

# 20 24



## 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*



With the Federal Older Americans Act as our cornerstone, the Central Ohio Area Agency on Aging plans, provides, funds, and advocates for older adults and people with disabilities in our eight-county region.

This work is possible because of our dedicated staff, who continue to grow each year to meet the community's needs. We are an ever-evolving agency and we pride ourselves on our ability to continue to innovate, listen and respond to community needs, and provide clinically excellent care in the homes of central Ohioans. In this report, you will see our work in home and community-based services, our connections to residents in the community, and our dedication to ensuring quality and holistic support across our region.

It is our honor to work with partners, colleagues, and those we serve. We proudly present the 2024 Central Ohio Area Agency on Aging Impact Report.

Sincerely,

*Katie M. White*

Katie M. White, MSW, COAAA Administrator

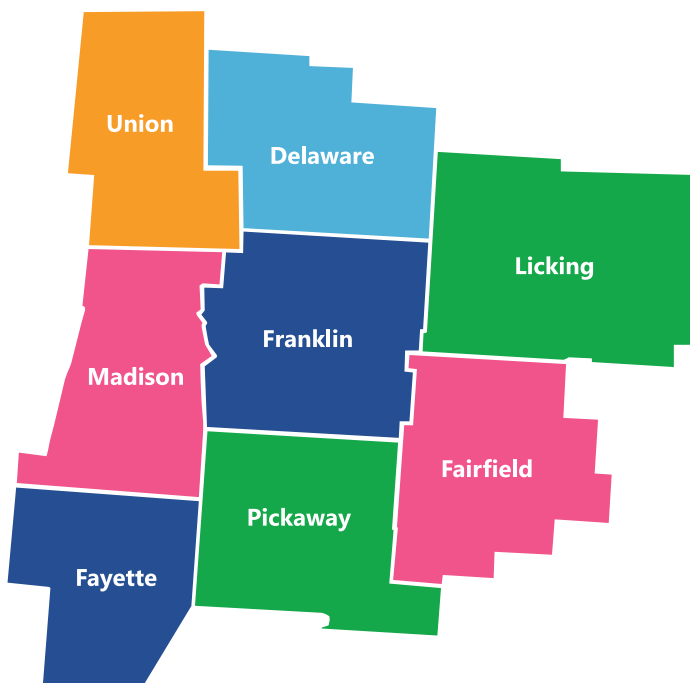
## COAAA Mission and Vision

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

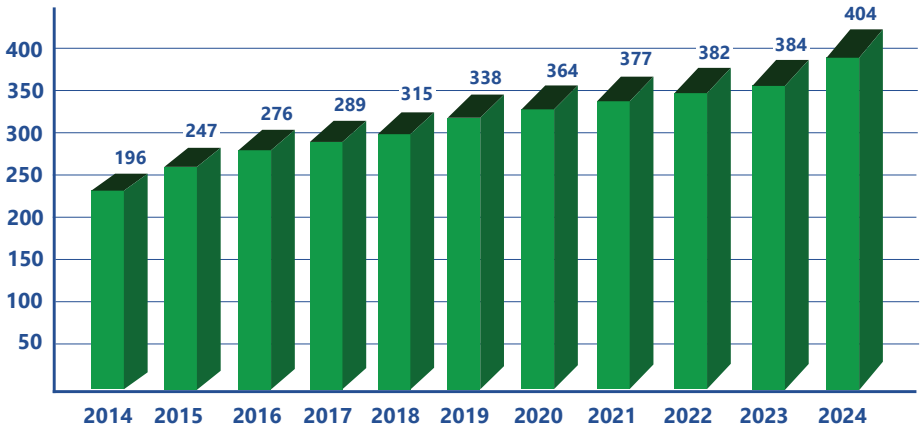
The **vision** of COAAA is for individuals and families to have knowledge and access to the information and resources they need to live with independence and dignity.

