

# 20 25



## Impact Report

The success of Central Ohio Area Agency on Aging is possible through the hard work and dedication of an extraordinary team.



# *Letter from the Director*



As we reflect on 2025, I am proud of the meaningful impact we've made together across Central Ohio. This year has been defined by change, resilience, and an unwavering commitment to the older adults, people with disabilities, and caregivers we serve.

At the Central Ohio Area Agency on Aging, our work goes beyond services—whether expanding access to in-home care, regionalizing programs, or strengthening community partnerships, our agency continues to meet evolving needs with compassion and purpose.

None of this would be possible without the dedication of our staff, the newly formed Regional Council and Board of Directors, the strength of our community partners, and the trust of those we serve. Together, we are building a region where aging and disability are supported, valued, and celebrated.

Thank you for being part of this important work.

Sincerely,

*Katie M. White*

Katie M. White, MSW, COAAA Executive Director

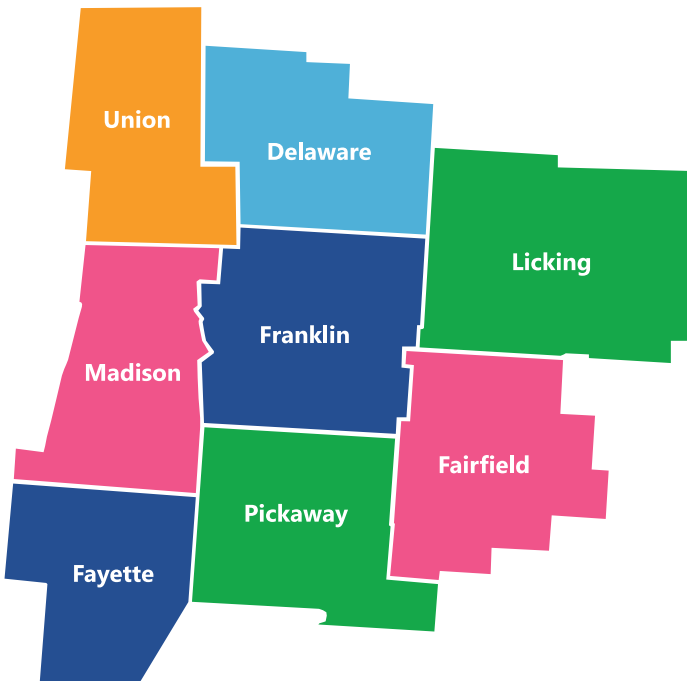
# COAAA Mission and Vision

The **mission** of COAAA is to inform and support people as they navigate the experience of aging or disability.

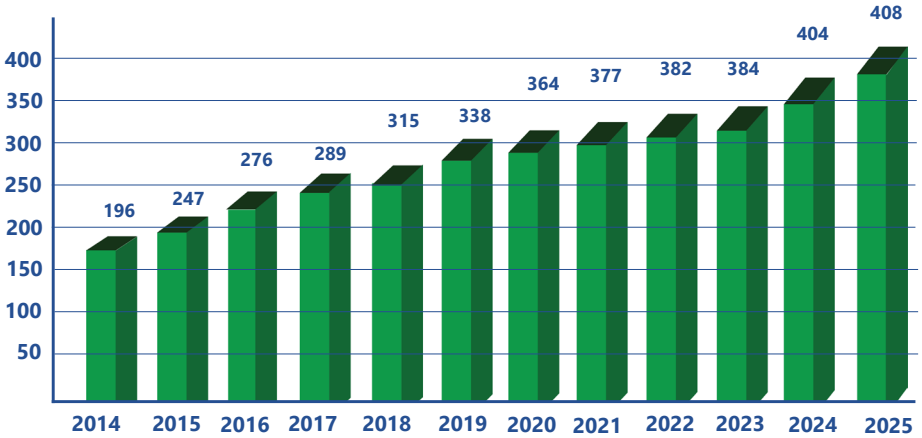
The **vision** of COAAA is for individuals and families to have knowledge and access to the information and resources they need to live with independence and dignity.

