

BY 2030,
THE NUMBER
OF OHIOANS
AGE 65+
WILL INCREASE
BY 30%.



DIRECTION HOME
AKRON CANTON AREA AGENCY ON AGING & DISABILITIES

2018 COMMUNITY
BENEFIT REPORT

WE ARE ABOUT

BORN IN 1938

MORE THAN

HAS LIVED ALONE SINCE HER HUSBAND DIED 12 YEARS AGO

NUMBERS.

DIABETIC BUT IN GOOD HEALTH

WE ARE ABOUT

ANNUAL INCOME OF \$20,000

JOYCE.

If you met Joyce, you'd remember her laugh. Everyone does. She has one of those deep, rich belly laughs that can fill a whole house. Joyce laughs a lot when she tells her favorite stories. If you met her, you'd notice that, too – the way she repeats the same stories over and over. These days, Joyce mostly tells her stories to her son William. He checks in on her when he can, but it's hard. William lives 45 minutes away and has three children of his own, two of whom are still in high school. He juggles a full-time job, church, and sports and extracurriculars for the kids. Joyce spends a lot of time alone, but she understands. Maybe, it's time we understand Joyce.



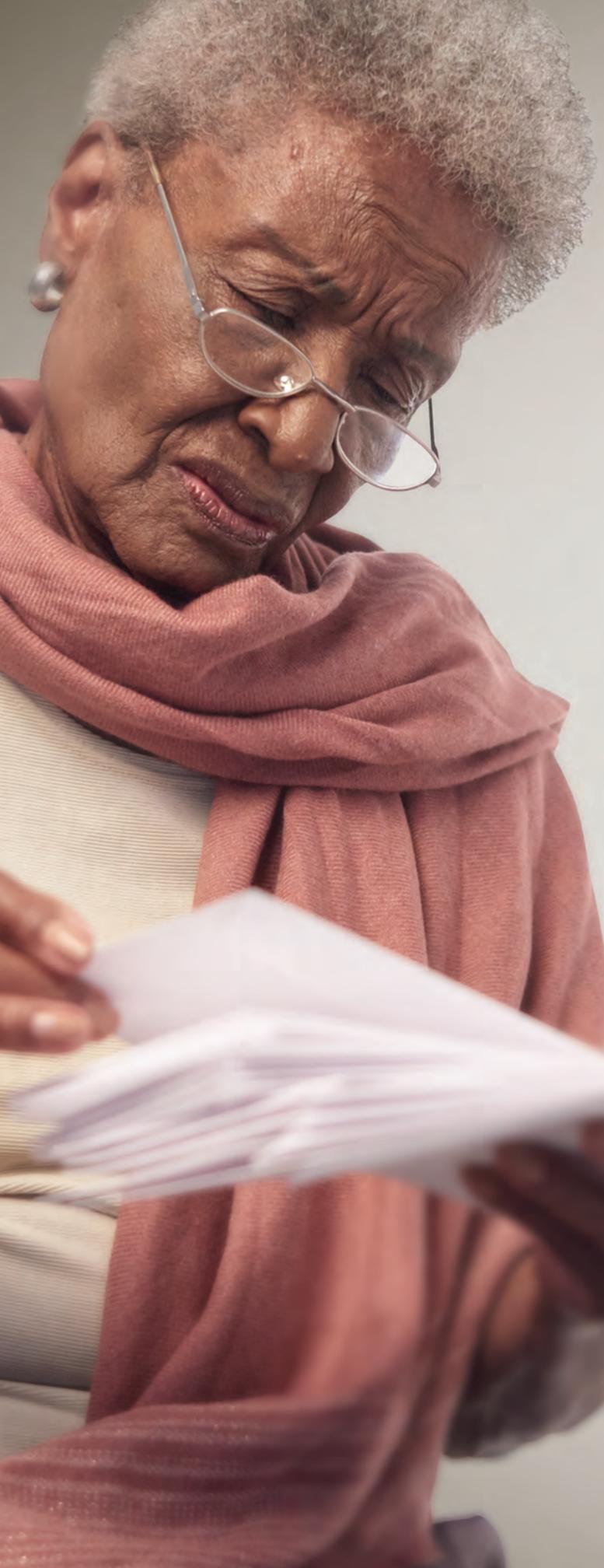
You probably know Joyce already.

Maybe Joyce is your own mother. Or maybe an elderly neighbor who lives across the street. You've seen Joyce in line at the grocery store, maybe even felt frustrated when she took a little too long to find her pocketbook. This is Joyce's story. But it's also the story of an entire generation.

OHIO HAS 1,946,987 INDIVIDUALS JUST LIKE JOYCE.

This is the story of how we take care of Ohio's senior citizens, of how our state is bridging the critical gaps in care, both financially and accessibility-wise. It's the story of how Direction Home Aging and Disabilities has built a functional, affordable, community-based model rooted in empathy and expertise. It's the story of how we provide choices for people like Joyce and how we help them thrive in the places they want to call home.

It's a big story, yes. But it all starts with Joyce.



JOYCE NEEDS HELP.

Joyce doesn't hear the light knock on the back door. She's settled in her favorite chair with *Judge Judy* turned up and her sweet Yorkshire terrier warming her lap like an old quilt. She doesn't notice her son William let himself in but suddenly he's there in the doorway with a stack of envelopes, the dog leaping across the worn carpet and jumping up on William's knees, excited for the company. It's been three weeks since William's been able to make the trip to check on Joyce. She doesn't remember that it's been this long. She's just happy to see her boy.

"Mom," William says, "these are all unopened bills." It's a question more than a statement. Joyce has always been meticulous with her finances. Even when her husband was alive, she handled the checkbook.

"My son, the worry wart," Joyce says. She brushes aside William's concern with one of her famous chuckles and offers to make some coffee. He tells her not to get up, that he'll put the pot on. However, William returns with a new concern: the milk in the fridge has gone sour.

"Take money from my purse for more," Joyce says, feeling slightly agitated. Can't they just sit and visit? But, when she reaches for her handbag in its familiar spot, it isn't there. Her purse never seems to be where she's left it.

Of course, this is William's story, too.

