

OHIO DEPARTMENT OF AGING



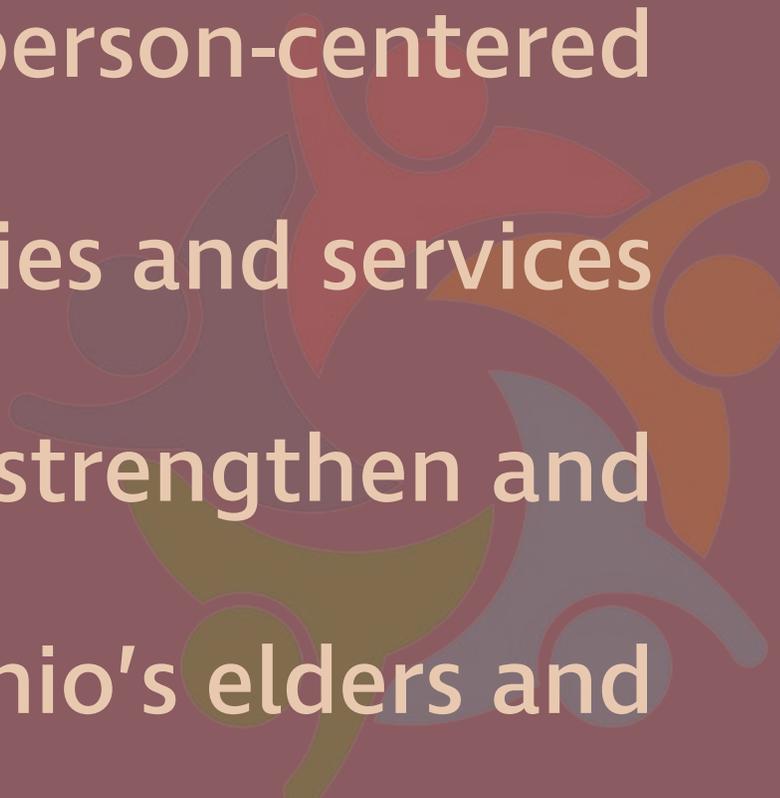
SFY 2017

Ohio | Department of
Aging

John R. Kasich, Governor
Stephanie M. Loucka, Director

MISSION

Our mission is to deliver practical, person-centered strategies and services that will strengthen and support Ohio's elders and their communities.



A MESSAGE FROM THE DIRECTOR

August 1, 2017

For the past six years, the Ohio Department of Aging has worked with our state agency partners and the Governor's Office of Health Transformation to position Ohio on the leading edge of solution-driven innovation for our growing and changing aging population. Our aging state represents both challenges and opportunities.

Governor John R. Kasich has said that some of the biggest statewide problems can only be solved at the local level, and we agree. Every community is unique, as are the issues that are important to it, but there are some key issues that touch most of us in some way. Community involvement is crucial in addressing these issues.

At the Department of Aging, our mission is to deliver practical, person-centered strategies and services that will strengthen and support Ohio's elders and their communities. We see it as our responsibility, working with Ohio's aging network, to spark conversations and incubate innovative approaches to meet the needs of our elders and provide meaningful opportunities for them to engage with their communities in more comprehensive ways.

This year, we developed a new strategic plan that drives our continuing work to ensure the voices of our elders are heard and that our programs are beneficial and easy to access in every Ohio community. We have made some exciting strides and are building new partnerships, and expanding existing relationships, to succeed in our mission. I am confident that, working together at all levels, we will achieve our goals and create better lives for our elders and their families.

Sincerely,



Stephanie M. Loucka
Director



Ohio's 132nd General Assembly included a major new resource to help guide the development and support of programs and services for elders. Speaker of the Ohio House Cliff Rosenberger directed the formation of a new standing Aging and Long-Term Care Committee to focus on strategies and solutions to meet the needs of an aging population. Speaker Rosenberger tapped Port Clinton Republican Representative Steven M. Arndt to lead the committee.

Ohio Department of Aging Director Stephanie M. Loucka was honored to be the first party to testify before the committee. She outlined the agency's programs and services, as well as the administration's policy priorities today and into the future. We look forward to working with the committee to improve the lives of elders and their families.