## About COAAA

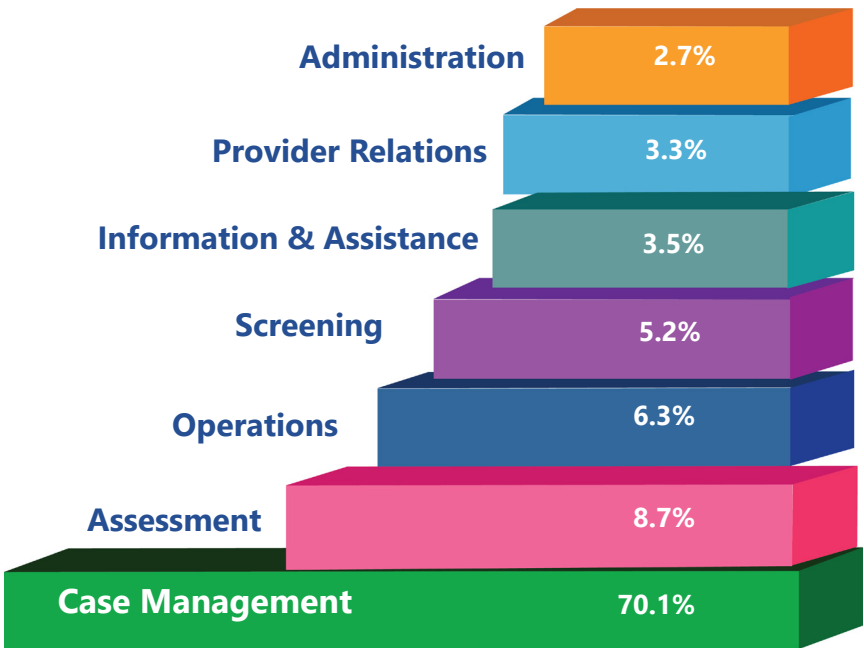
COAAA operates as a Regional Council of Governments consisting of representatives from Delaware, Fairfield, Fayette, Franklin, Licking, Madison, Pickaway, and Union counties. These eight Central Ohio counties correspond to COAAA's Planning and Service Area. COAAA is one of 12 Area Agencies on Aging in Ohio and one of 620 across the United States.



# Number of COAAA Employees



# Staff Percentage by Category



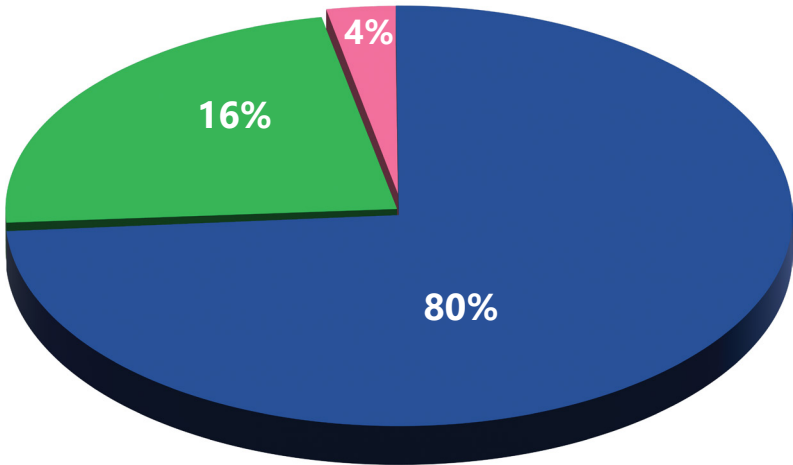
# COAAA Expenses

## Case Management

PASSPORT  
MyCare Next Generation Ohio  
Franklin County Senior  
Options  
Care Transitions  
Veteran-Directed Care  
Assisted Living Waiver  
Social Drivers of Health  
Ohio Home Care Waiver  
Volunteer Guardian Program

## Information, Assistance, & Operations

Administration  
Information Systems  
Fiscal Department  
Human Resources  
Building Management  
Community Engagement  
Provider Relations  
Screening & Assessment



## Direct Service Provider Payments

COAAA authorizes, disperses, and monitors payments to area providers that offer home and community-based services. These services include, but are not limited to, homemaking, personal care, home-delivered meals, transportation, and skilled nursing.