The more complex Joyce's challenges become, the more involved William needs to be with her care. Has she been taking her insulin? Did she remember to turn off the stove? Is she feeding the dog enough? It's a lot to manage from another city, especially when he's trying to enjoy these last couple years with his daughters at home. In fact, William is on his way to his daughter's volleyball game when he gets a phone call from an unknown number – Joyce, crying, apologetic.

A polite young woman gets on the line and explains that Joyce was driving to the grocery store and somehow ended up lost. She's calling from a diner in the next town

over. Panicked, William rushes to the address, forgetting to text his wife and explain that he'll miss the game. William's angry, but when he walks into the diner and sees his mother, alone on a vinyl bench, he softens.

"I don't know how I got here," Joyce keeps repeating.

"It's alright, I'm here now," William says, wrapping his arms around his mother.

But what he thinks is, *I don't know how we got here. Where do we go next?*



JUST HOW MANY JOYCES ARE THERE?

Joyce and William's experience is not uncommon. Direction Home Aging and Disabilities serves families like theirs every day in Portage, Summit, Stark and Wayne counties. With a documented spike in both the senior population and individuals with disabilities, the need for help in navigating long-term care is dramatically increasing.

25%

BY 2030, 25% OF OHIOANS
WILL BE SENIORS
COMPARED TO 16% TODAY.

BY 2032, THE NUMBER
OF OLDER OHIOANS
WITH DISABILITIES
**WILL NEARLY
DOUBLE.**

IN 2035,
**OLDER ADULTS
WILL OUTNUMBER
CHILDREN**
FOR THE FIRST TIME IN
U.S. HISTORY.

TODAY IN OUR FOUR-COUNTY SERVICE AREA, THERE ARE

211,488

SENIOR CITIZENS AND

107,111

INDIVIDUALS WITH
DISABILITIES.

MAKING THE CALL IS EASIER THAN IT SEEMS.

Sometimes the very decision to seek help is the hardest one to make. Can I afford assistance? Am I overreacting to my challenges? Will I lose my freedom, or worse, my voice? For Joyce and William, the decision is easy. The frightening evening in the diner is a wake-up call, and William begins asking friends and colleagues for advice. A woman in his office passes along a phone number for a resource.

"Just call," she urges William, scribbling the number on a slip of paper. "Whatever your mom needs, they will help you find it."



One call sets a whole system in motion.

A few days later, William removes the creased paper from his wallet, takes a deep breath and dials the number. A friendly voice greets him and, as he stumbles through his concerns, the woman on the phone guides the conversation with focused questions. After a brief phone conversation, she suggests a cognitive assessment with a general practitioner in addition to an in-home assessment with a nurse assessor from the Agency. William schedules the in-home assessment right there on the phone and then makes an appointment with Joyce's primary care physician who gives her a clinical Alzheimer's diagnosis.

While the reality of a dementia diagnosis is hard for both of them to hear, Joyce and William can't help but feel a sense of clarity. Finally, there's a name for what has been slowly changing their relationship and pulling Joyce away. Finally, a direction forward.

WE ARE THE AREA'S STARTING POINT FOR LONG-TERM CARE.

The phone number William called was the **Aging and Disability Resource Center (ADRC)** line at Direction Home. Essentially, the ADRC serves as the area's entry point for long-term services and supports. Individuals or their caregivers call the ADRC with any and all questions related to long-term care: How can I get home-delivered meals? Can someone take me to doctor's appointments? Does my parent even qualify for support? Whatever the need, we help connect the caller to the appropriate next step.

12,630 SCREENINGS
COMPLETED IN 2018.

6,353 RESULTED IN
SCHEDULED ASSESSMENTS;
THE REMAINING IN REFERRALS.

10,166 TOTAL ASSESSMENTS COMPLETED
BY THE LONG-TERM CARE CONSULTATION UNIT.

4,185 INDIVIDUALS ASSESSED
FOR INITIAL AND CONTINUED ENROLLMENT IN MYCARE
OHIO MEDICARE/MEDICAID WAIVER PROGRAM.

2,845 INDIVIDUALS LINKED
WITH COMMUNITY RESOURCES THAT MET THEIR NEEDS.

2,394 INDIVIDUALS REFERRED
TO PROGRAMS MANAGED BY DIRECTION HOME.

TOP SERVICES REQUESTED:

- TRANSPORTATION
- NUTRITION (HOME DELIVERED MEALS)
- UTILITY ASSISTANCE
- CHORE/HOMEMAKER
- EMERGENCY RESPONSE SYSTEMS

A GOOD PLAN MAKES A BIG DIFFERENCE.

The nurse assessor from the Agency William called, senses Joyce's nerves and William's exhaustion as soon as she enters the home. She's familiar with the complicated emotions that come with seeking help. She stoops to pet the scruffy little dog that wanders by, and this small, human gesture helps put Joyce and William at ease.