INTRODUCTION

The Ohio Department of Aging is a cabinet-level state agency and is designated as the state unit on aging for the purposes of the federal Older Americans Act. In that role, we provide home and community-based services that help elders and others remain in their homes longer, and support consumers of long-term care in multiple settings. We also promote active aging and positive attitudes toward growing older through education, outreach, volunteer programs and other efforts.

According to [Scripps Gerontology Center](#) at Miami University of Ohio, Ohio has the sixth highest number of residents age 65 or older in the nation, and our population continues to grow older. While our overall population is projected to increase by just two percent over the next decade, our 60-plus population will grow by 46 percent. In 2010, only four Ohio counties had populations that were more than 25 percent age 60-plus. By 2030, only seven counties will be *under* that threshold. By 2040, nearly 30 percent of all Ohioans will be age 60 or older, compared to just under 20 percent today.

A Community Response

Elder abuse, transportation and food insecurity have long topped the list of community concerns when it comes to providing for their elders. However, through conversations with Ohio's area agencies on aging, partner state agencies and other partners, we have seen additional issues emerge. These include isolation, cognitive health, caregiver support and the opioid epidemic. The sheer size and diverse nature of our elder population will demand innovative solutions to these and other issues.

The state's responsibility is to help communities, wherever possible, to find the most effective and efficient ways to utilize available resources to make the biggest impact for the most people. In some cases, this means doing some things better, but in many cases, it means doing better things. It takes local leadership and committed individuals to make the available resources work for each community.

Robust community involvement helps reduce costs and increase care, and offers quality solutions to serving elders. We know that, locally-developed solutions best reflect the character and values of the community and its members and, ultimately, will be more successful.

Strategy for the Way Forward

Over the past year, the Department of Aging developed a new strategic plan that positions us to better help communities address the issues that are important to them. The plan is driven by five core values:

- **Promote Independence** – Provide resources that foster independence and autonomy throughout the lifespan.
- **Empower Communities** – Deliver sustainable, relevant solutions that empower communities to act within the best interest of their elders.
- **Challenge Ageism** – Promote new perspectives of aging that challenge the traditional declinist narrative.
- **Advocate for Excellence** – Advocate with and for Ohio's elders to ensure their voices are heard and their needs are met.
- **Engage in Innovation** – Engage the aging network by staying innovative, flexible and attentive to the evolving needs of our partners and stakeholders.

In addition, the plan outlines five agency-wide goals:

GOAL 1

Local networks, that are acting on behalf of the Department of Aging, deliver a wide array of high quality services and supports that are person-centered in policy and well-coordinated.

GOAL 2

State agencies successfully integrate aging needs into their plans and services.

GOAL 3

Ohio's aging population is connected and engaged with their communities, and their most basic needs are met.

GOAL 4

Aging Ohioans have access to high-quality program offerings to help maintain their health throughout their lifespans.

GOAL 5

Policy makers and taxpayers see the Department of Aging as a responsible and innovative steward of resources.

KEY ACCOMPLISHMENTS

This annual report highlights key accomplishments that show how the Department of Aging and Ohio's aging network are responding to the most pressing challenges and promising opportunities of our aging population.

Long-Term Services and Supports

On behalf of the Ohio Department of Medicaid, the Department of Aging administers statewide Medicaid waiver programs that help individuals with a nursing facility level of care receive services and supports in home and community-based settings to maintain crucial social connections.

The Departments of Aging and Medicaid the Ohio Department of Developmental Disabilities and the Governor's Office of Health Transformation to develop and collect public input on the **statewide Home and Community-Based Services Transition Plan** mandated by the federal Centers for Medicare & Medicaid Services (CMS). The plan helps the state comply with new federal rules that require that home and community-based services be provided in a home-like setting. CMS directed that settings where these services are received must be integrated in and support full access to the greater community. The state agency partners completed on-site assessments of all settings outside the home where individuals receive Medicaid waiver services, including assisted living and adult day services. Ohio is the third state in the nation to receive preliminary plan approval from CMS.

