

Annual Report

State Fiscal Year 2014



From Choice to Voice



Director's Letter



Dear Partner in Serving our Elders:

Technology pioneer Bill Gates once said of the modern age: "Never before in history has innovation offered promise of so much to so many in so short a time." He was, of course, talking about computers and electronics, but his words are no less true for the aging network. We do, indeed, work in a time of great innovation in elder services and supports. Our aging population is growing and changing, and at the Ohio Department of Aging, we have embraced the fact that we will not meet the

needs of our Golden Buckeyes by simply doing the same things better. For several years now, we have been courageously seeking and adopting new and promising practices in order to keep our state on the leading edge of serving our elders.

As you will see in this report, our priority today is to understand how the programs and services we operate and administer impact our consumers on a personal level. We have shifted from measuring success based on the number of services provided and consumers served toward whether we are meeting the needs and preferences of those consumers in a way that is meaningful to them. In short, we aren't just offering choice, we're giving them a true voice and an active role in their own lives.

In this report you will see many ways the department and our partners in the aging network are blazing new trails to create a better future for all Ohioans, but especially those who have played such a pivotal role in making Ohio the great state it is today. We owe it to them and future generations to continue to innovate and keep our citizens' needs at the forefront of all we do. We have and will continue to create a better life and higher quality of care for all Ohioans.

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

Bonnie K. Burman, Sc.D.

Definition of an Elder

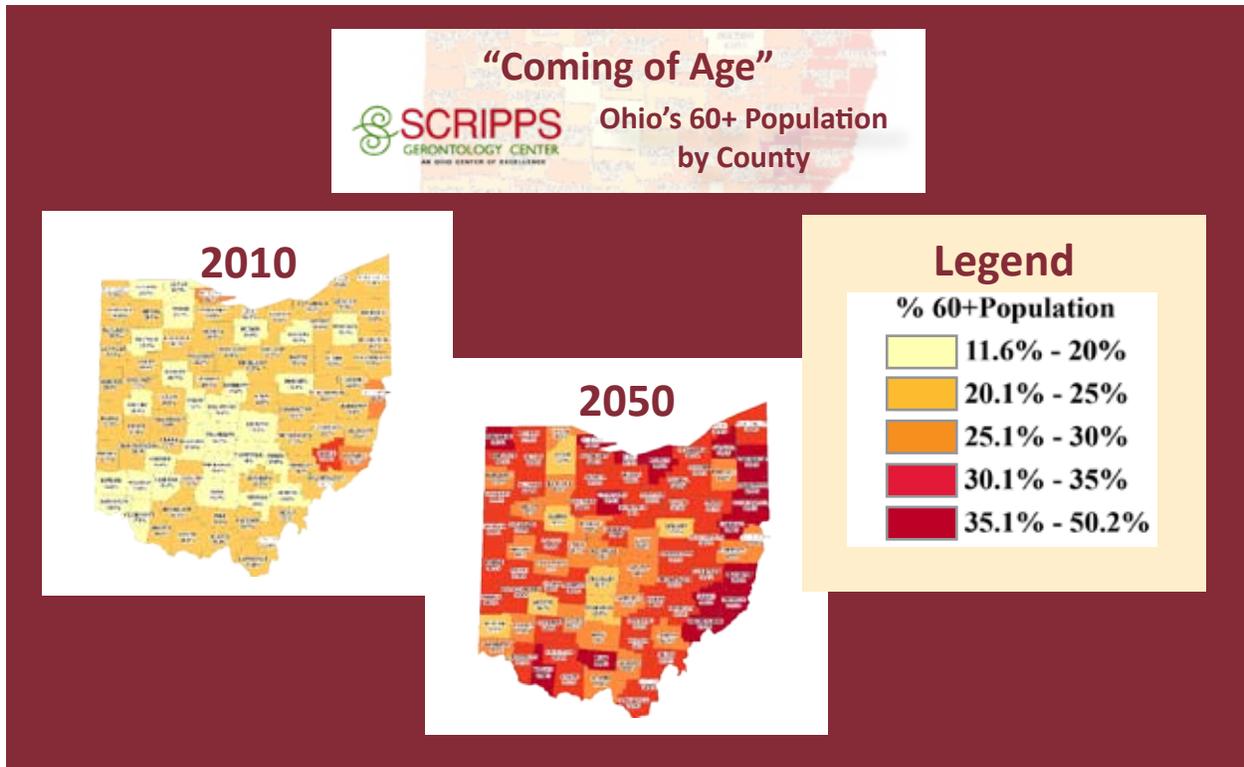
An elder is a person who is still growing, still a learner, still with potential and whose life continues to have within it promise for and connection to the future

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

Source: *Barry Barkan*

Introduction

Ours is a changing and aging population. According to data from the Scripps Gerontology Center at Miami University, Ohio’s population of adults age 60 and older will grow 30 percent from 2010 to 2020, and 50 percent by 2040. Our state has the seventh largest 60-plus population in the nation. We know that to be successful in meeting the needs of our older adults, we must not only give them choice in long-term services and supports, but also a real and audible voice in shaping the types and quality of care and services they receive.



The statewide framework for choice and voice was established in 2011 with the creation of the Governor’s Office of Health Transformation (OHT). OHT has led the work to modernize our Medicaid system, improve health outcomes of Ohioans by placing an emphasis on person-centered care, and pay for value by engaging private sector partners to set clear expectations for better health outcomes, better care and lower costs through improvement. Governor John R. Kasich and OHT have fostered a culture of “agencies without walls,” and a large portion of our work at the Department of Aging is to ensure that all state agencies consider our elders’ needs in their plans and services.

In state fiscal year (SFY) 2014, the Ohio Department of Aging (ODA) revised its strategic plan. Our mission remains unchanged: “Ohio is on the leading edge of innovation and is responsive to the growing and changing aging population.” Our vision recognizes that our Golden Buckeyes will play a huge role in our success as a state: “Elders are respected as vital members of society who continue to grow, thrive and contribute.”

Our goals were revised and refined, but their intent remains the same: to drive innovation that leads to the highest quality of life and care for all Ohioans. To be responsible and innovative stewards of taxpayer resources, we strive to serve multiple purposes in all that we do.