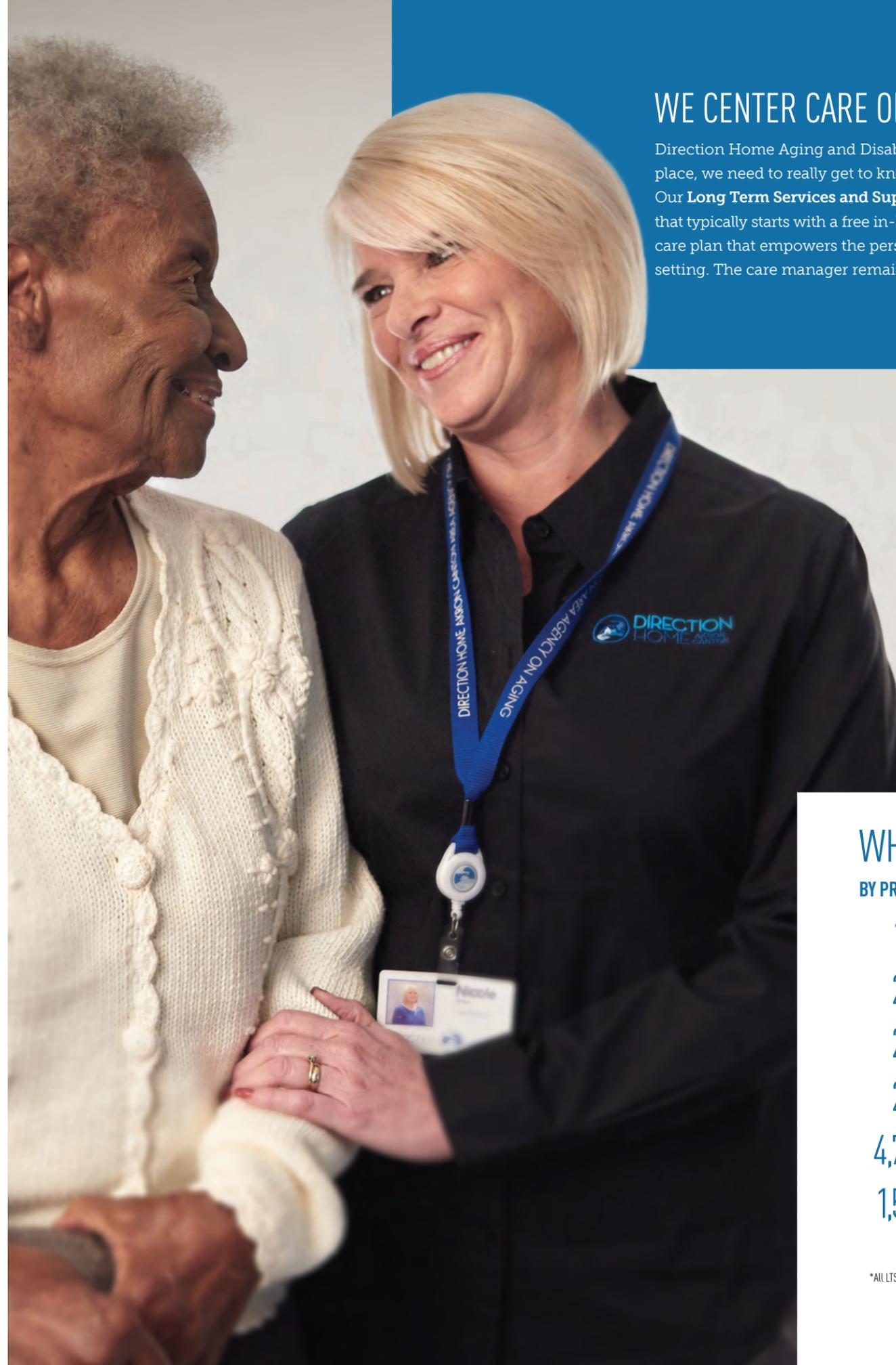
The nurse assessor takes her time. For the better part of two hours, the three discuss Joyce's recent Alzheimer's diagnosis, as well as her physical and psycho-social health, her financial challenges, her recent inability to drive, and the issues she struggles with daily. William learns of problems he didn't even realize his mother was facing – like, the fact that her arthritis is so bad that she has trouble getting in and out of the bathtub... or that sometimes she doesn't remember to bathe at all. Together, they develop a patient-centered care plan that includes linking Joyce to the PASSPORT program and diabetes management education, which Joyce and William can attend together.

William is part of the plan, too.

The nurse assessor helps William enroll in caregiver support training, where he'll learn more about accessing the right services and organizing Joyce's important information – social security number, list of medications, living will, etc. – into one binder. She points out ways that William can gently take the lead on his mother's finances and certain household responsibilities.

"I'm just so happy I get to stay here on my own," Joyce says when the nurse assessor leaves, finally admitting out loud the fear that had been clawing at her, the fear that the Agency lady was going to say she couldn't stay in her home.

I'm so relieved I don't have to do this on my own, William thinks, smiling. His mother's relief is infectious.



WE CENTER CARE ON THE PERSON – NOT THE PROBLEM.

Direction Home Aging and Disabilities believes that in order to put an effective care plan in place, we need to really get to know the individual, not just review a list of medical obstacles. Our **Long Term Services and Supports (LTSS)** program provides customized care management that typically starts with a free in-home assessment, like Joyce's, and results in an individualized care plan that empowers the person to feel safe and comfortable in his or her preferred home setting. The care manager remains on-hand to make adjustments as needed.

- 1 MILLION MILES** DRIVEN PER YEAR BY DIRECTION HOME STAFF.*
- 25,000 HOME VISITS** COMPLETED PER YEAR.
- 50,000 PHONE CALLS** TO ENSURE WELL-BEING.
- 7,000+ FRAIL INDIVIDUALS SUCCESSFULLY LIVING AT HOME** WITH IMPROVED QUALITY OF LIFE.
- 1,000+ REFERRALS** TO ADULT PROTECTIVE SERVICES AND OTHER COMMUNITY RESOURCES.

WHO LTSS SERVES

BY PROGRAM

- 140+** IN OHIO HOME CARE WAIVER
- 200+** IN ASSISTED LIVING
- 260+** IN SPECIALIZED RECOVERY SERVICES
- 290+** IN CARE COORDINATION
- 4,750+** IN MYCARE OHIO
- 1,500+** IN PASSPORT

BY AGE

- 770+** MEMBERS UNDER 60 YEARS
- 4,590+** MEMBERS AGES 61 – 80 YEARS
- 1,800+** MEMBERS OVER 80 YEARS

*All LTSS statistics represent a one-year period (FY17).

EMERGENCIES HAPPEN.

Life settles into a comfortable new normal for Joyce and William. Joyce is able to better manage her medications and diet with individuals from the home health Agency visiting daily and regular trips to Adult Day Services, and William finds the balance he needs. However, even with a carefully crafted care plan, Joyce is still susceptible to acute situations that can alter everything – in seconds.

When she falls and breaks her hip, Joyce is devastated and certain this roadblock will upend her newfound independence. But her care manager keeps in close contact during her rehab stay, helping Joyce and William understand the recovery process. In addition, services embedded right in the nursing home where Joyce is staying are available for assistance with understanding discharge instructions, making it to follow-up appointments and, ultimately, getting home and staying there.



BETTER HEALTH OUTCOMES. FEWER TAX DOLLARS.

Direction Home Aging and Disabilities offers **HOME Choice and Acute Care Transitions (ACT) services** that help individuals in hospitals or nursing homes transition back into the places they want to call home – faster, more affordably and with better results. From locating and securing affordable housing to arranging transportation to assisting with the purchase of necessary household items, these services help our consumers achieve the best possible outcomes.

