

CONTINUING
THE WAY FORWARD



2008
Area Agency on Aging • 10B, Inc.
Annual Report

Area Agency on Aging
10B Inc.
Independence with Dignity

Navigating

NAVIGATING THE WAY FORWARD: OUR STRATEGIC VISION



AGENCY MISSION:

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

AGENCY VISION:

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

Beginning in the year 2000, approximately 12,000 Ohioans have been turning 60 every month. This reality compels us to develop long term care choices that are both more desirable from a consumer perspective and more affordable from a taxpayer perspective. Business as usual is not an option.

The Problem

In 2007, Ohio spent 70% of its Medicaid long term care budget in nursing homes (down from 77% in 2005), which is both the least desirable to the consumer and the most costly setting to the taxpayer. According to Miami University of Ohio's Scripps Gerontology Center, Ohio's 60+ population is projected to increase 44% between 2000 and 2020, from 1.96 million in 2000 to 2.83 million by 2020. The State's Medicaid expenditures have been growing faster than the overall budget, from \$2.6 billion in 2000 to \$4.4 billion in 2006 at an annual rate of 11.5%. If this trend in expenditures continues, Medicaid will consume 68% of Ohio's budget by 2020 (up from 22.6% in 2006) crowding out many other important priorities.

The Solution

Ohio must change public policy to encourage consumer choice in Medicaid long term care. Current policy ensures that nursing home placement is an entitlement. Historically, consumer access to community-based options has been limited arbitrarily by the State. We must promote access to community-based long term care options and promote consumer choice. We must "move the needle" from Medicaid long term care expenditures in nursing homes towards community-based options such as PASSPORT, Assisted Living and Foster Care homes.

The Impact

For over 30 years, Area Agencies on Aging have been a trusted advocate and the most important resource to Older Ohioans in navigating the long term care system. Since the statewide rollout of PASSPORT in 1990, and coinciding with a steady growth in the older adult population, nursing facility occupancy has steadily declined. In 1993, average daily census of Ohio nursing home beds was 84,536. By 2005, nursing home bed occupancy plummeted by 5,701.

Unfettered consumer choice in long term care through Ohio's Area Agencies on Aging will accelerate this shift into less costly community-based care options. This has been demonstrated in other states. For example, in 2007, Oregon spent only 27% of its Medicaid long term care dollars for nursing home care, and nearly 73% spent on community-based options (Center for Medicare and Medicaid Services). As in Oregon, moving the needle will dramatically reduce per member (i.e., one Medicaid eligible older adult at nursing home level of care) per month costs in Medicaid long term care. Reducing per member per month costs will better enable the State to serve the needs of an exploding Older Ohioan population, and better position Ohio to address other funding priorities, such as hospital and physician fees as well as education.

The Way Forward

The Way Forward is our strategic vision and provides the blueprint required to engineer the change necessary to prepare for the coming-age wave in our region. The Way Forward is built on four cornerstones:

- 1. Our Consumer Plan: Make Consumer Choice a Reality in Long Term Care**
- 2. Our Advocacy Plan: Fight to Win**
- 3. Our People Plan: Work Together**
- 4. Our Financial Plan: Invest in the Future**

We are in the midst of historic change as a nation. With new leadership and an economic crisis before us, we must prepare for the challenges to come. **Area Agencies on Aging are positioned to lead the change in long term care in Ohio with proven solutions.**

We remain committed to serving the Older Ohioans who depend on us, now in greater numbers than ever before. We continue to make progress in areas of opportunity, remain true to the mission, vision, and values which drive our success, and strive for improvement as we continue The Way Forward.



Willard P. Roderick

Willard P. Roderick | Chairman



Joseph L. Ruby | President & CEO

OHIO
ASSOCIATION
OF AREA
AGENCIES
ON
AGING



Advocacy. Action. Answers on Aging.

Consumer

OUR CONSUMER PLAN: *Make Consumer Choice a Reality in Long Term Care*

Ohio funds three distinct Medicaid long term care programs for Older Ohioans: PASSPORT, Assisted Living, and nursing homes. The budgeting process for Medicaid long term care designates funds separately into these three silos, which creates artificial enrollment barriers into community-based options. Historically, this fragmented process has perpetuated utilization of the most costly, least desirable option, the nursing home. We believe Older Ohioans have the right to choose where and how they receive their long term care, and our consumer plan outlines the strategic initiatives designed to make consumer choice a reality.

Consumer choice creates a desirable situation for taxpayers as well as Older Ohioans who depend on community-based services to remain independent. One of these Older Ohioans is Mercedes Williams. Mrs. Williams was born in Georgia in 1911 before moving to the Akron area to raise her family. She took pride in her apartment complex, and prepared

Thanksgiving dinners for her neighbors. After falling in 2007, she found herself in a nursing home. PASSPORT was able to provide the assistance that allowed Mrs. Williams the choice to return to the apartment she has called home for the past 20 years. PASSPORT provides home health aides daily, ensuring her independence in the community by providing for her personal care. Mrs. Williams has survived the death of her husband and her two sons, and relies greatly on the support she receives from the Area Agency on Aging in lieu of family assistance. "At my age, there is no other place I would rather be than home," says Mrs. Williams with a proud smile.

PASSPORT was an available choice for Mrs. Williams due in part to our successful State-wide advocacy effort. PASSPORT remained open throughout 2008, and functions without arbitrary enrollment limitations. Today, PASSPORT has over 3,500 members.

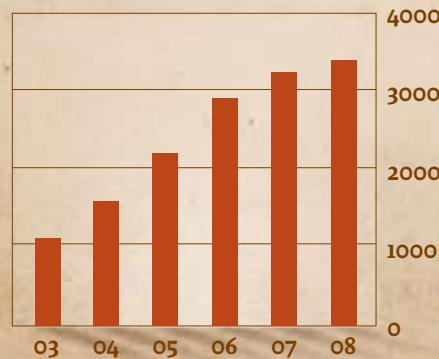
Notwithstanding this success, Assisted Living, another Medicaid long term care option has limited enrollment due to an inadequate provider supply and State-imposed funding restrictions. Ironically, many of those on our waiting list currently reside in a higher-cost Medicaid nursing home bed. To address these barriers to Assisted Living enrollment that confront consumers, we will enhance our provider recruitment activities, targeting areas with the highest concentration of Older Ohioans on our waiting list. We

will partner with the Ohio Association of Area Agencies on Aging and AARP to eliminate the Assisted Living enrollment limitations as well.

Another focus of our successful State-wide advocacy efforts resulted in PASSPORT providers receiving an additional 3% rate increase as scheduled in July 2008. Historically, our four-county region has been reimbursed for services at a lower rate than other Ohio Area Agencies on Aging. Currently, a personal care aide provider in Cincinnati is reimbursed \$17.40 an hour for services, while a provider of the same service in our area is reimbursed \$14.88 an hour, a difference of nearly 17%. To address this issue, the Ohio Department of Aging has completed an actuarial study of provider rate setting methodologies. We will urge the Ohio Department of Aging to more equitably reimburse providers, so there is no longer a financial incentive to serve one region of the State over another.

We will continue our efforts to ensure that PASSPORT and Assisted Living continue to grow to meet the needs of the increasing Older Ohioan population. We will explore ways to meet the demand for other Medicaid long term care options between home and nursing homes, such as foster homes, in order to "build the middle" of the long term care continuum. With these options, we can make consumer choice a reality in long term care.