Strategic Plan Goals

- ODA and other state agencies integrate elders' needs into their plans and services.
- Ohio communities and businesses will design and implement solutions that address the issues, opportunities and impact of an aging population.
- Ohioans strive to improve and maintain their health and well-being across the lifespan.
- Ohio's long-term care system allows elders and their caregivers to access a wide array of person-centered and well-coordinated services and supports.
- ODA is fiscally responsible and an innovative steward of resources.
- ODA prepares and builds a responsive statewide infrastructure for Ohio's aging population.
- All ODA-administered funding and plans purposefully link to the ODA strategic plan and ensure that outcomes and performance measures drive us toward achieving our ultimate outcome.



Mission

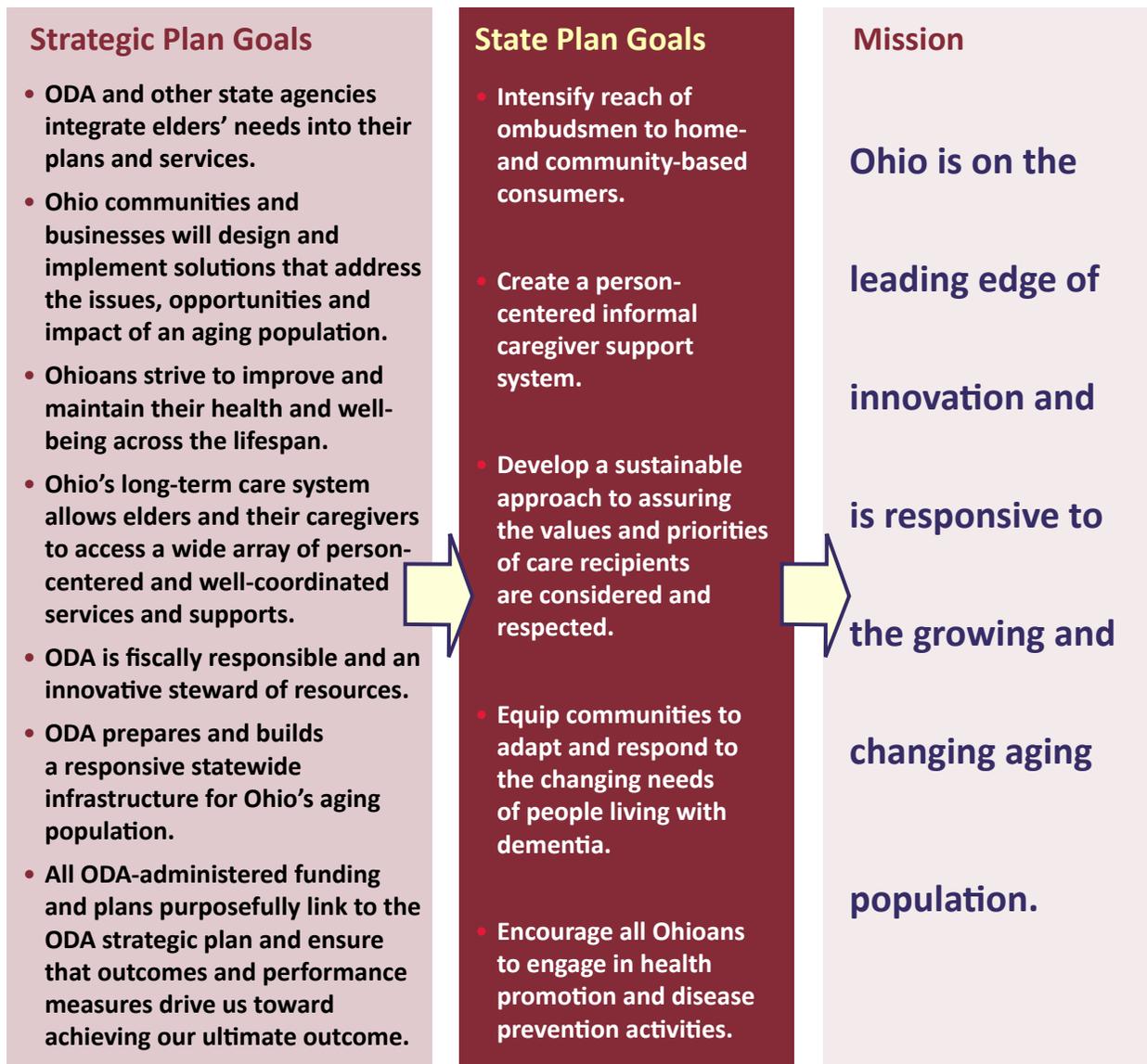
Ohio is on the leading edge of innovation and is responsive to the growing and changing aging population.

Vision

Elders are respected as vital members of society who continue to grow, thrive and contribute

State Plan on Aging

Innovation and the move from choice to voice were the key themes of Ohio's State Plan on Aging, FFY 2015-2018, which was submitted to the U.S. Administration for Community Living earlier this year. Our agency's strategic plan drove the development of the state plan, which sets the direction for services and supports funded by the federal Older Americans Act. The same principles used in developing the state plan can be seen in all the work we do, across programs and funding streams.



The State Plan on Aging includes five goals:

1. Intensify the reach of ombudsmen to home- and community-based consumers.
2. Create a person-centered informal caregiver support system.
3. Develop a sustainable approach to assuring the values and priorities of care recipients are considered and respected.
4. Equip communities to adapt and respond to the changing needs of people living with dementia.
5. Encourage all Ohioans to engage in health promotion and disease prevention activities.

Working alongside and leading our partners, we are well-positioned to continue to foster a new culture and a new era of aging in Ohio. By moving from choice to voice, we will evolve how we serve and unleash the power of our Golden Buckeyes. Our AAAs are charged with evolution and creativity in their four-year strategic plans via two required statewide goals that focus on person-centered caregiving and building a responsive infrastructure for Ohio's aging population.



Nearly 60 years ago, Betty Jo Weiser helped establish Canal Winchester Human Services to provide valuable assistance for community members when they need it most. Jo remains very involved in the operation and advocacy of the agency. She was recently inducted into the 2014 Ohio Senior Citizens Hall of Fame for her continuing community work.

Accomplishments

This report presents selected accomplishments from SFY 2014 that demonstrate progress toward each of our seven strategic goals and show how we are fulfilling our mission and vision. They illustrate our adoption and promotion of person-centered approaches that put the individual at the center of all decisions, and embody our commitment to go beyond choice to give our elders a true voice in determining their own quality of life.

