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# Choices

...in long-term care

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# The Way Forward: Our Strategic Plan

For over 30 years, the Area Agency on Aging has been a leader in the long-term care industry, specializing in managed care in a community-based setting. Beginning in July 2006, we expanded our responsibility to Assisted Living. In this context, we have identified a further need to redefine our role in the overall structure of the long-term care system in Ohio to include all care settings: Community-Based Care, Assisted Living, and Nursing Facilities.

As we prepare for the unprecedented growth of the older adult population in the United States, it is important to re-examine the strategic underpinnings of Ohio's system of addressing the corresponding growth in long-term care needs. Clearly, the current system of long-term care is not working well, either in terms of efficient use of public dollars, or in providing older adults the right to choose their own care setting (i.e., where they want to live).

The old adage, "you cannot continue to do the same thing – and expect a different result," is particularly noteworthy when considering the future of long-term care for Ohio's older adults. Our current system is costly and ineffective for: 1) older adults on Medicaid who are denied choice of residence in the least restrictive environment and unnecessarily placed in nursing facilities; and 2) older adults of moderate means who do not qualify for government assistance, yet do not have the resources to pay for the care that they need. We cannot afford, either from a human or financial perspective, to continue the policies and practices of long-term care for older adults in the same manner that we have over the last several decades. We must effect change.

In order to accomplish this end, we have focused our strategic initiatives into four clear, concise, overarching goals – **The Way Forward: Our Strategic Plan**. The four cornerstones of our Way Forward Plan are: 1) Make Consumer Choice a Reality in Long-Term Care; 2) Fight to Win; 3) Work Together; and 4) Invest in the Future.

## 1 *Our Consumer Plan: Make Consumer Choice a Reality in Long-Term Care*

Older adults should have the right to live in the long-term care setting of their choice. This is not currently the case in Ohio.

Medicaid long-term care in Ohio currently operates three separate programs: PASSPORT Home Care, Assisted Living and Nursing Facilities (NF). Each of these programs operates separately; however, only nursing homes have unrestricted access for Medicaid-qualified older adults. PASSPORT Home Care and Assisted Living (the least costly and, in many cases, the most desirable options) have an arbitrarily limited number of openings – regardless of the personal needs or wants of the older adult and his or her family.

These structural and functional barriers result in significant human cost (resulting from restricted consumer choice) and dramatically increased Medicaid costs (since nursing home placement costs four times more than community-based care). We must eliminate these barriers to less restrictive care settings.

## 2 *Our Advocacy Plan: Fight to Win*

We must convince policy makers at all levels of government of the benefits to be derived from new directions in public policy regarding long-term care for older adults. Our comprehensive advocacy plan includes the following:

**AT THE NATIONAL LEVEL** we must: 1) promote the U.S. Administration on Aging (AOA) CHOICES initiative, which will provide individuals with resources to direct their own care; 2) secure funding for the Aging Disability Resource Network (ADRN) concept, which provides for the initial point of access to long-term care options for consumers and their caregivers; and 3) simplify the Medicare Prescription Drug Program for consumers.

**IN OHIO**, we must create a unified Medicaid long-term care program to replace the current fragmented system. Our advocacy plan centers on four basic premises:

1. The growth of Medicaid expenditures must be controlled.
2. A unified Medicaid long-term care program will correct operating inefficiencies resulting from the current fragmented system.
3. Care management of Medicaid long-term care helps contain costs.
4. Building on 20+ years of experience, Ohio should consolidate its Medicaid long-term care management system through Area Agencies on Aging. In order to demonstrate the feasibility of such a system, we propose that our AAA (PSA 10B) develop and operate a pilot program in our region.

Our Ohio advocacy plan is supported by logic and evidence. Chronically impaired older adults in nursing facilities (who require the most care and are the most costly Medicaid consumers) do not receive any type of comprehensive care management. Properly managed, many Medicaid nursing facility residents could be diverted to less restrictive, less costly and more desirable options.

Evidence of this contention is the AAA's successful efforts in diverting Medicaid nursing home residents to home care through the "Home First" program, which originated in the State of Ohio 2006-07 biennium budget. "Home First" achieved remarkable success in its first 17 months of operation (July 2005-Nov. 2006). Even with no additional staff, and without assigning care managers to facilities,

**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.**

AAAs statewide have returned more than 1,400 people to their homes from nursing facilities, for a cost savings of nearly \$65 million.

**IN OUR REGION**, it is important to consider a major segment of the older adult population that suffers greatly from inability to obtain needed services. We call this segment "Older Adults of Moderate Means." These older adults do not qualify for government assistance, yet do not have the resources to pay for the care that they need. They are typically retirees with limited income and minimal assets.

Our plan is to serve this segment of the older adult population through our Care Coordination Program. Funding for such a program would come from local public support through aging services levies. To date, 68 of Ohio's 88 counties have passed some form of an aging services levy that provide more than \$100 million in services to Ohio's older adults. Perhaps the most successful example in Ohio is the five-county AAA region in Cincinnati. The structure of these levies offers an effective model for such initiatives in our region.

### 3 Our People Plan: Work Together

In order to succeed, it is essential that we work toward common goals and objectives. But perhaps more basic, and in the context of the Agency's overall mission, we must acknowledge a commonly shared vision that is easily understood, universally believed in, and easily articulated by all stakeholders.

**Our Board of Directors: Improving Care Through Strategic Partnerships** – With the leadership and cooperation of our Board of Directors, we have been a leader in the development of strategic partnerships between the medical service system and the aging services network that provides support to the chronically impaired. As a result, the overall effectiveness of patient care is enhanced through comprehensive care management.

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

Examples include:

**SUMMA-Area Agency Geriatric Evaluation (SAGE)** – With the leadership of Dr. Kyle Allen, Chief Medical Officer of our Board of Directors, we have developed a nationally recognized program that links geriatric evaluation through SUMMA Hospitals and supportive care management through the Area Agency on Aging.

**Hospital Assessor Program** – Because half of all nursing home admissions originate from an acute care setting, efforts to prevent unnecessary permanent NF placements must focus on older adults being discharged from the hospital. With the cooperation of hospital and physician leaders on our Board, we have deployed Assessors directly

into six area hospitals (Akron City Hospital, Akron General Medical Center, Barberton Community Hospital, Robinson Memorial Hospital, St. Thomas Hospital, and Wooster Community Hospital). Our PASSPORT Registered Nurse Assessors work directly with hospital discharge planners and the older adult to ensure that necessary supportive services are in place upon the patient's return to his or her home. Our plan is to be in every area hospital by the end of the decade.