Staff from the Department of Aging and the Ohio Department of Medicaid also collaborated to **align services, supports and provider qualifications** in Medicaid home and community-based services waivers requiring a nursing facility level of care, including our PASSPORT and Assisted Living Waiver programs. These efforts streamline the state's Medicaid waivers, enabling individuals to seamlessly transition from one waiver to another as their situation or care needs change. Additionally, home care providers can receive the same rate for the same service delivered in various state systems. This work sets the stage for the creation of a single Medicaid waiver for nursing home level of care.

Advocating for Excellence

The Office of the State Long-Term Care Ombudsman works with providers, consumers and families to promote quality in both institutional and home and community-based long-term care. They make sure consumers expect excellent care and help providers continually measure and improve the quality of care they provide.

During state fiscal year 2017, the State Ombudsman's Office completed the first three years of the **MyCare Ohio Ombudsman grant**. Ombudsman representatives helped to resolve more than 1,400 complaints with an 86 percent resolution rate.

Maria's Story:

Maria just moved back home from a nursing facility. Her ombudsman helped her reach her care manager and successfully advocated for necessary equipment and supplies Maria needed to keep her safe and comfortable at home.



Ombudsmen responded to 904 inquiries, attended plan member advisory meetings and participated in more than 100 events to educate the community about MyCare Ohio. The Centers for Medicare and Medicaid Services provided a continuation grant for two additional years and the State Ombudsman's Office will partner with the Ohio Department of Insurance to ensure MyCare Ohio members have access to unbiased one-on-one counseling as consumers make choices.

The State Ombudsman's Office also leads an interagency Resident Transition Team to assist residents of nursing homes, residential care facilities and other care settings when situations require that residents move, permanently or temporarily, from their homes. During the past program year, the team helped 348 residents of six long-term care facilities to move when their home closed. In addition, the team offered temporary assistance to residents during natural disasters, utility failures and other emergencies.

The State Ombudsman's Office continues its important work on **nursing home quality improvement projects** aimed at raising the bar for quality in Ohio's nursing homes. State law requires each nursing home to complete at least one project every two years to remain eligible for licensure. Projects focus on key quality issues, such as minimizing infections, reducing the use of antipsychotic medications and improving wound care, but also promote innovative, person-centered approaches to care, such as using the arts and music to improve physical and emotional well-being. This year, the office launched a new, two-year, \$2 million quality improvement program to **enhance staff engagement**, reduce turnover and create greater workforce stability. The project includes specific training to ensure staff understand the unique challenges of dementia care beyond the use of drugs. The project is supported by civil monetary penalties funds, which are fines collected from certified nursing homes when they are cited for violations.

In April, the State Ombudsman and ombudsman representatives from around the state gathered in Columbus to **recognize and honor volunteer ombudsman associates and specialists** who have helped long-term care consumers and their families navigate the often-intimidating long-term care system. Volunteers were recognized for length of service, hours served and number of advocacy visits performed. Currently, Ohio has 228 volunteer ombudsmen advocating for Ohioans receiving home care, assisted living and nursing home care. In 2016, volunteer ombudsmen contributed more than 13,692 hours of service and 26 volunteer ombudsmen were honored for 100+ hours served.



Theresa Hirsch (middle) is honored for her Ombudsman volunteer service by Ohio Department of Aging Assistant Director Joel Whetstone (left) and State of Ohio Long-Term Care Ombudsman Beverley L. Laubert (right).

Health and Wellness



According to the National Council on Aging, nearly three out of four older adults have a chronic health condition, such as diabetes, arthritis, high blood pressure or heart disease. Left unchecked, these conditions can limit independence and lower an individual's quality of life. However, when older adults learn and use proven strategies to manage symptoms and avoid injury, they report better health outcomes and better quality of life.

Ohio's area agencies on aging and other local partners conducted approximately 130 **HEALTHY U Ohio evidence-based health promotion and disease prevention program** workshops with more than 1,200 participants last year. The Department of Aging partnered with the Health Services Advisory Group and the Ohio Department of Health to increase focus on diabetes programming to underserved and special populations, veterans, minorities and rural communities across Ohio.