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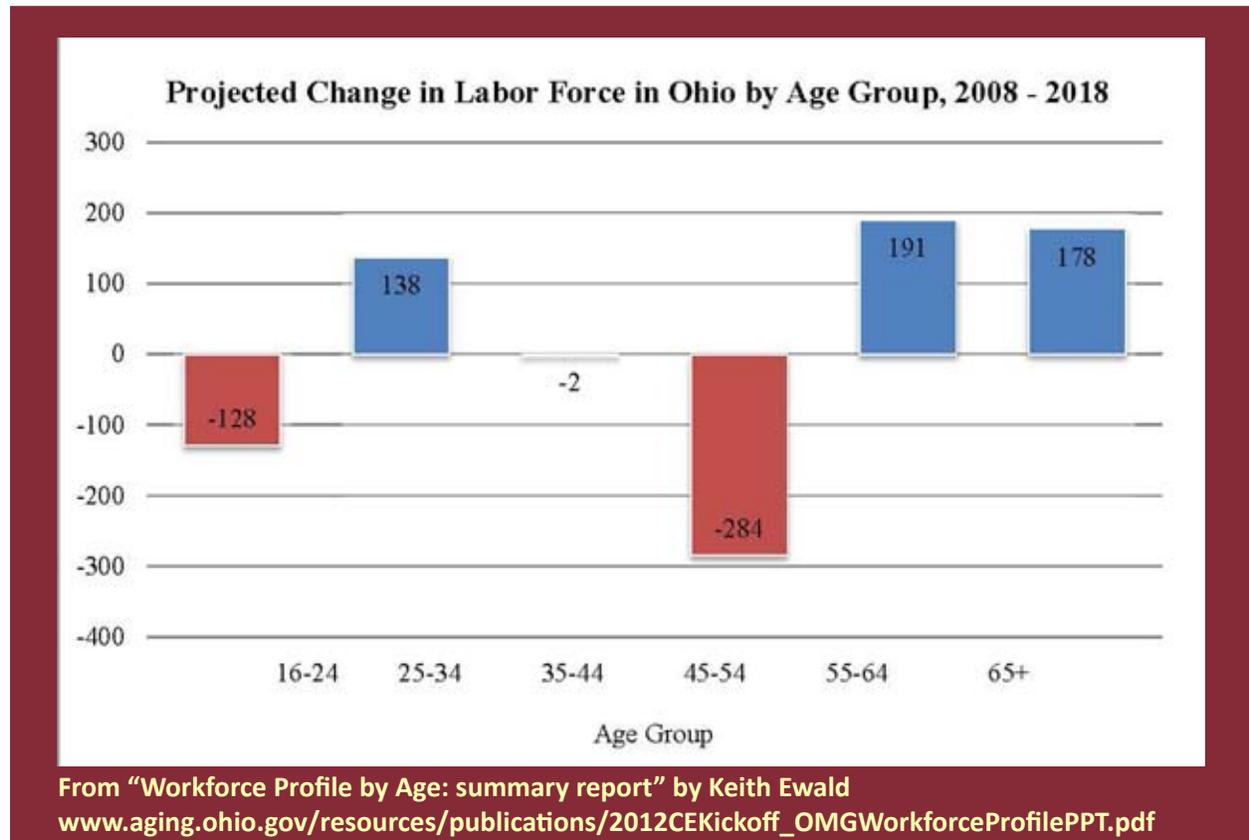
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Helping Veterans Access Long-term Care Benefits

Through a partnership with the Governor’s Office of Health Transformation, the Ohio Department of Veteran Services and the Ohio Department of Medicaid, our long-term care ombudsmen are reaching out to veterans and their loved ones living in nursing homes who, although eligible, are not part of the U.S. Department of Veterans Affairs’ (VA) long-term care system. Ombudsmen explain the rights and benefits available to them and provide information about nursing homes that work with the VA. When nursing home residents are interested in accessing the VA long-term care system, ombudsmen connect them to the VA and remain by their side to assist with the transition. The partnership benefits the nursing home resident but also leads to Medicaid savings for taxpayers.

Ensuring Elders’ Role in Ohio’s Workplace

The Department of Aging continues to work with the Office of Workforce Transformation, the Department of Job and Family Services (ODJFS), the Ohio Board of Regents, Opportunities for Ohioans with Disabilities and local partners to support and engage older workers in meeting Ohio’s workforce needs. Our Senior Community Service Employment Program (SCSEP) is a key component of Ohio’s Integrated Workforce Plan. It 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 in positions tailored to prepare participants for in-demand occupations such as health care and customer service.



During program year 2013, ODA and Mature Services, Inc., Ohio’s SCSEP subgrantee, initiated new partnerships with the long-term care ombudsman program to increase the number of ombudsman associates statewide. We also partnered with ODJFS and the Ohio Department of Rehabilitation and Corrections to support the establishment OhioMeansJobs centers in corrections facilities. Working with Employment for Seniors (Columbus) and Career Transition Services (Cleveland), we expanded SCSEP referrals and access to employment services. ODA and Mature Services, Inc., have been recognized nationally as doing an excellent job serving the most in need.

Facilitating Access to Resources for Ohioans with Cognitive Impairments

Ohio continues to work on a universal assessment instrument as part of its Balancing Incentive Program work through the Department of Medicaid. The draft instrument includes the Brief Cognitive Assessment Tool (BCAT) to identify individuals with dementia and determine their need for 24-hour supervision due to cognitive impairment. The BCAT will be available to screen individuals who present with dementia or dementia-like symptoms. The state also will include questions in its Balancing Incentive Program (BIP) Level 1 screening tool to identify individuals with dementia or related disorders and connect them to community-based services specific to their needs.

HEALTHY U, caregiver support and disaster preparedness added to Benefits Bank

The Ohio Benefits Bank (OBB) is an assisted service that helps Ohioans access public supports for which they may be eligible. The OBB released its caregiver support module to all users in Ohio last summer. Using screening questions, the OBB refers caregivers and others to the HEALTHY U Ohio chronic disease self-management programs to help improve health outcomes and reduce disability. In addition, new functionality is being added to the OBB this summer to provide access to state and local disaster and emergency preparedness information, targeting elders and individuals with functional needs.

