health Services \$1,062,383.00
Socialization, Congregate Meals \$16,294.00
Transportation \$107,754.00
Home Health Services \$33,384.00
HME \$4,724.00
Home Health Services \$341,780.00
Socialization \$4,543.00
Social Work Counseling \$12,464.00
Nutrition Consultation \$9,281.00
Home Health Services \$155,509.00
Home Repair \$10,125.00
HME \$1,857.00
Assisted Living \$13,312.00
Home Health Services \$426,636.00
Home Health Services \$3,046,507.00
Transportation \$505.00

2007 Total

Agency	Services	2007 Total
Caretenders of Cleveland/Almost Family	Home Health Services	\$391,966.00
Canton YMCA	Socialization, Congregate Meals	\$57,010.00
Caring Hands, Inc.	Home Health Services & ERS	\$791,087.00
Catholic Charities ADS	Adult Day Services	\$75,437.00
Central Exterminating, Inc.	Chore	\$7,860.00
City Yellow Cab	Transportation	\$78,295.00
F & G Cornerstore	Home Delivered Meals	\$577,954.00
CMJW, Inc./Koala Kruizers	Transportation	\$214,143.00
Coleman Professional Services	Adult Day Services & Home Repair	\$177,083.00
Community Action Wayne-Medina	Chore & Referral	\$2,910.00
Community Caregivers of Green, Inc.	Home Health Services	\$476,897.00
Community Caregivers, Inc.	Home Health Services	\$711,389.00
Community Legal Aid	Legal Counseling	\$72,412.00
Complete Healthcare/ComForCare	Home Health Services	\$1,574,200.00
Crystal Care Companions	Home Health Services	\$5,377.00
Culebra, Inc./Comfort Keepers	Homemaker	\$7,568.00
Cuyahoga Falls Hosp./New Horizon ADS	Adult Day Services	\$447,880.00
CYO Adult Day Care	Adult Day Services	\$379,586.00
Décor Built Construction	Home Repair	\$147,957.00
Diamed	HME	\$64,145.00
Duraline Medical Products	HME	\$845.00
Easter Seals	Visiting	\$67,643.00
Family & Community Services	Senior Volunteer Program	\$278,417.00
Finney's Institutional Pharmacy	Congregate & Home Delivered Meals	
Fussell & Holt/Joanns Health Care	HME, Medication Management	\$239,683.00
Future Age, Inc.	Home Health Services	\$60,649.00
Galaxy Medical Products, Inc.	Transportation	\$12,306.00
Gentiva Health Services, Inc.	HME	\$10,756.00
Go-Troupe, LLC/Tub Cutter	Home Health Services	\$227,649.00
Guardian Medical Monitoring, Inc.	Home Repair	\$1,203.00
Health Aid of Ohio	Home Health Services	\$107,002.00
Health Care Bridge, Inc.	HME	\$520.00
Heart to Heart Home Health Care	Home Health Services	\$332,949.00
Heartfelt Cares, Comm. Caregivers W. Akron	Home Health Services	\$99,420.00
Helping Hearts/Premier Home Health Care	Home Health Services	\$26,594.00
Heritage Home Healthcare	Home Health Services	\$841,398.00
Home Care Network, Inc.	Home Health Services	\$536,178.00
Home Preferred Home Care, Ltd.	Home Health Services	\$594,246.00
HomeSense Enterprises, LLC	Home Health Services	\$594,919.00
Hometown Care/Community Caregivers of Cuyahoga Falls	Home Health Services	\$300.00
Hoveround Corporations	Home Health Services	\$43,215.00
In Home Care, Inc.	Home Health Services	\$7,565.00
Infoline, Inc.	Home Health Services	\$35,911.00
Infolink	Information & ERS	\$153,374.00
Integrated Medical, Inc.	Information	\$22,271.00
Interfaith Caregivers	HME	\$4,566.00
Interim Health Care	Visiting	\$7,454.00
J.R. Coleman Senior Outreach	Home Health Services & ERS	\$3,347,433.00
Jennings Center for Older Adults	Home Repair & ADS	\$209,180.00
JMR Medical, Inc.	Adult Day Services	\$34,264.00
Jonesy's Lawn Care	Equipment	\$701.00
Julliard Senior Center	Home Repair	\$78,852.00
L. Pace Enterprises, Inc.	Socialization & Client Finding	\$13,012.00
Lake Senior Center	HME	\$162,996.00
Lakeside Home Health Care	Socialization & Client Finding	\$7,086.00
Laurie Ann Home Health Care	Home Health Services	\$14,342.00
Lifeline Systems Company	Home Health Services	\$236,031.00
Living Assistance Services, Inc./	HME	\$24,019.00
Visiting Angels	Home Health Services	\$73,141.00
Lorraine Surgical Supply Company	HME	\$2,058.00
Louisa Ridge Adult Day Services	Adult Day Services	\$161,968.00
Mature Services, Inc.	Chore, Congregate Meals, Home Health Services, Senior Volunteer Program, Socialization, & Farmers' Market	\$577,853.00
Maxim Healthcare Services	Home Health Services	\$444,325.00