PASSPORT Consumers



*Mercedes Williams,
PASSPORT Member*



Nancy Kiefaber shown here attending a Chronic Disease Self-Management Class at Constitution Hall in Louisville, Ohio.



OUR ADVOCACY PLAN: *Fight to Win*

As a result of the significant changes at all levels of government, it is more important than ever to continue our close relationships with elected officials.

At the National Level

Even before the first baby boomer turned 60 years old in 2006, national spending for long term care was placing significant strain on federal and state resources. By 2020, almost one in six individuals will be age 65 and older. The fastest growing segment of the aging population is individuals over 85, the most vulnerable older adults who tend to need long term care and whose numbers are expected to double by 2020. These demographic trends make our current strategy for financing long term care costs through the Medicaid program unsustainable.

The National Association of State Units on Aging and the National Association of Area Agencies on Aging, conscious of the financial pressures facing states and the federal government, have developed a coordinated national long term care strategy called Project 2020. Project 2020 will generate savings in Medicaid at the federal and state levels while enabling older adults and individuals with disabilities to get the support they need to successfully age in their own home and community.

Project 2020 is a three-pronged approach:

- **Person-centered access to information: The front door to the long term care system;**
- **Evidence-based disease prevention and health promotion activities: Utilizing Stanford University's training model that uses empirically proven methods to promote self-management of chronic conditions; and**
- **Enhanced nursing home diversion services: Enabling older adults of modest means and at high risk of permanent nursing home placement to remain at home.**

We will build on the success of our Aging Resource Center, which in our 2008 fiscal year provided over 22,000 callers (over 6,000 of whom were seen in-person by our nurses) with initial person-centered access to information. We will enhance access to initial information by expanding partnerships with other community organizations such as hospitals, physician practices, County Departments of Job and Family Services, and Tri-County Independent Living Center, Inc. to make the process of locating available services more seamless and efficient for the consumer.

We will build on the success of our evidence-based disease prevention and health promotion initiative. We continued our partnership with SummaCare, Inc., a local managed care organization, in a chronic disease self management national demonstration project through a joint Administration on Aging grant to the Ohio Department of Aging. The goal of this project was to provide common members of SummaCare, Inc., and the Area Agency on Aging with evidence-based methods of managing chronic conditions. This Stanford based model has garnered overwhelmingly positive reviews among participants, and has been proven to improve the health and well-being for those practicing its techniques. When asked what they found most useful, one attendee responded, "I am not alone and I can have some control on what is happening to my body. I don't have to sit by and do nothing."

To date, we have trained 34 members common to both SummaCare, Inc. and the Area Agency on Aging and over 200 other individuals in the community to manage chronic conditions such as congestive heart failure, arthritis, and depression. We will expand our partnerships to provide chronic disease self management training to even more Older Ohioans in our region.

We will build on the success of Care Coordination, our nursing home diversion program. We will continue to provide community-based long term care for those of modest means through this program, as we have for over 20 years. Today, Care Coordination has over 550 members and nearly 1,500 on a waiting list.

To enhance our role in nursing home diversion, we will join the National Association of Area Agencies on Aging in promoting this national plan to serve the nearly 3,000 Older Americans in our region who are not eligible for Medicaid but are seeking long term care assistance.

In Ohio

In one of the most significant public policy reform efforts to improve long term care in Ohio's history, Governor Strickland appointed the Unified Long Term Care Budget Workgroup. The goal of the Workgroup was to:

- Create a more cost-effective and consumer-based system
- Achieve a better balance between institutional and home and community-based care
- Provide consumers with a choice of services designed to meet their needs and improve their quality of life
- Consolidate agency authority and long term care budgets

In May 2008, the Workgroup, which for the first time consisted of all long term care stakeholders, finalized its report to the Ohio General Assembly in June 2008. This report included recommendations on budget structure, enhancing consumer access to services, addressing unmet needs of those in the community, a consumer-directed care model of service delivery, quality management, and care management. The first phase of the unified budget is targeted to the older adult and disabled populations that become entitled to Medicaid-funded long term services and supports by virtue of needing care equivalent to that provided by a nursing home. Phase one covers both facility-based services

and those provided in home and community-based settings. We will continue to partner with other stakeholders including Home Health Agencies, Nursing Homes, Assisted Living Facilities, and Managed Care Organizations to advocate for this vital policy direction, which is critical to the success of Our Consumer Plan.

In Our Region

Older adults of modest means include Ohioans who require long term care assistance but are not eligible for Medicaid long term care services through Area Agencies on Aging. Their financial resources are not adequate to purchase services privately, but disqualify them from Medicaid's stringent financial limits. For example, a single Older Ohioan who has an income over \$1,911 a month and/or over \$1,500 in assets excluding a house and one car would not be eligible for PASSPORT. Historically, several counties in Ohio have depended on aging service levies to meet the long term care needs of older adults of modest means.

Region-wide, the need for long term care for Older Ohioans of modest means is surging. According to the 2000 U.S. Census projections, by 2020 there will be over 3,700 Older Ohioans in our four-county area who are disabled but would not qualify for Medicaid long term care assistance. This is a 39% increase in 15 years, from nearly 2,700 in 2005. In 2020, over 450 of these individuals will reside in Portage County alone, an increase of nearly 50% from 2005 (Scripps Gerontology Center).

The "Citizens for Portage County Seniors" attempted unsuccessfully to pass a senior services levy similar to other Ohio Counties that would have addressed this gap in services for this group of older Portage County residents. This was due in part to a lack of public awareness regarding access to long term care services for older adults of modest means. We are addressing this awareness issue with an outreach effort focused on educating Portage County residents regarding the issues facing Older Ohioans requiring long term care

and the role of the Area Agency on Aging. This strategic outreach plan calls for an increased presence in Portage County, and to develop partnerships with other community organizations. Most recently, we have co-sponsored the first annual Portage County Conference on Aging with our partners at Family and Community Services of Portage County. By building on this successful event attended by over 200 individuals, we will expand our partnerships to educate residents of our area to the needs of older adults of modest means and re-evaluate funding options for services during better economic times.

A major component of providing community-based long term care is the home health care worker. According to the Bureau of Labor Statistics, in 2006 there were 787,000 jobs in this field nationally, and is projected to grow to 1,171,000 by 2016 (48% growth). According to the U.S. Department of Health and Human Services, homecare workers are leaving the profession at the same or faster rate than new aides are being certified. This growth in the demand coupled with declining retention rates and lack of home health aides entering the workforce will lead to a severe shortage of community-based long term care capacity. To address the impending shortage of home health care workers, we will advocate for competitive compensation. We will also partner with other stakeholders to improve recruitment, training, and job placement programs.

Another option to address the shortage of homecare workers is a Consumer Directed Care model of service delivery. Consumer Directed Care allows consumers themselves to hire personal care workers by providing them with a budget to purchase such services. This allows for the selection of family and friends and many times involves a challenging need such as a remote location. We will urge the Ohio Department of Aging to permit the implementation of the Consumer Directed Care option in our region.



Dr. Zafirau (left) with Long Term Care Nurse Consultant Ginny Weidinger (right) at the Center for Senior Health, Akron City Hospital.