# Home & Community-Based Services

Home and community-based services for older adults and people with disabilities are administered through screening, assessment, and ongoing case management for long-term, in-home services.

**Screening** interacts with the community by phone to provide information and referrals to community resources; conducts initial interviews to connect individuals to Medicaid Waiver programs; and provides education on the Medicaid application process.

**Assessment** visits individuals in their home to determine eligibility for COAAA Case Management Programs.

Scan the QR code to learn more about COAAA case management:



39,206



**Calls assisted by  
COAAA**

9,604



**Screenings were  
performed**

9,519



**Assessments were  
conducted**

## Case Management Programs

COAAA coordinates care through various case management programs that help individuals live independently at home.

**PASSPORT** provides in-home services to individuals 60 and older as an alternative to nursing home care.

**MyCare Ohio** provides in-home services to individuals dually eligible for Medicare and Medicaid as an alternative to nursing home care.

**Franklin County Senior Options** is a property tax levy program that connects Franklin County residents 60 and older to in-home services.

**Care Transitions** provides registered nurses who assist recently discharged patients with their transition home to increase safety and avoid hospital readmission.

**Veteran-Directed Care** connects military veterans to in-home services and empowers them to determine their paid care provider.

**Social Drivers of Health (SDoH)** examines social factors that affect an individual's health and develop comprehensive solutions to improve health equity.

**Ohio Home Care Waiver** provides in-home services to individuals age 59 and under as an alternative to nursing home care.

**49,722**



**Home visits  
(case management &  
assessment)**

**1,025**



**SDoH screenings  
completed**

**679**



**Care Transitions  
interventions  
performed**

**195**



**Number of  
Veteran Directed  
Care referrals**

### 2025 caseload percentage by county

- Delaware County: 3%
- Fairfield County: 9%
- Fayette County: 2%
- Franklin County: 72%
- Licking County: 11%
- Madison County: 1%
- Pickaway County: 1%
- Union County: 1%

## ***Impact Moment***

"My wife has always been my caregiver, and it hasn't been easy on her. Since joining the Veteran Directed Care program last year, the support we receive has made a real difference in our lives. It's given her the help she needs to continue caring for me at home and supporting her means everything to me. With her encouragement and the program's support, I'm even walking again! That's something I never thought possible. We are deeply grateful for the independence and peace of mind this program has given us." William – VDC member

# Community Engagement

Community engagement leads regional efforts to connect older adults and individuals with disabilities in our community with meaningful services, reliable information, and informed learning opportunities.

**Core Focus Areas include:** Caregiving Services, Education & Trainings, Transportation and Housing Assistance.

Scan the QR code for more info on COAAA's Caregiver Services:



## Caregiving Services

COAAA's **Caregiver Program** helps people cope with and manage the complexities that come with caring for a loved one. Assistance may include counseling, education, information and assistance, referrals, respite and supplemental services. COAAA's caregiver services includes a partnership with **Trualta**, a personal, no-cost website that offers information, resources and training.

533



Total attendees at **47** weekly COAAA caregiver support groups

93%



Number of Trualta users in Central Ohio who reported that Trualta is helping to manage stress.

## Education & Trainings

COAAA offers presentations, trainings, and workshops for community groups, professionals, and organizations. COAAA hosts workshops throughout the year that provide approved, affordable continuing education credits for social workers, counselors, and nurses.

Scan the QR code to the right for more info on CEUs:



## Transportation

**CarFit** is a free educational program provided by trained volunteers to help older drivers be safer and more comfortable in their vehicles. CarFit focuses on ways that drivers make adjustments in their cars to enhance safety and “fit.”

