

# ANNUAL REPORT



**Western Reserve**

Area Agency on Aging

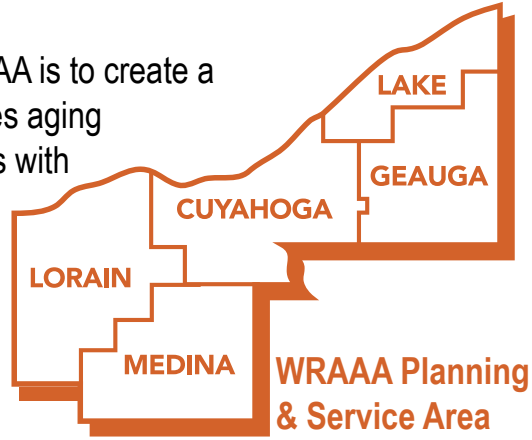
Advocacy. Assistance.  
Answers on Aging & Disabilities.

## OUR MISSION

We provide choices for people to live independently in the place they want to call home.

## OUR VISION

The vision of the WRAAA is to create a community that provides aging individuals and persons with disabilities the opportunity to have their needs met with optimum choice, dignity and maximum independence.



## ABOUT WRAAA

- WRAAA was designated as an independent Area Agency on Aging by the Ohio Department of Aging in 1989. Later the same year, WRAAA incorporated and received its nonprofit status.
- WRAAA has 293 employees dedicated to improving the lives of older adults and individuals with disabilities.
- WRAAA strives to build community partnerships with organizations to ensure the independence of the region's most vulnerable members.

## MESSAGE FROM THE CHIEF EXECUTIVE OFFICER & BOARD PRESIDENT

Our 2019 annual report gives us the opportunity to reflect on our accomplishments and share the impressive strides this agency has made. To quote Ms. Ursel McElroy, Director of the Ohio Department of Aging, "Protecting the health, safety, security and vitality of older adults should not be an option in Ohio." That is why WRAAA continues to offer an expanding array of services to promote the health and well-being of consumers in our five county service area.

This year we continued to maintain our leadership and advocacy role in Northeast Ohio. In an effort to protect the independence of older adults and persons with disabilities, WRAAA and stakeholders traveled to Columbus to speak to elected officials to advocate for improved strategies concerning food insecurity and Medicaid funding.

Recognizing the need to expand our community reach, especially during the brutal polar vortex, WRAAA collaborated with local media to set-up a 'give warmth' hotline through which callers could access emergency transportation, blankets, food, and warm clothing. The media also covered WRAAA programs dealing with isolation and loneliness, food insecurity and elder abuse.

At this point in our 45-year history, older adults and persons with disabilities are able to live longer and fuller lives. Unfortunately, ageism - prejudice or discrimination based on a person's age - is a pervasive concern. Our annual conference confronted ageism's systemic stereotyping through key speaker presentations that unpacked and redefined ageism's cultural influences. Strategies were discussed to recognize and eliminate this widespread and insidious practice.

This year, our Compliance team worked diligently to streamline operations and implement protocols and controls

to ensure agency regulatory and contractual obligations were met. Collaborative relationships between clinical teams and executive leadership further strengthened the compliance value-system.

Our improved IT efforts enhanced security software for real time reporting and auditing of devices, brought upgrades to laptop technology, and continued to carry a near perfect report for network security and compliance. We are continuously finding ways to build up our network environment while providing the best support for our users and consumers.

At WRAAA, our values and mission continue to drive our operations, relationships and outcomes. We do things right. We challenge the norms. We aim higher. And as we continue to build on our collective success, our path becomes one of greater community impact and involvement. Today, we embrace a future of infinite possibilities, reflecting the shared passion, pride and drive of our Board of Trustees, Five County Advisory Council, staff, funders and a multitude of other stakeholders.



TOM G. THACKER II, BOARD PRESIDENT



DR. E. DOUGLAS BEACH, CEO

## OLDER AMERICANS ACT (OAA) PROGRAMS

Over the past 50 years, the Older Americans Act has provided a network of aging services and funding that helps older adults to live and thrive in communities of their choice for as long as possible.