**Managed Care and Aging Initiative** – This innovative program is the result of a federal grant from the federal AOA which integrates community-based long-term care with a Managed Care Organization (MCO). Partnering with SummaCare, we are able to develop comprehensive supportive treatment plans. The program features shared software that allows both organizations to share care plans in "real time." A vital component of this program is a geriatrician-led interdisciplinary team that reviews difficult cases, thereby improving coordination of care, reducing emergency room visits, hospital admissions and permanent NF placements.

**Our Staff: Promoting Learning and Growth** – As the breadth and complexity of our business evolves, it is essential that we attract and retain the requisite talent and expertise to meet new or expanded stakeholder demands. Therefore, we have committed to providing the specific education and enhanced procedures needed to enable our clinical staff to better serve our members. Examples of

such initiatives include the development of emergency preparedness and response protocols to enable our Care Managers to quickly and effectively respond to the needs of

our members in the event of local or widespread disasters; and, screening and intervention protocols designed to identify and develop more effective care plans for members at "high risk" for permanent nursing home placement.

In addition, as we broaden our responsibility to care for clients in different care settings (from community-based care, to assisted living, to nursing facilities), we have identified the need to enhance the skill set and clinical nursing expertise on our staff. To accomplish this, we will add management expertise in Medicaid Managed Care and Medicaid Waiver management, as well as a Clinical Nurse Specialist (CNS) to oversee the special needs of our high-risk members in all care settings.

Further, we have acknowledged the need to groom our next generation of leaders at the AAA. In recognition of the eventual need for current organizational leadership to "pass the baton" to the next generation, we have developed a Leadership Academy. Our Leadership Academy, now in its fourth year, provides training in planning skills, decision making, group dynamics, and interpersonal leadership skills needed to assume responsibility for the achievement of the AAA's mission in the future.

### Our Volunteers: Providing a Meaningful Experience

Our organization relies heavily on a large network of committed volunteers. This volunteer network numbers in the hundreds and, without its contribution, we would be unable to provide the level of service that we do. Our volunteers include: Advisory Councils in each of our four counties, who provide legislative advocacy and advice on planning issues; Ombudsman volunteers, who help protect the rights of older adults in nursing homes; and student interns, who perform numerous important tasks in support of AAA Divisions.

### 4 Our Financial Plan: Invest in the Future

In order to accomplish our Mission, we must build:

#### Improved Care Management Models for Each Long-Term Care Setting

- **Community-Based** – focus on early detection of high-risk older adults and tailored interventions that mitigate the impact of their risk factors.
- **Assisted Living** – develop evidence-based criteria to identify the most appropriate placements in this setting.
- **Nursing Home** – identify residents willing and able to move to less restrictive care settings with emphasis on returning home; and develop a palliative care model for "permanent" residents that emphasizes comfort and reduces ER and hospital admissions.

**A Financial Model That Will Position Us to Accept Risk Contracts** – These contracts must ensure adequate provider reimbursement rates that enable us to attract and retain a responsive service network that accommodates the long-term care needs of the burgeoning older adult population.

**Consumer Education Programs** – We must evolve our consumer education programs that enable older adults and their caregivers to select from available health insurance options including Medicare Prescription Plans, Medicare Advantage Plans, and Special Needs Plans.

**A New Office Complex** – As a direct result of the extraordinary growth in the PASSPORT Program, the AAA has outgrown its current facility. Over the last 15 years, the number of PASSPORT enrollees increased from 640 in 1990 to 1,837 in 2000 to more than 3,000 in 2005 (+369%). At the same time, the number of Area Agency on Aging staff has grown from 55 in 1990 to 110 in 2000, and is currently approximately 150 (+173%).

We will be examining the relative merits of several options to address this critical need. We have developed a proposal to build a new facility in the City of Green utilizing a financial partnership comprised of the AAA, federal, state and local funding components. The AAA will assume more than half of the total cost of this project. Significantly, the City of Green has committed to contributing the land and sewer to the project, as well as provided valuable assistance in facilitating support for the project.

The Way Forward Plan presented here is intended to encapsulate our thinking for the future in order that all stakeholders may proceed with a common purpose. While our goals are bold, they are all realistically achievable. We are firm in our belief that the accomplishment of our plan will benefit all stakeholders who are concerned about the long-term care of older adults in Ohio. We must effect epic change in the system of long-term care for Ohio's older adults – and we must begin now.



**Stephen Colecchi** | Chairman

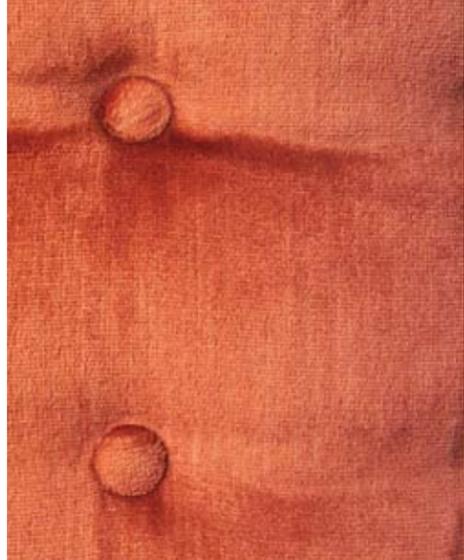


**Joseph L. Ruby** | President & CEO

OHIO  
ASSOCIATION  
OF AREA  
AGENCIES  
ON  
AGING



Advocacy. Action. Answers on Aging.



## Medicaid Managed Care Division

The **Medicaid Managed Care Division** is the initial point of access to a variety of long-term care options for consumers and caregivers throughout our region – promoting the concept of “aging in place” by supporting consumers’ desires for independence, privacy and choice.

The Agency’s managed care role expanded beyond PASSPORT in July 2006 with the new **Assisted Living Program**. This Medicaid waiver program provides services in certified residential care facilities to delay or prevent nursing facility placement and we continue

to work to certify facilities to accommodate those on our waiting list for assisted living.