In 2025, COAAA's CarFit program partnered with The Ohio State University College of Social Work's Age-Friendly Innovation Center Center to distribute Roadside Emergency Kits to 222 older drivers.



CarFit event at Blendon Township Senior Center (Franklin County)



A roadside emergency kit with essentials: a tow rope, knit gloves with grippers, jumper cables, a wrench, a flashlight, a first aid kit, and more!

**109**



Total CarFit events throughout Ohio. **41** of the events were in COAAA's 8-county region.

**717**



Total attendees at CarFit events hosted in Ohio. **297** attendees at CarFit events in COAAA's 8-county region.

**97%**



Percentage of surveyed attendees who felt safer in their cars after attending CarFit. **100%** found the event useful.

## Impact Moment

A CarFit participant shared: “[CarFit is] a very friendly, informative event. Also very convenient and well run. Info packet is great, especially the resource guide. I had no idea how much COAAA does and publishes. Thanks!”

# Community Engagement

## Housing Assistance Program (HAP)

The Housing Assistance Program provides one-time payments to low-income adults who are experiencing housing instability. Individuals receiving HAP assistance must meet a set of criteria, be age 50 or older, and live within COAAA's eight-county region.

396



People received rental and utility assistance through HAP

\$442,721



The total amount spent aiding recipients of rental and utility assistance

93%



Percentage of recipients who remained in stable housing since HAP approval

## Impact Moments

One HAP recipient said: "The program helped a lot and it kept me from being on the streets and at the shelter...I'm really grateful for the assistance." Another HAP recipient shared: "I really am so grateful to you guys for keeping me in my home."

## The Shallow Subsidy Pilot Program

COAAA and Ohio State College of Social Work's Age-Friendly Innovation Center launched the Shallow Subsidy Pilot Program to promote housing security while evaluating the effectiveness of rental support for low-income older adults.

40



Number of Shallow Subsidy Pilot Program participants

\$330



Dollar amount distributed monthly per person

55%



Reduction in emergency room visits among SSPP recipients

# Information & Assistance

## Information and Assistance (I&A)

connects the community to resources for various needs, which may include affordable housing, respite care, in-home services, caregiver support, home repair, transportation, and assistance with prescription drugs, rent, and utilities.



A GERI-FIT® class in Fayette County.

COAAA publishes resource guides about local agencies and organizations that provide services of interest to older adults and family caregivers.

**3,134**



**Number of individuals provided with Information & Assistance**

**82**



**Community display events were attended**

**41**



**Community workshops completed**

## *Impact Moments*

“Over the last few weeks I have been preparing to officially retire and am a diabetic so insurance coverage was imperative. Social Security and Medicare were barely available to answer my questions. I had an appointment scheduled in January to apply, but after speaking with your office, things are moving along!! I am so relieved. The entire call was a great experience! The staff was professional, calm, knew how to rephrase what I may have been asking and really helped me/us to move things along and make me feel more confident in the process.”

Scan the QR code for the schedule of COAAA's upcoming Medicare Workshops:



# Quality and Holistic Support

**PreAdmission Review** determines if someone is eligible to transition temporarily or remain permanently in a nursing facility. These facilities provide a higher level of care than community-based services, including, but not limited to, skilled nursing, physical therapy, 24-hour supervision, and wound care. Level of care requests come to PreAdmission Review from the community, hospitals, assisted living centers, and nursing facilities.

The **Provider Relations** team ensures compliance with program requirements and specifications for service providers in PASSPORT, Assisted Living Waiver, and the Older Americans Act. Providers are certified by the Ohio Department of Aging, and can range in size and structure. Providers offer home health care, waiver nursing, personal care, and specialized services, such as chore, pest control, and wheelchair ramp installation.

Provider compliance reviews are conducted regularly, but support and technical assistance is always available as needed. In addition to providers certified by ODA, the team also monitors for county levy programs in Delaware and Fairfield counties.

The **Volunteer Guardian Program** (VGP) through COAAA matches nursing home residents who need a medical advocate with a volunteer who is trained to become a legally appointed medical guardian through the probate court. These volunteers are supported by the program as they visit their person and make medical and quality of life decisions with or for the individual. They do not handle finances.