81%

OF OUR AGENCY'S HOME CHOICE TRANSITIONS **REMAIN IN THE COMMUNITY** FOR AT LEAST 90 DAYS.*

62%

OF OUR AGENCY'S HOME CHOICE **TRANSITIONS ARE SUCCESSFUL.** THAT'S COMPARED TO THE NATIONAL AVERAGE OF 55%.

25%

OF LONG-TERM CARE BUDGET IS CURRENTLY SPENT ON INSTITUTIONAL CARE (COMPARED TO 75% BEFORE HOME CHOICE BEGAN).

OUR AGENCY'S ACT IS THE NATION'S #1 PROVIDER FOR **REDUCING AVOIDABLE HOSPITAL ADMISSIONS.**

ACT HAS HELPED **IMPROVE HOSPITAL ADMISSIONS BY 60.7%.**

ACT PARTICIPANTS HAVE **25.4% FEWER READMISSIONS** THAN RELATIVE MATCHED COMPARISONS.

NOT EVERYONE IS AS LUCKY AS JOYCE.

Joyce received excellent care during her brief stay in the hospital and rehab center. Unfortunately, a significant number of seniors and individuals with disabilities are neglected, exploited and even abused while living in long-term care facilities. The Direction Home Aging and Disabilities **Elder Rights** program ensures that everyone receives their fundamental right to dignity, respect and quality care.



2,262

COMPLAINTS INVESTIGATED.

10,770

STAFF HOURS SPENT INVESTIGATING COMPLAINTS.

1,988

HOURS OF SERVICE BY 66 VOLUNTEERS.

2,782

STAFF HOURS SPENT IN FACILITY.



ELDER RIGHTS IS PRESENT IN:

200+ NURSING HOMES

130+ ADULT CARE FACILITIES

160+ ASSISTED LIVING FACILITIES

...FOR A TOTAL OF **MORE THAN 30,000 LICENSED BEDS!**

ELDER RIGHTS HAS A **96.6% SATISFACTION RATING.**

*All HOME Choice, ACT and Elder Rights statistics represent a one-year period.

NO ONE HAS TO DO THIS ALONE.

Back home, Joyce's care manager visits to reassess her plan. They set up an Emergency Response System and arrange regular transportation for doctor's appointments. Aware of his mother's limited mobility following her injury, William reflects on the fact that they are entering a new phase of his mother's care, possibly the beginning of her last chapter. *I'm so glad I'm not in this alone*, he thinks for about the hundredth time since this whole process began.

But today... today isn't about end-of-life care or figuring out next steps. Once the care manager leaves, and William catches up on Joyce's bills, Joyce and William sit at the kitchen table, the sun pouring through the window and casting golden bars across their hands and coffee cups. Joyce's laughter, rich and familiar, bounces around the room as William tells her how his youngest daughter outsmarted him the other day. It feels good, sitting together this way and laughing. In some ways, this process has brought them closer than they've been in years. Of all the ways the Agency has helped them navigate Joyce's long-term care, this is perhaps the greatest benefit – the ability to use their time together exactly like this.

Everyone deserves a story like Joyce's.

Joyce's journey wasn't always easy. She was forced to confront her own unfolding dementia. She suffered moments of fear and intense physical pain. Her relationship with her son was tested. But, with the help of Direction Home Aging and Disabilities, Joyce's challenges were met with compassion and respect. As Ohio's population of aging adults and individuals with disabilities continues to swell, it is critical that we develop the skillsets and resources needed to honor these individuals' humanity while addressing their needs in a sustainable, cost-effective way.



JOYCE ISN'T AN OUTLIER. SHE'S AN INDICATOR.

Joyce's challenges are under control for the time being, but the reality is that in the coming years, millions of people like Joyce will need help, and the State will need a way to balance that cost.

BY 2050,

OHIO'S SENIOR POPULATION WILL INCREASE

FROM 1.7 MILLION TO 2.9 MILLION.

ALSO BY 2050,

THE NATION'S POOL OF POTENTIAL FAMILY CAREGIVERS WILL DECREASE

FROM 7.2 PER PERSON TO 2.9.

FROM 2018 TO 2022,

OHIO'S LONG-TERM SERVICES AND SUPPORTS (LTSS) SPEND IS EXPECTED TO INCREASE

FROM \$7.6 BILLION TO \$11 BILLION.

CURRENTLY, MORE THAN 60% OF THE LTSS SPEND IS IN HOME AND COMMUNITY-BASED CARE,

LIKE THE SERVICES PROVIDED BY DIRECTION HOME.

TAKE JOYCE'S STORY WITH YOU.

Remember that you encounter people just like Joyce every day. We can all afford to offer more patience and small kindnesses. But on the state level, Direction Home Aging and Disabilities understands that taking care of our vulnerable populations, especially when budgets are finite and personnel resources are limited, can be daunting. It can feel impossible even.

It's a big task, yes. But we know just where to begin, don't we?

In addition to Agency data, references used for this story include:

McNaull, Courtney. "Measuring North Central Ohio's aging population." Richland Source, April 2018.

Ohio Policy Academy State Profile, Administration for Community Living.

"Older People Projected to Outnumber Children for First Time in U.S. History." United States Census Bureau, March 2018.

Pyle, Encarnacion. "Who will provide aging Ohioans with long-term care, and who will pay?" The Columbus Dispatch, Sept. 2016.

Stephen, Patrick and Shirley Williams. Ohio Medicaid Update. o4a Conference Archives, 2018 Annual Conference Presentations.

"Study: Over-65 population rate climbing in Ohio." WLWT.com

A MESSAGE FROM OUR PRESIDENT AND CHAIRMAN

Joyce's story is very moving and an easy one to rally behind. However, as long-time advocates of people just like Joyce, Direction Home Akron Canton Area Agency on Aging and Disabilities understands that translating the desire to help into an affordable, actionable plan takes care and expertise. We are pleased to present our 2018 Community Benefit Report, so that you can understand the progress we have made in the past year and the plans we have in place moving forward.

In order to ensure that we have a strategic and operational perspective that positions us for success, we use a variation of the Balanced Scorecard approach to frame our comprehensive planning. This approach ensures that all interrelated aspects of our operations are considered when planning for the future. We evaluate our plans in the context of their impact on four planning domains: our Consumer, our People, Quality, and Financial results.

Our consumer remains the focal point of our strategy, putting our members and consumers at the heart of our planning process. Throughout 2018 we have had tremendous success in assuring programs and services are available for those who need them.