In transitioning from a service-management model to an integrated model of care delivery that spans various healthcare settings, care managers today are using tools that reduce the

number of consumers who discharge from the program due to permanent nursing facility placement. These tools include: best-practice protocols; Care Management Interdisciplinary Team meetings; communication protocols; and the distribution of Agency ID cards. Also, newly enrolled consumers will be screened to determine whether they are at “high risk” for nursing facility placement and, if so, will receive more involvement from the care manager in order to prevent premature discharge.

Through our comprehensive program of providing medical information, increasing hospital and nursing facility assessments, and forming partnerships with various health care entities, the Medicaid Managed Care Division will continue to help consumers make informed choices.

**When a series of health issues hit a few years back, Rev. Gerald Reed and his wife, Ruth, of Wooster turned to the Area Agency to help them stay in their home through services provided through PASSPORT, including meals, homemaker services, and personalized medication packaging. “The Area Agency has helped out beautifully,” said Rev. Reed. “We talked about moving into assisted living, but we’ve always been free. Now, we still have the freedom of making decisions on our own. What’s better than that?”**

A key component of this division continues to be our **PASSPORT Home Care Program**, a long-term care option that provides home-based services to Medicaid-eligible older adults as an alternative to more costly nursing home care.

In 2006, PASSPORT care managers provided managed care for more than 3,000 older adults. A total of 1,047 new consumers were enrolled in the PASSPORT program, while the Screening Unit handled 10,945 Information and Assistance phone calls, an average of 912 per month. Assessment staff conducted a total of 5,313 in-person visits – an average of 443 per month – including 204 individuals who took part in our new Home First Program, designed to prioritize and expedite enrollments for individuals living in nursing home facilities.



# Elder Rights Division

The responsibilities of the **Elder Rights Division** focus upon two key principles: consumer protection and rights-related education...and the daily functions of the **Long-Term Care Ombudsman Program (LTCOP)** and other specialized projects within the division meet the challenges of bringing both a voice – and choice – to consumers.

Certified Ombudsman staff and volunteers act on behalf of residents living in long-term care facilities or in the community to maximize individual choice and improve quality of life. All complaints, regardless of level of severity, receive prompt attention from an ombudsman and, while most complaints receive attention from staff within five business days, complaints of abuse, neglect and exploitation receive priority response. Investigations typically include a face-to-face visit, interview with caregivers, observation and sometimes review of pertinent medical records. The division's consumer-directed approach ensures that action is taken to reach the resolution identified by the recipient of care. In comparison to a 61% state-wide complaint resolution rate, Agency ombudsmen resolved or partially resolved 70% of received complaints in 2006 and, overall, consumers served by the Elder Rights Division consistently reported "very satisfied" rates above 70%.

The Agency administers this program from offices located in Green and Dover. During 2006, ombudsmen responded to 2,499 complaints and provided 1,584 hours of information on topics, such as understanding care options and knowing how to identify quality facilities. The **Elder Rights Attorney** responded to 1,755 requests for information regarding long-term care legal matters and made 640 referrals to regional attorneys.

With more than 21,000 beds in 365 licensed long-term care facilities, the elder rights staff could not have meaningful impact without the efforts of volunteers. Last year, 124 certified volunteers invested 4,800 hours

**"Linda"\* of North Canton recently was faced with two challenging situations: dealing with some billing issues regarding a relative's nursing home stay . . . and trying to choose the Medicare Prescription Drug Program just right for her. She found help in both matters in one place – the Area Agency's Elder Rights Division. "I've received excellent advice and everyone is so accommodating. They lay out the various options and let me make up my own mind," she said. "It's just wonderful – a great service. I can't say enough about it."**

within regional facilities speaking with residents and families about their rights and helping assure their role in decision making. Volunteer activities increased 23% above 2005 totals.

The roll-out of Medicare Part-D, the most significant changes in Medicare since its inception, presented a textbook example of how the Agency can mobilize quickly to become recognized throughout the region as the "go-to" source for accurate consumer information. The **Medicare/Managed Care Ombudsman** was interviewed 16 times by newspapers throughout the region and personally presented critical Medicare education sessions for 93 groups including professionals, enrollees and their families – an outreach effort that generated enormous positive name recognition for the Agency.

As the Medicare system continues to evolve, the Elder Rights Division can be expected to continue to develop pro-active positions regarding recognition of options, informed choice and identification of quality services.

*\*Last name withheld by request*



## Community Services Division

The **Community Services Division** provides a wide range of services to caregivers and elderly residents in our community through a variety of distinct and unique programs – each of which support a wide variety of choices for living independently and also serve as an essential component in caring for consumers who do not meet the more restrictive PASSPORT eligibility criteria.

The **Alzheimer’s Respite Program** provides services for 75 caregivers who are caring for an older adult with this disease or related disorders, such as dementia. In addition, the Community Services Division also administers the **Wayne County Adult Protective Services Program** in which investigators responded to 180 reports of abuse, neglect and/or exploitation.

**A former supervisor with the Ohio Department of Highways, Lester Shafer of Ravenna was forced to retire more than 30 years ago due to a string of serious heart problems. Still dealing today with his condition, Shafer received help from the Greater Akron/Canton Area Agency on Aging Foundation’s Care Coordination Program through an emergency response pendant linked to a call center. In the event of a problem, one push of a button and help arrives. “I’m glad for the Agency’s help,” Shafer said. “I want to keep as active as I can in my home for as long as I can.”**

Historically, care managers within the Community Services Division have focused on a service model of caring for enrollees. Over the years, this model has incrementally become a more integrated, holistic model of care. Today, our care managers play a vital role in providing continuity of care for their consumers

Today, the Community Services Division serves 550 older adults through its Care Coordination, Foundation, Family Caregiver Support and Alzheimer’s Respite programs. **Care Coordination**, a program designed to provide home-based services, assists 385 older adults to remain independent at home – 10 of whom receive Care Coordination services through the support of the **Greater Akron/Canton Area Agency on Aging Foundation**. Through funds received from the National Caregiver Act, 75 caregivers were directly served by the **Family Caregiver Support Program** in 2006 with nearly 1,000 more caregivers receiving various information, assistance and/or training.

by routinely communicating with and partnering with physicians, hospitals, such as Summa Health Care System, and other ancillary resources, like the Alzheimer’s Association.