- Congregate Meals: **5,471** consumers (287,693 meals served)
- Home Delivered Meals: **4,773** consumers (731,900 meals served)
- Supportive Services including Chore, Assisted Transportation, Homemaker, Volunteer Guardianship, Legal Assistance, and Supportive Services: **6,656** consumers
- Transportation: **2,403** consumers



## MYCARE OHIO

MyCare Ohio is a demonstration managed care program designed for Ohioans who receive both Medicaid and Medicare benefits. This program utilizes a team approach to coordinate care based on an individual's needs.

- Buckeye Health Plan: **862** Members
- CareSource: **3,416** Members
- UnitedHealthcare: **1,883** Members

MyCare Ohio was launched in Northeast Ohio on May 1, 2014. As of December 2019, MyCare Ohio has enrolled **80,788** members in **29** counties.

## AGING & DISABILITY RESOURCE CENTER

- The Aging & Disability Resource Center is intended to act as an entry point to the system of long-term services and supports.
- Answered **25,651** inquiries.
- Completed **37,032** pre-admission screenings and level of care requests for nursing home facility placements between pre-admission review staff and the automated HENS system.
- Assessed **14,243** individuals for Level of Care for the following programs: MyCare Ohio, Ohio Waiver Programs, PASSPORT, Assisted Living, PACE, Residential State Supplement Program, and nursing facilities.
- Enrolled **1,693** individuals into PASSPORT and Assisted Living Medicaid Waiver Programs.
- Received **367** referrals for Community Living Services resulting in **274** in-person assessments.
- Provided one Level of Care and Pre-Admission Review training for nursing facilities and partner agencies.



**Western Reserve**

Area Agency on Aging



## COMMUNITY ENGAGEMENT

WRAAA community outreach informs and educates the public about the Agency and its programs. Through community engagement opportunities, WRAAA connected with consumers, expanded its brand, built relationships, and strategic partnerships.



### Outreach

- Connected with **26,000** individuals through various venues, WRAAA gave **200** plus educational/informational presentations and participated in **111** health/wellness fairs.
- Distributed over **80,000** resource guides, agency brochures and other printed materials.
- Over **300** Adult Vision Screenings were offered including facilitation of acquiring new eyeglasses.
- Partnered with Lake County RSVP and Lake County Health Department with the series-Medication Management-What You need to Know. Over **200** older adults received information, Vial of Life kits, and disposal medication bags.
- Worked with Cleveland Clergy Alliance and others to reduce isolation and loneliness by sponsoring Senior Family CAVs Night where **1,500** plus individuals enjoyed a CAVs game.

## FAMILY CAREGIVER SUPPORT PROGRAM

The Family Caregiver Support Program helps caregivers of all ages balance caregiving with other responsibilities, which helps ensure more adults can remain in their homes and communities.

- Served **362** consumers with available services like personal care, adult day care, training, support groups, transportation, and legal counseling.
- Assisted **229** caregivers with respite reimbursement plans totaling **\$321,932**.
- Answered **1,567** calls and provided information, assistance and referral.

### SENIOR FARMERS' MARKET

#### NUTRITION PROGRAM:

- Provided coupons to support access to food for consumers.

#### EVIDENCE-BASED HEALTH

#### PROMOTION PROGRAMS:

Served **1,000** participants with **87** workshops throughout the region.

## OHIO WAIVER PROGRAMS

Medicaid waivers allow individuals with disabilities and chronic conditions to receive care in their homes and communities rather than in long-term care facilities, hospitals, or intermediate care facilities. These waivers also allow individuals to have more control over their care and remain active in their community.

- PASSPORT Medicaid Waiver Program: Served **1,555** individuals.
- Assisted Living Medicaid Waiver Program: Served **304** individuals.
- Ohio Home Care Waiver Program: Served **384** individuals.
- Specialized Recovery Services Program: Served **185** individuals.



## ADVOCACY

WRAAA, under the legislative authority of the federal Older Americans Act, is mandated to advocate on behalf of older adults to effectively address their critical needs. WRAAA monitors issues and legislative bills of interest to the aging and disability networks. In addition, WRAAA's Advocacy in Motion (AIM) initiative engages its volunteers to ensure that our advocacy message is heard at the local, state and federal levels.

### Advocacy Efforts:

- **2000** signatures were collected in support of the reauthorization of the federal Older Americans Act. These petitions were sent to our U.S. Senators Sherrod Brown and Rob Portman.
- **Thirty** meetings were held to educate federal and state elected officials or their staff on key legislative issues.
- On May 7<sup>th</sup>, Senior Hunger Advocacy Day, **sixty** volunteers traveled to Columbus to discuss food insecurity with Ohio legislators.
- Advocacy in Motion's Public Policy Community Forum was held on November 20<sup>th</sup>. Amy Anderson of Neighborhood Alliance was the recipient of the 2019 Belle Likover Advocacy Award.

