

FINDING THE SILVER LINING



**ANNUAL
REPORT
2020**



OHIO DISTRICT 5 AREA AGENCY ON AGING, INC.
2131 PARK AVENUE WEST, ONTARIO, OH 44906



A LETTER FROM THE CEO

It is hard to believe that it has been over a year since COVID-19 disrupted our normal life. We have navigated through changes and barriers but also responded by identifying new opportunities and partnerships.

The year of unknowns, fears, and concerns affected all of us personally and professionally. It touched each one of us in some way or another. At the Area Agency on Aging, we united and came together to ensure our mission was delivered without interruption. We adapted, supported each other, and found innovative ways to manage what was expected of us.

The residual effects of COVID may remain for the unforeseeable future. If we look close enough and beyond the terrible things COVID has caused, we will find many wins and successes. As an organization, we have had a successful year. As a team, we have worked hard and have many accomplishments to celebrate.

Our top priority was to continue to serve our clients in a safe and accessible manner. The robustness and agility of our team ensured that our business continuity was executed accordingly and as a result, our operations were never disrupted.

Our mission will resonate through each action and step we take into the future as we remain nimble, adaptive, and progressive. Along with challenges, came opportunities as we honor the past and continue moving forward with innovation, agility, and teamwork. We have found and continue to see the silver lining.



Duana Patton

DUANA PATTON, MBA
CHIEF EXECUTIVE OFFICER
Ohio District 5 Area Agency on Aging, Inc.



A LETTER FROM THE BOARD PRESIDENT

It was my great honor in January 2020, to be selected as President of the Board of Trustees of The Ohio District 5 Area Agency on Aging, Inc. The Board of Trustees is an esteemed group of fifteen accomplished people representing several industries -communication, marketing, finance, health, academia, and non-profit organizational skills throughout the nine counties represented by the AAA. Our diverse backgrounds and expertise enable us to address complex decisions with critical thought and open minds.

I have been active serving on this board for several years and the opportunities, insight, and perspectives it has offered me are invaluable. Serving as Board President during the unprecedented challenges of a pandemic brought incredible value to the extraordinary decision-making and leadership skills every member of this Board brought to the virtual meeting table.

As Board President, I am grateful to be part of an organization that supports innovative ways to meet the needs in our broader community that address areas that foster growth, sustainability, and culture for everyone. This group has had the privilege to be part of actions that have made a positive difference in people's lives during a time when many felt helpless and forgotten. We have not forgotten any of them!



Jeff Polzin

JEFF POLZIN
2020 CORPORATE BOARD PRESIDENT
Ohio District 5 Area Agency on Aging, Inc.

2020 CORPORATE BOARD OF TRUSTEES

EXECUTIVE COMMITTEE



JEFF POLZIN
President,
At-Large
Representative
Morrow County



KELLIE HARTSEL
Vice President,
Seneca County
Representative



JANA MULHERIN
Vice President,
Richland County
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BETH MYERS
Treasurer,
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Representative
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BECKY PLANK
Ashland County
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KATHY A. DANIELS
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KRISTY TAYLOR
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MARILYN MILEY
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Representative



SHERRY HILL
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Representative
Richland County



JASON PAINLEY
At-Large
Representative
Richland County



**COL. MICHAEL
HOWARD**
At-Large
Representative
Richland County



CATHERINE BROWNE
Wyandot County
Representative

HOW WE HELPED IN 2020

by the numbers

1758

PASSPORT Consumers

359

Assisted Living Consumers

15,000

Socks for Seniors

818

Case Managed
Care Coordination Clients

790

Individuals
received
Home
Modification

271

PASSPORT, Assisted Living,
Title III Provider Contracts

324

Ombudsman Cases

1039

Provided advocacy and
general Long Term Care
information in 1039 contacts

48,840

Phone calls into the Agency

Adult Protection
Services cases
investigated

441

\$2000

Additional scholarship monies
awarded to students affected
by the pandemic

CHAMPIONING OUR MISSION

is the *silver lining*

The pandemic brought many challenges. We had to be agile and responsive in our business processes and in addressing community needs. COVID-19 presented an opportunity to rise above our challenges. We responded with innovation and creativity to enhance the services that were delivered to our clients. Each day, our staff strived to be the champions of our mission.



IMPACTFUL
INNOVATIVE
MEANINGFUL

Our Mission

THE OHIO DISTRICT 5 AREA AGENCY ON AGING, INC.
PROVIDES LEADERSHIP, COLLABORATION, COORDINATION,
AND SERVICES TO OLDER ADULTS, PEOPLE WITH DISABILITIES,
THEIR CAREGIVERS & RESOURCE NETWORKS THAT SUPPORT
INDIVIDUAL CHOICE, INDEPENDENCE, AND DIGNITY.