For example, to meet the ever-increasing appetite of consumers for the latest information on Medicare’s Prescription Drug Plan, Caregiver Support Program staff takes an active role in reaching out to the community on that topic. Staff has also participated in many other outreach activities, including the popular Caregiver Connection caregiver event held at the Hartville Kitchen – attended by more than 100 people each year – as well as through a variety of smaller educational sessions.





## Planning & Quality Improvement Division

The **Planning & Quality Improvement (PQI) Division** is responsible for a broad range of activities – and among its most prominent responsibilities is the development of a four-year Strategic Plan. Our 2007-2010 Strategic Plan, approved by the Area Agency Board of Directors and the Ohio Department of Aging in July 2006, is the road map that allows us to accomplish the broad initiatives on behalf of older adults as described in our Way Forward Plan featured earlier in this Annual Report.

On an operational level, PQI staff works to ensure that all services delivered to our clients meet appropriate quality standards, and that policies and procedures are adhered to by the Agency's Older American Act and PASSPORT providers. In order to accomplish this, PQI develops individual contracts with all providers outlining all requirements and service standards. The providers are then monitored periodically during the year (at their location) and submit periodic activity reports, which are analyzed and evaluated. Should a provider be found to be having problems, PQI will provide assistance through a progressive range of corrective actions, such as technical assistance.

Other notable PQI activities during 2006 included:

- Coordinating the allocation of more than \$4 million in Older Americans Funds to Agency providers for the 2007 and 2008 fiscal years.
- Providing an array of Continuing Education Unit (CEU) classes targeted to nurses and social workers. During 2006, PQI offered more than 30 training courses attended by 834 health care and social service professionals. Of particular note was a regional conference hosted at the University of Akron and presented in cooperation with Area Agencies on Aging from Cleveland and Youngstown in preparation for the White House Conference on Aging.
- Coordinating legislative advocacy efforts. In 2006, PQI developed advocacy plans and coordinated efforts in support of the passage of the reauthorization of the Older Americans Act. This legislative advocacy was supported by the Agency's Areawide Advisory Council, as well as by Advisory Council members from Stark, Summit, Portage and Wayne Counties. The Older Americans Act was reauthorized in October, thereby continuing the strong foundation of aging services available for America's citizens.

*A huge crowd (top) attended the July Areawide Advisory Council meeting at the Hartville Kitchen to hear about the Area Agency's care management system and how to educate legislators about its effectiveness. Featured speaker was Tom Pappas, lobbyist for the Ohio Association of Area Agencies on Aging (also shown bottom right with Cheryl Noab, Wayne County Commissioner, and a member of the Areawide Advisory Council). At bottom left is State Senator Kevin Coughlin, also on the program, who talked at length with Advisory Council members after his presentation.*



# Agency News

## Ralph and Myrtle Peters Named to Ohio Senior Citizens Hall of Fame

Congratulations to Ralph and Myrtle Peters of Akron for being named to the Ohio Senior Citizens Hall of Fame for their more than 40 years of outstanding dedication to community service.

The Peterses have both been extremely active in their church, spending countless hours assisting fellow church members in need. In addition, they both have been involved with the Area Agency on Aging. Ralph Peters, a past member of the Area Agency Board of Directors, currently serves as the president of the Area Agency's Summit County Council. Myrtle Peters, former director of the Akron-Summit Community Action Agency's Foster Grandparent Program, is presently on the Area Agency board.



(From left) Merle G. Kearns, Director of the Ohio Department of Aging, Myrtle and Ralph Peters, and Alan Burnett, Board President of the Ohio Association of Area Agencies on Aging

## Local Caregiver Honored in Columbus

Jack Cummins of Massillon was honored with the Ohio Department of Aging's Elder Caregiver Award. In 2001, Cummins' wife, Louise, was diagnosed with Alzheimer's disease. Cummins became his wife's primary caregiver, administering medications, maintaining their home and finances and tending to her other personal needs. They have been married for more than 48 years.

## Annual Area Agency Awards Ceremony Held

Congratulations to four area older adults and one outstanding college student who were recently honored at the Area Agency's annual awards ceremony.

Inducted into the Area Agency on Aging's "Senior Citizens Hall of Fame" for their dedication to serving their local communities through volunteerism and working to help others in need, were:

- **Chuck and Nancy Langer**, Portage County
- **Beverly Edwards**, Stark County
- **Robert O'Herron**, Summit County
- **Mary Soliday**, Wayne County

In addition, **Rosslyn White** was the recipient of the **2006 Student Scholarship** in recognition of her academic advancement in the field of gerontology. White is a second year Adult/Gerontology Nurse Practitioner at the University of Akron. She is currently working on a project at the university's Center for Nursing to provide educational sessions for indigent clients with hypertension and diabetes.

## \$250,000 Federal Grant Awarded for Local Wellness Programs

**Josefina G. Carbonell**, Assistant Secretary for Aging at the U.S. Department of Health and Human Services (HHS) recently visited the area to announce a \$250,000 grant award to The Ohio Department on Aging, the Area Agency on Aging 10B, SummaCare, (part of the SummaCare Health System), and the Summit County Internists & Associates to collaborate in targeting low-income and frail older adults throughout Northeast Ohio in need of some level of long-term care.

"Research tells us that healthy living is key to preventing chronic disease," said Assistant Secretary Carbonell. "Through this effort, we hope to reach vulnerable seniors throughout Ohio who will benefit from evidence-based prevention programs that will enable them to live independently at home in their communities." The local grant award, announced at the Alliance Senior Center, will empower older people, who are disproportionately affected by chronic disease, to take more control of their own health through life style and behavioral changes. Chronic disease and conditions, such as arthritis, diabetes

and heart disease, as well as disabilities resulting from injuries such as falls, account for seven out of every 10 deaths, and more than three quarters of all health expenditures in the United States.

"We're very pleased to receive this award and are looking forward to working together with our partners to implement some exciting intervention programs designed to help promote wellness among our older population," said Joseph L. Ruby, President & CEO of the Area Agency.



Josefina G. Carbonell, right, Assistant Secretary for Aging at the U.S. Department of Health and Human Services (HHS), and, at left, Marc Molea, chief of the Older Americans Act Program Division of the Ohio Department of Aging

## Ruby Receives Harold K. Stubbs Humanitarian Award

Area Agency President & CEO, Joseph L. Ruby, received the Harold K. Stubbs Humanitarian Award for Distinguished Service in the field of Social Services.