## MARKETING AND MEDIA RELATIONS

Fostering alliances with local TV & Radio, WRAAA engendered:

- "Seven Minute" interview with TV-3 Anchor Russ Mitchell, Dr. Beach, CEO and Sheila Dessau, Senior Director of Clinical Services spotlighted "Senior Isolation and Elderly Abuse", an immense local/national problem; a parallel interview transpired with TV-5 Reporter Kevin Barry and WRAAA staff on same topic.
- NPR's Mike McIntyre engaged a panel discussion on The Sound of Ideas about "*Extreme Cold – What to Do?*" Fatima Perkins, Director of Community Outreach & Advocacy was a featured panelist.
- Channel TV-5 forum: "*Keeping Seniors Safe at Home*" with Dr. Beach, CEO, June Taylor, Chief of People, Performance/Quality Initiatives and Terri Foster, Director of the Aging & Disability Resource Center with moderator/reporter Jade Jarvis.
- Plain Dealer publications post interviews with Julie Washington (Dementia & Ancillary Distresses) and Steve Koff ("Senior Prescription Drug Costs").
- Bill Wills WTAM Radio podcast with Dr. Beach, CEO and Terri Foster, Director of the Aging & Disability Resource Center underscoring "Seniors and Disability Management".
- Social media presence and connections increased by posting viable information on Facebook, LinkedIn and Instagram.
- Agency videos were created to promote consumer success stories as well as other agency initiatives.



Lake County AIM Team with State Rep Calendar District 61

## AGENCY HIGHLIGHTS

- Through the combined efforts of the region's fourteen Aging & Disability Resource Centers (ADRCs), **11,151** consumers received: Benefits Assistance, Specialized Information/Assistance and Options Counseling. **1,795** contacts for information, referral and assistance were made by the network of ADRCs.
- The multidisciplinary TCC Team works with the Anthem (2017) and Medical Mutual of Ohio's Medicare Advantage Members (2018) Transition Programs. The primary objective is to reduce our Member's readmissions by providing coaching and education to make better choices about their health while offering WRAAA resources to ensure a successful transition after a hospitalization or skilled nursing facility stay.
  - Completed **807** Home Visits
  - Overall, the Transition Care Coordination Program achieved a Satisfaction Score of 98%.
- Understanding that building community is the heartbeat of our work, WRAAA sponsored a community-wide program honoring the memory and legacy of Rev. Martin Luther King, Jr. At the commemoration, Rev. Dr. Otis Moss, Jr. delivered a message of hope, perseverance and resilience.
- Legacy of Caring 17<sup>th</sup> Annual Recognition Event – Praise and awards were given to paraprofessionals honoring their dedication and compassion given to consumers.
- WRAAA Turkey Giveaway – Distributed **3,500** turkeys to food insecure families in partnership with MetroHealth Medical System, Dave's Supermarket, The Greater Cleveland Food Bank and St. Luke's foundation.
- Several Aging and Disability Resource Center team members became **AIRS** (Alliance of Information and Referral Specialists) **Certified** allowing WRAAA to provide the community with an elevated level of knowledge and skillset.
- Hosted 2019 Annual AGINGWell conference, AGEISM: Reframing the Narrative. This regional, educational opportunity was presented to **500** professionals who serve older adults and individuals with disabilities.

## FUNDING

The WRAAA administers a wide variety of federal state, local and private funds that support community-based programs and services.

Major funding sources include the federal Older Americans Act; the federal/state Medicaid Program; and the State General Fund. These funds are distributed by the federal Administration on Aging (AOA); the Ohio Department of Job and Family Services (ODJFS) and the Ohio Department of Aging (ODA).

In 2019, the WRAAA worked directly with three Managed Care Organizations in the MyCare Ohio program and the Ohio Home Care Waiver Program. For work in these programs, WRAAA is paid directly.