Expanding Quality Leadership in Long-term Services and Supports

The Board of Examiners of Nursing Home Administrators (BENHA), formerly hosted by the Ohio Department of Health, was moved to the Department of Aging in October 2013 and re-named the Board of Executives of Long-term Services and Supports. The independent board develops and enforces standards for nursing home administrators, formulates appropriate examinations and issues, revokes, and suspends licenses of nursing home administrators. The move and the name change set the foundation to enable the training of future long-term services and supports executives not only in the nursing home industry, but also the home- and community-based services and supports arena. As we work



Providing State Leadership on Innovation

In November 2013, Ohio Department of Aging Director Bonnie K. Burman and State Medicaid Director John McCarthy were recognized by the Ohio Association of Area Agencies on Aging (o4a) with the organization’s first-ever Ohio State Innovators Award. Directors Burman and McCarthy were honored for their willingness and ability to seek meaningful input from stakeholders and national experts as they steer Ohio toward innovative approaches to integrating health and long-term services and supports as well as improving the long-term care system. The pair were honored at o4a’s annual conference.

to shift the care for elders more towards home-like settings through many initiatives, we wanted to be assured that we are creating a true person-centered leadership model in order to be successful.

OSHIIP: Partnering to Help Ohioans Get the Most from Medicare

The Department of Aging continued its partnership with the Ohio Senior Health Insurance Information Program (OSHIIP) operated by the Ohio Department of Insurance. OSHIIP staff and volunteers provide free, friendly assistance in choosing Medicare options that best suit their needs. Last year, the OSHIIP program helped more than 160,000 Medicare-eligible Ohioans save a record \$16.4 million. ODA helped promote OSHIIP and their annual “Welcome to Medicare” workshops through our social media, the area agencies on aging and via an editorial submitted to newspapers in each Ohio county.

A More Engaged Advisory Council

The Ohio Advisory Council for Aging reviews plans, budgets and issues that impact older Ohioans and recommends specific administrative and legislative actions. They advise the director and provide grass-roots advocacy in their own communities. Over the past year, we have engaged the 12 governor-appointed members, four legislative representatives and other state agency members and representatives to enhance the role of the advisory council to continue to get top-notch expertise on the issues that matter most. We sought the members’ input on ways to create a more active, engaged and vibrant council that meets its statutory responsibilities, but also supports the department’s strategic plan and the administration’s priorities. Several changes were implemented, including meeting in person more often, having council members sit on departmental workgroups and regularly engaging members in problem exploration and solving, making full use of their unique areas of expertise (see page 15 for members).

Goal: Ohio communities and businesses will design and implement solutions that address the issues, opportunities and impact of an aging population.

Engaging Golden Buckeyes as Tutors and Mentors

Research has shown that 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. 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 spring 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), directed through SeniorCorps and the Corporation for National and Community Service, in five RSVP project sites. Today, 25 of our 27 RSVP and Foster Grandparent Program partners support Project MORE schools and other literacy programs aimed at meeting Ohio’s Third Grade Reading Guarantee. We entered into a partnership with the Ohio Department of Youth Services to bring Project MORE to schools located in four juvenile detention facilities. We also contracted with evaluators at



2014 Ohio Senior Citizens Hall of Fame Inductee, Donelda McWilliams of Defiance volunteers with the HOST Reading program.

Bowling Green State University to survey volunteers about their participation to identify prevailing characteristics that will support future recruitment and program enhancements.

Community-based Care Transitions Program

The Care Transitions Intervention, developed by Eric Coleman at the University of Colorado, is a four-week program in which a transition coach teaches patients with complex conditions how to manage their own medications and recognize warning signs that their condition is worsening. The coach visits and follows up with phone calls, as well as coordinates with primary care and specialist providers, community organizations, home care agencies, skilled nursing facilities and clinics, making sure patients are active participants in their own care. The Department of Aging is facilitating a statewide dialogue with area agencies on best and promising practices for improving health outcomes for these individuals. Using Systems Integration Grant funds from the Administration for Community Living, ODA is supporting the development of a statewide strategy that will expand the reach of current aging network care transition initiatives and support sustainability.

Supporting Ohio’s Battle against Opiate Addiction

In 2011, Governor Kasich formed the Governor’s Cabinet Opiate Action Team (GCOAT) to address the prescription drug epidemic in our state. In October 2013, GCOAT’s Professional Education Workgroup finalized and released prescribing guidelines for opioid pain killers that required physicians to “press pause” and re-evaluate pain-management therapy for any patients prescribed opiates in a dose equivalent to 80 mg of morphine. The guidelines are intended to increase patient safety and supplement the prescriber’s clinical judgment. They are endorsed by the Ohio State Medical Association, Ohio Osteopathic Association, Ohio Academy of Family Physicians, Ohio Pharmacists Association, State Medical Board of Ohio, Ohio Board of Nursing, Ohio State Dental Board, Ohio State Board of Pharmacy, Ohio Hospital Association, Ohio Association of Health Plans and the Ohio Bureau of Workers’ Compensation, among others. Under the leadership of Director Bonnie Burman and former Ohio Department of Health Director Theodore Wymyslo, the group developed an online continuing medical education video module outlining the guidelines. The workgroup has contracted with The Ohio State University to evaluate the effectiveness of the new prescribing guidelines. More information on the prescribing guidelines can be found at www.opioidprescribing.ohio.gov.

Goal: Ohioans strive to improve and maintain their health and wellbeing across the lifespan.

Unleashing the Power of our Golden Buckeyes

In May 2013, the Department of Aging kicked off an ongoing campaign to unleash the power of our Golden Buckeyes and encourage all older Ohioans to be inspired by their age, not



They took the “Golden Buckeye Pledge” at the 2013 Ohio State Fair.

defined by it. Through a combination of online messaging, media outreach and in-person events, we are working to inspire Ohioans to take steps to ensure that they continue to grow, thrive and contribute throughout the lifespan. We took this message to the streets at the 2013 Ohio State Fair in a first-of-its-kind partnership with the fair. ODA was a sponsor for the Tuesday of the fair and engaged fair-goers to take the “Golden Buckeye Pledge.” To demonstrate ways that everyone can be Golden Buckeyes, the department and its partners in the aging network hosted flash mob demonstrations in various locations on the fairgrounds throughout the day. The unscheduled performances demonstrated positive choices and activities to promote physical well-being, including dance, chair volleyball, street hockey, tai chi and laughter yoga. The “Be a Golden Buckeye” theme continued in all our public outreach throughout the year.