ALLOCATIONS (CONTINUED)

Agency	Services	2007 Total
Meals on Wheels of Stark & Wayne Counties	Congregate & Home Delivered Meals	\$1,947,089.00
Medi-Wise Health Mart, Inc.	HME	\$400.00
Metro Regional Transit Authority	Transportation	\$162,567.00
Midwest Home Care, Ltd.	Home Health Services	\$291,107.00
Miller's Rental & Sales	HME & Home Repair	\$365,945.00
Minerva Senior Center	Socialization, Congregate Meals, & Home Delivered Meals	\$30,559.00
Miscellaneous Vendors		\$54,378.00
Mobile Meals, Inc.	Congregate & Home Delivered Meals	\$2,305,132.00
Northeast Professional Home, Inc.	Home Health Services	\$1,548,770.00
Northern Summit Multi-Service Center	Congregate Meals & Information	\$18,047.00
Northwest Stark Senior Center	Socialization	\$3,659.00
OmniCare Home Health	Home Health Services	\$28,158.00
Outreach Community Living Services, Inc.	Home Health Services, ADS, & Transportation	\$88,381.00
P.O.M. Group/Emerald	Transportation	\$96,564.00
Personal Touch Home Care of Ohio	Home Health Services	\$1,005,575.00
Portage Area Regional Transportation/PARTA	Transportation	\$78,873.00
Portage County Commissioners	Socialization, Farmers' Market	\$23,013.00
Portage Trail Care Center	Assisted Living	\$3,357.00
Premier Caregivers of Northern Ohio	Home Health Services	\$44,444.00
Primary Nursing Care/AC Health Services	Home Health Services	\$91,748.00
Providence Home Care	Home Health Services	\$20,213.00
Ravenna, City of	Socialization	\$5,451.00
R.K. Wood Products	HME	\$22,974.00
R.T. Medical Services, Inc.	HME	\$1,050.00
Response Ability Systems, Inc.	ERS	\$393,973.00
Rural/Metro of Northern Ohio	ERS	\$73,728.00
Salvation Army (Canton)	Congregate Meals	\$6,176.00
SARAH Adult Care Centers, Inc.	Adult Day Services	\$516,708.00
Scooter Mart, LLC/Ohio Mobility	HME	\$9,068.00
Seeley Medical	HME	\$19,343.00
Self Support Personal Care, LLC	Home Health Services	\$640,222.00
Senior Independence	Home Health Services	\$476,182.00
Shalam, Inc.	Home Health Services	\$146,950.00
Shalom Adult Health Center, LLC	Home Health Services	\$42,503.00
Signature Health Services	Home Health Services	\$167,025.00
Simply EZ Home Delivered Meals	Home Delivered Meals	\$190,285.00
Speedy Medical Transportation, Inc.	Transportation	\$8,475.00
Springfield Senior Center	Congregate Meals & Socialization	\$21,426.00
Stow-Glen ADS	Adult Day Services	\$88,646.00
Stow-Glen Home Health Care	Home Health Services	\$105,631.00
Summit County	Home Repair	\$11,859.00
Summit Home Health Care	Home Health Services	\$632,066.00
Sumner	Assisted Living	\$6,366.00
Tech Center, Inc.	Home Health Services	\$563,228.00
Trillium Family Solutions	Chore, Counseling, & Home Health Services	\$572,916.00
Trusted Home Healthcare, LLC	Home Health Services	\$9,619.00
United Disability Services	Transportation	\$3,344.00
United Way Portage 2-1-1	Information	\$21,707.00
United Way Stark 2-1-1	Information	\$8,238.00
Universal Nursing Services	Home Health Services & Chore	\$388,655.00
Valued Relationships/VRI	ERS	\$62,743.00
VIP Home Care, Inc.	Home Health Services	\$1,395,766.00
Vishnia & Associates/Professional Nursing	Home Health Services	\$103,001.00
Visiting Hours/VNS Personal Care Services	Home Health Services	\$434,840.00
VNS	HME & Health Visiting	\$78,617.00
We Clean It Krystal Klean	Chore	\$3,307.00
Westark Family Services	Counseling & Home Health Services	\$564,235.00
Western Reserve Outreach Center	Congregate Meals & Socialization	\$5,537.00
ZellMed Solutions	HME	\$214.00