THE SILVER LINING

is making an impact

"I HAD AN INDIVIDUAL TELL ME THAT HEARING MY VOICE WAS A LIGHT IN THE DARKNESS."

"I helped an individual get quick medical attention who was having a stroke."

"The Community Living Division received Cares Act funding to be able to assist people in receiving short-term home-delivered meals during the pandemic. Applicants were very thankful for this resource as sometimes their local support was limited, or they were not comfortable making trips to the grocery store due to the virus."

"Even though we are all separated in our homes we are still helping each other as one team."

"There are a lot of wheels in motion in order for home-delivered meals to be placed on someone's porch and it's pretty amazing to see how we work together to help even the most vulnerable of those we serve."

"One program has made a big impact on a new consumer of mine. I spoke with my consumer's daughter yesterday and she said prior to her mom going into the Assisted Living Facility, she was depressed and not doing well overall. Now that she is there, she is so happy, she has made many friends, and she is thriving. **They are so thankful.**"

"HE FELT THAT THE AREA AGENCY HAD BEEN THE ONLY BRIGHT SPOT IN ALL OF THIS."

COMMITMENT TO SERVE



Throughout the pandemic, we remained open and available to answer calls, take walk-ins, and connect individuals to services and resources. Although many of our in-office staff temporarily transitioned to remote work, we never closed our doors.

48,840

calls came into the Agency

In an effort to keep our consumers and staff healthy and safe, we implemented precautions such as plexiglass and social distancing guidelines to ensure that our operations continued as normal. Our agility and technology enabled us to continue operations effectively. We moved to telephonic visits for the case managers, care managers, and assessors. We stayed committed to serving the needs of the public through effective and safe methods.



DONATING PPE TO OHIOHEALTH

The low availability of PPE at the onset of COVID-19 prompted us to reach out to the community. We were able to donate our unused PPE Body Suits to OhioHealth Hospital in Mansfield.



MASK MAKERS WHO CARE



Over
1,000
masks donated

With the unknown availability of masks at the onset of the pandemic, the Agency spread the word and our communities came together. We had numerous volunteers sew, assemble, or purchase masks to keep older Ohioans safe. Seniors within our community sewed homemade masks for others. We named this group of volunteers "Mask Makers Who Care" and because of their dedication and acts of kindness, became the recipient of the 2020 Community Project Award. Thousands of masks were donated to the Agency and in turn, we helped protect the most vulnerable of individuals.

Seniors helping Seniors

GRAB AND GO MEAL PROGRAM

When COVID-19 restrictions were put into place, traditional congregate meal sites closed. In collaboration with our food preparer, Seneca County Commission on Aging, innovation paved the way to create a seamless transition from congregate meals to a Grab-and-Go Meal pick-up option.

The goal was to provide meals to the seniors in a healthy and safe way throughout the pandemic. As a result, we saw an increase from 23 meals to approximately 150 meals distributed to individuals each week.



26,644

Meals provided

291

Individuals served



SCAN ME

View our Mission
Moment on Grab
and Go Meals here.

SMALL BUSINESS RESTAURANT INITIATIVE

The partnership with **V&M Family Restaurant** was initiated in the summer of 2020. As a result of the pandemic, there was an opportunity to support a locally owned restaurant while offering an additional safe option for seniors to receive proper nutrition.

Emergency funds, such as CARES-Title IIIC-2 and Community Development Block Grant COVID Response, in addition to traditional funding from Richland County Senior Levy dollars, have been used to support the program.

Throughout the pandemic and continuing into 2022, eligible seniors have the option to receive these meals through delivery service or pick up from V&M Family Restaurant,

171

Individuals served

5

Meals provided each week

It is more than a meal
**IT CONNECTS OUR
COMMUNITY.**



SENIOR FARMERS' MARKET NUTRITION PROGRAM

The Ohio Senior Farmers' Market Nutrition Program expansion was planned before COVID hit. Through the pandemic, this program was a success. Available to low-income seniors in Knox, Richland, and Seneca counties, individuals have access to locally grown fruits and vegetables while supporting local farmers and farmers' markets.



16

Farmers' Market locations

910

Individuals served



View our
Mission Moment
on the Senior
Farmers' Market
Program here.



SERVICE COORDINATION

Service Coordination places a qualified individual in the housing community to help elderly and disabled residents access services and programs they may need. Throughout the pandemic, our Service Coordinator continued to visit on-site to offer help and information, make referrals, and promote healthy lifestyles and wellness. The Agency was able to secure and distribute air purifiers for residents.