STEADY U Ohio: Preventing Falls, One Step at a Time



In September, Governor Kasich, Director Burman and other state leaders unveiled STEADY U Ohio, a new statewide, community-driven, 360-degree falls prevention initiative. STEADY U Ohio provides statewide leadership to ensure that every county, every community and every Ohioan knows what role they play in preventing falls among older adults and other at-risk populations. The Department partnered with state agencies and business sector partners to ensure they included falls prevention efforts in their planning and outreach. The STEADY U website, www.steadyu.ohio.gov, includes facts, risk self-assessments, tips to reduce hazards and other resources. A falls prevention “tip of the day” is featured on the website as well as the initiative’s Facebook and Twitter accounts. A weekly newsletter captures the latest news, tips and resources. STEADY U outreach targets specific affinity groups, such as individuals and family members, businesses, health care providers, nursing homes and community leaders. We have used seasonal tie-ins to promote falls prevention in the media, including our popular “Trick or Treat, don’t Trip for Treats” Halloween safety campaign and “Don’t Fall for Me, Valentine” campaign. Other outreach partnerships included a safe holiday shopping campaign with the Ohio Council of Retail Merchants, medication management to prevent falls with Ohio’s Best Rx and construction stand-down for falls prevention with the Ohio Bureau of Workers’ Compensation. Falls prevention was also the national theme for Older Americans Month 2014 (May), and STEADY U Ohio was the centerpiece of Ohio’s celebration.

Building an Infrastructure for “A Matter of Balance”

One of the STEADY U Ohio initiative’s key goals was to expand the state’s infrastructure to offer the award-winning, evidence-based “A Matter of Balance” falls prevention program in each of Ohio’s 88 counties. A Matter of Balance is a program of small-group workshops offered in the community to help participants view falls as controllable and learn to recognize and address various factors in their lives and lifestyles that may be increasing their risk of falling. In March 2014, the Department of Aging sponsored a coach training at the Ohio Association of Senior Centers’ annual conference, in which 12 coaches were trained to lead A Matter of Balance classes. In early June 2014, the Department of Aging sponsored a master trainer course for representatives of interested organizations from all over the state. Patti League, RN, national program manager for A Matter of Balance,



trained 20 aging network professionals to be master trainers, who will now recruit and train coaches to lead A Matter of Balance classes in their communities. Prior to the trainings, there were 24 active master trainers statewide. Today, we have 44 master trainers hosting classes and coach trainings across the state. A Matter of Balance was available in half of Ohio’s counties in September 2013. As of this June 2014, the program is available in 80 counties, and we expect statewide coverage by the first anniversary of the STEADY U initiative in September.

Helping All Ohioans Make Healthy Choices

Three out of four adults age 65-plus have multiple chronic conditions. The incidence of chronic disease increases with age and multiple conditions often mean multiple doctors and treatments. To ensure positive health outcomes, the Department of Aging, the Ohio Department of Health and our aging and public health networks have built an infrastructure for evidence-based chronic disease self-management programs. Marketed as “HEALTHY U Ohio,” these programs help adults of any age gain confidence in



their ability to manage symptoms and understand how their health problems affect their lives. The general workshop is complemented by specialized workshops for diabetes, arthritis and chronic pain. An online version of the workshop, called “Better Choices. Better Health.” is also available through a partnership with ODA and the National Council on Aging and Opportunities for Ohioans with Disabilities.

We partnered with the Ohio Department of Mental Health and Addiction Services to train staff from provider agencies in central Ohio and Cleveland as lay leaders, and have established plans to do the same in the Toledo region. Similarly, the Department of Rehabilitation and Corrections has two HEALTHY U master trainers who have trained staff to facilitate HEALTHY U workshops in corrections facilities throughout the state. The Ohio Department of Health certified a second master trainer for HEALTHY U, and conducted a leader training that targeted state agency wellness coordinators, members of the Healthy Ohio Business Council, staff from Honda America in Marysville and Columbus Public Health staff.

The Ohio Public Employee Retirement System (OPERS) has been a partner and HEALTHY U supporter for several years, but has increased its commitment to this initiative. Effective June 1, 2014, OPERS agreed to reimburse AAAs for the full cost of HEALTHY U workshops for OPERS members who are non-Medicare, Medical Mutual enrollees. The reimbursement amount is graduated based on the number of sessions the member attends. Billing is being completed by the Ohio Association of Area Agencies on Aging’s Direction Home, who will submit claims to Medical Mutual of Ohio. In further support of this partnership, we developed a promotional toolkit for AAA Site Coordinators and worked with AAAs on direct mail and email promotion to more 20,000 member households.

ODA plays a leadership role in Ohio’s Chronic Disease Collaborative, which was announced in March with the release of the state’s five-year public plan for chronic disease management. Core focus areas include the development of recommendations for evidence-based chronic disease and diabetes self-management education programs that include essential program elements, desired outcomes, evaluation methods, quality assurance, cost guidelines and reimbursement methods. HEALTHY U Ohio was included in this plan.

Supporting Lifelong Learning

The Department of Aging and the Ohio Board of Regents are working together to engage university and college communities (students, employees and alumni) to support the needs (e.g., transportation,

wellness) and interests (e.g., lifelong learning, volunteerism) of elders and persons with disabilities living in the communities they serve. We continue to promote and improve Program 60, which allows residents age 60 and older to attend classes at no cost at many of Ohio's four-year universities and two-year technical colleges.

Integrating Gerontology into Higher Education

The Ohio Internships in Aging Program, a partnership between the Department of Aging and the Ohio Association of Gerontology and Education (OAGE) continues to grow. This past year, 16 students from five institutions participated in a semester-long internship with a community organization and had the opportunity to learn about and contribute to policy-making. In addition, they established career-long professional contacts and gained valuable career knowledge and skills in the field of aging.

Goal: Ohio's long-term care system allows elders and their caregivers to access a wide array of person-centered and well-coordinated services and supports.