Also this year, the Department of Aging and the area agencies developed and began implementing a strategy to create statewide training capacity to offer the **HEALTHY U: Chronic Pain** program to address the rising incidence of chronic pain and the growing concern about the use of opioid medication to treat long-term chronic pain. HEALTHY U: Chronic Pain helps participants understand how pain impacts their daily lives and educates them on an array of therapies to reduce or control it.

Ohio was one of three states invited to participate in a **Vision and Eye Health Initiative** led by the National Centers for Disease Control & Prevention and the National Association of Chronic Disease Directors. The effort aims to improve vision and eye health by making them public health priorities. The Department of Aging is working with Ohio's Aging Eye Public Private Partnership, the Ohio Public Health Association's Vision Care Section, The Ohio State University College of Optometry and the Ohio Affiliate of Prevent Blindness to implement the initiative in Ohio.

The Department of Aging's **STEADY U Ohio** statewide falls prevention initiative partnered with the Aging Eye Public Private Partnership to develop a **collective impact strategy that reduces falls and associated injury among elders by focusing on vision and eye health**. One example of this collaboration is an effort to cross-train new coaches for the "A Matter of Balance" falls prevention program in the techniques of the Adult Vision Screening Program provided by Prevent Blindness. The Department of Aging and its aging network partners also are encouraging current coaches to add vision screening to the falls prevention curriculum. Ohio's accomplishments and promising practices were highlighted during a plenary session at the Prevent Blindness Summit in Washington D.C. in June.

STEADY U Ohio, now in its fourth year, hosted the second annual "10 Million Steps to Prevent Falls" campaign to celebrate Falls

Ohio Department of Aging and Department of Health staff participate in "10 Million Steps to Prevent Falls."



Prevention Awareness Day in September. Since regular walking is one of the most basic ways to prevent falls, the aim of 10 Million Steps was to get as many Ohioans as possible to walk at least one mile in the name of falls prevention. Fifty-nine different organizations teamed to sponsor 55 community walking events. Those organizations included area agencies on aging, local hospital systems, nursing homes and assisted living facilities, local health departments, state agencies, senior centers, shopping malls, physical therapists, gyms, schools, universities and more. Statewide, more than 3,500 Ohioans walked approximately 6,800 miles – or 17 million steps – and helped educate others that falls are not a normal part of aging and that most falls can be prevented.

Ohio's observance of Falls Prevention Awareness Day also included STEADY U Ohio's third-annual partnership with the Ohio Older Adult Falls Prevention Coalition (a subgroup of the Violence and Injury Prevention Program administered by the Ohio Department of Health) and some of the state's prominent pharmacy chains and local pharmacies to provide **free falls-prevention related medication consultations** to elders. Discount Drug Mart, Kroger Pharmacy, Rite Aid Pharmacy, Sidney Hometown Pharmacy, Walgreens Pharmacy and Waynesville Pharmacy helped elders at 36 retail locations around the state understand how their medications may put them at increased risk for falling and provided them with information about treatment options to discuss with their health care providers.

Caregiver Support

Approximately 60 percent of family caregivers who provide unpaid care to older adults and adults with disabilities also work at a full-time or part-time job, according to AARP. More than two out of three working caregivers report making work accommodations (i.e., cutting back on hours, taking leaves of absences) or having caregiving duties impact their work. Caregivers who seek appropriate supports and resources are not only better caregivers, but also better able to balance work and family life.

In May 2016, the Department of Aging implemented a statewide caregiver assessment that is given to all caregivers who sign up for caregiver support services at their area agency on aging. The assessment is conducted when a caregiver first receives services, then is repeated every six months while services are received, helping to ensure services and supports provide comprehensive assistance that meets the caregiver's needs. Data from the assessment also will provide valuable information about the effectiveness of caregiver services, as well as help identify service needs and gaps across the state. More than 1,300 assessments were completed this year.

Caregiver Resources

Caregiver Resources



Employees often are faced with addressing the need to care for an adult individual. If you are a state employee who provides care, it is important to learn where you can turn to for support and what benefits and resources are available to you. As an employer, the State of Ohio is committed to providing the support you need as you balance your role as a caregiver with your role in the workplace.

