



## ***Dear Partner in Serving Our Elders:***

Albert Einstein once said: “The world as we have created it is a process of our thinking. It cannot be changed without changing our thinking.” Here in the Department of Aging, we are able to support and promote deep system change because we are thinking about older adults in new ways and through a new lens. Everything we do, day-in and day-out, is in support of a new vision of elderhood that was articulated so well by Barry Barkan, a national leader in long-term care culture change:



*An elder is a person who is still growing, still a learner, still with potential and whose life continues to have within it, promise for, and connection to the future.*

*An elder is still in pursuit of happiness, joy and pleasure, and her or his birthright to these remains intact.*

*Moreover, an elder is a person who deserves respect and honor and whose work it is to synthesize wisdom from long life experience and formulate this into a legacy for future generations.*

There remains a pervasive, declinist view of aging in society, but we are beginning to change those attitudes in Ohio. It is our mission to ensure that elders are respected as vital members who continue to grow, thrive and contribute. It is our duty as the state unit on aging to ensure that our Golden Buckeyes have access to the opportunities and resources they need to unleash their power.

Innovation is key; we cannot fully meet our elders’ needs by simply doing the same things better. This is why right now is such an exciting time to be a part of Ohio’s aging network. As you will see in this report, Ohio is blazing new trails to create a better future for all Ohioans, and the nation is taking notice.

We appreciate the opportunities we have been afforded this year to serve our elders and our state. We look forward to continuing our work on their behalf in the years ahead.

A handwritten signature in black ink that reads "Bonnie K. Burman".

**Bonnie K. Burman**  
Director

***By 2020, Ohio's 60-plus population is projected to increase by 30 percent.***

*(Scripps Gerontology Center, July 2013)*

Over the past biennium, the Ohio Department of Aging began transforming the state's approach to preparing for our growing and changing aging population. Both the SFY 2012-2013 biennium budget and the SFY 2013 mid-biennium budget review bills passed by the legislature gave the Department powerful tools to begin to "turn the ship" and make the best use of public funds to serve our elders in ways that were both cost-effective for the state and responsive to the needs and preferences of our citizens.

We continue to work toward the ultimate outcome identified in our strategic plan: that ***Ohio will be on the leading edge of innovation and responsiveness to the growing and changing aging population.*** As a solutions agency, we have taken the lead in Ohio in demanding both accountability and quality in long-term services and supports, as well as in all other programs for older adults. As we work with local, state and national partners, we model the behaviors we expect from them: high performance, efficiency, clear and measurable goals, attention to outcomes and impact, and a person-centered approach. Organizational efficiency and effectiveness are possible only when there is a deliberate focus on strategic intent.

According to data from the Scripps Gerontology Center, in less than seven years (by 2020), our population of adults age 60 or older will grow by 30 percent, and 50 percent by 2040. Ohio has the seventh largest 60-plus population in the nation. Simply meeting the needs of this population will not suffice. To thrive as a state, we must unleash the power of our elders – our Golden Buckeyes – to the benefit of all Ohio, while we meet their needs and expectations when care and support are required. To achieve this, we have intensified our laser focus on prevention and the economic importance of helping elders remain vital, contributing members of society. Further, we continue to foster a high-quality, person-centered and coordinated care system that will meet the needs of our elders and our neighbors with disabilities as their abilities change.

Ohio was one of four states awarded Systems Integration grant funds from the Administration for Community Living. The three-year, \$3.2 million initiative will ensure that older adults, individuals with disabilities and family caregivers have access to a system of person-centered services that can help them remain independent and healthy in the community. In SFY 2013, as we moved into year two of the project, the grant was core to much of our work, but particularly efforts to:

- Improve care transitions between hospitals and home;
- Expand evidence-based prevention and disease self-management interventions;
- Integrate elder-abuse prevention into the Integrated Care Delivery System;
- Expand caregiver respite services; and
- Streamline access to services and ensure program sustainability.

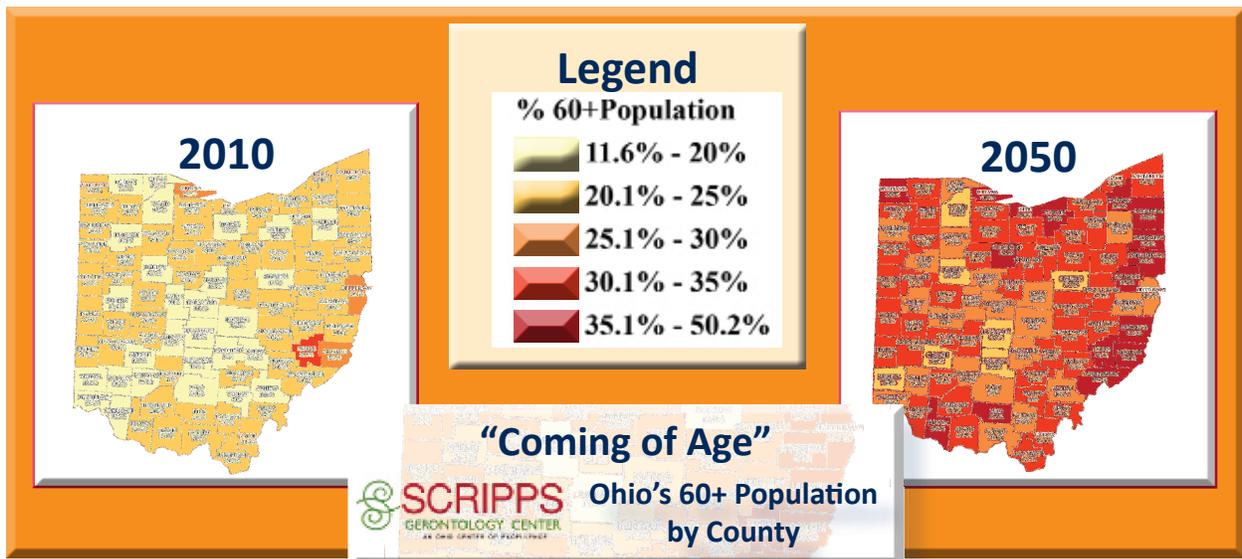
This report presents selected accomplishments from SFY 2013 that demonstrate not only continued progress toward each of the seven goals identified in the Department of Aging's strategic plan and the broad scope of our work, but also the initiatives that further the agency's and the administration's goals for Ohio.