4,941



**PreAdmission  
Reviews in 2025.**

947



**Service providers  
were monitored**

2,347



**VGP visits totaling  
3,536 hours**

The **Aging Solutions Foundation** provides COAAA consumers emergency financial assistance for one-time rent, security deposits, utilities, food, medical purchases, safety repairs, microwaves, space heaters, and other essential support.

**157**



Individuals received financial support totaling **\$37,814**

**204**



Individuals received household supplies or personal care items.

**104**



Individuals were supported with inventory items totaling **\$7,110**

**\$14,656**



The total amount of financial support provided for household goods & services

**\$5,402**



The total amount provided to assist individuals with utilities (electric, water, gas)

**\$15,118**



Total amount of housing assistance provided

## ***Impact Moment***

Consumer MV received utility assistance and has been able to maintain payments without disruption. Case Manager BW said, "Aging Solutions was a tremendous help in assisting her and definitely allowed for her to maintain stable housing."

Scan the QR code for for more info or to donate to the Aging Solutions Foundation:



# Research, Evaluation, Innovation, & Awards

COAAA's work is possible through various community partnerships and through engagement with staff and those we serve. These partnerships reflect a commitment to building evidence-informed, high-quality, and impactful programs.

## **Academic Publications-support and authorship**

Calhoun, K.H., Traver, A. & Sheldon, M. Barriers and facilitators of implementing a shallow rental subsidy program at an area agency on aging. *Innovation in Aging*. In press.

Rao, S., Traver, A., Sarabia, J., Bartlett, S., McAtee, A., Sheldon, M., & Dabelko-Schoeny, H. "We're a close community...we do check on each other": A mixed methods case study on extreme weather preparedness among older adults in subsidized housing. *Journal of Gerontological Social Work*. In press.

Roberson, L, Simpson, K., Kaiser, M., Rao, S., Dabelko-Schoeny, H., Sheldon, M, & Allison Heemer. Typology of food insecurity among older adults in central Ohio: Sociodemographic correlates. *Journal of Agriculture, Food Systems, and Community Development*. In press.

## **Awards recognizing the COAAA and Ohio State College of Social Work Age-Friendly Innovation Center collaborations**

- The Ohio State University "Program of Excellence in Engaged Scholarship"
- Ohio Association of Area Agencies on Aging "Outstanding AAA Partnership of the Year"

## **Quality and Security**

- **NCQA** - Achieved accreditation of Case Management for Long-Term Services and Supports from the National Committee for Quality Assurance. This demonstrates that an organization is dedicated to coordinating the delivery of care in a person-centered and integrated manner to help individuals function optimally in their preferred setting.
- **HITRUST**- Achieved HITRUST r2 Certification: demonstrates that COAAA has met requirements defined by leading cybersecurity and regulatory frameworks, confirming that strong controls are in place to protect sensitive data and manage risk effectively

# COAAA engages with community members at various local events. Here's a look at COAAA in the community in 2025!



Black Men's Wellness Day



COAAA and Columbus Humane event



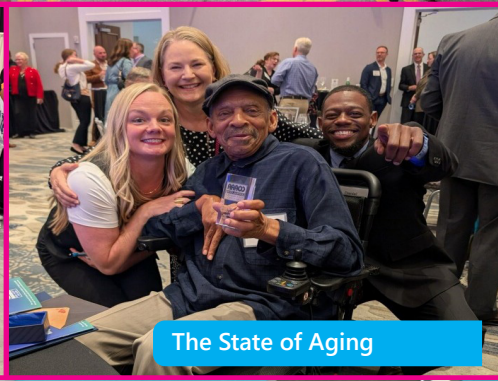
Ohio Association of Area Agencies on Aging - o4a partnership award



Columbus PRIDE



Uplift Her Health & Wellness Event



The State of Aging



Regional Council of Governments Inaugural Annual Meeting



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