OUR PEOPLE PLAN: *Work Together*

Our People Plan aligns key internal stakeholders towards common goals by focusing on our strategic vision.

Our Board of Directors: Improving Care Through Strategic Partnerships

Among our Board Members are many health care leaders in our community. By partnering with these leaders and the organizations they represent, we can better align our efforts with the medical community to integrate medical treatment with long term care to ensure consumer choice. Toward this end, the Area Agency on Aging has placed our PASSPORT Long Term Care Nurse Consultants into seven hospitals: Akron City Hospital, Akron General Hospital, Barberton Hospital, Cuyahoga Falls General Hospital, Robinson Memorial Hospital, St. Thomas Hospital, and Wooster Community Hospital.

Locating our nurses on-site in these medical facilities is strategically important as half of all nursing home admissions come from the hospital setting. **We plan to locate PASSPORT Long Term Care Nurse Consultants in all area hospitals.**

To build on the success of our PASSPORT Long Term Care Nurse Consultants placed at local area hospitals, we have partnered with the Cleveland Clinic Outpatient Center in Wooster. Dr. David B. Reynolds, a physician with the Cleveland Clinic Foundation and a Vice Chairman of our Board surmised that the 800 Medicaid patients seen daily at the clinic would provide enough critical mass to warrant the ongoing presence of a PASSPORT Long Term Care Nurse Consultant. This placement in an outpatient setting is the first of its kind, and allows us to inform clinic patients of long term care options as part of their doctor appointments. **If this pilot is successful, we plan to replicate the program in other outpatient clinic settings throughout our region.**

Building on the expertise of our current Board, we will expand our professional base to include additional specialties that will allow for our future growth. **We will recruit members for a new Communications Committee of the Board.** This added guidance from professionals in the Marketing, Public Relations, and/or Communications fields will allow us to strategically target our efforts to

educate the community regarding our programs and long term care policy issues.

Our Staff: Promoting Learning and Growth

We continue to add clinical staff to bolster our proficiency in managing chronically impaired Older Ohioans. Building on the addition of our PASSPORT Clinical Nurse Specialist, we have added three Registered Nurse High Risk Care Managers to help our most vulnerable members better manage prevalent medical risk factors like congestive heart failure, chronic obstructive pulmonary disease and Alzheimer's disease to minimize the risk of permanent nursing facility placement. **We plan to expand our Registered Nurse High Risk Care Management staff to seven.**

In the area of management, we have developed a synergistic coupling of Balanced Scorecard strategic planning, Lean continuous quality improvement, and Disney culture philosophies. Through this "Focus Forward Triangle," we can better link our day to day activities with strategic outcomes.



The first side of the “Focus Forward Triangle” is the Balanced Scorecard method of strategic planning. The Balanced Scorecard is a measureable, shared, strategic agenda that links Customer, Internal Business Process, Learning and Growth, and Financial perspectives. **We will develop our Balanced Scorecard for the 2011-2014 period in the upcoming year.**

The second point of the “Focus Forward Triangle” is our Lean quality improvement methods. Lean continuous quality improvement finds efficiencies by analyzing activities and eliminating waste. By finding efficiencies in processes, Lean allows for marked improvement in customer service delivery. We have Lean certified over 20 of our employees, which in turn assist in the education of the remaining Area Agency on Aging staff. Lean has enabled us to re-engineer our assessment, non-Medicaid waiting list, and provider suspension processing. **Future projects include finding efficiencies in our budgeting, provider referral, and consumer satisfaction measurement methods. We will have all staff “Lean certified” by 2010.**

The third side of the “Focus Forward Triangle” relates to our corporate culture initiative. The Disney philosophy of customer service provides the bedrock for our Culture of Excellence program, which has been designed to produce outcomes such as higher consumer satisfaction scores, lower employee turnover, and a measurable sense of loyalty from the Older Ohioans we serve. The Culture of Excellence program has included a comprehensive evaluation of member expectations, an agency-wide customer service training, and creation of employee supportive services such as wellness and walking programs. **We will expand our Culture of Excellence program internally and externally to other stakeholders including the organizations in our direct care provider network.**

Our Volunteers and Student Interns: Providing a Meaningful Experience

Volunteers participating in our County and Advisory Councils, our Ombudsman Program, and our Student Internship program provide much needed assistance to the Area Agency on Aging. We strive to create meaningful experiences for our volunteers in order to recruit and retain those who share a passion for our mission.

Creating a meaningful experience for our councils stems from the vital work they facilitate. Our four county councils as well as the regional Areawide Council participate in advocacy and planning efforts that effect the aging network and help us reach our Advocacy Plan goals such as open enrollment in PASSPORT and Assisted Living Waiver programs. To equip our councils for this important work, we have presented advocacy training programs facilitated by Pappas and Associates. We will continue to provide these advocacy opportunities for our councils so that they may more effectively direct their efforts towards impacting public policy for the betterment of Older Ohioans. **We will align efforts**

from these volunteers with overall advocacy initiatives of AARP and the Ohio Association of Area Agencies on Aging for future advocacy efforts that include the Fiscal Year 2010-2011 State Biennium Budget.

Our Elder Rights volunteers link long term care consumers to information regarding their rights and to Area Agency on Aging staff for complaint resolution. Currently 115 Volunteer Long Term Care Ombudsman advocate for the rights of over 22,000 residents in nearly 350 facilities across our 13-county region. We provide ongoing training opportunities for our volunteers, increasing their knowledge and skills as they grow in their advocacy roles. To address the precipitous decline in non-Medicaid support that has so negatively impacted our capacity, we will empower Volunteer Ombudsman with increased ability to resolve resident complaints independently, providing more authority and responsibility.

Student interns use exposure at the Area Agency on Aging to enhance their educational coursework with real world experiences as well as possible career placement. The Area Agency on Aging aids interns in building skills and experience that will translate into future success in their chosen profession. We have hired many interns, and several have moved into management positions. This placement allows us to grow our talent with individuals already familiar with our culture and programs. We have provided interns with additional responsibilities, including supervised care management activities. **We will expand our partnerships with local colleges and universities in order to attract even more candidates to build a talent pool for future recruitment of staff.**



An attendee of the Medicare Made Simple Forum in Hartville listens intently as Medicare options and benefits are presented. Six forums were held in each of the Agency's four counties.

OUR FINANCIAL PLAN: *Invest in the Future*

In order to improve care while enhancing overall efficiency, we must invest in development of new techniques and infrastructure that will allow us to remain competitive in the changing long term care landscape of the 21st century.

Improved Care Management Models for Each Long Term Care Setting

In order to maintain Older Ohioans in the care setting of their choice, we must invest in new and more sophisticated methods of care management in the home, assisted living, and nursing home settings.

Care management protocols for individuals with severe impairments must be improved and uniformly applied. By maintaining an Older Ohioan at home rather than in the nursing home, PASSPORT saves the State \$32,049 annually per member making this initiative a vital investment (Scripps Gerontology Center).

To date, we have been able to create and standardize the use of nine intervention protocols. Care Managers utilize these protocols to mitigate the impact of over

30 identified risk factors and allow for longer stays in community settings. We will develop new protocols to address additional areas of care including medical, environmental, and psycho-social domains in all care settings. Further, we will standardize the application of these protocols to ensure the achievement of desired outcomes.