The Department of Aging partnered with the Ohio Department of Administrative Services and other state agency partners to consolidate **information and resources for state employees who are, or will become, working caregivers for**

other adults. Nationally, approximately 60 percent of family caregivers who provide unpaid care to elders and adults with disabilities also work at a full-time or part-time job, according to AARP. U.S. businesses lose an estimated \$33.6 billion annually in productivity costs related to family caregiving. The new partnership supports working State of Ohio caregivers by providing a web-based repository for caregiver information and resources, supervisor and manager training, employee training sessions on six adult care-related themes, and education and resources for Ohio Employee Assistance Program representatives to support working caregivers and their families.

Through a grant from the Administration for Community Living, the Department of Aging worked with community partners to pilot one of the first efforts in the nation to make the **Music & Memory** program available to individuals, veterans and families in home and community settings. Music & Memory is an innovative approach to dementia care, originally developed for nursing homes, that uses personalized playlists on digital music players to help individuals better connect with their memories and the world around them. Through the first three quarters of state fiscal year 2017, the Department of Aging and its partners provided the program to nearly 800 individuals in pilot projects in Cleveland, Akron/Canton, Columbus, Youngstown and south central Ohio. Partners included National Church Residences, the Benjamin Rose Institute on Aging, regional ombudsman programs, area senior centers and local senior companion and RSVP volunteer programs.

Dementia Capability

According to the Alzheimer’s Association, 210,000 older Ohioans live with dementia. It is increasingly crucial that services are provided in a system that recognizes the unique needs of people with dementia and their caregivers.

The Department of Aging worked with state and local partners to implement the **CARES Dementia Basics training program** from HealthCare Interactive and the Alzheimer’s Association as a resource for staff at each of Ohio’s PASSPORT administrative agencies. The agencies are encouraged to have staff who work with consumers complete the training, but also can offer the training to their provider partners. To date, 673 staff have successfully completed the program, with 175 more at various stages of the training process.

Elder Abuse Prevention and Response

The safety and security of our elders is paramount. Unfortunately, most incidents of elder abuse go unreported (or are under-reported). The Department of Aging is committed to increasing awareness, but also are working with our state and local partners to strengthen the state and local governments’ response to reports so that no elder is victimized again.

The Attorney General’s Elder Abuse Commission’s Committee for Regional Senior Forums includes representatives from the Department of Aging, the Office of the State Long-Term Care Ombudsman, the Ohio Department of Commerce, the Ohio

Ohio Department of Aging’s Kaylene Way moderates a panel discussion at the first regional elder abuse forum in Cambridge.



Department of Job and Family Services, the Ohio Association of Area Agencies on Aging and the Attorney General's Elder Justice Unit. Working collaboratively, the partners organized **regional education forums** to feature local experts in the area of preventing older adult exploitation. The first forum was held in April 2017 in Cambridge, Ohio, with the assistance and participation of the area agency on aging.

The Department of Aging worked with the Central Ohio Area Agency on Aging to include **elder abuse recognition as part of the statewide "DRIVE" Passenger Assistance Training curriculum**. The Ohio Board of Emergency Medical Fire and Transportation Services filed a new rule with the state legislature that will require all its providers statewide to use the training, including the elder abuse component.

Nutrition

Proper nutrition is as important in later life as it is in our youth. It can delay or lessen the impact of chronic disease and disability, prevents injury and allows us to maintain or increase our daily activity (which reduces isolation). Nearly 1,600 older Ohioans benefit annually from community nutrition program services provided through federal, state and local funding sources.

The Department of Aging completed a comprehensive review and refiling of rules governing the **Older American Act Nutrition Program** in Ohio, as well as those pertaining to certified providers furnishing meals to consumers enrolled in the PASSPORT Medicaid home and community-based services waiver program. The new rules eliminated 210 unnecessary regulations, reduced the impact of 36 other regulations, clarified eligibility requirements and increased the providers' ability to offer person directed meal options.