Supporting the State's Effort to Better Coordinate Medicare and Medicaid

In late 2012, Ohio became the third state in the nation to receive federal approval for its plan to coordinate benefits for residents covered by Medicare and Medicaid. The result was MyCare Ohio, a three-year demonstration project that uses a manage care approach to better connect services available through each program. The program launched in the northeast region (Cleveland area) in May 2014. Implementation in the southwest (Cincinnati and surrounding communities), northwest (Toledo area) and northeast central (Youngstown) regions began in June. Implementation in the east central (Akron area), central (Columbus) and west central (Dayton) markets began in July. Consumers in each of the seven pilot regions have at least two managed care plans from which to choose.

Ohio's area agencies on aging play an important role in MyCare Ohio, providing a consistent "front door" for long-term services and supports. AAA staff will help new consumers and consumers already on state Medicaid waivers (such as PASSPORT) navigate the new system and access the services and supports they need.

Ensuring consumer safety is a priority during the roll-out of MyCare Ohio, and the Department of Aging, through the Office of the State Long-term Care Ombudsman, has been very active on the abuse prevention advisory council, which also includes representatives from AAAs and other state agencies. The department collaborated with the Benjamin Rose Institute on Aging in Cleveland to develop and test a three-module online program on abuse, neglect and exploitation for MyCare Ohio. The program includes a screening tool to identify abuse and guidelines for reporting abuse. The advisory council provided guidance to the development team.

Implementing New Tools to Ensure Quality Care

The Department of Aging's approach to long-term care is grounded in person-centered principles. We formed a quality advisory workgroup to identify performance measures for home and community-based



Student interns learn about aging policy and services during a "speed networking" activity with ODA staff in February.

services. We selected an evidence-based instrument for the aging network to use in learning about consumers' preferences and degree of satisfaction that their preferences are met through their service plan. The Preferences for Everyday Living Inventory (PELI) was originally developed by researchers for use in nursing homes, and the Department is working with the Scripps Gerontology Center at Miami University to adapt it for use in home and community-based services.

Expanding Consumer Direction Statewide

To further Ohio's vision of a person-centered system for long-term services and support, the state obtained federal approval to offer the consumer-directed service delivery approach statewide. This approach gives the consumer the opportunity to recruit, train, hire and supervise his or her own workers. Consumer direction is optional, voluntary and is not appropriate for everyone. A care manager will help the consumer determine his or her appropriateness for these services and help develop a care plan. Then, the consumer, or an authorized representative hires, trains and manages his or her workers. Consumer-directed services were added to the PASSPORT waiver in March 2014.

Creating a Framework for Quality in Ohio's Nursing Homes

The Department of Aging proposed, and the General Assembly passed through the state budget bill, the Nursing Home Quality Initiative designed to raise the bar for nursing home quality in Ohio. Each nursing home must participate in a quality improvement project every two years in order to retain their license. We created a list of approved projects from which nursing homes may choose. A few examples of projects are falls prevention, reduction of staff back injuries and tracking hospitalizations. The initiative provides an overall framework that includes the projects as well as accountability measures that allow nursing homes to achieve quality points for Medicaid reimbursement.

Resident Satisfaction Survey

The Department of Aging once again surveyed residents of Ohio nursing homes and assisted living facilities to determine their satisfaction with the care they receive there. Nursing home residents gave their facilities an 87.5 average overall satisfaction rating and assisted living residents gave their providers a 92.3 average score in the 2013 Long-term Care Resident Satisfaction Survey. Survey results are available online via the recently redesigned Long-term Care Consumer Guide website at www.ltc.ohio.gov.



Providing National Leadership on Person-centered Care

As State Long-Term Care Ombudsman and head of the Ohio Department of Aging's Elder Rights Division, Beverley L. Laubert helps lead the state's transformation to person-centered care in the delivery of long-term services and supports in nursing homes and home- and community-based care settings. Because of her experience and expertise, Laubert was elected chair of the board of directors for the national Advancing Excellence in Long-Term Care Collaborative for the 2014-2015 term. One of the collaborative's major initiatives is the Advancing Excellence in America's Nursing Homes Campaign, which helps nursing homes improve the quality of care and quality of life for residents. Currently, 96 percent of Ohio's nursing homes participate in the Advancing Excellence Campaign.

Ensuring Core Competencies for Care Providers

The state continues efforts to meet the needs of seniors and individuals with disabilities in the most cost-effective way, while also maintaining high standards for care quality. The Department of Aging is working to ensure a workforce that is trained, tested and certified in the core competencies needed to provide care across all settings. As a member of the Direct Care Worker Advisory Workgroup, we, along with our sister agencies and state partners, identified and recommended a set of core competencies for direct care workers to the General Assembly.

Adopting National Core Indicators for Aging and Disability

Reflecting the Department of Aging's philosophical shift from choice to voice, we are participating in the National Core Indicator-Aging and Disability (NCI-AD) project to help us learn more about how our programs and services meet our consumers' needs. The original National Core Indicator survey was created to measure the performance of state developmental disability systems and has been used in the Ohio developmental disabilities system for six years. It is being piloted by three states for the aging and physical disability populations. It will help us gather a standard set of performance and outcome measures that can be used to track system performance over time, compare performance and results with other states and help establish national benchmarks. Starting in June 2014, 400 consumers who are enrolled in a state Medicaid waiver program or receive services through the Older Americans Act were surveyed by interviewers from Vital Research, LLC, the contractor selected by ODA. Consumer participation is voluntary and interviews are conducted face-to-face in a location of the participant's choice. Ongoing, the NCI-AD survey will help us collect and maintain valid and reliable data about the impact on people's lives of the services offered through the aging and disability networks.

Goal: ODA is fiscally responsible and an innovative steward of resources.

Establishing Consistent Guidelines for Consumer Safety

To ensure we are paying for quality care and ensuring the safety of our consumers, the Department of Aging has been working with its state agency partners to create consistent criminal records check laws and rules across all long-term services and supports. At ODA, we rewrote our criminal records check rules in a way that increased clarity and understanding, while also implementing crucial changes passed by the Ohio General Assembly. In addition, we are collaborating with the Ohio Attorney General's office, the Office of Health Transformation, and the Departments of Developmental Disabilities, Health and Medicaid to design and implement new technologies that will regularly and automatically check direct-care employees' criminal records for any private or public employer that registers their employees into the system. These new systems, called ARCS and rapback, will save employers money and offer greater protection to vulnerable service recipients.

