



annual report

2023-2024



celebrating 50 years

start with us. grow with us. *age* with us

CEO Message

As we celebrate 50 years of dedication to enhancing the quality of life for older adults, we reflect with pride and gratitude on the journey of Ohio District 5 Area Agency on Aging (AAA5). This milestone honors the commitment of our team, volunteers, partners, and supporters to our mission of supporting seniors' health, safety, and independence. While navigating significant changes and challenges, our focus has remained steadfast: helping seniors age in place, with dignity. Marking this anniversary, we proudly unveil the Ritter's Run Senior Apartments in Mansfield, exemplifying our dedication to safe, affordable housing and comprehensive support for older adults.

Beyond our housing initiatives, AAA5 has also achieved significant milestones across Transportation, Adult Protective Services, NCQA Accreditation, supporting vaccination efforts, social engagement and connectedness, caregiver support, and advocacy.

As we celebrate 50 years, we honor the visionary leaders who built the foundation for our success. Their legacy inspires us as we reflect on past achievements and look to the future. On behalf of our board, advisory council, and staff, we thank you for your support, which has been key to our impact. Together, we will continue to enhance the lives of older adults with care, respect, and opportunity. Here's to the next 50 years of service and innovation.



Dedication of 50 Years

Established in 1974 under the Older Americans Act, the Ohio AAAs play a role in planning, developing, funding, and implementing local systems of coordinated aging services. We are proud to continue this role as we celebrate 50 years with a commitment to enhancing the lives of older adults, we have been at the forefront of providing a wide array of home and community-based services. The Ohio District 5 AAA is 1 of 12 in Ohio and 1 of 622 throughout the USA. Working under the umbrella of the Older Americans Act. We are proudly part of this national network with the support and representation of USAging (national association of AAAs). Together, the AAAs across the USA, help older adults and people with disabilities live with optimal health, well-being, independence and dignity in their homes and communities.



WATCH THE VIDEO

How We Have Grown

1974

Operates with 19 staff members.
Currently at 130 strong.

1990

Inception of PASSPORT.

1997

Executive Director Patricia Brammer
retires. Judi Saurers appointed.
Duana Patton becomes CEO in 2006.

2008

Richland Senior Services
Levy first passed.

2024

12 older adults move
into the Ritter's Run
Senior Apartments.

2023

Administers Richland
County Mobility
Management.

2020

Continues to serve most
vulnerable through the
pandemic. Congregate
meals grew from serving
35 to 135 individuals
each week.



WATCH THE VIDEO

2011

Mr. Earl Hawkins
donates grocery
store, formerly
"Hawkins Market"
to the AAA5.



WATCH THE VIDEO

Board & Leadership

Corporate Board of Trustees

Jason Painley, <i>President</i>	Mandy Paéz
Becky Plank, <i>Vice President</i>	Brigitte Coles
Cody Albert, <i>Vice President</i>	Margie Tasseff
John C. Roby, <i>Treasurer</i>	Leanne Smith
Kathy A. Daniels, <i>Secretary</i>	Chris Copper
Dr. Rebecca Strickland	Kristi Butler
Jerod Them	Glenna Plotts

Ex-Officio Members

Marcia Rice	Dorothy Stitzlein
John Ksatelic	Doug McLarnan
Glen Cole	Carol Michaels
Diane Winger	Mary Lou Wertman
Bille Brandon	

Foundation Board of Trustees

Duana Patton, *President/CEO*
Cody Albert, *Chair*
David R. Daniels, *Vice Chair*
John Kastelic, *Treasurer*
Tina Marie Heibert, *Secretary*
Doug Theaker
Mike Porter
Sherry Hill Christie
Rebecca Owens
Michaela Kindell

Executive Leadership Team

Duana Patton, MBA, *Chief Executive Officer*
Diane Ramey, LSW, *Chief Clinical Officer*
Trae Turner, RN, *Chief of Community Living*
Michelle Deskins, *Chief of Staff*
Lori Rowland, *Chief Financial Officer*
Teresa Clayton, *VP of Administrative Services*
Susie Danuloff, *VP of Governance and Marketing*
Angela Persky, CHC, CHPC, *VP of Compliance & IT*
Beth Fryman, LSW, *VP of Medicaid Services*
Alicia Blackledge, *VP of Medicaid Services*

Advisory Council Members

Denise Conrad	Janie Moore
Emma Edwards	Becky Yannitell
Deb Cameron	Heather Kraft
Mo Ressallat	Patricia Rinehart
Sarah Capretta	Michelle Swank
John Stofira	Heidi Sazdanoff
Jane Nottke	Mayor Steven Schag
Dean Hales	Lloyd Dent
Margaret Ann Ruhl	Marica Rice
Susan Simpson	Tom Joseph
Candy Klingel	Jim Gilliland