To better meet the nutrition needs of more elders in settings they prefer, the Department of Aging supports efforts by Ohio's area agencies on aging to use restaurant vouchers to expand congregate meal services (group dining) to elders. Participants can use the vouchers at participating **restaurants that have agreed to provide a healthy meal that meets the dietary requirements set forth by the Older Americans Act**. The program allows participants to make voluntary contributions toward the cost of the meal and also provides access to related nutrition services. Currently, congregate meals funded by the Older Americans Act are being served at 52 restaurants, making Ohio a national leader in this innovative approach.

The Department of Aging continues to work with the area agencies on aging and the U.S. Department of Agriculture to provide the **Senior Farmers' Market Nutrition Program** in 45 Ohio counties. In program year 2016, which concluded in state fiscal year 2017, Ohio received nearly \$1.6 million and

served 33,407 consumers with coupons they exchanged at 529 farmers' markets and stands. The redemption rate for 2016 was 97.7 percent.



Community Engagement

An aging population comes with many opportunities. Ohio's elders play a vital role in their families, in our communities and in our state. Thus, the Department of Aging works every day to ensure that they have ample opportunities to continue to grow, thrive and contribute throughout their lives.

The Department of Aging partners with the Ohio Department of Higher Education to support the **GIVE back. GO forward.** program, which provides opportunities to earn college tuition waivers through volunteer service that meets community needs while also bridging the generation gap. Service opportunities are identified by the local program partners. In its traditional model, GIVE Back. GO forward. offers community members age 60 and older the opportunity to earn a tuition waiver for three credit hours in return for 100 hours in approved volunteer service. The volunteers can use the tuition credit themselves or gift it to a deserving student. In 2016, the state agency partners launched a second model for GIVE Back. GO forward. in which students volunteer with elders in their communities to earn tuition waivers for themselves. GIVE Back. GO forward. is available at The Ohio State University, Bowling Green State University, Eastern Gateway Community College, Youngstown State University and Shawnee State University. Each institution has adopted one or both models, depending on their own unique community structure and needs.



GIVE back. GO forward. Bowling Green State University launch in April, 2017. [launchlauncjannouncement](#)

The **Senior Community Services Employment Program** is the only program authorized by the Older Americans Act that is funded by the U.S. Department of Labor and provides paid community service and work-based training for income eligible job seekers age 55-plus. For state fiscal year 2017, the Department of Aging worked with the Department of Labor and local partners to redesign the Senior Community Services Employment Program provider network in Ohio. Ohio has seven organizations that receive Senior Community Services Employment Program funding: the AARP Foundation; Goodwill Industries, Inc.; Goodwill Easter Seals Miami Valley; Mature Services, Inc.; the National Caucus and Center on Black Aged, Inc.; the National Council on Aging/Pathstone and the Department of Aging (through a sub-grant to Mature Services, Inc.). As of March 2017, Ohio Senior Community Services Employment Program providers were serving 1,562 participants.