A Financial Model that Will Position Us to Accept Risk Contracts

As the State of Ohio moves forward with its plan for a Unified Long Term Care Budget for Medicaid

spending, it is important that we position ourselves to effectively manage programs in a traditional as well as a risk-based reimbursement environment. The amount of capital resources necessary to insure the risk in a capitated scenario is determined by the State Department of Insurance on a case-by-case basis. **We will solicit public and/or private funding to develop a replicable financial risk model to satisfy regulatory requirements while maintaining our mission driven culture.**

Consumer Education Programs

We have identified an unmet need for timely, accurate, and accessible information regarding Older Ohioan's Medicare options. To meet this demand, historically, we have partnered with Medicare Advantage plans to present education programs that allow Medicare beneficiaries to learn more about options that best meet their individual situations. Changes in regulations precluded us from having these Medicare Advantage plans present at our 2008 Medicare Forums. We employed other options for communicating the information without the benefit

of having the Medicare Advantage plans present, including having our staff available to allow for one-on-one plan consultations. Attendance at these events held in each of the Area Agency on Aging's four counties grew 27% to nearly 350 Medicare consumers and family members, up from 275 attendees in 2007. Comments from attendees were very positive for our forums. Attendees said, "The speakers were outstanding! The presentation was very helpful and provided good information. Thank you so much for everything, we learned so much." **To build on this positive feedback, we will seek out community partners and explore options to grow participation in 2009.**

A New Office Complex

Our efforts to seek federal and state funding for our new office space have not been successful to date. The City of Green, however, remains supportive of our plans and has reiterated its pledge to offer the land, sewer, and water services for the project. **Moving forward, we will reach out to private contributors and foundations that would be willing to assist us in our project. We believe**

that such a private capital campaign will enhance our potential to obtain support from state and federal sources.



Area Agency on Aging Ombudsman Supervisor and Medicare presenter Francine Chuchanis interacts with the audience as she answers questions at the Medicare Made Simple Forum held in Hartville.

In the interim, we have explored several options for saving space while in our current facility. Building on our PASSPORT Long Term Care Consultation work at home program, we have started a Home-Based Care Management pilot. This pilot provides our Care Managers with the technology and equipment needed to work from home, and will be evaluated for stakeholder impact. We believe this option provides an intermediate solution to our space issues, and allows us to focus on long-term success over short-term expediency.

In addition, we have opened satellite offices in Dover, Ravenna and Wooster. **We will explore expanding the home-based pilot, as well as other options for meeting our space needs in other counties as we work to align support from the local, state, and federal levels to build our new office complex.**



Mary Wright looks through literature provided at the Medicare Forum. Mary was one of nearly 350 attendees of our forums.

AGENCY NEWS

Annual Ceremony Honors Hall of Fame Recipients, Volunteer of Distinction, Caregiver of the Year, and Student Scholarship Winners

The Area Agency on Aging holds an annual awards ceremony in November to highlight individuals of distinction. We are proud to present our Hall of Fame, Volunteer of Distinction, Caregiver of the Year, and Student Scholarship awardees.

This year's Hall of Fame inductees represented older adults of achievement in their county. These individuals were selected due to their community service and the example they set for positive aging. The inductees for 2008 were:

Leigh Herington, Portage County

Terry Stauffer, Stark County

Jim Stilson, Summit County

Herman and Bridget Ury, Wayne County

Every year we take a moment to honor an individual who gives selflessly of their time and talents to improve the Area Agency on Aging through volunteer efforts. This year's Volunteer of Distinction was actually a couple who work together to ensure the rights of nursing home residents. We are proud to award **Bob and Brenda Ajtaji** as this year's Volunteers of Distinction.

In a new award, the Area Agency on Aging honors a select Caregiver of the Year. Caregivers are family members

and friends that give of themselves selflessly. This year's winner is **Tom Brown** of Wayne County. Mr. Brown has been caring for his wife Marlene since her disability surfaced over 15 years ago. Mr. Brown is a perfect example of the commitment and love that best exemplifies what a caregiver can be, and for that the Agency awarded him this honor.



Hall of Fame inductees (left to right) Leigh Herington, Mrs. and Mr. Ury, Jim Stilson, and Terry Stauffer, pictured with President and CEO Joseph L. Ruby

The Agency also recognizes a very well-deserving higher education student who has a desire to pursue a career in geriatrics. **Lindsay Ault** is the recipient of this year's Agency scholarship. Ms. Ault is a junior at the Kent State University College of Nursing, with a 3.9 grade-point average. She has a strong passion for working with older adults, as evidenced by her current employment as a Licensed Practical Nurse at Longmeadow Care Center in Ravenna.

Ohio Caregiver of the Year is Honored at the Elder Caregiver Awards Ceremony



Ohio Caregiver of the Year winner Richard Nichols (left), pictured with his father Stanley

Richard Nichols was the recipient of Ohio's Elder Caregiving Award from the Portage, Stark, Summit, and Wayne County area. For the past eight years, Mr. Nichols has been the consummate care provider for

special. I'm his son and I do what I do. My father took care of us, and now we take care of him." Mr. Nichols continues working full time outside the home, and balances those duties with caring for his father.

Stanley has multiple health issues that impact his functioning, including amputations that were a direct result of frost bite suffered during the Second World War. As a result, Mr. Nichols assists with his father's daily personal care, routine chores and daily living needs. Stanley now receives services through the Area Agency on Aging's Family Caregiver Support Program, which provides emergency response services and Care Management.

both of his parents. Mr. Nichols speaks of his caregiving of his father, Stanley Nichols, by saying, "I am nothing

Founder of the National First Ladies Library Inducted Into the Ohio Senior Hall of Fame

The Ohio Department of Aging recognizes three unique groups of Ohioans for their selfless contributions to family, community and state every year. In May 2008, **Mary Regula** and 12 other outstanding seniors were inducted into the Ohio Senior Citizens Hall of Fame. More than 300 individuals have been inducted into the Ohio Senior Citizens Hall of Fame since its inception in 1977. Nominees are chosen by individuals or organizations based on exemplary service to others and for lifetime achievements. The induction ceremony took place at the Ohio Statehouse Atrium in downtown Columbus.

The Area Agency on Aging proudly nominated Mrs. Regula for induction in 2008. A schoolteacher, Congressional spouse and mother of three children, she has distinguished herself in service to her community and nation through dedication to education, her involvement in numerous volunteer activities and personal leadership. A well-known speaker and lecturer, Mrs. Regula serves as an honorary member of "PACE," a project that serves domestic violence victims. She has appeared on the "TODAY" show as chairman of the "Made in the USA" project, where she encouraged Americans to buy products manufactured domestically.

Mrs. Regula received an honorary doctorate in Humanities from Mount Union College in May, 1999. The University of Akron bestowed on her an Honorary Degree of Doctor of Science in Education. She was inducted into the Ohio

Woman's Hall of Fame in October, 1999, and is the founder of the National First Ladies Library. Mrs. Regula has been in the forefront of issues regarding women in today's society. In 1996, she was the first woman to receive the Women Helping Women Award from Soroptimist International.

Mrs. Regula also received special award recognition from the League of Women Voters and a Presidential citation for her community outreach on women's issues from Malone University in Ohio. She is a former President of the National Cabinet of Mount Union Women where she founded the first National Student Women's Scholarship.