Our Impact

2,423

PASSPORT CONSUMERS

1,998

CASE MANAGED
CARE COORDINATION
CONSUMERS

710

ASSISTED LIVING
CONSUMERS

1,063

CONGREGATE MEAL
PARTICIPANTS

310

OMBUDSMAN CASES

1,019

OMBUDSMAN
ADVOCACY VISITS
TO LONG-TERM CARE
FACILITIES

1,149

OMBUDSMAN
ADVOCACY AND
INFORMATION AND
ASSISTANCE CALLS

1,287

ADULT PROTECTING
SERVICES
INVESTIGATION IN
CRAWFORD, KNOX,
MARION, AND
WYANDOT COUNTIES

89,646

NUMBER OF INCOMING
PHONE CALLS

9,322

WALK-INS

1,430

HOME MODIFICATION
JOBS

1,737

ASSESSMENTS

240

OHCW CONSUMERS

660

SRS CONSUMERS

1,045

REFERRALS

Building Upon the Legacy of Impact

Key Highlights of 2023–2024

Enhancing Customer Service and Program Growth

NCQA Accreditation

In 2023, the AAA5 achieved Case management Long-Term Services and Supports (LTSS) accreditation by the National Committee for Quality Assurance (NCQA) for the following programs: PASSPORT and Assisted Living, Ohio Home Care Waiver, and Specialized Recovery Services.

“The Area Agency on Aging’s mission is to support individual choice, independence, and dignity and the NCQA accreditation allows us to demonstrate how we deliver on our mission by being efficient, being effective with person-centered care that meets people’s needs.”

Diane Ramey, Chief Clinical Officer



Community Care Program

With the workforce shortage of home health care providers, the Community Care Services Program was established in 2021, hiring STNAs. Supervised by a Registered Nurse, the specialists experience a hybrid work environment. They obtain in-office skills, mentorship, and leadership development, while providing their client’s in-home personal care and homemaker services, when clients are unable to be served by our provider network. Seeing the success of this program, the AAA5 requested and was granted a waiver by Ohio Department of Aging, to offer direct in-home personal care and homemaker services – requesting a waiver to offer this from the Ohio Department of Aging, it allows us to broaden our services beyond the scope of the Richland County Senior services levy, thereby extending care to areas outside Richland County.

In 2023, we were recognized as a recipient of the USAging Aging Innovations Award for innovation of this program.



READ THE STORY

Ohio Home Care Waiver and Specialized Recovery Services

We have expanded into Licking, Union, and Delaware counties where we administer the Ohio Home Care Waiver (OHCW) program, providing essential services to more seniors. Operated by the Ohio Department of Medicaid, this provides home- and community-based services for individuals with physical disabilities and unstable medical conditions, enabling them to receive care at home and remain active in their communities while making important choices about their care.

“We have a long history of providing quality care and to receive our NCQA accreditation for case management long term services and support, further validates this. We value a culture of efficiency and providing integrated care and person-centered care is a cornerstone of who we are.”

Duana Patton, Chief Executive Officer

Benefits Enrollment Center (BEC)

Funded by the Administration for Community Living, the Agency continues to receive support through the National Council on Aging’s Benefits Enrollment Grant, originally awarded in 2021. This funding enhances efforts to connect Medicare beneficiaries with limited incomes to essential benefits for health care, food, and more. By incorporating the initiative into social engagement activities, the Agency not only promoted the program and supported social connections but also created opportunities to share its broader range of services and programs.

Promoting Safety, Independence, and Well-Being

Wellness Programs

Increasing the footprint of the Healthy and Safety initiatives through educational programs to enhance wellness, manage chronic diseases, and prevent falls, we have successfully trained volunteer coaches and recruited more participants for the education programs such as Active Living Every Day, Diabetes Empowerment, Matter of Balance, Tai Chi, and Stepping On. By providing additional training for volunteer coaches, we aim to reduce the waiting list, improving both class availability and accessibility”

Adult Protective Services

Administering Adult Protective Services (APS) in Marion, Crawford, Knox, and Wyandot counties, we investigate abuse, neglect, and exploitation of older adults. With rising reports of exploitation and challenges like financial scams, opioid abuse, and mental health issues, we partnered with community organizations, health professionals, and law enforcement to provide outreach and education. In 2023, we received 991 APS referrals, with 217 for exploitation, and projections for 2024 indicate continued increases. Supported through the State Opioid & Stimulant Response grant, we had the opportunity to partner with local health systems to deliver opioid awareness training for in-home providers and facilities, enhancing support to address the growing number of older adults impacted by substance abuse.