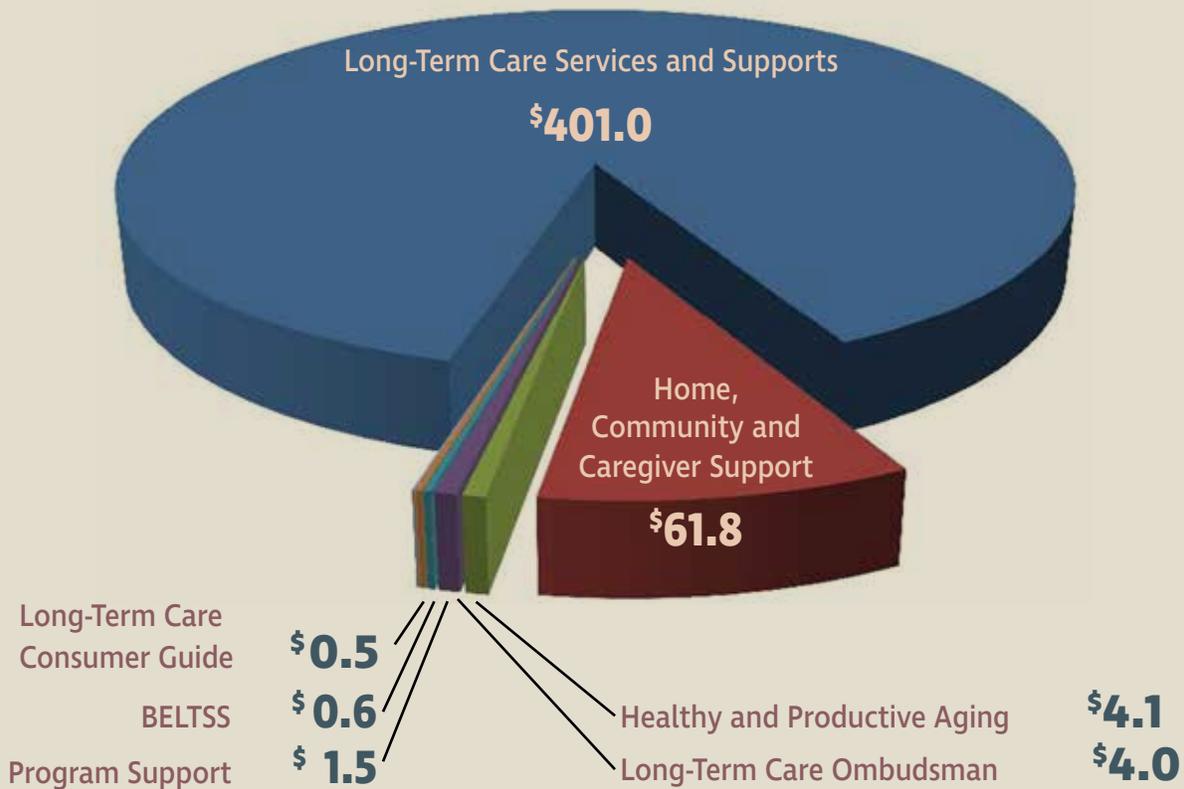
Since 2013, the Department of Aging has partnered with the Ohio Association of Gerontology and Education to present the **Ohio Scholars in Aging** program. The program provides students enrolled in course work that involves elders or their caregivers with the opportunity to learn about aging-related policy-making, establish career-long professional contacts and gain valuable career knowledge and skills in the field of aging. Since its inception, the program has held nine sessions and graduated 77 Ohio scholars from 16 different universities and colleges. The program saw its largest class during state fiscal year 2017, as 17 scholars represented eight universities in the session that began in January.



Scholars in Aging, Spring 2017 Class visit the Ohio Statehouse in Columbus. ColumbusAglaunchlauncjannouncement

Expenditures SFY 2017
(Detail may not add to total due to rounding)

\$473.5
(in millions)



Program Budgets

SFY 2017

Long-Term Care Services and Supports* (Medicaid)	\$ 401,029,997
Home, Community and Caregiver Support**(Older Americans Act / General Revenue)	61,774,221
Healthy and Productive Aging (Older Americans Act)	4,106,695
Long-Term Care Ombudsman (Older Americans Act / General Revenue)	3,996,590
Program Support / Other (General Revenue)	1,519,968
Long-Term Care Consumer Guide	490,060
BELTSS - Board of Executives of Long-Term Services and Supports	563,141

Total

\$ 473,480,671

* Long-Term Care Services and Supports is administered by the department. Funds are part of Medicaid line item in the Ohio Department of Medicaid's budget. Most low-income seniors with Medicare eligibility are required to enroll in MyCare Ohio. SFY 2015 was the first full year for MyCare Ohio which provides long-term care services and supports.

** Home, Community & Caregiver Support includes another \$55,467,747 in local funds, which do not pass through the department's budget.



CORE VALUES:

Promote Independence

Provide resources that foster independence and autonomy throughout the lifespan.

Empower Communities

Deliver sustainable, relevant solutions that empower communities to act within the best interest of their elders.

Challenge Ageism

Promote new perspectives of aging that challenge the traditional declinist narrative.

Advocate for Excellence

Advocate with and for Ohio's elders to ensure their voices are heard and their needs are met.

Engage in Innovation

Engage the aging network by staying innovative, flexible and attentive to the evolving needs of our partners and stakeholders.

For more information about aging services, contact:

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