## Goals

1. Elders are respected as vital members of society who continue to grow, thrive and contribute.
2. All state agencies and communities integrate aging needs into their plans and services.
3. Ohioans maintain quality of life and independence by taking preventive measures and maintaining their health throughout the lifespan.
4. Ohio's system of long-term services and supports reflects a balance between facility-based and home- and community- based services.
5. Aging Ohioans access a wide array of high-quality services and supports that are person-centered in policy and practice and well-coordinated.
6. Ohioans and their caregivers make informed decisions as they age.
7. Policy makers and taxpayers see the Department as a responsible and innovative steward of resources.

## Ultimate Outcome

Ohio is on the leading edge of innovation and responsiveness to the growing and changing aging population.



**1. ELDERS ARE RESPECTED AS VITAL MEMBERS OF SOCIETY WHO CONTINUE TO GROW, THRIVE AND CONTRIBUTE.**

Nearly 2.4 million residents age 60 and older and another two million baby boomers call Ohio home. Imagine the possibilities when we fully unleash the power of these “Golden Buckeyes” to strengthen our communities and improve the quality of life and living for our families and our neighbors. With more than one out of four Ohioans projected to be age 60 or older by 2030, a great opportunity exists to engage older Ohioans in service to meet critical community needs. To keep Ohio on the leading edge of innovation and be responsive to our growing and changing aging population, the Ohio Department of Aging is helping all Ohioans age successfully and encouraging them to be inspired by their age, not defined by it.

**Ensuring Elders’ Role in Ohio’s Workforce**

Ongoing workforce demographic changes present Ohio with both challenges and opportunities. A rapid increase in the older population will have major social and economic consequences at the local, state, national, and even global levels. Through 2018, Ohio will see a substantial decrease in a prime working age group, those ages 45 to 54. The 25-to-34 age group is expected to grow, but not enough to offset the decline. **As the 55 and older cohort increases, workers from this age group may be needed to fill shortages.** The Department of Aging recognizes that our elders have talents and skills to offer that will help us to achieve our statewide goals. It is not enough to offer basic computer skills and similar training; older workers will need a variety of personal and occupational skills to help Ohio employers compete in a global economy.

In SFY 2013, the Department of Aging worked with the Office of Workforce Transformation to include the Senior Community Service Employment Program (SCSEP) in Ohio’s Integrated Workforce Plan for program years 2012-2016. **SCSEP is a paid community service and work-**

**based program for income eligible job seekers age 55 and older.** The program provides service-based training at local non-profit organizations. SCSEP participants provide 20 community service hours per week to prepare themselves for unsubsidized employment. The Department of Aging collaborates with SCSEP providers across the state to promote overall system changes that help participants and all older workers continue to grow, thrive, and contribute to Ohio's economy and workforce.

In the spring of 2013, the Department of Aging collaborated with researchers at Scripps Gerontology Center at Miami University and a SCSEP Provider (Mature Services, Inc.) to develop strategies to use SCSEP to support another important state initiative. The HOME Choice program helps older adults and adults with disabilities move from institutional to home- and community-based settings. **SCSEP participants will help HOME Choice care transitions coordinators at regional long-term care ombudsman programs** by researching and locating options for affordable and safe housing and helping make post-transition contacts with HOME Choice participants. This initiative is being piloted in southern Ohio and will then be made available statewide with the objective of increasing the number of safe and successful community transitions.

### Engaging Golden Buckeyes as Tutors and Mentors

The ability to read is the foundation for learning. Students who are not reading at a third grade level by the end of grade three likely will have trouble learning in all classroom subjects in higher grades. Developed in Ohio, **Project MORE (Mentoring in Ohio for Reading Excellence) is an evidence-based volunteer reading mentoring program that significantly increases the reading levels of students with disabilities on both informal and standardized reading assessments.** In the spring of

2013, The Department of Aging partnered with the Ohio Department of Education to launch a pilot initiative connecting Project MORE with elders in the Retired Senior Volunteer Program (RSVP). RSVP, directed through Senior Corps and the Corporation for National and Community Service, is one of the nation's largest volunteer networks and provides people age 55 and older with opportunities to share their talents and skills in their communities. By linking these two programs, we help schools make sure that students are on track for reading success. The partnership also promotes intergenerational relationships and gives Golden Buckeyes the opportunity to teach children their secrets for living long, healthy lives, as well as the importance of giving back to the community. The pilot included partnerships with five RSVP project sites and will be expanded statewide in fall 2013.