Amazon Ring Community Program

We are proud to be one of ten AAAs nationwide partnering with USAgings and Amazon Ring to enhance safety and independence for older adults, caregivers, and individuals with disabilities. Through the Community Ring Initiative, Amazon donated devices, with a lifetime subscription, leverages technology to support home safety. Following a phased rollout based on eligibility, we look forward to distributing these devices to those in need.





WATCH THE VIDEO

Service Coordination

Connecting residents with resources to support independence and well-being, the Agency has expanded this valuable service from 4 to 6 sites and now serves over 500 residents. In addition to Canton Towers (Canton), The Woods (Mansfield), Faith Community (Crestline), and Union Lofts (Ashland), this service now includes Stratford East (Canal Winchester), and Ritter's Run (Mansfield).



WATCH THE VIDEO

Richland County Senior Services Levy

The AAA5 administers the Richland County Senior Services Levy, originally approved by voters in 2008 as a 5-year, 1-mill levy to support programs and services that help residents age 60 and older live safely and independently while enhancing their well-being. To support the growing need in Richland County, the levy continues to fund important services such as essential services such as homemaker assistance, personal care, emergency response systems, case management, information and referral, congregate and home-delivered meals, programs addressing social isolation, transportation, and wellness education. In May 2023, voters renewed the levy for a third time.

Richland County Mobility Management

To meet the increasing transportation needs of older adults and individuals with disabilities, the AAA5 now administers Mobility Management in Richland County. A collaborative transition from the Richland County Regional Planning Commission to AAA5, builds on a long-standing partnership, ensuring the program's growth and innovation while addressing transportation gaps.

Healthy Aging Grant

The Healthy Aging Grants, allocated by the Ohio Department of Aging to county commissioners across the state, provided vital support for older adults. We were honored to administer these grants for Morrow, Crawford, Knox, Wyandot, and Richland Counties, while also collaborating with commissioners and community-based organizations in Ashland, Marion, Seneca, and Huron Counties. These grants funded initiatives focused on housing, health, wellness, and independence for older adults. Projects included utility assistance, transportation, chore services, emergency response systems, Knox Boxes, nutrition support, technology education, and social connection events to combat isolation.

Ritter's Run

A major achievement in 2024 was the successful opening of Ritter's Run Senior Apartments in Mansfield, OH, marking a significant step forward in addressing the need for affordable housing for seniors. This initiative has already made an impact, with 12 individuals now calling Ritter's Run home. Beyond providing safe and affordable housing, the Agency is delivering ongoing service coordination to ensure residents have access to essential resources and support, fostering their well-being and independence. This project exemplifies the strength of public-private partnerships in driving meaningful and lasting change for older adults in our community.





Veterans Directed Program

This program allows veterans to remain at home by managing their own care budgets and choosing caregivers and services. AAA5 will administer this program in partnership with the VA, providing needs assessments, individualized care plans, and budget management support to help veterans maintain independence and quality of life.

Technology Strides

More Than a Meal

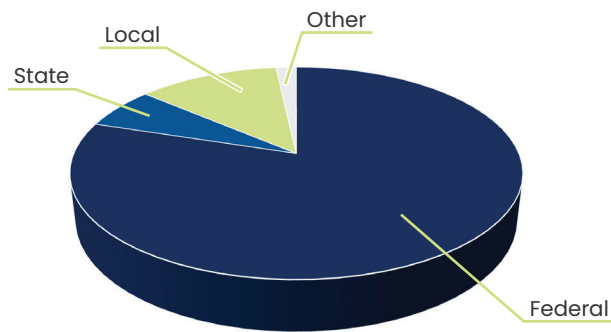
The Campus Dine Program, launched in 2017 in partnership with the Ohio State University – Mansfield, transitioned to digital transaction cards in 2023, offering nutritious, flexible meals while fostering intergenerational connections and reducing social isolation. With 18,669 meals served and an average of 300 participants, the program continues to make a meaningful impact. Similarly, the Hawkins Congregate Meal Site provides not only meals but also social engagement and enriching programs such as art, wellness, and technology, addressing food insecurity and strengthening community connections.

Programming Across Communities

AAA5 and its county focal points identified existing needs and service gaps as a result of the pandemic. Recognizing the importance of technology for vulnerable and isolated older adults, the initiative worked to improve equipment and technology platforms, enabling successful delivery, while sharing programming content and increasing social engagement across rural communities. We were honored by USAging, Caregiving.com, and Cumulus and recognized as an Aging Innovation & Achievement Awards recipient in July 2024.