Goal: ODA prepares and builds a responsive statewide infrastructure for Ohio's aging population.

Embedding Evidence-based Approaches in the State's Chronic Disease Prevention Plan

Department of Aging staff were members of a leadership team that developed and began implementing Ohio's Plan to Prevent and Reduce Chronic Disease, 2014 -2018. The plan presents a set of priority-driven objectives tied to long-term outcomes to improve population health, and has one overarching goal: to prevent and reduce the burden of chronic disease for all Ohioans. One of the plan's core focus

areas is to ensure Ohioans are connected to the appropriate health care and public health services within their communities, including evidence-based chronic disease and diabetes self-management education programs like those available through our HEALTHY U initiative.

Bolstering a Team Approach to Ensure Smooth Transitions for LTC Consumers

When nursing homes lose Medicare/Medicaid certification, the state is required to assist residents to find new homes. The Ohio Department of Medicaid delegated coordination of this work to the Office of the State Long-Term Care Ombudsman. We took advantage of the expertise of LeanOhio to develop an improved process. Multiple state and local agencies are involved and dedicate hundreds of hours to successful transition to improve the experience of long-term care consumers.

Linking MyCare Ohio Beneficiaries to State Ombudsman Services

More than 40 percent of individuals insured through Medicaid receive long-term care in their homes or other community settings. Through funding from the Governor’s Office of Health Transformation, the Office of the State Long-term Care Ombudsman will extend its services to individuals enrolled in MyCare Ohio. The ombudsman program is coordinating statewide outreach to program participants while also focusing on recruiting and training additional volunteers. Public Service Announcements began airing on radio and television all over the state in June through a partnership with the Ohio Association of Broadcasters. Ombudsmen staff and volunteers help ensure that consumers’ rights to choice, dignity, respect, self-determination and purposeful living – the cornerstones of person-centered care – are upheld.

Responding to Elders’ Needs during Emergencies

Ohio saw an unusually high level of severe weather and other occurrences that had the potential to put our elders at increased risk of harm. Summer storms in 2013 brought conditions such as flooding, strong winds and power outages. Early in 2014, extreme cold temperatures and dangerous wind chills grasped the state, coupled with a statewide shortage of heating fuel, putting many elders at risk from cold-related illness and injury. In the spring of 2014, a water main break in Gallipolis left many homes and businesses in the region, including several nursing homes, without water. ODA was part of a statewide response to all these situations and others led by the state Emergency Management Agency. We coordinated local response with the area agencies on aging, as well as encouraged all Ohioans through traditional and social media to check on their older neighbors and loved ones during extreme conditions. We also worked to educate state and local partners to recognize and understand the unique needs of older adults during adverse situations.

Elder Mobility: New Solutions for Ohio Communities

Transportation connects us to family and friends. It helps us participate in daily activities that enhance our quality of life, as well as access resources that are essential to our health and well-being. As our population ages and the number of older drivers increases, the safety of every driver and passenger on



Staff from multiple state agencies learn about a new, streamlined process to respond to nursing home closures and resident relocations.



Ohio roadways becomes a growing concern. The decision of when and how to "hang up the keys" is a difficult and emotional one for families, but having transportation options available can ease these emotions and help families make the best decisions. In June 2014, partners in Cleveland, Toledo, Findlay and Columbus joined with the Ohio Department of Aging, the Ohio Department of Public Safety/Bureau of Motor Vehicles and the Ohio Department of Transportation/Office of Transit to offer community forums titled, "Elder Mobility: New Solutions for Ohio Communities." Nearly 300 attendees learned about programs to help elders sharpen their skills, change their driving habits or decide to stop driving; strategies

to use existing community transportation resources more efficiently; and new models to expand transportation capacity, featuring the research-based ITNAmerica® integrated transportation network model.

Fostering Trauma-informed Care Practice

Trauma is the experience of violence and victimization including sexual abuse, physical abuse, severe neglect, loss, domestic violence and the witnessing of violence, terrorism or disasters. People may experience these events from childhood throughout their lifespan, which may result in intense fear, a sense of helplessness and stress that overwhelms a person's capacity to cope. A lifetime of this type of trauma disrupts their sense of control, connection and meaning, which can result in the adoption of health risk behaviors as coping mechanisms. Health risk behaviors may include drug and alcohol abuse, unsafe behaviors and failure to appropriately care for oneself. The Department of Aging is a member of the Ohio Trauma Informed Care Advisory Committee, chaired by the Ohio Department of Mental Health and Addiction Services in coordination with the Ohio Department of Developmental Disabilities. We are working with other agencies, collaboratives and community organizations to support and adopt initiatives that use trauma-informed principles in strategic planning and evidence-based practice to incorporate a trauma-sensitive culture through consumer empowerment and program design. Our practice of person-centered assessment and care planning that supports and builds upon an individual's resiliency skills is an example of how we are a partner in advancing a trauma informed care system for Ohio's older citizens



2014 Ohio Senior Citizens Hall of Fame Inductee, Dr. May Wykle of Solon has provided her expertise on race and gender in health care and opened the door for diversity in nursing.

Supporting a Community Approach to Youth Drug Prevention

Drug abuse is a public health epidemic across the nation, and Ohio is not immune. In 2011, drug overdoses were the leading cause of accidental deaths in our state, with one Ohioan dying from a drug overdose every five hours. Under Governor Kasich's leadership, Ohio has made attacking the drug problem a priority. Recognizing that keeping our youth off of drugs is an important preventive strategy to ensure health and wellness throughout the lifespan, the Department of Aging took a collaborative role in the launch of Start Talking! – Ohio's new youth drug prevention initiative. Start Talking! is championed by Gov. Kasich and First Lady Karen W. Kasich and is aimed at preventing drug abuse among Ohio's most vulnerable citizens: our children. Research shows that when children talk about substance abuse with

parents and other adults, such as grandparents and volunteer mentors, they are up to 50 percent less likely to use. This initiative encourages Ohioans to embrace prevention-focused programs aimed at raising awareness and encouraging conversation, all in an effort to stop drug abuse before it starts. Learn more at www.starttalking.ohio.gov.