Local Veterans Groups Donate Funds to Area Agency on Aging

Two local veterans groups, The Army Navy Garrison 273 in Lakemore and the Polish Legion of American Veterans in Akron have donated over \$20,000 to assist older veterans in our region. These funds have been earmarked for use by veterans and their spouses, and will pay for Care Coordination services. These services will provide assistance to these servicemen and women who otherwise wouldn't receive assistance with their long term care needs. We are very proud to assist these local groups in providing a helping hand to those who have served our country in the armed forces.

Area Agency on Aging Co-Presents "Own Your Future: The First Annual Portage County Conference on Aging"

The Area Agency on Aging took an active role in supporting awareness of educating the residents of Portage County regarding long term care, elder abuse, exploitation and neglect. The Agency partnered with Family and Community Services, Inc., Portage County Sheriff **Duane Kaley** and Portage County Prosecutor, **Vic Viglucci** by presenting Own Your Future at NEOUCOMP Conference Center in Rootstown, Ohio. The keynote speaker, **Paul Greenwood**, San Diego Deputy District Attorney V, spoke on elder abuse, neglect and exploitation. Mr. Greenwood has been featured on CBS's "Eye of America" and NBC's "Nightly News."

The Own Your Future outreach effort is a joint Federal-State initiative to increase awareness among the American

public about the importance of long term care. **Barbara Riley**, Director of the Ohio Department of Aging was the keynote presenter for the afternoon session on long term care, which was attended by over 130 individuals. Director Riley spoke on options and resources for residents of Portage County who were exploring long term care and the future planning necessary to prepare for the future.

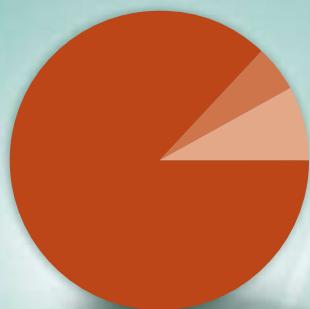


Ohio Department of Aging Director Barbara Riley (left) with Family and Community Services Director of National Service Programs Anne Marie Mann and President and CEO of the Area Agency on Aging Joseph L. Ruby at the Portage County Conference on Aging

Total Revenues By Source

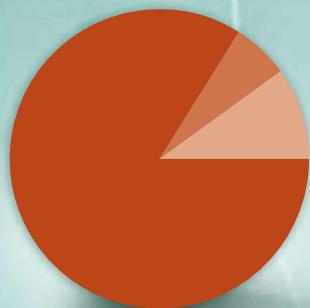
FY 2008

\$53,801,614



FY 2007

\$51,185,894



CONSOLIDATED STATEMENT OF FINANCIAL POSITION

	June 30, 2008	June 30, 2007
Assets		
CURRENT ASSETS		
Cash and cash equivalents	\$ 6,735,755	\$ 7,896,722
Accounts/grants receivable	316,539	235,695
Prepaid expenses	10,596	9,870
Total current assets	<u>7,062,890</u>	<u>8,142,287</u>
PROPERTY AND EQUIPMENT		
Land	330,000	330,000
Building and Improvements	1,884,386	1,884,386
Equipment	444,915	431,630
	<u>2,659,301</u>	<u>2,646,016</u>
Less accumulated depreciation	666,452	581,506
	<u>1,992,849</u>	<u>2,064,510</u>
OTHER ASSETS		
Bond issuance fees, net	17,177	18,710
Deposits	1,315	1,315
Other	-	14,500
Deferred compensation plan trust	171,981	170,829
	<u>190,473</u>	<u>205,354</u>
	<u>\$ 9,246,212</u>	<u>\$ 10,412,151</u>
Liabilities and Net Assets		
CURRENT LIABILITIES		
Current maturities of long-term debt	\$ 85,000	\$ 80,000
Accounts payable	4,159,077	4,140,334
Accrued payroll and payroll-related accruals	275,677	173,619
Deferred revenue	601,208	2,001,204
Total current liabilities	<u>5,120,962</u>	<u>6,395,157</u>
LONG-TERM LIABILITIES		
Long-term debt, net of current maturities	1,135,000	1,220,000
Deferred compensation plan trust	171,981	170,829
	<u>1,306,981</u>	<u>1,390,829</u>
Total liabilities	<u>6,427,943</u>	<u>7,785,986</u>
	<u>\$ 9,246,212</u>	<u>\$ 10,412,151</u>
NET ASSETS		
Unrestricted	2,798,875	2,624,160
Temporarily restricted	19,394	2,005
	<u>2,818,269</u>	<u>2,626,165</u>
	<u>\$ 9,246,212</u>	<u>\$ 10,412,151</u>

An audit of the consolidated financial statements of the Area Agency on Aging, IOB, Inc. and Subsidiary was performed by Bruner-Cox LLP. The financial information in this report has been extracted from the consolidated financial statements covered by the reports of independent auditors dated November 21, 2008 and November 27, 2007 in which Bruner-Cox LLP expressed unqualified opinions. The audited consolidated financial statements and Bruner-Cox LLP's reports thereon may be reviewed upon request at the Area Agency on Aging, IOB, Inc., 1550 Corporate Woods Parkway, Uniontown, Ohio 44685.

CONSOLIDATED STATEMENT OF ACTIVITIES

Year Ended June 30	Unrestricted	Temporarily Restricted	2008 Total	2007 Total
REVENUE AND SUPPORT				
Government support				
Federal	\$ 31,993,929	\$ -	\$ 31,993,929	\$ 29,269,240
State	20,449,061	-	20,449,061	20,473,737
Local	<u>134,448</u>	-	<u>134,448</u>	<u>147,570</u>
Total government support	<u>52,577,438</u>	-	<u>52,577,438</u>	<u>49,890,547</u>
Non-government revenue	137,756	17,389	155,145	192,659
Fundraising	155,326	-	155,326	126,364
Program revenue	670,465	-	670,465	649,689
Loss on disposal of equipment	-	-	-	(4,187)
In-kind revenue	1,094	-	1,094	26,006
Interest income	242,146	-	242,146	304,816
Total revenue and support	<u>\$ 53,784,225</u>	<u>\$ 17,389</u>	<u>\$ 53,801,614</u>	<u>\$ 51,185,894</u>
EXPENSES				
Salaries	\$ 6,849,013	\$ -	\$ 6,849,013	\$ 6,429,831
Benefits	1,844,305	-	1,844,305	1,721,690
Professional services	299,104	-	299,104	444,574
Equipment/supplies	506,505	-	506,505	306,970
Travel and training	439,953	-	439,953	339,019
Depreciation and amortization	86,478	-	86,478	74,714
Occupancy	200,444	-	200,444	171,539
Direct lobbying	176	-	176	118,410
Other	353,659	-	353,659	369,793
Program allocations	<u>42,823,623</u>	-	<u>42,823,623</u>	<u>40,706,240</u>
Fundraising	18,788	-	18,788	10,927
In-kind expenses	10,599	-	10,599	11,506
Interest expense	61,675	-	61,675	64,152
Other rental expenses	115,188	-	115,188	97,651
Total expenditures	<u>53,609,510</u>	-	<u>53,609,510</u>	<u>50,867,016</u>
CHANGE IN NET ASSETS	\$ 174,715	\$ 17,389	\$ 192,104	\$ 318,878
NET ASSETS - BEGINNING OF YEAR	\$ 2,624,160	\$ 2,005	\$ 2,626,165	\$ 2,307,287
NET ASSETS - END OF YEAR	\$ 2,798,875	\$ 19,394	\$ 2,818,269	\$ 2,626,165