***“RSVP is one of the nation’s largest volunteer networks and provides people age 55 and older with opportunities to share their talents and skills in their communities.”***

## Preserving the Legacy of our Elders

The Second World War forever changed America; it challenged the nation and the world in ways that today's young people may never experience. ***It remains critical that we learn from the generations that preceded us so that their lessons can help guide us into a better future.*** During the summer of 2012, the Department of Aging partnered with the Ohio Department of Veterans Services to collect stories about the World War II era from veterans, as well as those who held steady on the home front. The project was a follow-up to the Department of Aging's successful Great Depression Story Project and aimed to preserve our elders' memories so that all Ohioans can benefit from their experiences. We received submissions from nearly 300 individuals, representing 50 Ohio counties and beyond. The average age of the authors was 83. To date, more than 130 of these stories have been shared on our website and covered by media throughout the state.

## **2. ALL STATE AGENCIES AND COMMUNITIES INTEGRATE AGING NEEDS INTO THEIR PLANS AND SERVICES.**

As elders become a greater portion of Ohio's population, communities are beginning to realize that aging is everybody's business. The Department of Aging has positioned itself as a leader for addressing the needs and cultivating the opportunities that come with an aging society. In addition to encouraging all Ohioans to be Golden Buckeyes, we are providing support and resources to help Ohio's neighborhoods become Golden Buckeye Communities that employ emerging best practices to make their communities elder-friendly and more livable for all. To support these communities' efforts, we are working with nearly every one of our state agency partners to ensure that they consider both the needs and the skills of our aging population as they develop programs and services.

## Helping Aging Ex-offenders Re-enter the Community

Nearly 15 percent of inmates in institutions operated by the Ohio Department of Rehabilitation and Correction (ODRC) are age 50 or older. ***Older inmates have special needs while they are incarcerated (such as health care), as well as when they re-enter into society (such as finding employment and re-integrating into the community).*** The Department of Aging has partnered with ODRC and the Ohio Ex-Offender Reentry Coalition to implement strategies in the Coalition's five-year plan that support the needs of ex-offenders returning to the community. These strategies focus on cross-training professionals in the aging, corrections and reentry networks and streamlining access to aging network programs, such as employment assistance and healthy lifestyle education. In addition, aging network professionals are providing technical assistance to ODRC as they plan for an increasingly older population.

## Fostering Person-Centered Nursing Home Design

Most older Ohioans would prefer to receive care in their own homes. When that isn't feasible, ***care that is person-centered and delivered in a home-like environment has been found to be the most effective.*** The Department of Aging collaborated with the State Fire Marshal, the Ohio Department of Health and the Ohio Department of Commerce to amend state rules regarding the design of nursing homes. The revised Building Code rules adopted on March 1, 2013, allow owners to adapt nursing homes to be more like home and to support resident needs. Provisions allow residents to rest as they move about their home so walking is supported and time in wheelchairs is reduced. Fireplaces, open kitchens and personalized rooms reduce the institutional feel of nursing homes. In addition to better health outcomes for residents, a more home-like environment leads to improved job satisfaction for facility staff.

## Building an Infrastructure for Education and Training

Education and training are key for adults of any age to attain and retain meaningful employment in a competitive workplace. To help the University System of Ohio ***more consistently support older learners and cultivate the workforce and technology needed for growth in an aging population,*** the Chancellor of the Ohio Board of Regents, in cooperation with the Department of Aging and the Ohio Association of Gerontology and Education, formed the Aging and Higher Education Advisory Committee. This committee identified and is working with partners to implement recommendations in three areas:

- Increasing degree and certificate completion among older adults;
- Creating a workforce for an aging society; and
- Executing research commercialization to promote opportunities and strategies that will help Ohio directly prepare for future demographic changes.

## Fostering a Multidisciplinary Focus on Aging

The Department of Aging partnered with the Ohio Association of Gerontology and Education (OAGE) to form the Ohio Internships in Aging Program. OAGE is an association of educators, researchers, professionals and students committed to gerontological education. The organization is a resource for research and practice, and provides professional development for students, faculty and professionals. The Ohio Internships in Aging Program provides interns with the opportunity to learn about and contribute to policy-making, establish career-long professional contacts and gain valuable career knowledge and skills in the field of aging. ***The development of a single statewide internship program devoted to serving Ohio's Golden Buckeyes helps create a better integrated and more educated aging network.*** In the pilot program, 10 interns from various colleges and universities in Ohio worked with organizations that serve older adults to support initiatives and priorities of the Department of Aging. This fall, the program will open to students of all academic backgrounds.

## Helping Golden Buckeyes Enjoy a Happier, Safer Summer

The Ohio Exposition Center hosts more than 150 events each year, including the Ohio State Fair, which attracted more than 840,000 visitors in 2012. According to Expo Center estimates, approximately 31 percent of visitors to the State Fair are age 50 or older, a number that is expected to climb as our population ages. The Department of Aging collaborated with the Expo Center and fair management to provide a thorough evaluation of the 2012 Ohio State Fair and suggest ways to improve the fair experience for all visitors. A team of volunteer assessors from the aging network, university gerontology programs and community resources offered recommendations for signage, seating, shade, restrooms, accommodations and more to create a ***better and safer experience for older and younger fairgoers alike***. Many of the group's recommendations were included in the planning for the 2013 Ohio State Fair, including more and clearer signage, more shade and seating areas, increased availability of shuttles and fewer obstacles that can contribute to falls.