## STATEMENT OF ACTIVITIES Year Ended December 31, 2019

	2019		
	Without Donor Restrictions	With Donor Restrictions	Total
<b>REVENUE</b>			
Older Americans Act	\$ 8,571,083		\$ 8,571,083
Nutrition Services Incentive Program	538,742		538,742
Other federal grants	337,688		337,688
State of Ohio programs	2,574,072		2,574,072
PASSPORT and Assisted Living programs	39,190,228		39,190,228
Consumer co-payments	864,706		864,706
Fees for service	16,808,551		16,808,551
Other grants and revenue	663,766	\$ 53,658	717,424
Net assets released from restriction	57,974	(57,974)	
	<u>69,606,810</u>	<u>(4,316)</u>	<u>69,602,494</u>
<b>EXPENSES</b>			
Program services	63,778,011		63,778,011
Management and general	5,345,453		5,345,453
	<u>69,123,464</u>		<u>69,123,464</u>
<b>CHANGE IN NET ASSETS</b>	483,346	(4,316)	479,030
<b>NET ASSETS - BEGINNING OF YEAR</b>	5,250,320	32,452	5,282,772
<b>NET ASSETS - END OF YEAR</b>	<u>\$ 5,733,666</u>	<u>\$ 28,136</u>	<u>\$ 5,761,802</u>



Western Reserve Area Agency on Aging  
1700 East 13th Street, Suite 114 • Cleveland, Ohio 44114  
216.621.0303 • 1.800.626.7277 • www.areaagingsolutions.org

### 2019 Board of Trustees

Tom G. Thacker II, J.D., *President*  
Andrew Jackson, *Vice President*  
Michael Matasich, *Treasurer*  
Sam Thomas III, ESQ, *Secretary*  
Robert Royer, Jr. *Past President*  
Tayloria Anderson, *Member-At-Large*  
Rita Andolsen, *Member-At-Large*  
Flossie L. Brisker, *Member-At-Large*  
James W. Campbell, M.D., *Member-At-Large*  
Carol O. Dayton, *Cuyahoga County*  
Richard Doerr, *Geauga County*  
Shawn Douglas, *Lake County*  
Mary Lou Golski, *Lorain County*  
Kelly Hrabak, *Member-At-Large*  
Andrew Jackson, *Member-At-Large*  
Edward McKinney, Ph.D., *Member-At-Large*  
Harvey Shankman, *Member-At-Large*  
Paulette McMonagle, *Member-At-Large*  
Geraldine Fineberg-Siegal, *Member-At-Large*  
William Zafirau, M.D., *Member-At-Large*  
Gerald Chattman Esq, *Counsel to the Board*

### Honorary Lifetime Trustees

Georgia Anetzberger, Ph.D.  
Ellen Cantor  
William B. Leahy, Esq.  
Eleanor Steigman  
Helene Stone

### 2019 Five County Advisory Council

Robert Royer, Jr., *Chair, Member-At-Large*  
Frank Weglarz, *Vice-Chair, Lake County Representative*  
Sue Randall-Alexander, *Nominating Chair, Member-At-Large*  
Paulette McMonagle, *Chair Emerita*  
Amy Anderson, *Lorain County Representative*  
Ann Benninger, *Medina County Representative*  
Jeanna Davis, *Member-At-Large*  
Richard Doerr, *Geauga County Representative*  
Sheila Dunn, *Member-At-Large*  
Earlene Johnson, *Member-At-Large*  
Eric Martin, *Cuyahoga County Representative*  
George Martin, *Member-At-Large*  
Leanne Mazey, *Member-At-Large*  
Janet Montoya, *Member-At-Large*  
JoAnn Neal, *Member-At-Large*  
Richard Piraino, *Geauga County Representative*  
Jackie Smith, *Member-At-Large*  
Geza Varhegyi, *Ph.D., Member-At-Large*  
Janette Zurilla, *Member-At-Large*

### 2019 Corporate Donors

Alert Care  
Anthem Blue Cross Blue Shield Foundation  
Benjamin Rose Institute on Aging  
Buckeye Health Plan  
Cleveland Foundation  
Cuyahoga County Division of Senior and Adult Services  
Epilepsy Foundation of America  
Global Meals  
Graceful Living Gilcrest Center  
Guardian Medical Monitoring  
Lifelong Transportation Services, LLC.  
Lorain Family Foundation  
Loving Care Home Health Agency  
Medical Mutual  
MSAB Park Creek Center  
Samaritan Home Health  
Ohio Department of Insurance/OSHIIP  
Oak Street Health  
ProMedica  
The Center for Community Solutions  
The MetroHealth System  
12<sup>th</sup> Street Florist