Faith Community Housing
Crestline, OH



Union Lofts
Ashland, OH



The Woods
Mansfield, OH



Ritter's Run
Mansfield, OH



Canton Towers
Canton, OH



Always forward-thinking, we will contract with the Community Health Access Project (CHAP) in 2021. CHAP serves as the Nationally Certified Pathway Community HUB.

Our Service Coordinators will be certified as Community Health Workers and their goal will be to improve health and social equity. We will focus on our communities' most at-risk populations through evidence-based and outcome-focused steps and will assure individuals are connected to the care and services they need.

LETTER CAMPAIGN

Since April of 2020, the collaboration with **Ontario Stingel Elementary** and the **Ohio State Highway Patrol** has resulted in connecting younger and older generations through several letter programs. Hand-written letters and care packages, created by students of Ontario Elementary School, were delivered to residents of the Elmcroft Senior Living Facility in Ontario by the **Ohio State Highway Patrol**. The goal was to prevent social isolation amongst the residents by staying connected to students from their community.



55

Residents connected
to students

173

Letters written by students



Connecting
the older
& younger
generations

COVID-19 IMPACT SCHOLARSHIPS

The COVID-19 Impact Scholarship Program was introduced by the Area Agency on Aging and the Corporate Board. Acknowledging that many students may have been financially impacted by COVID-19, the Board and the Agency aimed to help those students pursue an education that would benefit the aging population.

In addition to our traditional Scholarship Program, **four \$500 scholarships** were awarded to students who were pursuing an education or career path that would benefit the aging network.



\$2000

In additional awards

4

Students received awards

*Paying it forward
to help the future
generations*



MASK DISTRIBUTION

On November 16th, 2020, the Area Agency on Aging quickly executed the distribution of 960 cases of disposable surgical masks to at-risk, low-income seniors prior to Thanksgiving. These masks, provided by the **Ohio Department of Aging (ODA)**, gave us the opportunity to keep our seniors and those around them safe.

We are grateful to the providers and partners that assisted us in distributing the masks throughout Ashland, Crawford, Huron, Knox, Marion, Morrow, Richland, Seneca, and Wyandot counties.

A special thank you to the Area Agency on Aging staff, All American Transportation, Apple Lane Transportation, Simply EZ Home Delivered Meals, and Seneca County Commission on Aging for helping us achieve this goal.



960

Cases of disposable masks

9

Counties received masks

WELLNESS KITS



Coronavirus Aid, Relief, and Economic Security (CARES) Act dollars were a valuable resource during COVID. It supported the creation of new programs and the continuance of existing programs. In guidance from the Ohio Department of Aging, we allocated a portion of these funds to support the Senior Wellness Kits Initiative. In partnership with Senior Centers across our nine-county region, the Agency assembled and distributed 10,000 Wellness Kits.

Older adults were provided with supplies and resources to reinforce the importance of practicing preventative actions during the pandemic. Primary recipients were older adults 60 and over with the greatest economic and social need, including a special emphasis on low-income minority individuals.



10,000
Wellness Kits



MIPPA BINGO



*Access to information
continued to be a priority.*

Medicare Improvements for Patients and Providers Act (MIPPA) helps to make Medicare affordable for older Americans. The restrictions on social gatherings provided the Agency with an opportunity to innovatively host an event to provide free and informative Medicare Part D Open Enrollment. The BINGO event was held on October 22, 2020, in the Area Agency on Aging parking lot. Agency staff was available to answer questions about Medicare Part D. To comply with social distancing measures, attendees participated from their cars.

OUTSTANDING SENIOR AWARD CEREMONIES

Traditionally, the Area Agency on Aging hosts an Outstanding Senior Citizen Award Ceremony to commemorate individuals throughout our 9-county service area who have made a difference in their communities.

COVID gave us an opportunity to re-invent the venue for this celebration. Each awardee chose a location in their respective county. The individual ceremonies allowed us to hold intimate gatherings with friends, family, and community officials to honor each awardee.



ADULT PROTECTIVE SERVICES

The Area Agency on Aging Adult Protective Services (APS) expanded in 2020. Wyandot County was added to Marion, Crawford, and Knox Counties in September 2020. This program investigated allegations of Abuse, Neglect, and Exploitation. During the pandemic, APS addressed various new challenges regarding cases of Neglect, Abuse, and Exploitation as they related to COVID. APS investigated **441 cases** across the 4 counties that were serviced. Most of these investigations continued to be conducted in person to ensure comprehensive investigations and assessments. Many of these investigations and subsequent assistance that was provided were coordinated with various other community agencies and entities. With the assistance of the communities of Marion, Crawford, Knox, and Wyandot, APS continued to identify and address a variety of different concerns related to COVID.