In addition, the Department created a Friend and Family Finder tool that was added to fairground maps, and developed a tip sheet for vendors and State Highway Patrol troopers to help them more effectively assist older adults who appear to need help. Expanding on this partnership, the Department released a Summer Fun and Safety Toolkit that helps all Ohioans plan safe visits to any of Ohio's summer fairs, festivals and vacation destinations.

### ***3. OHIOANS MAINTAIN QUALITY OF LIFE AND INDEPENDENCE BY TAKING PREVENTIVE MEASURES AND MAINTAINING THEIR HEALTH THROUGHOUT THE LIFESPAN.***

A true Golden Buckeye is not defined by his or her age, but inspired by it. Being a Golden Buckeye includes eating well and exercising, effectively managing medical conditions and taking steps to prevent falls and fall-related injuries. By making healthy choices, Golden Buckeyes not only improve their own health and wellness, but also serve as role models for younger generations (and future Golden Buckeyes). Choices we make in our youth, or even our childhood can impact our health and wellness later in life, so the journey to being a Golden Buckeye spans a lifetime.

## Helping All Ohioans Make Healthy Choices

Nearly three out of four people over age 65 have multiple chronic conditions, and the likelihood rises with age. ***Multiple conditions often means multiple doctors and treatments which, if not managed properly, can lead to negative health outcomes.*** Over the past five years, the Department of Aging, Ohio Department of Health and our aging and public health network partners have developed a training infrastructure to make available Healthy U evidence-based chronic disease and diabetes self-management programs across the state of Ohio. Healthy U is a six-week workshop that teaches strategies for managing chronic disease symptoms and

treatments, communicating with health professionals and more. The program uses lay leaders rather than medical experts to foster a collaborative environment in which participants help each other develop and achieve health goals.

**Research shows that these programs yield improved outcomes for participants and Ohio taxpayers**, including improved compliance, better disease outcomes and a positive per-patient return on investment. Through funding from the Administration for Community Living, Ohio exceeded its goal for successful program completions by 50 percent, serving nearly 4,500 Ohioans. Recently, Healthy U offerings were expanded to include Pain Management workshops. The Department of Aging has partnered with targeted agencies and organizations to make Healthy U available to their constituents, including:

*“Since 2010, Ohio has exceeded its goal for successful Healthy U program completions by 50 percent, serving nearly 4,500 Ohioans during the funding period.”*

- Ohio’s VA Medical Centers;
- Ohio Public Employees Retirement System;
- Ohio Association of Second Harvest Food Banks (Ohio Benefit Bank);
- Ohio Rehabilitation Services Commission;
- Ohio Commission of Minority Health;
- Ohio Department of Mental Health and Addiction Services (Ohio Medicaid Health Homes for individuals with serious and persistent mental illness); and
- Ohio Department of Rehabilitation and Correction (Mansfield, London, Orient, Columbus, Marysville and Chillicothe correctional institutions).

In addition, the Department of Health included Healthy U as a key component of the State Health Improvement Plan, and the Ohio Patient-Centered Primary Care Collaborative’s Patient Engagement Learning Center has endorsed the program. The Department of Aging continues to work with our state partners and area agencies on aging and their local partners to **leverage resources to ensure that we have capacity to meet the increasing demand for Healthy U and other evidence-based prevention and disease self-management interventions**, as well as develop a companion initiative focused on preventing falls.

## Protecting Our Elders in Extreme Conditions

SFY 2013 began with extreme weather conditions. Volatile storms, coupled with 100-degree temperatures throughout the state endangered many elders. Older adults are at increased risk from extreme conditions like heat and heat-related illness. Power outages caused by severe weather can limit access to nutrition and medication as well as medical help. To **help coordinate and serve the urgent needs of our citizens in extreme conditions**, the Department of Aging partnered with Ohio EMA, the Ohio Board of Regents and the Ohio National Guard. College students and faculty were recruited for a “Knock and Talk” effort to help provide wellness

assessments for those likely to be at risk, as well as a meal delivery campaign. The Department of Aging also teamed with the Ohio Department of Health and Ohio EMA to design a statewide “check on your neighbor” campaign and toolkit that built upon the Knock and Talk materials and included tips on communicating with someone who may be impaired due to age, disease, weather conditions or other factors. As similar severe weather events happened in the winter and spring, the agencies continued to adapt, promote and utilize the toolkit’s messages and information, which are being replicated in other venues.

#### **4. OHIO’S SYSTEM OF LONG-TERM SERVICES AND SUPPORTS REFLECTS A BALANCE BETWEEN FACILITY-BASED AND HOME- AND COMMUNITY-BASED SERVICES.**

The Governor’s Office of Health Transformation is working to “rebalance” Medicaid spending toward less expensive and more consumer-preferred home- and community-based long-term services and supports. The ultimate goal is for Ohio’s elders and people with disabilities to live with dignity in the settings they prefer - especially their own homes - instead of higher-cost settings like nursing homes. According to the Scripps Gerontology Center at Miami University, Ohio has made substantial progress in achieving balance in its Medicaid-funded system of long-term services and supports. In the last two decades Ohio has gone from serving more than 9 out of 10 older people with severe disability in a nursing home to now serving 4.5 out of 10 in home- and community-based settings. The Ohio Department of Aging fully supports this initiative, not just because it helps ensure a higher quality of life and independence for more Ohioans, but also because it makes good fiscal sense.