Ruby, with the Area Agency for more than 25 years, has been very active throughout the community, serving on the WKSU/NPR Community Advisory Council, the Summa Community Health Advisory Committee, the Board of Directors of Regina Long-Term Care Facility and the St. Vincent-St. Mary High School Mentoring Program. He is also a past member of the Akron Civic Theatre Board of Directors, which conducted a successful fundraising effort raising more than \$20 million to renovate the local landmark.

Ruby was nominated for the honor by Charles Greene, vice president of the Area Agency Board of Directors. The award, named for the late Akron Municipal Court Judge Harold K. Stubbs, is awarded by the Stubbs Family and the St. Paul African Methodist Episcopal Church.

## In Memoriam: Beatrice J. Gingery (1918-2006), Jeanetta Welch Brown (1910-2006), and Blanche W. Rubin (1921-2006)

Three special members of the Area Agency family passed away this past year and will be missed – Beatrice J. "Bea" Gingery, Jeanetta Welch Brown, and Blanche W. Rubin.

Bea, of Wooster, spent countless hours serving fellow older adults. In addition to her more than 10 years on the Area Agency Board of Directors and 13 years on the Areawide Advisory Council, she also served as a senior intern in 1987 for Congressman Ralph Regula in Washington, D.C. She also served on the boards of the Alzheimer's Association, Senior Olympics, Legal Aid, Senior Friends and the American Cancer Society of Stark County. For these and other volunteer activities, she was named to the Ohio Senior Citizens Hall of Fame in 2000.

Jeanetta, who lived in Akron, was active on behalf of many good causes throughout the community, especially in the areas of civil rights and women's rights. Beyond her service on the Area Agency board from 1996-2002, she was involved with a variety of local civic organizations, including the Alpha Kappa Alpha Sorority for more than 65 years, the Urban League of Greater Akron, and the NAACP, among others. She was also honored on several occasions for her volunteer work with Rockynol Retirement Community.

Blanche, of Canton, was a member of the Area Agency board from 1980-1985. In addition, she was involved in numerous other community activities, including the League of Women Voters, the Stark County Department of Human Services Children's Advisory Board, the Jewish Community Center Meals on Wheels, the Wilderness Center, the North Canton Democratic Club and the Jewish Family Services Committee.

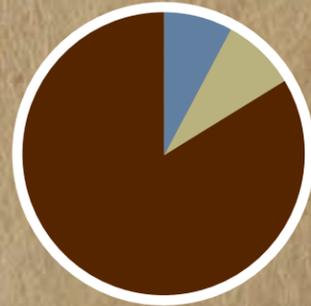


(From left) Reverend Bruce Butcher, Joseph L. Ruby, Sandra Stubbs-Pitts, and Charles L. Greene, Attorney

## Total Revenues by Source

**FY 2006**

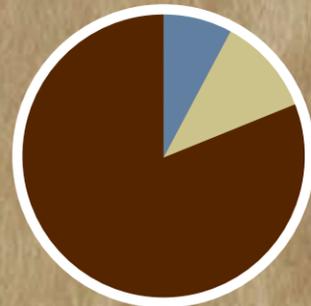
\$49,084,470



- PASSPORT – 84%
- Other Federal, State & Local – 8%
- Older Americans Act – 8%

**FY 2005**

\$44,824,469



- PASSPORT – 81%
- Other Federal, State & Local – 8%
- Older Americans Act – 11%

## Combined Statement of Financial Position

	June 30, 2006	June 30, 2005
<b>Assets</b>		
<b>Current Assets</b>		
Cash and Cash Equivalents	\$ 4,526,551	\$ 3,884,003
Accounts/Grants Receivable	1,128,796	1,806,229
Prepaid Expenses	10,541	10,919
Total Current Assets	<u>5,665,888</u>	<u>5,701,151</u>
<b>Property And Equipment</b>		
Land	330,000	330,000
Building	1,884,385	1,846,907
Equipment	326,597	316,108
	<u>2,540,982</u>	<u>2,493,015</u>
Less Accumulated Depreciation	545,392	480,241
	<u>1,995,590</u>	<u>2,012,774</u>
<b>Other Assets</b>		
Bond Issuance Fees (net)	20,242	21,774
Deposits	1,315	1,315
Deferred Compensation Plan Trust	141,251	113,243
	<u>162,808</u>	<u>136,332</u>
	<u><u>\$ 7,824,286</u></u>	<u><u>\$ 7,850,257</u></u>
<b>Liabilities and Net Assets</b>		
<b>Current Liabilities</b>		
Current Portion of Long-Term Debt	\$ 80,000	\$ 70,000
Accounts Payable	3,913,465	3,791,355
Accrued Mortgage Interest	16,892	17,913
Accrued Payroll and Payroll-Related Accruals	65,391	273,558
Total Current Liabilities	<u>\$ 4,075,748</u>	<u>\$ 4,152,826</u>
<b>Long-term Debt</b>		
Mortgage Payable	1,380,000	1,455,000
Less Current Portion	80,000	70,000
	<u>1,300,000</u>	<u>1,385,000</u>
Deferred Compensation Plan Trust	141,251	113,243
Total Long-Term Liabilities	<u>1,441,251</u>	<u>1,498,243</u>
<b>Net Assets</b>		
Unrestricted	2,306,715	1,664,188
Temporarily Restricted	572	535,000
	<u>2,307,287</u>	<u>2,199,188</u>
	<u><u>\$ 7,824,286</u></u>	<u><u>\$ 7,850,257</u></u>

An audit of the financial statements of the Area Agency on Aging, 10B, Inc. and the Greater Akron/Canton Area Agency on Aging Foundation is performed by Hausser + Taylor LLC. The financial information in this report has been extracted from the financial statements covered by their reports of independent auditors dated October 20, 2006, and October 27, 2005, in which Hausser + Taylor LLC expressed unqualified opinions. The audited financial statements and Hausser + Taylor LLC's report thereon may be reviewed upon request at the Area Agency on Aging, 10B, Inc., 1550 Corporate Woods Parkway, Suite 100, Uniontown, Ohio 44685.