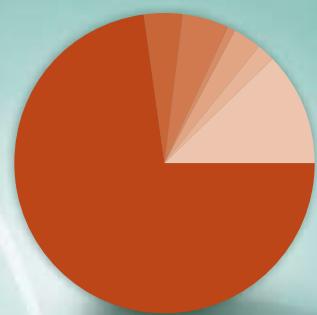
Expenditures as reported on the Statement of Activities before elimination of intercompany transactions are allocated to the functional areas as follows:

	June 30, 2008	June 30, 2007
Program services	\$ 51,588,992	\$ 48,793,649
Building operations	230,571	222,839
Administration and fundraising	2,166,360	2,234,093
Total expenditures	<u>\$ 53,985,923</u>	<u>\$ 51,250,581</u>

Total Expenditures

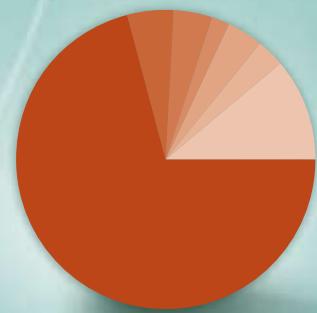
FY 2008

\$53,609,510



FY 2007

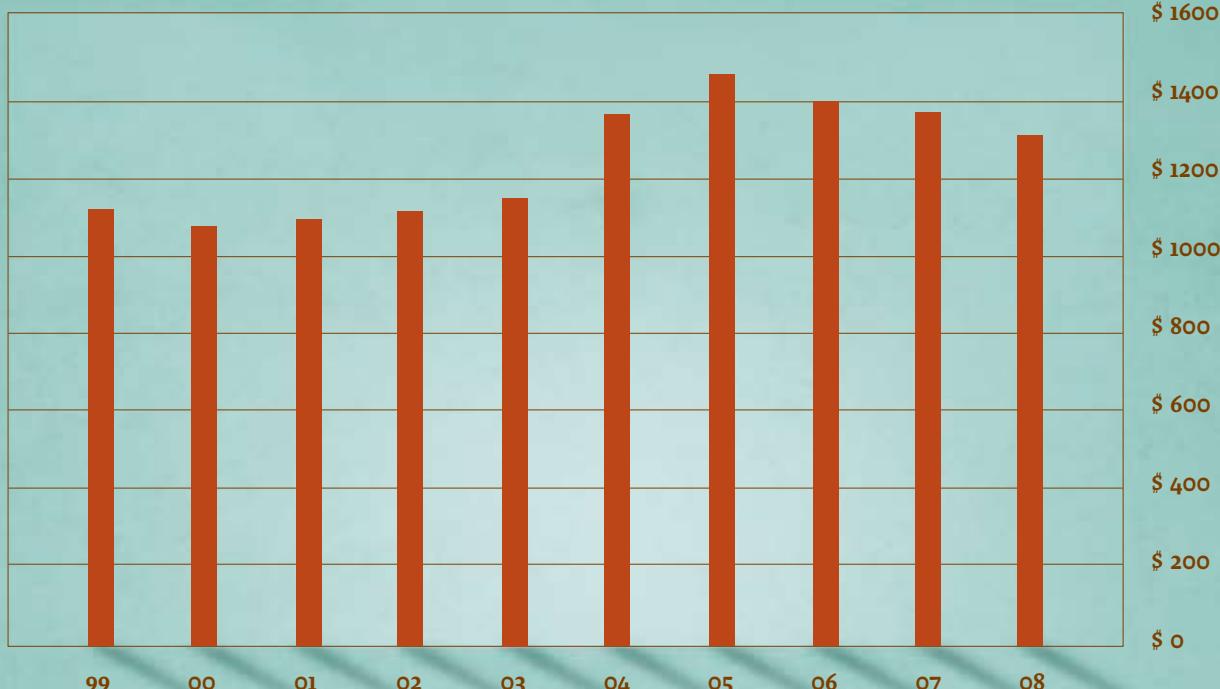
\$50,867,016



PROVIDER NETWORK EARNINGS

Agency	Services	2008 Total
A Better Home Health Care North, Inc.	Home Health Services	\$1,500,006
A.S.A.P. Home Care	Home Health Services	\$685,843
Absolute Health Services	Home Health Services	\$557,883
Absolute Home Health Care, Inc.	Home Health Services	\$215,658
Access Solutions, Inc.	HME & Home Repair	\$65,863
Access to Independence	HME & Home Repair	\$81,249
ADT Security Services, Inc.	ERS	\$90,069
Akron Summit Community Action	Senior Volunteer Program	\$10,478
All Custom, Inc./All Custom Re-Bath	HME & Home Repair	\$26,295
Alliance Home Medical Equipment	HME	\$2,310
Alliance Senior Center	Socialization, Congregate Meals	\$29,055
Alpha Phi Alpha Homes	Congregate & Home Delivered Meals	\$122,956
Altercare of Navarre Center for Rehab. & Nursing	Assisted Living – Community Transition Service	\$114,193
Alternative Solutions Adult Day Care, Inc.	Adult Day Services	\$3,290
Always Home, Inc.	Home Health Services	\$9,897
Alzheimer's Association	Core Services	\$81,278
Arcadia Health Services, Inc.	Home Health Services	\$773,468
Asian Services In Action, Inc.	Socialization, Congregate Meals	\$16,209
Association for Better Comm. Dev.	Transportation	\$119,948
Atlantic Medical Transportation, LLC	HME	\$13,148
Barberton Nursing Services, Inc.	Home Health Services	\$368,243
Barberton Senior Center	Socialization	\$3,494
Barnhart, Shawn	Social Work Counseling	\$10,600
Bel Air Senior Living Community	PASSPORT – Enhanced Adult Day Services	\$1,547
Beyond Eating	Nutriton Consultation	\$13,883
BHC Services, Inc./Willcare	Home Health Services	\$320,877
Bilancini, David/Tri-State Construction	Home Repair	\$22,465
Boardman Medical Supply	HME	\$4,942
Briarwood Limited Partnership	Assisted Living	\$259,524
Callos Nursing Services	Home Health Services	\$500,272
Cambridge Home Health, Inc.	Home Health Services	\$2,953,589
Canton Home Health Services	PASSPORT - Social Work Counseling	\$233,213
Canton YMCA	Socialization, Congregate Meals	\$38,960
Caretenders of Cleveland/Almost Family	Home Health Services	\$340,014
Caring Hands, Inc.	Home Health Services & ERS	\$789,052
Caring Solutions, Inc.	PASSPORT - Minor Home Modification	\$1,239
Catholic Charities ADS	Adult Day Services	\$86,003
Central Exterminating, Inc.	Chore	\$8,935
Chapel Hill Community	Assisted Living – Community Transition Service	\$40,032
City Yellow Cab	Transportation	\$202,660
CMJW, Inc./Koala Kruizers	Transportation	\$271,432
Coleman Professional Services	Adult Day Services & Home Repair	\$205,917

Client Contributions (in thousands)