Our Acute Care Transitions during the Centers for Medicare and Medicaid Services (CMS) Community-based Care Transitions Program yielded results that were among the best in the nation in reducing hospital readmissions. We have been able to adapt this expertise and offer this same intervention to managed care organizations such as Medical Mutual of Ohio to reduce the occurrence of avoidable readmissions to the hospital. Reducing avoidable hospital readmissions is a fundamental strategy to reduce health care costs. This is but one example of how community-based organizations such as Direction Home can integrate with healthcare systems to achieve better patient outcomes.

We continue to provide long-term services and supports (LTSS) in the community in partnership with health plans such as CareSource and United Healthcare through the MyCare Ohio demonstration pilot for those eligible for both Medicare and Medicaid. Direction Home's care managers develop and coordinate care plans to ensure the health and safety of our members. As this program's future is being evaluated at the state level, we are well-positioned to continue our role as the primary care management entity for Medicaid, whatever direction the state takes in the future.

Outside of the Medicaid realm, with the assistance of a planning grant from the Akron Community Foundation in Summit County, we have made substantial strides in assessing the problem of long-term care and educating the community on what resources are available and what limitations there are in accessing these services. Our new online campaign, Getting Wiser (www.gettingwiser.org), is an educational effort built to teach older adults and caregivers how to age well in the community, how to plan for long-term services and support needs, and how to access these supports. This is a first step in developing resources to address the unmet needs of those who do not qualify for government assistance yet cannot afford the long-term care they need.

Among our core corporate values (see sidebar) is that our greatest asset is our employees. We continue to make the recruitment and retention of the best employees our highest priority to ensure quality outcomes for our members, payers, and community. Toward that end we have instituted new employee engagement programming for our staff, supporting them with wellness initiatives that cover mind, body, and other aspects of well-being. We believe supporting those who support our consumers is the best way to enhance our services, and sets us apart from others in our business.

Ensuring compliance with our contractual obligations is a cornerstone of our quality plan. Our compliance program facilitates regular audits, reviews, and feedback to all levels of the Agency, ensuring transparency and strong corporate integrity. We have expanded our performance standards and improved our overall effective compliance in 95% of our metrics. This program facilitates regular audits, reviews, and feedback loops to all levels of the Agency, ensuring transparency and a strong culture of corporate compliance. We continue to enhance this feedback loop, as we standardize the continuous process improvement not only in our office but across Northeast Ohio as well.

We focus strongly on our Culture of Excellence as it relates to the experience of our stakeholders. We want to exceed the expectations of our members, our providers, and our payers, adding value-added offerings both large and small to ensure a positive experience. We have had remarkable success in our programming with customer satisfaction percentages consistently in the high 90s. We will now expand this measurable effort to include other stakeholder groups.

We are always looking for ways to promote productivity (save time and resources) through timely and tactical investments. Through 2018 we have enhanced our IT

OUR CORE VALUES

- Recruit and retain competent, courteous, and compassionate people
- Be the best by exceeding expectations and working together
- Grow the next generation of leaders
- Utilize effective and efficient business principles to achieve excellent service
- Emphasize long-term success over short-term expediency
- Be open and honest
- Empower staff with the authority to carry out their responsibility
- Take ownership... Realize that responsibility goes hand-in-hand with authority
- Find solutions, not barriers... Say how you can, not how you can't... Get it done
- Our employees are our most valuable asset

systems, both in hardware as well as software, including a payroll and human resources system as well as a flexible and powerful care management system. We have also invested in new communication tools, building a robust employee web portal that streamlines our messages to staff both in the office and home-based. In addition, we have invested in new business intelligence software that will more easily provide performance dashboard data at levels of aggregation from the front line individual to the executive team. This will allow us to have real-time feedback that drives continually improving performance.

As you read through this document, consider the ways this all comes together in the real world for our friend Joyce and everyone out there who faces similar challenges.



Gary L. Cook
President & CEO



Dr. David J. Peter
Chairman of the Board



2018 NEWS HIGHLIGHTS



Charles Alderson, Matthew Reed and Mary Toris, present at n4a's annual conference and tradeshow.

Direction Home Aging and Disabilities was proud to recognize honorees at the 2018 Awards Ceremony. These individuals represent what is best in our community in their efforts to support older adults and people with disabilities.

Awardees Included:

- Judge Elinore Marsh Stormer** – The Direction Home Akron Canton Area Agency on Aging and Disabilities Harvey L. Stems Lifetime Achievement Award
- Sis. Yvonne Horning** – Portage Senior Hall of Fame
- Peg Bailey** – Stark Senior Hall of Fame
- Gloria Poole** – Summit Senior Hall of Fame
- Colleen Baker** – Wayne Senior Hall of Fame
- Joe Talamo** – The Volunteer Ombudsman of Distinction
- Julie Barzal** – The Joseph L. Ruby Scholarship

Many thanks to our sponsors who made it all possible – Summa Health, County of Summit Executive Ilene Shapiro, Summit County Jobs and Family Services, Summit County Probate Court, Summit County Public Health, The Volunteer Guardian Program, Vantage Aging, and Akron Metropolitan Housing Authority.

On the National Stage

In 2018, Direction Home Aging and Disabilities leaders were frequently on the national stage. In March, Senior Vice President of Long Term Services and Supports, Susan Sigmon, and Senior Vice President of Business Strategy and Performance, Abigail Morgan, presented an update on the work being done in conjunction with the **Akron Community Foundation** at the American Society on Aging Conference in San Francisco. The n4a Annual Conference and Tradeshow was held this year in Chicago. Several Direction Home Aging and Disabilities staff members presented on topics such as *Moving from Satisfaction to Engagement*, *Building a Compliance Program*, and *Succession Planning for a New Aging Network*. President and CEO, Gary Cook, participated in a roundtable discussion on *Improving the Health and Well-being of Aging and Disabled Populations in Washington D.C.* with the **National Governors Association**.

Awards

Every year at the o4a Annual Conference, an Ohio legislator is recognized for their work with seniors. In 2018, our President and CEO, Gary Cook, was honored to present the Legislative Advocate of the Year award to Representative Emilia Sykes. Representative Sykes has long been a supporter of older adults and the area agencies on aging.