## Combined Statement of Activities

Year Ended June 30	Unrestricted	Temporarily Restricted	2006 Total	2005 Total
<b>Revenue and Support</b>				
<b>Government Support</b>				
Federal	\$ 28,789,237	\$ -	\$ 28,789,237	\$ 26,099,428
State	18,890,084	-	18,890,084	17,444,851
Local	215,624	-	215,624	302,266
Total Government Support	<u>47,894,945</u>	<u>-</u>	<u>47,894,945</u>	<u>43,846,545</u>
Non-Government Revenue	121,932	5,800	127,732	130,315
Fundraising	93,374	-	93,374	95,339
Program Revenue	733,295	-	733,295	657,979
Rental Income	-	-	-	-
(Loss) on Disposal of Equipment	(1,086)	-	(1,086)	(1,496)
In-Kind Revenue	42,260	-	42,260	-
Investment Income and Realized Gains	193,950	-	193,950	95,787
	<u>49,078,670</u>	<u>5,800</u>	<u>49,084,470</u>	<u>44,824,469</u>
Net Assets Released From Restriction	14,628	(14,628)	-	-
	<u><u>\$ 49,093,298</u></u>	<u><u>\$ (8,828)</u></u>	<u><u>\$ 49,084,470</u></u>	<u><u>\$ 44,824,469</u></u>
<b>Expenses</b>				
Salaries	\$ 6,082,041	\$ -	\$ 6,082,041	5,738,451
Benefits	1,585,922	-	1,585,922	1,631,689
Professional Services	271,847	-	271,847	216,851
Equipment/Supplies	480,392	-	480,392	348,548
Travel and Training	314,973	-	314,973	258,448
Depreciation and Amortization	81,454	-	81,454	76,795
Occupancy	149,085	-	149,085	142,655
Other	308,528	-	308,528	266,254
Program Allocations	39,468,102	-	39,468,102	35,831,271
Fundraising	6,816	-	6,816	3,136
In-Kind Expenses	42,260	-	42,260	-
Other Rental Expenses	184,951	-	184,951	213,152
Total Expenditures	<u>\$ 48,976,371</u>	<u>\$ -</u>	<u>\$ 48,976,371</u>	<u>44,727,250</u>
<b>Change in Net Assets</b>	<u>\$ 116,927</u>	<u>\$ (8,828)</u>	<u>\$ 108,099</u>	<u>\$ 97,219</u>
<b>Net Assets</b>				
- Beginning of Year	<u>\$ 2,189,788</u>	<u>\$ 9,400</u>	<u>\$ 2,199,188</u>	<u>\$ 2,101,969</u>
<b>Net Assets</b>				
- End of Year	<u><u>\$ 2,306,715</u></u>	<u><u>\$ 572</u></u>	<u><u>\$ 2,307,287</u></u>	<u><u>\$ 2,199,188</u></u>

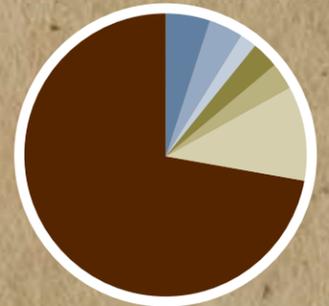
Expenditures as reported on the Statement of Activities before elimination of intercompany transactions are allocated to the functional areas as follows:

	June 30, 2006	June 30, 2005
Program Services	\$ 47,182,706	\$ 43,053,716
Building Operations	242,304	266,624
Administration and Fundraising	1,901,527	1,765,333
Total Expenditures	<u>\$ 49,326,537</u>	<u>\$ 45,085,673</u>

## Total Expenditures

**FY 2006**

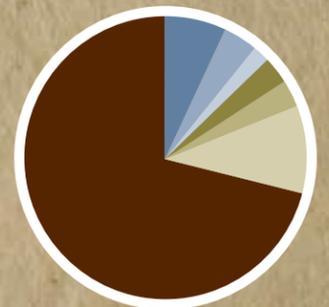
\$48,976,371



- PASSPORT Division 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%
- PASSPORT Division – 11%

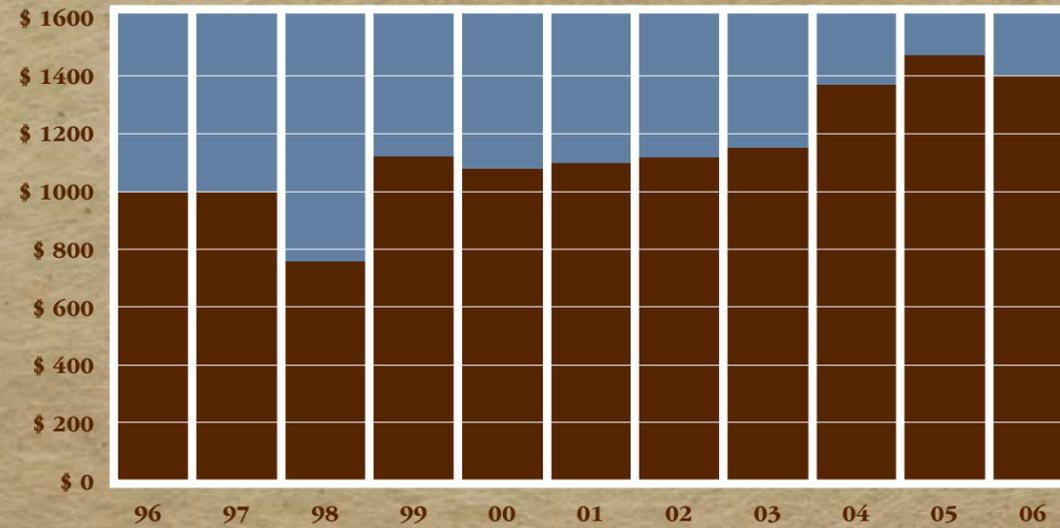
**FY 2005**

\$44,727,250



- PASSPORT Division Provider Network – 71%
- Allocations to Community Agencies – 7%
- Administration and Operations – 4%
- Community Services Division (CSD) – 2%
- CSD Provider Network – 3%
- Elder Rights Division – 3%
- PASSPORT Division – 10%

Client Contributions (in thousands)