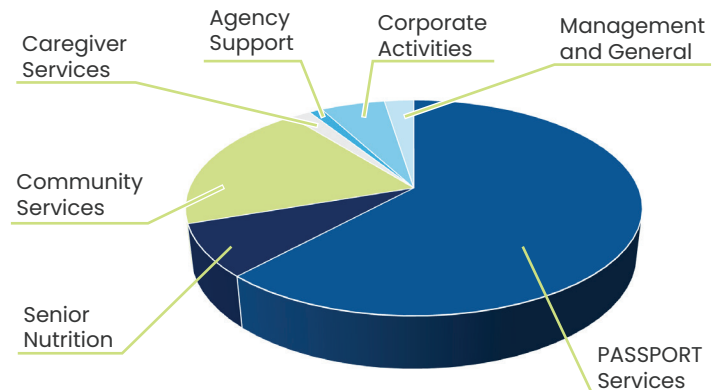


2023 Statement of Activities



Revenue Audited 2023

Federal	\$	31,606,706.00
State	\$	2,515,859.00
Local	\$	4,756,464.00
Other	\$	687,876.00



Expenses Audited 2023

PASSPORT Services	\$	24,401,921.00
Senior Nutrition	\$	3,098,097.00
Community Services	\$	7,688,163.00
Caregiver Services	\$	679,135.00
Agency Support	\$	440,111.00
Corporate Activities	\$	2,138,281.00
Management and General	\$	982,868.00

Non-operating Revenues and Expenses Audited 2023

Interest Income	\$	40,382.00
Change in Net Assets	\$	957,043.00
Net Assets - Beginning of Year	\$	10,910,248.00
Net Assets - End of Year	\$	11,867,291.00

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.

Vision

The Ohio District 5 Area Agency on Aging, Inc. will be a leader in long-term care systems and the preferred organization in providing advice and services which enhance the independence, dignity, and quality of life of older adults, individuals with disabilities and their caregivers.



The Heart of Our Success

Donors, Staff, and Community Partners

The success of our organization is driven by the dedication and support of our donors, staff, boards, and community partners, whose contributions are the foundation of everything we achieve. We sincerely thank our partners for their invaluable collaboration, which enhances the lives of older adults and families in our community. Together, we're expanding services, providing essential resources, and focusing on a network of care that supports seniors' health, safety, and independence. Their dedication amplifies our impact and brings lasting positive change. We are grateful for their commitment to our shared mission.

AAA5 Endowment

The Area Agency on Aging proudly acknowledges the remarkable contributions of Pat and Jana Mulherin, whose vision and generosity laid the foundation for our Endowment. Established by the Mulherins, the Endowment has experienced significant growth, increasing by 40% from the past year, thanks to the commitment and community-centered philosophy of donor support.

Inspired by a desire to give back, Pat and Jana initiated the Endowment to support the ongoing work of the Agency, paving the way for others to contribute meaningfully and helping to raise awareness about our mission within the community. Their dedication not only strengthens our ability to serve but also builds a lasting legacy, ensuring that our Agency's impactful work will continue to thrive for generations to come.

"Our vision is based on the legacy of all of the team members who have laid the foundation of success. They planted the seeds which we continue to water and nurture so we can continue to serve our individuals and communities with excellence."

Duana Patton, Chief Executive Officer



Celebrating 50 Years

A Legacy of Service



This year marks our 50th anniversary—a half-century of dedication to older adults and individuals with disabilities. Like the cornerstone of a home, this milestone is a testament to our commitment to the community. We've helped thousands of people live with dignity, independence, and care, and we look forward to continuing that legacy. As part of our celebration, we invited Area Agency on Aging retirees to a special luncheon. It was a wonderful opportunity to connect, reminisce about the past, and look forward to the future. Judi Saurers, former Executive Director, delivered an inspirational speech titled "Next Years - Solid Foundation to Grow Upon." Joyce Boling, former Provider Relations Director and our longest-tenured retiree, shared memories and milestones about the early days.







Our Mission

The Ohio District 5 Area Agency on Aging, Inc. provides leadership, collaboration, coordination, and services to older adults, people with disabilities, and their caregivers & resource networks that support individual choice, independence, and dignity.

Our Vision

The Ohio District 5 Area Agency on Aging, Inc. will be a leader in long-term care systems and the preferred organization in providing advice and services which enhance the independence, dignity, and quality of life of older adults, individuals with disabilities and their caregivers.

The foundation of any home is essential to its strength and stability. For 50 years, our mission has been the bedrock of the Ohio District 5 Area Agency on Aging. It supports everything we do, ensuring that older adults, caregivers, and individuals with disabilities live with dignity, independence, and quality care.



LEARN MORE
ABOUT US



LISTEN TO OUR
PODCAST



AREA AGENCY ON AGING
Ohio District 5 | Serving North Central Ohio