#### **Supporting an Integrated Care Delivery System**

According to the Governor’s Office of Health Transformation, approximately 182,000 Ohioans are covered by both Medicare and Medicaid. Since these programs are designed and managed separately, services provided to those eligible for both is often poorly coordinated. This can lead to a diminished quality of care for the individual and higher costs to the Medicaid system. Ohio’s vision for the Integrated Care Delivery System (ICDS) demonstration is to **provide comprehensive services, including long-term services and supports, to Medicare-Medicaid enrollees** through the creation of a 1915(b)(c) home- and community-based services waiver. Approximately 37,000 Ohioans will participate in the ICDS waiver in the first year, the majority of whom will transfer from the Department of Aging’s waiver programs. The Department has partnered with the Ohio Department of Medicaid throughout the ICDS waiver design phase and will continue to focus on implementation strategies that **empower individuals to achieve their health goals, maximize their independence and live in the settings of their choice**. As a result, we will continue to provide services in the most efficient and effective ways possible. An important component of the ICDS is the integration of the Office of the State Long-term Care Ombudsman to serve as the advocate for consumers who need assistance working through the

delivery system and have problems that need resolution. Abuse screening and referral protocols also will be available to care managers in order to prevent abuse, neglect and exploitation.

## Serving Veterans with Dementia

Many veterans being served in the Veterans Administration medical system have some type of dementia. In March 2013, Partners in Dementia Care (PDC): A Dementia Capable System of Care for Ohio Veterans and their Caregivers enrolled its first participants. This initiative, funded by the federal Administration for Community Living's Systems Integration Grant, establishes

*“Sites in Cleveland and Akron are implementing the partnership model and have begun to deliver PDC care coordination to 200 veterans and their family caregivers.”*

a formal working partnership between VA Medical Centers and community service organizations. The evidence-based care coordination program creates an **integrated system of care that includes primary and specialty health care services from the VA and the full range of community-based health, social and support services from the aging services network**. Sites in Cleveland and Akron are implementing the partnership model and have begun to deliver PDC care coordination to 200 veterans and their family caregivers. The Department of Aging's partners include: the Benjamin Rose Institute on Aging, Western Reserve Area Agency on Aging, East Ohio Alzheimer's Association Chapter and the Cleveland VA Medical Center.

## Strengthening Ohio's Respite Care Network

Successful caregiving depends on caregivers tending to their own health, emotional and social needs while they tend to the needs of a loved one. Seventeen percent of family caregivers provide 40 hours or more of care a week, according to a study by the National Alliance for Caregiving and AARP. Respite care provides caregivers much-needed relief. Since 2011, the Department of Aging has partnered with the Ohio Respite Coalition, Ohio Family and Children First Cabinet Council, Ohio's Aging and Disability Resource Network and other research and evaluation organizations to **develop and unite current respite programs, services and resources available to families and caregivers of older adults and children and adults with disabilities**. In year two of the three-year, \$200,000 Lifespan Respite Care Program grant from the Administration on Aging, the Ohio Respite Coalition and grant partners held a statewide respite summit at the Ohio Statehouse to connect caregivers, stakeholders, providers, government officials and legislators. The Department of Aging also participated in regional respite summits in Youngstown and Toledo, and collected information about respite programs and services offered by various state-level partners in order to identify areas currently lacking respite services and develop appropriate services for caregivers of individuals of any age with special needs.

## 5. AGING OHIOANS ACCESS A WIDE ARRAY OF HIGH-QUALITY SERVICES AND SUPPORTS THAT ARE PERSON-CENTERED IN POLICY AND PRACTICE AND WELL-COORDINATED.

Person-centered care is a relationship-based approach to long-term care that respects the voices of our elders and those working closest with them. It involves a *continuing process of listening and trying new things in order to individualize care and improve quality of life for consumers*. The Department of Aging and state partners have embraced a multi-pronged approach to support consumers while we create consumer demand for high quality care and caring. As we are teaching consumers to expect excellence, we are providing technical assistance to providers to help them see that person-centered approaches are more efficient and cost-effective ways of meeting their consumers' changing needs.

### Raising the Bar for Nursing Home Quality

Working closely with the Governor's Office of Health Transformation, the Department of Aging provided leadership in SFY 2013 toward the development of initiatives in the state budget for the next biennium to continue efforts to improve long-term care quality. Two accountability measures for which nursing homes receive incentive payments under a reimbursement structure introduced in SFY 2012, are slated to become minimum licensure requirements in SFY 2016. Selected nursing home plans of correction will be subject to further review for analysis of underlying causes, which should result in sustained correction. The Nursing Home Quality Initiative has been established at the Department of Aging to *coordinate resources and technical assistance to nursing homes engaging in approved quality improvement projects that have demonstrated improved consumer experiences*. Finally, an examination of the role of the Board of Examiners of Nursing Home Administrators led to expansion of the scope and authority of the board to include all long-term care settings.