## Allocations

Agency	Services	2006 Total
A Better Home Health Care	Home Health Services	\$1,234,862
Absolute Health Services	Home Health Services	\$512,690
Absolute Home Health Care	Home Health Services	\$197,130
Access Solutions	HME & Home Repair	\$72,634
Access To Independence	HME & Home Repair	\$156,748
ADT Security Services	ERS	\$67,473
Akron Summit Community Action Agency	Senior Volunteer Program	\$11,029
All Custom Re-Bath	Home Repair	\$14,970
Alliance Home Medical Equipment	HME	\$2,835
Alpha Phi Alpha Homes, Inc.	Congregate & Home Delivered Meals	\$130,165
Always Home, Inc.	Home Health Services	\$8,744
Alzheimer's Association	Core Services	\$64,278
Arcadia Health Care Services	Home Health Services	\$1,041,593
ASAP Home Care	Home Health Services	\$643,330
Asian Services In Action, Inc.	Socialization, Congregate Meals	\$15,372
Assoc. For Better Community Development	Transportation	\$144,530
At Home with Loving Care, Inc.	Home Health Services	\$113,751
Barberton Nursing Service	Home Health Services	\$303,275
Barnhart, Shawn	Counseling	\$15,806
Beyond Eating	Nutrition Counseling	\$4,420
Bilancini, David	Home Repair	\$9,975
Boardman Medical Supply	HME	\$1,764
Callos Nursing Services	Home Health Services	\$402,296
Cambridge Home Health Care	Home Health Services	\$3,191,450
Caretenders of Cleveland	Home Health Services	\$419,167
Caring Hands, Inc.	Home Health Services & ERS	\$880,765
Catholic Charities	Adult Day Service	\$77,864
CYO Adult Day Care	Adult Day Service	\$333,530
Central Exterminating, Co.	Chore	\$11,045
City of Alliance	Client Finding & Congregate Meals	\$32,693
City of Barberton	Socialization	\$3,880

Agency	Services	2006 Total
City of Ravenna	Socialization	\$5,052
City Yellow Cab Co.	Transportation	\$10,787
Community Action Wayne/Medina	Chore & Referral	\$2,910
Coleman Professional Services	Adult Day Service & Home Maintenance	\$148,844
Community Caregivers, Inc.	Home Health Services	\$512,431
Community Caregivers of Green	Home Health Services	\$338,776
Community Caregivers of Canton	Personal Care	\$689,324
Community Legal Aid	Legal Counseling	\$64,722
Complete Healthcare Services, Inc.	Home Health Services	\$1,592,125
County of Summit	Home Maintenance	\$11,550
Culebra, Inc.	Homemaker	\$3,340
Cuyahoga Falls General Hospital	Adult Day Service	\$487,427
Décor Built Construction	Home Maintenance	\$294,014
DiaMed, Inc.	Equipment	\$79,685
Easter Seals of NEO	Visiting	\$62,463
Family and Community Services of Portage County, Inc.	Senior Volunteer Program, Congregate Meals & Home Delivered Meals	\$254,504
F & G Corner Store	Home Delivered Meals	\$640,913
Finney's Institutional Pharmacy	HME	\$288,542
First Call for Help (United Way of Portage County)	Information	\$20,112
Future Age, Inc.	Transportation	\$16,176
Galaxy Medical Products, Inc.	HME	\$11,711
Gentiva Health Services	Health Services	\$222,504
Guardian Medical Monitoring	Home Health Services	\$98,850
Health Care Bridge, Inc.	Home Health Services	\$1,605
Heart to Heart Home Health Care	Home Health Services	\$122,610
Helping Hearts Senior Home Care	Home Health Services	\$12,724
Heritage Home Health Care	Home Health Services	\$475,724
Home Preferred Home Care, LTD	Home Health Services	\$389,932
Home Care Network	Home Health Services	\$614,604
In-Home Care	Home Health Services	\$69,896
InfoLink	Information	\$24,849
Info Line, Inc.	Information & ERS	\$137,849
Integrated Medical, Inc.	HME	\$6,365
Interfaith Volunteer Caregivers	Visiting	\$7,760
Interim Health Care	Home Health Services & Safety Monitoring	\$3,346,838
Jennings Center for Older Adults	Adult Day Service	\$23,023
J.R. Coleman Senior Outreach Services	Home Maintenance & ADS	\$148,739
JMR Medical	Equipment	\$4,902
Joanns Healthcare	Personal Care	\$31,845
Jonesy's Lawn Care	Home Maintenance	\$53,004
Julliard Senior Center	Socialization & Client Finding	\$7,760
Koala Kruizers	Medical Transportation	\$198,882
L. Pace Enterprises, Inc.	HME	\$46,533
Lake Senior Center	Socialization & Client Finding	\$7,760
Lakeside Home Health Care	Home Health Services	\$39,499
Laurie Ann Home Health Care	Home Health Services	\$234,187
Lifeline Systems, Inc.	HME	\$23,086
Living Assistance Services	Home Health Services	\$125,273
Lorraine Surgical	Supplies	\$2,383
Mature Services, Inc.	Chore, Congregate Meals, Home Health Services, Referral, Senior Volunteer Program & Socialization	\$514,100
Maxim Healthcare Services	Home Health Services	\$518,290
Meals on Wheels of Stark and Wayne Counties	Congregate & Home Delivered Meals	\$1,881,961
Medi-Wise Health Mart, Inc.	Equipment	\$1,220
Metrol Regional Transit Authority	Transportation	\$158,418
Midwest Home Care, Inc.	Home Health Services	\$308,941