Agency

Comfort Keepers
Community Action Wayne-Medina
Community Caregivers of Canton
Community Caregivers of Green, Inc.
Community Caregivers, Inc.
Community Legal Aid
Companions of Ashland Homecare
Complete Healthcare/ComForCare
Critical Signal Technologies, Inc.
Culebra, Inc./Comfort Keepers
Cuyahoga Falls Hosp./New Horizon
CYO Adult Day Care
Décor Built Construction
Diamed
Duraline Medical Products
Easter Seals
Equal Access

Services

PASSPORT – Homemaker
Chore & Referral
PASSPORT – Personal Care
Home Health Services
Home Health Services
Legal Counseling
Home Health Services
Home Health Services
HME
Homemaker
Adult Day Services
Adult Day Services
Home Repair
HME
HME
Visiting
PASSPORT – Minor Home Modification

2008 Total

\$6,939
\$2,764
\$335,348
\$625,117
\$1,161,639
\$60,091
\$2,036
\$1,354,702
\$242
\$6,939
\$435,982
\$387,454
\$120,398
\$270
\$244
\$70,310
\$16,822

PROVIDER NETWORK EARNINGS (*continued*)

Agency	Services	2008 Total
Eva L. Bruening Adult Day Center	PASSPORT – Enhanced Adult Day Services	\$8,527
F & G Cornerstore	Home Delivered Meals	\$474,031
Family & Community Services	Senior Volunteer Program Congregate & Home Delivered Meals	\$271,492
Finney's Institutional Pharmacy	HME, Medication Management	\$233,233
First Choice Medical Staffing (Akron)	PASSPORT – Personal Care	\$1,412
Fussell & Holt/Joanns Health Care	Home Health Services	\$43,234
Galaxy Medical Products, Inc.	HME	\$3,563
Gentiva Health Services, Inc.	Home Health Services	\$178,590
Green Heritage Foundation	Socialization	\$4,370
Go-Troupe, LLC/Tub Cutter	Home Repair	\$35,617
Guardian Medical Monitoring, Inc.	HME	\$121,028
Health Aid of Ohio	Home Health Services	\$265
Health Care Bridge, Inc.	Home Health Services	\$677,746
Heart to Heart Home Health Care	Home Health Services	\$68,738
Heartfelt Cares, Comm. Caregivers W. Akron	Home Health Services	\$409,711
Helping Hearts/Premier Home Health Care	Home Health Services	\$730,457
Heritage Home Healthcare	Home Health Services	\$522,108
Holistic Home Health	Home Health Services	\$35,857
Home Care Network, Inc.	Home Health Services	\$491,905
Home Instead Senior Care	Home Health Services	\$54,320
Home Preferred Home Care, Ltd.	Home Health Services	\$732,011
HomeSense Enterprises, LLC		
Hometown Care/Community Caregivers of Cuyahoga Falls	Home Health Services	\$660
In Home Care, Inc.	Home Health Services	\$331,801
Infoline, Inc.	Home Health Services	\$52,321
Infolink	Information & ERS	\$143,025
Interfaith Caregivers	Information	\$26,147
Interim Health Care	Home Health Services & ERS	\$6,982
J.R. Coleman Senior Outreach	Home Repair & Adult Day Services	\$3,408,277
JMR Medical, Inc.	Adult Day Services	\$247,684
Jonesy's Lawn Care	HME	\$1,332
Julliard Senior Center	Home Repair	\$59,175
L. Pace Enterprises, Inc.	Socialization & Client Finding	\$6,398
Lake Senior Center	HME	\$342,960
Lakeside Home Health Care	Socialization & Client Finding	\$6,398
Laurie Ann Home Health Care	Home Health Services	\$87,660
Lifeline Systems Company	Home Health Services	\$222,188
Lorraine Surgical Supply Company	ERS	\$79,025
Louisa Ridge Adult Day Services	HME	\$681
	Adult Day Services	\$166,350

Agency

Agency	Services	2008 Total
Mature Services, Inc.	Chore, Congregate Meals, Home Health Services, Senior Volunteer Program, Socialization, & Farmers' Market	\$520,048
Maxim Healthcare Services	Home Health Services	\$418,971
Meals on Wheels of Stark & Wayne Counties	Congregate & Home Delivered Meals	\$1,608,850
Medi-Wise Health Mart, Inc.	HME	\$123
Medicall, Inc.	PASSPORT – ERS Rental	\$30
Metro Regional Transit Authority	Transportation	\$138,435
Midwest Home Care, Ltd.	Home Health Services	\$181,974
Miller's Rental & Sales	HME & Home Repair	\$238,541
Minerva Senior Center	Socialization, Congregate Meals, & Home Delivered Meals	\$28,966
Miracle Medical Transportation, Inc.	PASSPORT – Round Trip	
Mobile Meals, Inc.	Transportation	\$1,258
Northeast Professional Home, Inc.	Congregate & Home Delivered Meals	\$1,805,146
Northern Summit Multi-Service Center	Home Health Services	\$1,957,349
Northwest Stark Senior Center	Congregate Meals & Information	\$8,500
OmniCare Home Health	Socialization	\$8,722
Our Home Health, LLC	Home Health Services	\$20,579
Outreach Community Living Services, Inc.	PASSPORT – Personal Care	\$25,407
P.O.M. Group/Emerald	Home Health Services, Adult Day Services & Transportation	\$94,505
Personal Touch Home Care of Ohio	Transportation	\$60,451
Portage Area Regional Transportation/PARTA	Home Health Services	\$933,442
Portage County Commissioners	Transportation	\$59,850
Portage Home Health Services	Socialization, Farmers' Market	\$4,750
Primary Nursing Care/AC Health Services	PASSPORT – Social Work Counseling	\$6,006
Professional Nursing	Home Health Services	\$105,767
Provide-A-Ride	Home Health Services	\$80,251
Providence Home Care	Transportation	\$5,239
Ravenna, City of	Home Health Services	\$131,371
R.K. Wood Products	Socialization	\$4,750
R.T. Medical Services, Inc.	HME	\$675
Rebuilding Together	HME	\$21,396
Response Ability Systems, Inc.	Home Repair	\$1,050
Rural/Metro of Northern Ohio	ERS	\$336,667
Russian Tradition	ERS	\$73,790
Salvation Army (Canton)	HDM	\$12,522
SARAH Adult Care Centers, Inc.	Congregate Meals	\$6,005
	Adult Day Services	\$519,239

PROVIDER NETWORK EARNINGS (*continued*)