Top: Gary Cook (presenter), Representative Emilia Sykes (awardee) and Joe Rossi (presenter). Bottom: Gary Cook (presenter), Judge Elinore Marsh Stormer (accepting award) and Dr. Harvey L. Stems (presenter).

Community outreach

A number of community events graced our calendar throughout 2018. In March, the CARE Coalition NEO Conference brought the first major donation of 2018



Frank Gonzalez-Abreu, Founder of the CARE Coalition NEO and Dr. David Reynolds, Foundation Board Chair.

for the Direction Home Akron Canton Foundation. The coalition generously donated the net proceeds from their annual conference to the Foundation.

The Senior Summit Conference and Expo took place over two days in May. Founded by Summit County Probate Court Judge Elinore Marsh Stormer, the conference on Friday provided an opportunity to release and share the results of the completed Summit County

Needs Assessment. Saturday's expo attendees were treated to a Direction Home staff's offerings of a Matter of Balance class, Medicare information, and a presentation on *What You Don't Know About Getting Older*.



A Treasure Hunt: Finding Your Happiness

Caregivers were the focus of August's Caregiver Connection. This year's theme, A Treasure Hunt: Finding Your Happiness, allowed the attendees to enjoy a day of pampering and education so they could return to their responsibilities feeling reenergized. Francine Chuchanis, Director of Entitlement Rights and resident Medicare expert, delivered 10 Medicare open enrollment information sessions. Because of these sessions, 1,000 individuals were able to make informed decisions regarding their Medicare coverage.

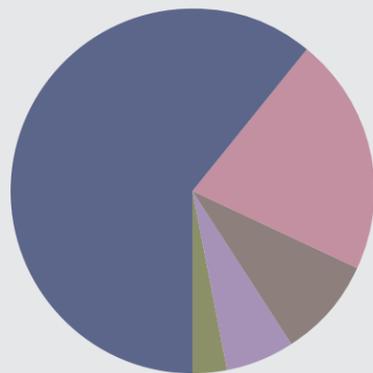


Gary Cook (presenter), Peg Bailey, Colleen Baker, Gloria Poole (awardees) and Father William Kraynak (accepting award for Sis. Yvonne Horning).

Top: Gary Cook (presenter), Julie Barzal (Joseph L. Ruby Scholarship recipient), and the Barzal family). Bottom: Gary Cook (presenter), Joe Talamo (Volunteer Ombudsman of the Year), Francine Chuchanis (volunteer supervisor) and Joni Wilcox (nominator).

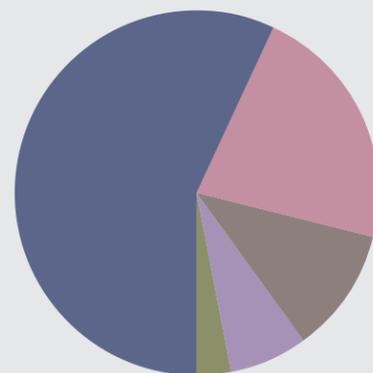
CONSOLIDATED STATEMENTS OF FINANCIAL POSITION

TOTAL REVENUES BY SOURCE – FY 2018
\$56,969,351



- 61%** Medicaid
- 21%** Non-government Revenue
- 9%** Older Americans Act and Other Federal
- 6%** State and Local
- 3%** Other Revenue

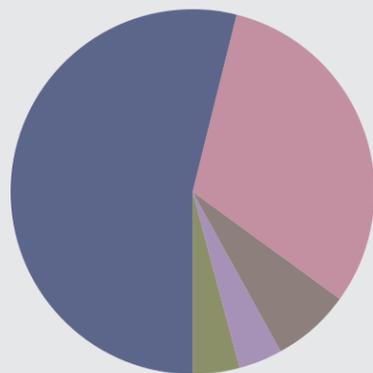
TOTAL REVENUES BY SOURCE – FY 2017
\$53,486,786



- 57%** Medicaid
- 22%** Non-government Revenue
- 11%** Older Americans Act and Other Federal
- 7%** State and Local
- 3%** Other Revenue

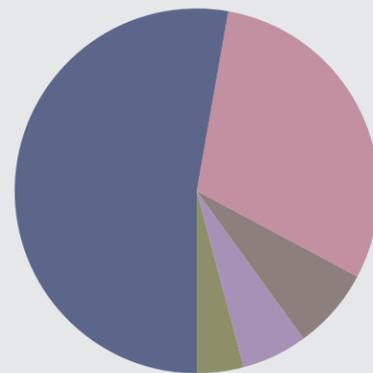


TOTAL EXPENDITURES – FY 2018
\$54,844,893



- 54%** MLTC Division Provider Network
- 31%** MLTC Division
- 7%** Elder Rights Division
- 4%** Administration and Operations
- 4%** Allocations to Community Agencies

TOTAL EXPENDITURES – FY 2017
\$50,707,904



- 53%** MLTC Division Provider Network
- 30%** MLTC Division
- 7%** Elder Rights Division
- 6%** Administration and Operations
- 4%** Allocations to Community Agencies



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Karen L. Talbott
Director, President and CEO,
Child Guidance & Family Solutions

Michael Novelli
Director, Vice President, Reform
Implementation, AultCare Corporation

Lorrie A. Warren
Areawide Advisory Council President,
Court Investigator, Summit County
Probate Court

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and Community Medicine Northeast
Ohio Medical University

Matthew S. Wayne, M.D.
Director, Chief Medical Officer, Summa
Health Medical Group and New Health
Collaborative Summa Health