In addition to the investigations, Adult Protective Services continued to provide information and various referrals to caregivers and senior citizens who needed various forms of assistance during the pandemic. There were 121 additional individuals who were assisted in 2020 with information and referral assistance.

441 APS investigated cases



OMBUDSMAN VOLUNTEERS

The Ombudsman Program advocates for individuals receiving home care, assisted living, and nursing home care. They work to resolve complaints about services and offer information about consumer rights. Recruiting volunteers to make advocacy visits to nursing homes and connect with residents is not an easy task during normal years and could have been a challenge during the pandemic. The Ombudsman program surpassed its goal of recruiting, training, and certifying volunteers. This success speaks to the commitment and efforts of the Area Agency on Aging staff and the compassion of members within our community.

These valued volunteers connected with residents telephonically throughout the pandemic to ensure their voices were heard.

9

**New volunteers
recruited,
trained &
certified**

1,008

**Calls assisting in
advocacy and general
information**

324

**Ombudsman
cases**

Advocating for the most vulnerable

STATEMENT OF ACTIVITIES

REVENUE:	AUDITED 2020:	AUDITED 2019:
Federal	\$ 5,178,302	\$ 4,037,983
State	\$ 26,867,113	\$ 29,002,734
Local	\$ 4,344,599	\$ 4,154,573
Other	\$ 642,126	\$ 769,095
TOTAL REVENUE	\$ 37,032,140	\$ 37,964,385
EXPENSES:	AUDITED 2020:	AUDITED 2019:
<u>Program Expenses:</u>	\$ 25,302,334	\$ 27,724,525
PASSPORT Services	\$ 2,745,129	\$ 2,120,787
Senior Nutrition	\$ 3,737,109	\$ 3,367,887
Community Services	\$ 709,136	\$ 436,320
Caregiver Services	\$ 421,554	\$ 428,293
Agency Support	\$ 1,299,042	\$ 974,634
Corporate Activities	\$ 693,794	\$ 726,448
Management and General	\$ 34,910,098	\$ 35,778,904
TOTAL PROGRAM ACTIVITIES		
NON-OPERATING REVENUES AND EXPENSES:	AUDITED 2020:	AUDITED 2019:
Interest Income	\$ 15,607	\$ 14,860
Change in Net Assets	\$ 2,122,042	\$ 2,185,481
Net Assets - Beginning of Year	\$ 6,908,761	\$ 4,723,280
NET ASSETS - END OF YEAR	\$ 9,030,803	\$ 6,908,761

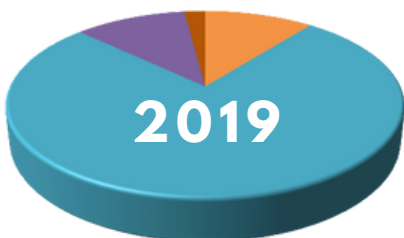
FINANCIALS

REVENUE
\$ 37,032,140

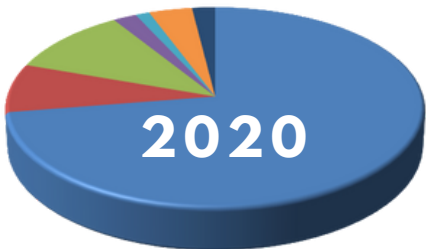


● Federal ● State ● Local ● Other

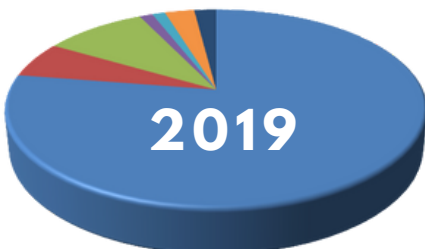
REVENUE
\$ 37,964,385



PROGRAM EXPENSES
\$34,910,098



PROGRAM EXPENSES
\$35,778,904



● Passport Services ● Community Services
● Senior Nutrition ● Caregiver Services
● Agency Support ● Corporate Activities ● Management & General

A SPECIAL THANK YOU TO OUR DONORS

To express our appreciation on a single page would not be enough. This is more than an annual report, but a gratitude report. Collaboration is at the core of our community and our vision. It is through our partnerships and the champions of our mission that have enabled us to continue providing excellent customer service and execute impactful programs which help the most vulnerable. We want to thank the individuals, organizations, and foundations that helped support our work throughout 2020 and into the future.



AS WE REFLECT ON THE PAST, FOCUS IN ON THE PRESENT, AND
LOOK TO THE FUTURE, LET US ALL FIND

the silver lining.



OHIO DISTRICT 5 AREA AGENCY ON AGING, INC.
2131 PARK AVENUE WEST, ONTARIO, OH 44906

419-524-4144 ●●● 800-860-5799