Goal: All ODA-administered funding and plans purposefully link to the ODA strategic plan and ensure that outcomes and performance measures drive us toward achieving our ultimate outcome.

Strategically Honoring our Golden Buckeyes

Since 1978, the Ohio Senior Citizens Hall of Fame has recognized the important roles that our elders can play when they continue to grow, thrive and contribute throughout their lives – ODA’s vision. This year’s 12 honorees were chosen not just on the merits of their activities and accomplishments, but also on their contributions that support ODA’s strategic plan goals and mission. The inductees have helped Ohio prepare for its growing and changing aging population, are recognized as leaders in their fields, and have bolstered their community and their state through their good works. They were honored by ODA, the Ohio Association of Area Agencies on Aging and the Ohio General Assembly during a ceremony at the Statehouse in May.

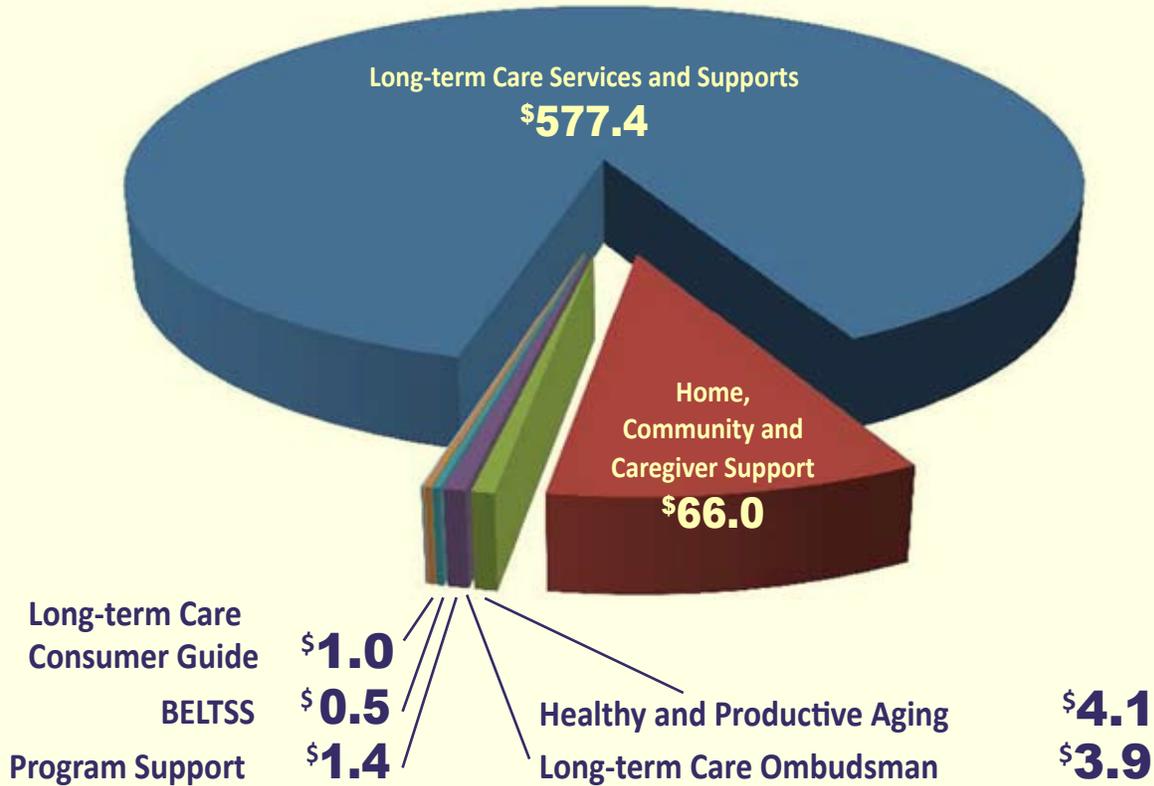
Strengthening the Business Acumen of the Area Agencies on Aging

In spring 2014, ODA’s attorney in charge of provider oversight, our chief legal counsel and our assistant attorney general visited the provider relations teams at each of the PASSPORT administrative agencies (PAAs) to educate them about our process regarding disciplinary action against a provider. PAAs shared what is working for them and suggested ways that we can improve our process. All parties discussed policy considerations around provider discipline, including the balance of being business-friendly but also not tolerating any practice that compromises the health and safety of our consumers. The PAA provider relations teams also learned about their role in the administrative process and how they can provide key insight into provider quality. Finally, our assistant attorney general spoke about the guidelines for testifying at trial or in a hearing and helped prepare each team for the potential of being a witness at a hearing.

Expenditures SFY 2014

(Detail may not add to total due to rounding)

\$654.4 (in millions)



Program Budgets

SFY 2014

Long-term Care Services and Supports*	\$ 577,417,356
Home, Community and Caregiver Support**	66,041,643
Healthy and Productive Aging	4,075,426
Long-term Care Ombudsman	3,868,138
Program Support / Other	1,426,395
Long-term Care Consumer Guide	984,273
Board of Executives of Long-Term Services and Supports (BELTSS)	542,077

TOTAL

\$ 654,355,307

* 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 & Caregiver Support includes another \$53,328,197 in local funds, which do not pass through the Department's budget.

The Ohio Advisory Council for Aging

The Ohio Advisory Council for Aging includes twelve governor-appointed members plus four from the legislature and directors of the state departments of Mental Health and Addiction Services, Developmental Disabilities, Health and Job and Family Services. The advisory council reviews plans, budgets and issues that impact older Ohioans and advocates specific administrative and legislative actions.

Ginni D. Ragan (Chair)
John T. Urbanski (Vice Chair)
Louis M Borowicz
Beth L. Cameron
William R. Demjan
Heath Hughes
Fred Pieper
John C. Thatcher

General Assembly Ex-Officio Members

The Honorable Peggy Lehner, Ohio Senate
The Honorable Capri Cafaro, Ohio Senate
The Honorable Christina M. Hagan, Ohio House of Representatives
The Honorable Dan Ramos, Ohio House of Representatives

State Department Ex-Officio Members

Selina Larson
Debby Moscardino
Michele Colliver, Representative
Adreana Tartt

Non-Member Representatives

Dave Bibler
Larke Recchie
Pamela C. Schuellerman
Jane Taylor
Semanthie BrooksToni Fortson-Bigby
Beth Foster

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