## About COAAA

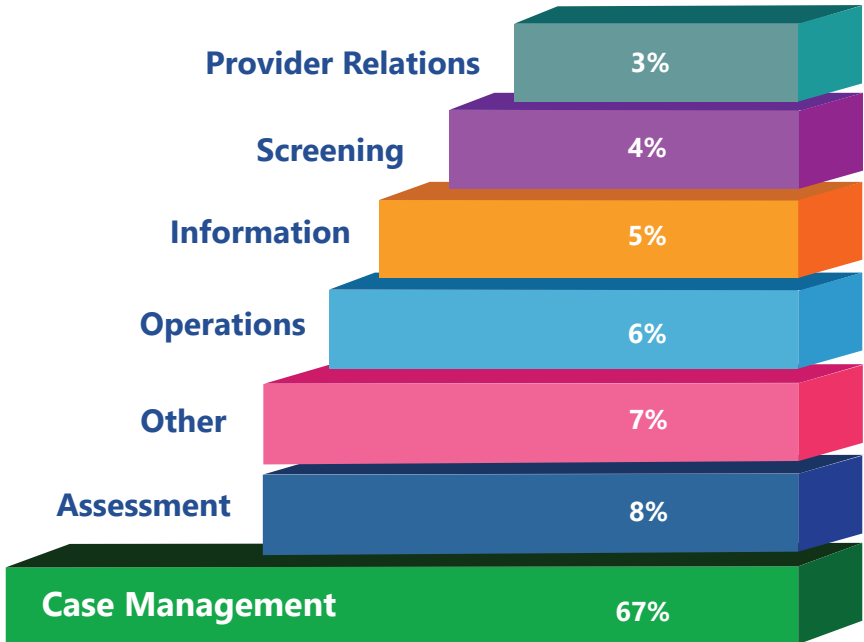
COAAA is one of 12 Area Agencies on Aging (AAA) in Ohio and one of 620 AAAs in the United States. AAAs were established by the Older Americans Act in 1973 to meet the needs of people 60 and older. From its founding in 1974, COAAA has grown from 10 employees to more than 400 staff who proudly serve eight central Ohio counties.



# Number of COAAA Employees

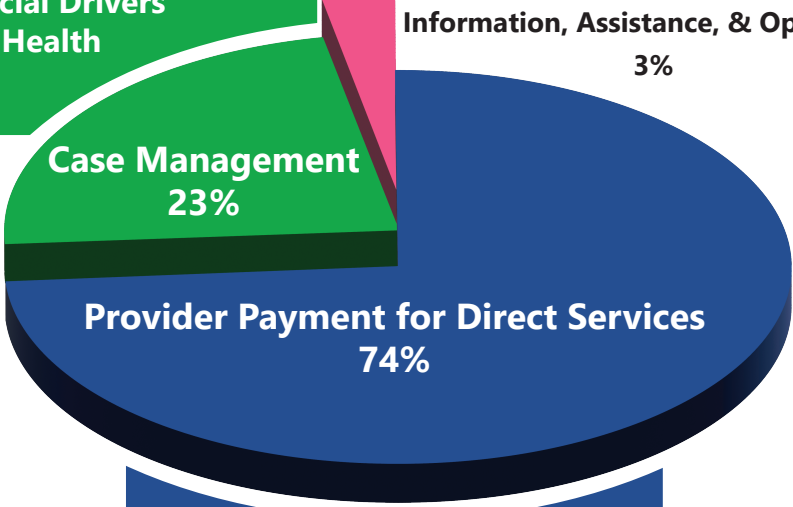


# Staff Percentage by Category



**PASSPORT**  
MyCare Ohio  
Franklin County Senior Options  
Care Transitions  
Veteran-Directed Care  
Assisted Living Waiver  
Social Drivers of Health

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



COAAA disperses payment to area providers that offer in-home services that help individuals live independently at home. 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 that give older adults and individuals with disabilities choice and dignity to live independently at home.

**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 support through the Medicaid application process with Job and Family Services.

**Assessment** visits individuals in their home to determine eligibility for COAAA case management.

COAAA then coordinates care through various in-home service programs that help individuals with daily living in the home.

37,280



**Calls assisted by  
COAAA**

5,714



**Screenings were  
performed**

9,501



**Assessments were  
conducted**

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



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

**MyCare Ohio** provides services similar to PASSPORT and are delivered to five central Ohio counties: Delaware, Franklin, Madison, Pickaway, and Union.

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

**Care Transitions** registered nurses assist recently discharged hospital patients transition safely home 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.

**46,881**



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

**950**



**SDoH screenings**  
completed

**400**



**Care Transitions**  
interventions  
performed

## **Impact Moment**

"The support we've received through the VDC (Veteran-Directed Care) program has been truly life-changing. It has enabled my wife to be at home with me more often, allowing her to provide the daily care and companionship that are essential to my health, well-being, and independence. Thanks to this program, I'm receiving a level of care and support that I never imagined was possible or that I ever even deserved. Most importantly, I get to spend meaningful time with the person I love most. For that, I am deeply and forever grateful." — **Jeffrey, 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, Housing Assistance, and Education & Trainings.

## Caregiving Services

COAAA's **Caregiver Program** helps caregivers 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 for caregivers.