*"The Department of Aging provided leadership in the development of initiatives in the state budget to continue efforts to improve long-term care quality."*

### Advocating for Consumers in Long-term Settings

The Office of the State Long-term Care Ombudsman is an independent arm of the Department of Aging that coordinates twelve regional ombudsman programs, which seek resolution of problems and advocate for the rights of home care consumers and residents of long-term care facilities. *Ohio's ombudsman program is viewed as a national leader in person-centered care advocacy*. In SFY 2013, ombudsmen closed 9,134 complaints and resolved or helped consumers to resolve 84 percent of these complaints. Empowerment of consumers is a priority and respects the self-determination of the individual.

## Creating Better Lives for Long-term Care Consumers

The Department of Aging and the Office of the State Long-term Care Ombudsman worked with state agency partners and the Ohio General Assembly to effect the first increase to the personal needs allowance for Medicaid-funded nursing home residents since 1997. ***The personal needs allowance is an amount of money a resident can use from their income for individual needs not covered by Medicaid*** (e.g., stationery for communicating with family, telephone service, etc.). The biennium budget passed in SFY 2013 provides for a \$5 increase to the monthly allowance in each year, raising the personal needs allowance from \$40 to \$50 per month by the end of the biennium.

## Protecting Consumers from Criminal Activity

As we strive to help more Ohioans receive the care they need in the settings they prefer, ***ensuring that care is provided in a responsible and dependable manner is crucial***. The Department of Aging collaborated with the Governor's Office of Health Transformation, the Office of the Attorney General and other state agencies to refer legislation to the General Assembly and to adopt rules that protect seniors who receive home- and community-based services. New provisions closed gaps in the law, established consistent hiring standards across all state-administered programs and created opportunities for Ohioans with criminal records but no propensity for criminal activity to obtain employment. The Department of Aging offered technical assistance to providers through seminars, webinars and regular communications. Further reforms helped simplify the law and implement requirements associated with a federal grant to enhance the criminal records check system.

***"As we strive to help more Ohioans receive the care they need in the settings they prefer, ensuring that care is provided in a responsible and dependable manner is crucial."***

## Ensuring a Dementia Capable Ohio

By 2025, the number of Ohioans with Alzheimer's disease is expected to increase by 25 percent. The Department of Aging partnered with the Ohio Council of Alzheimer's Associations to support specific activities in a jointly-created dementia capable plan. The Administration for Community Living's Systems Integration Grant funds are targeted to test training modules designed to ***increase the ability of case managers to assist caregivers as they manage behavioral symptoms that accompany Alzheimer's*** and to support outreach by the Alzheimer's Association chapters for the Alzheimer's Early Detection Alliance. The state's dementia capable plan also includes activities identified by the Council's member organizations and joint efforts to increase awareness of Alzheimer's disease.

## **6. OHIOANS AND THEIR CAREGIVERS MAKE INFORMED DECISIONS AS THEY AGE.**

At the core of our person-centered focus is consumer choice. Consumers have the right to choose the types of care they receive, from whom and in what settings. ***In order for true choice to be possible, consumers and their families must be aware of all the services, benefits and resources available to them.*** Informed choice promotes health and wellness and allows consumers to remain in their homes and age in place. Initiatives begun or continued in SFY 2013 ensure that consumers have easy access to information that is presented in ways that empower them to make choices that work best for their individual situations and preferences.

### **Enhancing the Long-term Care Consumer Guide**

***“Providers now can indicate who they serve, their rates and services. Users will be able to learn more about each home as they look for housing for themselves or a loved one.”***

For more than 10 years, Ohio’s Long-term Care Consumer Guide has provided consumers and their families valuable information about the services, staffing and regulatory compliance of nursing homes and assisted living facilities. During SFY 2013, the Department of Aging collaborated with the HOME Choice program and the Ohio Department of Mental Health and Addiction Services to revamp and expand the website to offer users more resources. The improved tool will launch in August 2013 and ***feature residential facilities, including residential treatment facilities and adult care facilities, in addition to nursing homes and assisted living facilities.*** Through a partnership with the Ohio Chapter of the National Alliance on Mental Illness (NAMI), the group surveyed all residential facilities to learn more about

their services, features, policies and community resources. Providers now can indicate who they serve, their rates and services. Users will be able to learn more about each home as they look for housing for themselves or a loved one. HOME Choice qualified residences will be more clearly identified for those seeking less institutional housing. Separately, the Department of Aging worked with provider and consumer representatives and agency partners to add descriptive language for services facilities offer, and included a form facilities will use to verify that they offer the services as declared.

### **Facilitating Access to Benefits for Low-income Consumers**

Many Ohioans are forced to make tough decisions every day between paying bills, buying food or accessing medical care. The Ohio Benefit Bank makes it simpler for Ohioans to connect with programs and resources that can help them get by on limited incomes. The Department of Aging collaborated with the Ohio Association of Foodbanks to expand the Benefit Bank to connect users to Healthy U, a free program administered by the Department of Aging and

the Ohio Department of Health that helps adults of all ages manage chronic conditions and achieve better health outcomes. The Department of Aging is working with the Ohio Emergency Management Agency, Ohio Respite Council, Ohio Department of Veterans Services and the area agencies on aging to identify additional opportunities to add to the Benefit Bank to support the needs of older adults and individuals with disabilities, including caregiver and respite referrals, disaster preparedness support and Veterans Services referrals.