Agency	Services	2008 Total
Schmidt Security Pro	PASSPORT – ERS Rental	\$2,373
Scooter Mart, LLC/Ohio Mobility	HME	\$1,080
Seeley Medical	HME	\$14,996
Self Support Personal Care, LLC	Home Health Services	\$1,037,104
Senior Independence	Home Health Services	\$469,084
Shalom Adult Health Center, LLC	Home Health Services	\$56,040
Shaw-Ott Medical	PASSPORT – HME-Hygiene & Disp-2nd	\$380
Signature Health Services	Home Health Services	\$119,635
Simply EZ Home Delivered Meals	Home Delivered Meals	\$1,022,781
Sonshine Medical, Inc.	PASSPORT – Non-Ambulance HME	\$1,322
Speedy Medical Transportation, Inc.	Transportation	\$8,400
Springfield Senior Center	Congregate Meals & Socialization	\$20,782
Stow-Glen Adult Day Services	Adult Day Services	\$78,414
Stow Glen Assisted Living	Assisted Living	\$3,033
Stow-Glen Home Health Care	Home Health Services	\$180,975
Summit County	Home Repair	\$10,402
Summit Home Health Care	Home Health Services	\$432,904
The Greenview Inn at Town Center	Assisted Living	\$17,982
Tech Center, Inc.	Home Health Services	\$582,505
Traditions at Bath Road	Assisted Living –	
	Community Transition Service	\$61,413
		\$2,558
Tri-State Construction	Chore, Counseling, &	
Trillium Family Solutions	Home Health Services	\$619,406
	Transportation	\$535
United Disability Services	Information	\$19,000
United Way Portage 2-1-1	Information	\$10,037
United Way Stark 2-1-1	Home Health Services & Chore	\$309,770
Universal Nursing Services	ERS	\$59,570
Valued Relationships/VRI	Home Health Services	\$1,338,678
VIP Home Care, Inc.	Home Health Services	\$1,469
Vishnia & Associates/Professional Nursing	Home Health Services	\$68,927
Visiting Angels	Home Health Services	\$227,079
Visiting Hours/VNS Personal Care Services	HME and Health Visiting	\$3,916
VNS	Counseling & Home Health Services	\$524,837
Westark Family Services	Congregate Meals & Socialization	\$12,921
Western Reserve Outreach Center	HME	\$626
ZellMed Solutions		
Total Provider Network Earnings		\$42,823,623

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THE GREATER AKRON/CANTON AREA AGENCY ON AGING FOUNDATION

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

The Foundation seeks to educate the public regarding the lack of adequate funds available to support older adults of modest means. Public misconception of the availability of support for this population is severely detrimental to the passage of local senior service levies, which traditionally pay for services to this demographic. There is a broad misunderstanding regarding funding sources for ongoing care, and the Foundation hopes to change that.

The Foundation annually raises money through two fundraising activities. *Care for a Lifetime* is an employee campaign that raises over \$30,000 to care for 10 consumers in our Care Coordination program.

Our second fundraiser is our annual *Foundation Raffle Campaign*. Our raffle raises funds to educate the community of the needs of these older adults of modest means. These outreach efforts include promotional messages on WKSU radio, a monthly section of the Agency newsletter, special events in the community, direct-mail campaigns and more.

As the needs of the older adult of modest means grow, fortunately so does our raffle. This year's campaign has followed previous year's trends by increasing funds raised. The 2008 raffle raised over \$81,000, a \$5,000 gain over the previous year! All prizes for the raffle are donated without cost to the campaign.

The Foundation can provide these amazing prizes due to the generous support of our community partners:

National City Bank
Huntington Insurance
Gasser Fine Jewelers
AirTran Airways
The Bertram Inn
Headliners Spa
The Ink Well

Congratulations to the 2008 winners:

GRAND PRIZE

Tony & Sookie Vallone
*Airfare and Seven Nights
for Two at Westin® Maui Resort*

FIRST PRIZE

Brenda Wentland
*Home Theatre System including
a LCD Flat-Screen HDTV and Bose®
Surround-Sound System*

SECOND PRIZE

Joseph Salem
*Choose Your Adventure – Round-Trip
AirTran Airways® Airfare and Five
Nights for Two at Select Westin®
or Sheraton® Destinations*

THIRD PRIZE

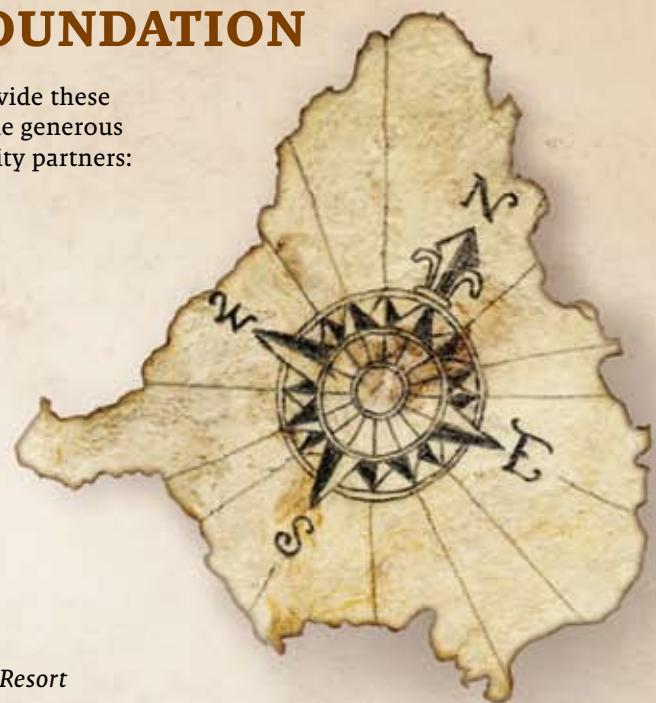
John Ballard
*\$2,000 American Express
Visa® Debit Card*

FOURTH PRIZE

Russ Chamber
*\$1,500 Gasser Fine Jewelers
Gift Certificate*

FIFTH PRIZE

Joyce Ingram
*Pamper Yourself Package for
Two Including an Overnight
Stay With Dinner and Breakfast
at The Bertram Inn in Aurora, OH,
and a Luxurious Spa Session at
Headliners Spa in Canton, OH*



The Greater Akron/Canton
Area Agency on Aging
Foundation

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Attorney – Brennan, Manna & Diamond, LLC

Carol and Bob Perkins: A Lifetime of Memories

Carol met Bob while he was on a date with another woman. "Bob couldn't wait to take her home and come back to talk to me," she says, remembering how they first met. The Perkins have been married for over 50 years and lived and worked in West Virginia and southern Ohio before settling in Portage County to raise their family. The couple has been battling dementia for over 30 years. They struggled with the health care system to find a diagnosis for Mr. Perkins' growing health issues.

Mr. and Mrs. Perkins worked several different jobs before dementia caused Mr. Perkins to require constant supervision. This, coupled with Mrs. Perkins' pregnancy in later life, caused tremendous strain on the family. Mrs. Perkins says she was near a nervous breakdown before the Foundation's help.

Thanks to the assistance of the Greater Akron/Canton Area Agency on Aging Foundation, Mr. and Mrs. Perkins receive respite care in the form of three days at Coleman Adult Day Services. They have also received help with spring cleaning and chore services.

Once Carol and Bob received help, her outlook on life changed. To celebrate, her children planned

need services to maximize their independence in the community. Older adults of modest means do not



Carol and Bob Perkins

a full wedding for them on their 50th anniversary to renew their vows. "It was one of the best days of my life," Mrs. Perkins recalls with a smile.

Mr. and Mrs. Perkins are one of thousands of older adult couples in our area that struggle with long-term care needs. They don't qualify for help from the government, but

have the resources to pay for their own care. The rising cost of everyday necessities, such as gas and food, is an even greater burden on these individuals who struggle to remain independent with dignity. *With your help, the Foundation can provide a better life for these frail individuals.*



**Area
Agency
on
Aging**
Independence
with
Dignity
IOB Inc.

AREA AGENCY ON AGING • IOB, INC.

1550 Corporate Woods Parkway
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