Total Program Allocations

\$40,706,240.00

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THE GREATER AKRON/CANTON AREA AGENCY ON AGING FOUNDATION

The Greater Akron/Canton Area Agency on Aging Foundation was established in 1999 by Area Agency on Aging employees. The Foundation's goal is to assist older adults of modest means who don't qualify for government assistance or possess the resources to pay for day-to-day care that provides their independence.

The Foundation annually raises money to meet this goal through two fundraising activities. Care for a Lifetime is an employee campaign that raises over \$30,000 to care for 10 consumers on our Care Coordination program. These 10 individuals act as examples of the need of older adults of modest means.

Our second fundraiser is our annual raffle. Our raffle raises money to educate the community to the needs of these older adults of modest means. These outreach efforts include spots on WKSU radio, a quarterly newsletter, special events in the community, direct-mail campaigns and more. Every year, our raffle prize package grows, as the following list describes. The Foundation can provide these amazing prizes due to the generous support of our community partners.

Our raffle has always been a success, topping the year before. This year is no different, as we raised over \$76,000! This is an \$8,000 gain over the previous year. The winners of the 2007 raffle are:

GRAND PRIZE:

Tony and Sookie Vallone
Airfare and Seven Nights for Two at Westin Aruba

FIRST PRIZE:

Connie Ring
Home Theatre System with Flat Screen HDTV and Bose Surround Sound

SECOND PRIZE:

Brian and Sheila Flannery
Choose Your Adventure – Round-trip AirTran Airways Airfare and Five Nights for Two at Select Westin or Sheraton Destinations

THIRD PRIZE:

Tony and Sookie Vallone
\$2,000 Sky Bank Visa Debit Card

FOURTH PRIZE:

Carolyn Frase
\$1,500 John Gasser & Son Jewelers Gift Certificate

FIFTH PRIZE:

Ihab Traish
Pamper Yourself Package for Two at The Bertram Inn and Headliners Spa

A very special thank you to our raffle sponsors:

National City Bank
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John Gasser & Son Jewelers
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Happily Ever After: Sam and Peg LaBarba

When Sam and Peg LaBarba met, he says he used the old line, “What are you doing with one earring on?” After teasing her, they saw each other around their hometown and eventually started dating. Peg was planning on going to the convent and Sam says, “That was over when she met me!”

Mr. and Mrs. LaBarba receive services from The Greater Akron/Canton Area Agency on Aging Foundation. They have an aide that comes into their home and helps keep everything “clean and tidy”, which Mrs. LaBarba loves. She took great pride in her work in the home, and when she was unable to do the cleaning, it became a point of frustration.

Mr. LaBarba has held many different positions, taking him from Canton to Canada and back. He has worked all his life to support his family. Now Mr. LaBarba works to help others as a mediator. He is dependant on his wheelchair, and until the Foundation’s help, he was housebound due to a lack of access to and from his home. Once the LaBarba’s Care Manager knew of the

problem, she quickly worked to find resources to build a ramp. Now Mr. LaBarba is able to leave the house and be a positive force in the community.

Sam and Peg LaBarba are like many others in our area in similar situations. They are older adults of modest means who worked to support families, saved a little bit, and now are unable to receive help from government sources. Their modest savings disqualifies them from Medicaid assistance, but is not enough to purchase the services they need to remain independent.

Mr. and Mrs. LaBarba are very quick to say how much they appreciate the help they receive from the Foundation. Mr. LaBarba says that without the Foundation, he is sure that he and his wife would not be able to remain in the community. Allowing people like Sam and Peg LaBarba to stay at home is the true mission of the Foundation, and we are happy to be able to help.



AREA AGENCY ON AGING • 10B, INC.

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