Agency	Services	2006 Total
Millers Rental & Sales, Inc.	Equipment Rental & Home Maintenance	\$291,926
Minerva Area Commission on Aging	Congregate Meals, HDM, & Socialization	\$27,630
Miscellaneous Vendors	Equipment & Supplies, Other Services	\$75,621
Mobile Meals, Inc.	Congregate & Home Delivered Meals	\$2,324,491
Northeast Professional Home, Inc.	Home Health Services	\$1,342,513
Northern Summit Multi-Service Center	Referral, Congregate Meals	\$17,521
Northwest Stark Senior Center	Socialization	\$4,850
Nu Horizons Adult Day Services	Adult Day Service	\$12,627
Ohio Presbyterian Retirement	Home Health Services & ADS	\$556,362
Omnicare Home Healthcare	Home Health Services	\$34,038
Outreach Community Living Services	Home Health Services & ADS	\$86,604
P.O.M. Group, Inc.	Transportation	\$107,172
Parma Community General Hospital	ADS	\$1,736
Personal Touch Home Care	Home Health Services	\$1,011,057
Portage Area Regional Transit Authority	Transportation	\$63,501
Portage County Commissioners	Socialization & Farmer's Mkt	\$21,177
Praxair Healthcare Services	HME	\$2,307
Primary Nursing Care	Home Health Services	\$97,030
Providence Home Care, Inc.	Home Health Services	\$9,736
R.K. Wood Products	HME	\$14,936
R.T. Medical Services, Inc.	HME	\$2,014
Response Ability Systems	ERS	\$344,716
Rural/Metro of Northern Ohio	ERS	\$81,583
S.A.R.A.H. Day Care Center, Inc.	Adult Day Service	\$467,840
Scooter Mart, LLC	Equipment	\$6,850
Seeley Medical Oxygen, Co.	HME	\$33,144
Self Support Personal Care, LLC	Home Health Services	\$345,550
Shalam, Inc.	Home Health Services	\$575,298
Signature Health Services	Home Health Services	\$168,076
Springfield Township	Congregate Meals & Socialization	\$25,048
Stark Metropolitan Housing Authority	Congregate Meals	\$3,196
Stark County Board of MR/DD	Socialization	\$3,988
Stow Glen, Inc.	Adult Day Service	\$51,651
Summit Home Health	Home Health Services	\$696,264
Sumner Home for the Aged	Home Health Services	\$15,134
Sunrise Adult Day Services	Adult Day Service	\$203,661
Tech Center	Home Health Services	\$511,704
Trillium Family Solutions	Chore, Counseling & Home Health Services	\$576,722
Trusted Home Healthcare, LLC	Home Health Services	\$13,031
United Disability Services	Transportation	\$10,333
United Way of Central Stark County	Information	\$12,164
Universal Nursing Services	Home Health Services & Chore	\$588,449
Valued Relationships, Inc.	ERS	\$68,481
VIP Home Care	Home Health Services	\$1,549,118
Vishnia & Associates	Home Health Services	\$105,645
Visiting Hours	Home Health Services	\$544,569
Visiting Nurse Service	HME & Health Visiting	\$111,431
Wayne County Senior Transportation	Transportation	\$50,995
We Clean It Krystal Clean, Corp.	Chore	\$3,939
Westark Family Services	Counseling & Home Health Services	\$521,849
Western Reserve Outreach Center	Congregate Meals, Transportation, Socialization	\$15,254
Wilcare	Home Health Services	\$168,970
YMCA (Downtown Canton)	Congregate Meals & Socialization	\$54,103

**TOTAL ALLOCATIONS**

**\$39,468,102**

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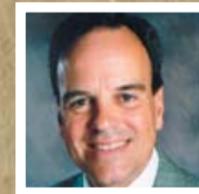
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 President and CEO –  
 Robinson Memorial Hospital



**Charles L. Greene**  
**Vice Chairman**  
 Attorney at Law – Davison  
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 Clinic Foundation Wooster  
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## Foundation

### *The Greater Akron/Canton Area Agency on Aging Foundation*

Nearly half of all older adults in Northeast Ohio have limited access to community-based long-term care services. Typically, these are people with moderate incomes who neither meet eligibility requirements for governmental programs nor have the financial resources to pay for their own private care. The Foundation relies on philanthropic support to serve consumers in the community who have needs such as home health care, chore services and adult day care. Currently, the Foundation is serving 10 consumers and hopes to increase that number in the future.

In 2006, the Foundation continued its outreach campaign to educate the community on the growing demand of long-term care services for the moderate income older adult. Along with regular announcements that can be heard on WKSU radio, the Foundation's campaign continues to receive positive feedback to direct-mail pieces aimed at expanding educational efforts. For more information on how you can support the Foundation, please contact the Area Agency on Aging at **800-421-7277**.

### *Creating a Better Life: Anna and Carl Richards*

When Carl Richards of Akron was diagnosed with Alzheimer's disease, his wife, Anna became his only caregiver. However, soon, due to the stresses of meeting her husband's growing caregiving needs, she said she often lost patience with her husband and became, "a mean person, not at all like me."

After attending an Area Agency caregiver support training program, an assessment was done of the Richards' situation and, since the family was not quite eligible for PASSPORT services, they were put on the waiting list for Care Coordination services. Once they were enrolled in Care Coordination, their lives changed.

Through the support of the Foundation, six hours of respite service per week are provided by an aide who spends time with Carl Richards, walks with him and helps around the house – allowing him to enjoy living at home rather than in an institution. And, the presence of the aide also makes a big difference in Anna Richards' life.

Not only can she see her friends again, receiving the support and fellowship that only close acquaintances can offer, she can also attend her support group meetings – and enjoy an occasional picnic and bike ride.

"The Agency is wonderful," she said. "The people are so compassionate and helpful. I don't know what I would have done without this help. I can leave the house now and take a break." And, she won't ever again be that "mean person" she was before the Foundation's help.

*(Below) Anna and Carl Richards*



### *2006 Foundation Raffle*

For the last seven years, the Foundation has raised funds to provide education and outreach to the community through an annual raffle. Each year has been more successful than the last – and in 2006, the Foundation raised more than \$68,000 through ticket sales. The following are the prizes and winners of the 2006 Foundation Raffle.

#### **Grand Prize – Patty Church**

Caribbean Getaway – Westin Grand Bahamas

#### **First Prize – Lisa Elton**

Home Theater System – Toshiba LCD Flat Screen HDTV Plus a BOSE Surround Sound System

#### **Second Prize – Karen Link**

\$2,000 Sky Bank Visa Debit Card

#### **Third Prize – Nancy Dotson**

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

#### **Fourth Prize – Michael McCann**

Pamper Yourself Weekend – Romantic Getaway at The Bertram Inn in Aurora and Luxurious Spa Session for Two at Headliners Spa in Canton

A special thank you to our raffle sponsors:

#### **Headliners Spa**

**National City Bank**

**Sky Bank**

**Sky Insurance**

**The Bertram Inn**

**John Gasser & Son Jewelers – Canton**

**The Ink Well – Akron**