In the fall of 2012, the Department of Aging completed its work as the administrator of a grant from the Administration for Community Living to **educate low-income Ohioans about federal benefits for which they may qualify**. Working with the Ohio Senior Health Insurance Information Program, staff at Ohio's area agencies on aging targeted hard-to-reach consumers and helped them enroll in the Medicare Part D Low-income Subsidy, Medicare Savings Programs and other public benefits. Over the life of the Medicare Improvements for Patients and Providers Act grant, the aging network completed more than 18,000 applications with an estimated value of benefits to needy Ohioans of more than \$47 million.

### ***Providing Consistent Assessment and Care Planning***

Two years ago the Centers for Medicare & Medicaid Services launched the Balancing Incentive Program to help states increase access to home- and community-based services and supports. Ohio applied to the program and was approved in spring 2013. The Department of Aging has

*“Partner agencies are developing a universal assessment tool that will ensure that services received meet our consumers’ needs, are compatible with aging network programs and are supported by Systems Integration funding.”*

worked with the Ohio Department of Medicaid, Ohio Department of Developmental Disabilities and the Ohio Department of Mental Health and Addiction Services to **design an intake process for Medicaid waiver programs that is built on the local level and that will ensure a consistent experience, regardless of system**. The partner agencies are developing a universal assessment tool that will help consumers with care planning. The tool will ensure that services received meet our consumers’ needs, are compatible with aging network programs and infrastructure, and are supported by initiatives funded by the Administration on Community Living’s Systems Integration Grant.

### **Expanding Access to Affordable Prescription Drugs**

Ohio’s Best Rx, a free, state-endorsed prescription drug discount program available to seniors and other qualifying low-income families and individuals, expanded in mid-2012 to serve all Ohio residents, regardless of age or income. There are no waiting periods to receive the card and no membership fees. Ohioans age 60-plus, as well as adults age 18-59 with disabilities, have access to Ohio’s Best Rx as a benefit with their Golden Buckeye Card. Any other Ohioan,

regardless of age or disability, can sign up for Ohio’s Best Rx instantly online, by phone or via text message. Ohio’s Best Rx is administered by Envision Pharmaceutical Services through a no-cost, public-private partnership with the Department of Aging. Envision’s pharmacy benefits manager secures discounts on prescription drugs and passes those savings on to customers. Since the program’s expansion, nearly 7,000 additional prescriptions have been filled, at a savings of \$333,758. **Overall, more than 1.4 million Ohioans have filled more than 4.2 million prescriptions and saved over \$71 million since the program started in 2004.**

## **7. POLICY MAKERS AND TAXPAYERS SEE THE DEPARTMENT OF AGING AS A RESPONSIBLE AND INNOVATIVE STEWARD OF RESOURCES.**

During the past biennium, the Department underwent a comprehensive restructuring to improve its effectiveness and strengthen its focus on promoting and providing quality, person-centered care and encouraging all Ohioans to take an active role in maintaining their health and preventing chronic disease that can lead to disability. **We remain committed to constantly reassessing and responding to our citizens’ changing priorities, regardless of funding stream.** This ability to be “nimble and quick” is key, since older adults may go through a number of physical, cognitive and emotional transitions as they age.

***“The ability to be ‘nimble and quick’ is key, since older adults may go through a number of physical, cognitive and emotional transitions as they age.”***

### **Building a High-quality Aging Network**

We continue to foster a high-quality, person-centered and coordinated care system that will meet the needs of our elders and our neighbors with disabilities as their needs change, and we are incentivizing partners to operate in a way that supports Ohio’s needs and policy priorities. The Department of Aging worked with the PASSPORT administrative agencies to further **develop outcome-based quality incentives to improve effectiveness and increase operational efficiencies.** A portion of each administrative agency’s operational budget was set aside as incentive for achieving target outcomes, including: increased access to community-based long-term services and supports, increased transitions from nursing homes to community settings and decreased disenrollment from community programs into nursing homes.

### **Ensuring a Robust Provider Environment**

A robust provider network is crucial to providing consumers with real choices in the type of care they receive and where they receive it. The Department of Aging collaborated with the Department of Developmental Disabilities to automate the provider certification process for the

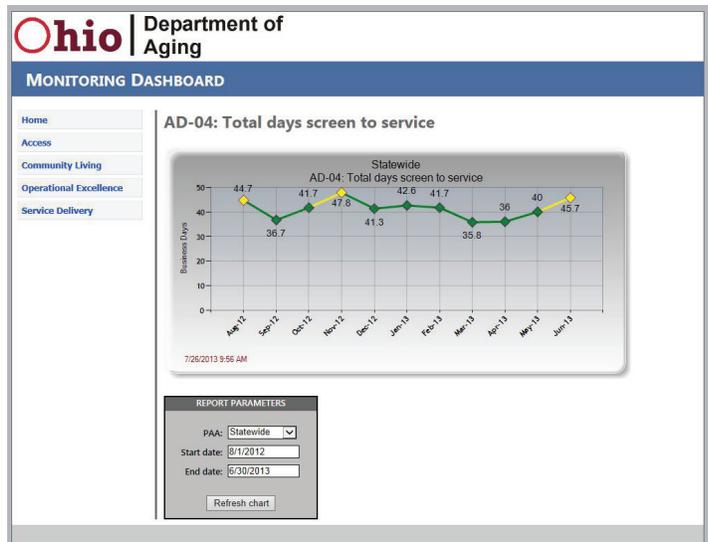
Department of Aging’s Medicaid waiver programs. *The new process is simpler and 50 percent quicker, requires fewer staff resources and has led to significantly reduced errors.*

### Improved Organizational Efficiency and Effectiveness

Organizational changes in SFY 2012 laid the groundwork for continued organizational realignment to ensure consistent policy and eliminate duplicative workflows. *In SFY 2013, programs with previously separate but similar management were realigned under a single division within the Department of Aging to deliver consistent, high-quality services, regardless of funding stream.* A Performance Center was created to ensure that we measure what matters as we evaluate and continue to restructure our work. All employees now have individual goals and measurements aligned to the strategic plan. The Performance Center and the Department benefit from the expertise of staff who have participated in the Lean/Six Sigma Black Belt strategic planning program.