Keeven White
Director, President and CEO, WhiteSpace

PROVIDER NETWORK

101 Mobility of Cleveland/Columbus	Brantress N. Logan	Companions of Ashland Home Care & Nurse Aide Training	Fox Chase of Bel Air	Hope Homes	MedScope America Corp.	Prestige Home Services & Transport Service	Stephanie Raines
14 Hearts Healthcare Agency, LLC	Breeonie D. Brooks	Complete Healthcare Services, Inc.	Fraleay Renovation, LLC	Horizon Health Services	Melinda R. Thomas	R.K. Wood Products	Stephen Remis
A&A Medical Supply, LLC	Brentwood Assisted Living, LLC	Connect America	Friendly Home Care, LLC	Hunter's Run of Bel Air Senior Living Community	Merriman, The	Rebuilding Together	Stow Glen Assisted Living
ABCD Dial-A-Ride	Brewster Parke – Dolley Madison	Creative Bath Systems	Galina Legky	Inn at Belden Village	Midwest Home Care, LTD	Regina Health Center	Stow-Glen Home Health Care
Absolute Health Services	Brewster Parke – Henry Inn	Critical Signal Technologies, Inc.	Gardens of Western Reserve Assisted Living Residence	Inn at University Village, The	Miles of Care Home Health Services	Rhonda Boles	Summit Adult Day Services
Access Nursing Care, LLC	Brewster Parke, Inc.	Crystal Harper	Gardens of Western Reserve of Cuyahoga Falls	The Inn at Whitewood Village, The	Miller's Rental & Sales	Rhonda C. Conner	Summit Home Health Services, Canton Home Health Services, Portage Home Health Services
Access Solutions, Inc.	Briarwood Leasing, LLC	Danbury Woods Alliance	GentleBrook, Inc.	Integrity Home Healthcare of Hudson, LLC	Miracle Medical Transportation, Inc.	Ride With Us, LLC	Superior Senior Services
Access To Independence	Brookdale Alliance	David Majewski	Gilcrest Adult Daycare	Interim Homestyle Services – Akron	Misty C. Cunningham	Robert Joyce Construction	Tamika L. Tyson
Accessible Home Health Care of Akron	Brookdale Bath	Deborah Wallace	Glenwood Assisted Living	Interim Homestyle Services – Kent	Mom's Meals	Rochester Park Assisted Living	Tech Center, Inc.
Accord Home Services, LLC	Brookdale Canton	Decor Built Construction	Glenwood Care and Rehabilitation	Interim Homestyle Services – N. Canton	Monique Grissom	Ronda DiCicco	Terri Clendenin
Accurate Medical Supply, Inc.	Cambridge Home Health Care – Canton	Developing Angels	Global Meals	Jacqueline Walker	MR Home Care of Cleveland OH, Inc.	Ronikka C. Carr	ThomasLane, Inc.
ACE Home Health Care	Cambridge Home Health Care – Macedonia	Devin K. Finsley	Glory Homecare, Inc.	JADD Corporation	National Church Residences Portage Trail Village	Royal Homecare Agency	Tia M. Ivy
Addus HomeCare	Cambridge Home Health Care – Wooster	Dorothy Parmer	Grande Village Suites	Jason Fletcher	Northeast Professional Home Care, Inc. (ECL)	Ruby Finney	Tiffany Woods
ADT, LLC	Cardinal Retirement Village	Doyle Medical, LLC	GreenView Assisted Living, LTD	Jennifer L. Martin	Northeast Professional Home, Inc. – Akron	Rx Home Healthcare, Inc.	Tina Eash
Adult Wellness Center	Care 4 Me, LLC	Dunrite Exterminating	Guardian Eyes	Jessaline D. Vecchia	Northeast Professional Home, Inc. – N. Canton	Sacred Arms, Inc.	TNT Exterminating Co.
Alert Care Medical Systems	Care Companions of Ohio	Duraline Medical Products, Inc.	Guardian Medical Monitoring, LLC	Jessekia B. Mabry	Northeast Professional Home, Inc. – Ravenna	Sanctuary Skilled Home Health Care – Ashland	Tonti Hollis
Ali Residential Services, Inc.	Care for You Home Health Care Agency	Dustin Szaraz	Harry Rodgers	Joanne Burns	Oaks at Shady Lawn, The	Sanctuary Skilled Home Health Care – Ashtabula	Tonya Horn
Alicia Johnson	Caring Hands, Inc.	Easter Seals Northeast Ohio	Haven Home Care, Inc.	Jonathan Brown	Ohio Living Home Health – Adult Day Service	Sanctuary Skilled Home Health Care – Salem	Townview Terrace
Alisha N. Anderson	Carrie Wiesen	Elena A. Berman	Health Aid of Ohio	Jonesy's Lawn Care	Ohio Living Home Health – Greater Akron	Sandra Gates	Tracey Dickey
Almost Family/Medlink	Catholic Charities ADS	Elite Care Home Healthcare	Health Care Bridge, Inc.	JRC Adult Day Center & Home Repair	Ohio Living Rockynol (AL)	Sarah Day Care Centers – Belden Village	Vantage Aging
Alpha Phi Alpha Homes, Inc.	Cathy Morrison	Elite Home and Chore Services, LLC	Heart and Home Health Care	Kara Santelle	OmniCare Home Health	Sarah Day Care Centers – Mayfield Manor	Vicki Karimcole
Alpine House of Ravenna, Inc.	Chapel Hill Community	Elmcraft of Sagamore Hills	Heart to Heart Home Health Care	Kimberly Barnes	Opening Arms Outreach Social Services, LLC	Sarah Day Care Centers – Saferstein	Vicki Wolcott
Alternative Solutions Adult Day Care, Inc.	Cherry Creek Acres (Stow Glenn)	Elms Assisted Living, The	Heartfelt Cares, LLC	Krystal Robinson	Ordrian Sullivan	Sarah Day Care Centers – Stow	Village at St. Edward, The
Altimate Care, LLC	Cheryl Tuskes	Emmanuel Touch Home Care Specialists	Helen Mayle	Kunkel Construction, LTD	OrrVilla, Inc.	SARTA	Visiting Angels – Canton
Amanda Rainelli	Christmas Home Health, LLC	Empowerment Homes, Inc.	Heritage Home Healthcare of Cuyahoga Falls, LTD	Lakeside Home Care, LLC	Our Home Adult Health Center	Scenic View Transportation, Inc.	Visiting Angels – Ravenna
American Medical Transport	Circle of Life Home Care	EMS Sentry, Inc.	Heritage Home Healthcare of Stark & Portage Counties	Lateasha Black	Our Home Health, LLC	Schmidt Security Pro	Visiting Angels – Tallmadge
Americare Healthcare Services	City Yellow Cab	Enterprise Health Services	Holistic Home Health, Corp.	LED, Inc.	Our House Cares Residential Services	Seeley Medical	Visiting Social Workers of Ohio, Inc.
Anna Maria of Aurora, Inc.	ClearPath Home Health & Hospice – Akron	Eva L. Bruening Adult Day Center	Home Care by Callos	Legacy Place – Twinsburg	Ovren Mobility Products	Shaw Ott Medical	VRI
AnswerCare, LLC	ClearPath Home Health & Hospice – Canton	Eva Wolfe	Home Care Network, Inc.	Liliana McBroom	Pace Medical Equipment & Supplies	Shawnta Hill	Wayne Health Services & Supplies, Inc.
Ashley E. Scott	ClearPath Home Health & Hospice – Ravenna	Family & Community Services, Inc. – Kent	Home Care by Callos	Linda Thomas	Paradyme Medical Services, LLC	Signal Tree Home Health	Wayne Manor
At Home Health Care, LLC	Coleman Professional Services Adult Day Services	Family & Community Services, Inc. – Mobile Meals	Home Care Network, Inc.	Lisa Yovanovich	PARTA	Simply EZ HDM of Northeastern Ohio, LLC	We Care Homecare, LTD
Atlantic Medical Transportation, LLC	ComForCare Senior Services of NE Ohio	Family & Community Services, Inc. – Ravenna	Home Care Network, Inc.	Love and Compassion Home Health Agency	Patricia Scott	Sincere Healthcare Professionals	Wendie Omenai
Atrium at Anna Maria, Inc., The	Comfort Keepers	Family Tree Home Care Services, LLC	Home Care Network, Inc.	Lucinda Rodgers	Pearl's Hope, Inc.	Smart Home Healthcare	West View Manor, Inc.
Barbara Robinson	Community Caregivers of Cuyahoga Falls	Finney's Institutional Pharmacy	Home Care Network, Inc.	M & Y Care, LLC	Peggy Bartulovic	Sonshine Medical, Inc.	Westark Family Services
Bed Bug Burners, LLC	Community Caregivers of Green Home Healthcare	First Choice Medical Staffing of Ohio, Inc.	Home Care Network, Inc.	Martin P. Mirise	People Helping People Home Services, LLC	St. Joseph Care Center	Western Reserve Catering
Bed Bug Home Preparation Service	Community Caregivers of Green, Inc.	First Step Development Group	Home Care Network, Inc.	Maxim Healthcare Services – Akron	Philips Lifeline	St. Luke Lutheran Community Minerva	Youngstown Contracting Environmental, LTD
Bel Air Senior Living Community	Community Caregivers of Mahoning County	Floyd Garrett	Home Care Network, Inc.	Maxim Healthcare Services – Canton		St. Luke Lutheran Home for the Aging	
Beth Campbell	Community Caregivers of Medina	Four Seasons Health Services, LLC	Home Care Network, Inc.	Meals on Wheels of Stark & Wayne Counties		Stefanie Dickson	
Beyond Eating, LLC							
Blue Ribbon, LLC							
Boardman Medical Supply							