632



**Total attendees at 45 weekly COAAA caregiver support groups**

1,016



**Participants at 49 community COAAA Caregiver Toolbox presentations**

57%



**Increase in caregiver engagement through Trualta, from 251 to 395 participants**

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



## Impact Moment

"I can't say enough about the positive effects of the two support groups I have attended, including the COAAA group. I had not had to deal before with Parkinson's and Dementia, and it is tremendously valuable to know that what I am experiencing is what other caregivers are experiencing, and to hear ideas for how to deal with the problems and complications. And it's good to learn that the emotional struggles I have are the same as what others are going through. I'm not alone and I'm not unusual."

— Duncan, Participant in COAAA's caregiver support groups

### Education and Trainings

COAAA offers expert-level, board approved presentations, trainings and workshops for community groups, professionals and organizations that cover many aging and disability topics.

#### *Evidence-Based Education Programs*

A Matter of Balance  
Geri Fit  
Mental Health First Aid

#### *Community Education and Trainings*

CarFit  
Continuing Education Professional Workshops (CEUs)  
DRIVE Training  
Emergency Preparedness  
Medicare Presentations  
The Caregiver Toolbox

Scan the QR code  
below for more  
info on COAAA's  
Educational  
Workshops:



# Community Engagement

## Housing Assistance Program

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 our eight-county service region.

**239**



**People received rental and utility assistance through the Housing Assistance Program**

**\$295,224**



**The total amount spent aiding recipients of rental and utility assistance**

**136**



**Households connected with the Emergency Rental Assistance Program**

## Impact Moment

"I want to thank you for your worker for his fine work in helping me in intake for rent assistance. He did a great job in processing my paperwork in a timely manner. His efforts saved me from being evicted and having to go to court."

— Housing Assistance Program recipient

Scan the QR code below for more info on COAAA's Housing Assistance Program:



# 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.

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

Scan the QR code below for more info on COAAA's Resource Guides:



2,849



**Calls completed by the Caregiving Team**

569



**Attendees at 16 professional education workshops**

1,260



**People reached through 84 community workshops**

78



**Community display events were attended**

10,268



**Engagements with individuals at community events**

# 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.

14



**Employees comprise  
the Provider Relations  
Department**

930



**Service providers  
were monitored**

4,329



**PreAdmission  
Reviews**

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.

**131**



**Individuals received  
financial support  
totaling \$37,120**

**112**



**Individuals were  
supported with  
inventory items  
totaling \$6,600**

## **Impact Moment**

Stacy received utility assistance from Aging Solutions and shared: "You have no idea how much this is going to help me get back on track. I will be able to sleep in peace tonight for the first time in months."

The **Volunteer Guardian Program** 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.

**2,337**



**Visits totaling  
3,828 hours**

Learn more about  
the Volunteer Guardian  
Program by scanning the  
following QR code:



# Research, Evaluation, & Innovation

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

## **Community-Engaged Research and Evaluation with the Age-Friendly Innovation Center**

Research and data use skills by staff and older residents were developed and strengthened through these projects. Data was used for advocacy efforts and academic co-authorships on manuscripts and conference and community presentations.

- Central Ohio Regional Assessment on Aging: A data dashboard to support community dissemination and use of findings for planning and grant writing.
- Shallow Subsidy Pilot Study: a randomized control trial evaluating the impact of ongoing financial support of cash assistance to housing insecure older adults.
- Weather and Aging Resilience Model for Affordable Housing: Aimed to understand experiences, measure awareness of climate change and extreme weather, and identify barriers, challenges, and strategies for emergency preparedness among older residents and service coordinators.
- LGBTQIA2+ Friendly Aging Study: research brief that raises awareness of the needs of this diverse older population.

## **Innovation**

- Psychometric Evaluation of Social Determinants of Health (SDOH) Screening: Evaluation of an SDOH screening instrument created and implemented by COAAA. The evaluation conducted by Precision Consulting examined response consistency and reliability of Ohio Area Agency on Aging practitioners.
- Recognition: The Ohio State University College of Medicine Department of Psychiatry and Behavioral Health partnered with COAAA to enhance access to mental health services. The pilot project was awarded a 2024 Partnership Award by the Ohio Association of Area Agencies on Aging.

COAAA engages with community members at various local events. Here's a look at COAAA out in the community in 2024!



African American Male Wellness Walk



Franklin County Caregiver Expo



Licking County Aging Partners Resource Fair



Columbus Metropolitan Club Forum



O4A Partnership Award



Union County Senior Farmers Market



Columbus PRIDE



Columbus City Council Resolution for Social Work Month



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