### Enhancing Program Monitoring and Evaluation

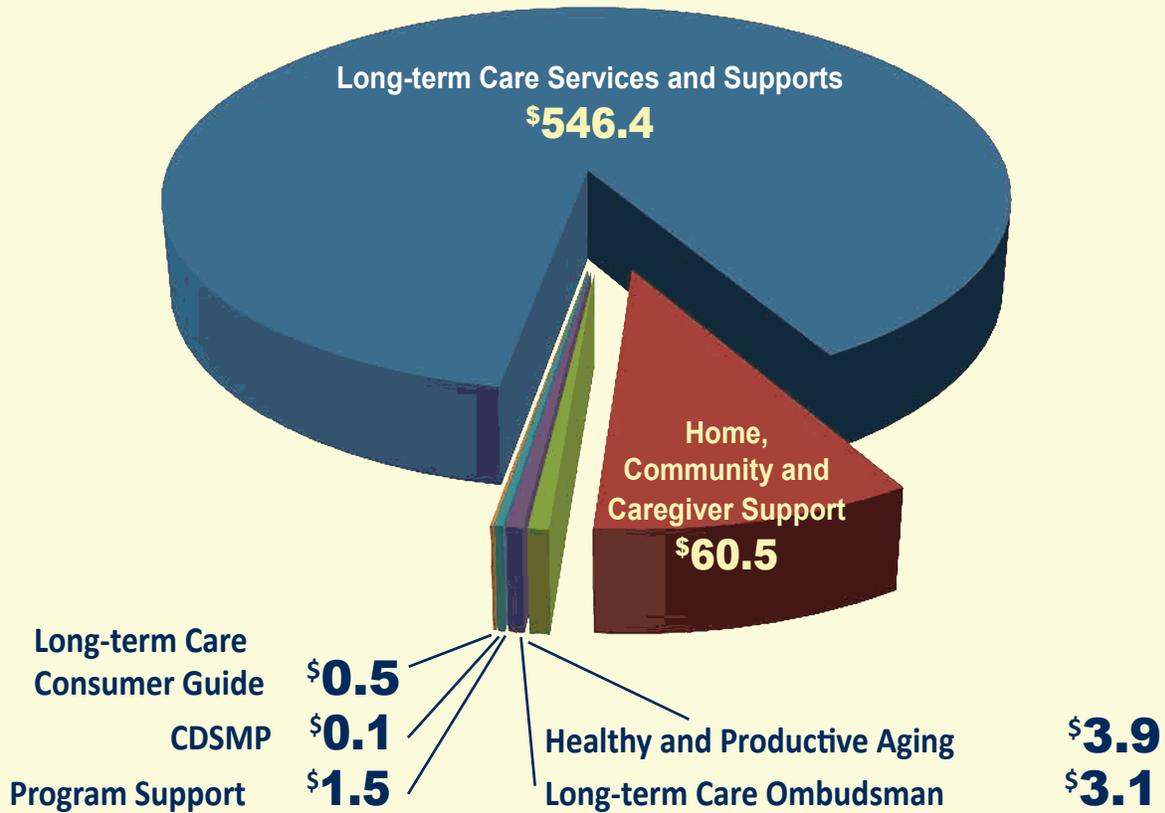
The Department of Aging’s Performance Center developed a new process for the continuous monitoring and evaluation for Older Americans Act-funded and Medicaid-funded home- and community-based programs. The new monitoring program features an *annual review of each PASSPORT Administrative Agency with a focus on outcomes.* An online monitoring dashboard emulates key performance measures so that regional administrators can access, monitor and improve their performance in comparison to statewide averages. This new, more efficient and effective electronic dashboard launched in July 2013 will help us assess system performance, remediate problems and continually improve the system, independent of funding streams. In this fashion, the Department is advancing on its journey from mere outputs and outcomes, ultimately to impact.



### Expenditures SFY 2013

(Detail may not add to total due to rounding)

**\$616.2** (in millions)



#### Program Budgets

**SFY 2013**

|   |                |
|---|----------------|
| Long-term Care Services and Supports*           | \$ 546,492,873 |
| Home, Community and Caregiver Support**         | 60,515,523     |
| Healthy and Productive Aging                    | 3,936,400      |
| Long-term Care Ombudsman                        | 3,141,115      |
| Program Support / Other                         | 1,534,815      |
| Long-term Care Consumer Guide                   | 460,693        |
| Chronic Disease Self-Management Program (CDSMP) | 126,238        |

#### **TOTAL**

**\$ 616,207,656**

\* 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.

\*\* Home, Community and Caregiver Support includes another \$48,996,695 in local funds, which do not pass through the Department's budget.



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