THE FOUNDATION REVIEW

The Direction Home Akron Canton Area Agency on Aging and Disabilities Foundation had a groundbreaking year in 2018. From new partnerships to unprecedented campaign results, the Foundation is building new paths to achieve its mission.

Care For a Lifetime Campaign

Through our work every day, we serve individuals who need help but cannot afford to pay for that help themselves. Thankfully, there are accessible programs and Direction Home Aging and Disabilities to fill those needs. Unfortunately, there is a large percentage of the population that also needs assistance but does not qualify for programs. Direction Home Aging and Disabilities employees address this need by contributing to our Care for a Lifetime Campaign through direct and payroll-deducted donations sponsoring individuals through the Care Coordination program.

CARE Coalition NEO annual conference

The Direction Home Akron Canton Foundation was honored to receive a donation from CARE Coalition NEO. This group of healthcare professionals serving the senior population gathered for its inaugural annual conference in March and generously donated the net proceeds collected from sponsorships. Dr. David Reynolds, the Foundation Board Chair, accepted the check on behalf of the Foundation from Frank Gonzalez-Abreu, CARE Coalition NEO Founder.



CARE FOR A LIFETIME CAMPAIGN

\$60,000+

IN EMPLOYEE DONATIONS

15

INDIVIDUALS CURRENTLY SERVED THROUGH CARE COORDINATION

268

OLDER ADULTS

WITH MODERATE INCOME ARE PLACED IN THE CARE COORDINATION PROGRAM ANNUALLY THROUGH THESE FUNDS



ANNUAL FOUNDATION RAFFLE CAMPAIGN

\$169,000+

RAISED IN 2018

\$1.6M+

RAISED SINCE 1999

100%

OF PROCEEDS

GO TO SUPPORT THE MISSION FOR NEAR POVERTY OLDER ADULTS AND INDIVIDUALS WITH DISABILITIES TO AGE IN PLACE.



David B. Reynolds, M.D.

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Company

ANNUAL FOUNDATION RAFFLE



Our 2018 raffle campaign exceeded all expectations. A very generous \$169,100 was raised, exceeding our goal of \$150,000. The Foundation is very thankful for the support of all who participated. Thanks to the generosity of our donors, we are able to educate the community so that one day every older adult will be able to have choices to live independently in the place they want to call home. We are very grateful for our campaign sponsor, NFP, whose support makes this all possible. Many thanks to our top raffle donors, Northeast Professional Home Care, Simply EZ and Joseph Ruby.

Our Grand Prize Winner **Home Care by Callos** is the winner of seven nights plus airfare for two to a choice of Aruba or Hawaii. Additional winners include:

1st Prize:

Heritage Home Healthcare of Cuyahoga Falls, Choose Your Adventure – five nights and airfare for two

2nd Prize:

Rebecca Lee, \$3,000 Visa gift card

3rd Prize:

Home Care by Callos, \$2,000 Visa gift card

4th Prize:

Jason Durell, \$1,000 Visa gift card and two nights in New York, NY

5th Prize:

Jason Morgan, \$1,000 Visa gift card and two nights in Chicago, IL

6th, 7th, 8th and 9th Prizes:

Susan Agosta, Christmas Home Health, Northeast Professional Home Care and Renee Lewis, \$250 Visa gift card and one overnight stay for each winner



WE PROVIDE CHOICES FOR PEOPLE
TO LIVE INDEPENDENTLY IN THE PLACE
THEY WANT TO CALL HOME.



DIRECTION HOME
AKRON CANTON AREA AGENCY ON AGING & DISABILITIES

1550 Corporate Woods Parkway
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