



Community Perspective on AAAs

The Area Agencies on Aging have helped seniors stay in their homes and saved tax payers millions. The AAAs are mainstays in their communities. Around the state, community leaders, including non-profit executives, local elected officials, business owners, academic leaders, and health care professionals, share their perspectives on the immeasurable value of Ohio's AAAs.

AAA1 Serving Butler, Clermont, Clinton, Hamilton & Warren counties

“As the administrator for federal, state and local funding for services for older and disabled adults, our Area Agency on Aging is a critical resource for the people of southwestern Ohio. Our Area Agency has long experience Serving the frail elderly and their caregivers, a varied service array, regional approach, and administrative capacity. As such, it fulfills a major community need on a tremendous scale. We truly value our partnership with this leading organization.” - **Robert C. Reifsnnyder, President and CEO, United Way of Greater Cincinnati**

“Our county’s Area Agency on Aging is an invaluable partner in administering our levy program. Without their assistance, thousands of Hamilton County seniors would be unable to remain living in their homes and would be forced into nursing homes at the expense of tax dollars and a certain quality of life. I value our AAA as a community resource for older adults and their families, and as an important partner for the county’s initiatives to assist seniors, including the Hamilton County Coalition to Stop Fraud, Scams & Abuse.” - **Greg Hartmann, President, Hamilton County Board of Commissioners**

“As a geriatrician, I have made countless referrals to the Area Agency on Aging. Patients and their families are often at turning points with important decisions to make about long-term care and other needs. It is critical that our community have a central, unbiased source of information for older adults and caregivers.” - **Gregg Warshaw, M.D., Martha Betty Semmons Professor of Geriatric Medicine, Director, UC College of Medicine Geriatric Medicine Program, Professor, Family and Community Medicine**

AAA2 Serving Champaign, Clark, Darke, Greene, Logan, Miami, Montgomery, Preble and Shelby counties

“...The comments about their PASSPORT case managers were unbelievable. Here are a few quotes I heard from clients on Friday:

"My case manager is awesome"

"Without my case manager, I don't know how I would survive"

"My case manager cares about me, and knows what I need. She is the best thing that ever happened to me"

The feedback was incredible to hear, and really inspiring. It was clear that many of you go above and beyond for your clients and that you are their number one advocate to get the care they need and to keep them safe and healthy in their homes. At VRI, one of our core values is that "We provide heroic customer service". When someone on our team does an amazing job and provides truly heroic service, we recognize them with our Heroic Customer Service award. We don't give it out easily, and we've never given it to anyone outside the company. But today, I feel compelled to do something we've never done before.



I want to recognize the AAA2 Case Managers for their service by making you recipients of the VRI Customer Service Hero award. Congratulations and thank you for all that you do and for being Heroic for your clients.” - **Chris Hendriksen, President, VRI**

AAA3 Serving Allen, Auglaize, Hancock, Hardin, Mercer, Putnam & Van Wert counties

“Our Elderly community is assisted in so many ways thru the oversight of Area Agency on Aging employees. Our agency works closely with them on the Passport program and transportation grants. They truly are an advocate for the elderly looking out for their best interest and communicate with us on an ongoing basis. I have seen over the past several years the dollars these programs have saved keeping individuals out of Nursing homes and safely in their homes with the compassionate care they need. I feel they are experts at what they do and it has been a positive resource for our agency and community.” - **Tammy Bergfeld, Vice President, Interim Healthcare of Northwestern Ohio, Inc.**

“We at Clymer Medical Transport have been contracted with the Area Agency on Aging since we began services in February 1994. For ten of the almost 18 years in business; we serviced practically every long term care facility and assisted living facilities' along with the Area Agency on Aging covering 7 counties. I have always been a strong supporter of the Area Agency on Aging. I have only stayed dedicated to this service because I truly believe; as a Nation; we have failed to show enough respect and concern for those that came before us. The Area Agency on Aging 3 gave me the hope and aspiration to continue providing care. I have been blessed to meet many wonderful, caring, dedicated servants to this community. Clients are always happier; mentally and physically with the care provided to them while residing in their own homes and the unwavering dedication of the Area Agency on Aging case managers that handled their cases were and are like family to them.

Even recently, the Area Agency on Aging 3 embarked on a campaign with community donations to provide air conditioners during a formidable and dangerous heat wave providing life-saving relief for the elderly and ill. They also; through Find – A - Ride commissioned us to accommodate a phenomenal number of transports to persons that would have otherwise never received medical care, when they needed; acquired food and groceries, when they needed; or attended a loved one's funeral; again, when they needed.

My team and I personally admire and are thankful for the Area Agency on Aging's kindness and hope they give all of us. It is what we all hope for in our own time of frailty and need.” - **Linda Clymer, President; Clymer Medical Transport, Inc.**

“Only because of their collective insights, vision and internal staffing was a broad-based, 5-county regional transportation service able to develop. The leadership of AAA proved the catalyst to which federal and state monies were attracted and previously unmet transportation needs - those of seniors, the disabled, and the poor addressed. The long-term relationships established by the AAAs with a dozen area social service providers, state (2) and local government (3) agencies and various elected officials worked to support a well managed transition in terms of service delivery and cooperation.” - **Thomas M. Mazur, Executive Director, Lima-Allen County Regional Planning Commission**



“Our AAA3 is a true champion for the seniors of Auglaize County. Our levy dollars can only reach so far. Their contract services in our county such as transportation, home delivered meals, senior luncheon cafés, provide wrap around services to keep our seniors active, independent and a vital part of our community. Their forward- thinking in regards to grants, pilots programs, and accessibility to senior referral agencies keep them on the forefront as senior advocates. God Bless them for what they continue to accomplish for the constituents we serve. We would be dead in the water without their assistance.” - **Christina L. Roby, Executive Director, Auglaize County Council on Aging**

AAA4 *Serving Defiance, Erie, Fulton, Henry, Lucas, Ottawa, Paulding, Sandusky, Williams & Wood counties*

"For nearly 40 years, the Area Office on Aging has been the advocate and voice for older persons in Northwest Ohio. They provide supports to the most vulnerable, promote independent living, and recognize older Ohioans for their past and current contributions to communities in which they live." - **Bill Kitson, President/CEO of United Way of Greater Toledo**

"The Area Office on Aging is the first line of defense for connecting our senior citizens to important resources and services in the community. The AOoA works closely with local policy makers to ensure that issues affecting seniors are a priority in Northwest Ohio." - **Tina Skeldon Wozniak, Lucas County Commissioner**

AAA5 *Serving Ashland, Crawford, Huron, Knox, Marion, Morrow, Richland, Seneca & Wyandot counties*

“The Area Agency on Aging is a great organization because there is a need for information about aging services – the accessibility of this information, along with the reliability and trust lies with the Area Agency on Aging.”

“The Area Agency on Aging organization is a super organization. It is very noteworthy that it is staffed with professional people who are compassionate, caring and reliable. As seniors, we are in need of that caliber of professionals who are housed at the Area Agency on Aging.”

“We need services. The Area Agency on Aging: 1) provides services; 2) or make services available; 3) or let us know where to go for the services we need, whether it is a senior or a child helping their mother or father.” - **Doug Theaker, Host, Senior Living, WMFD Television, Mansfield, Ohio**

“As Mayor and an Advisory Council member of the Area Agency on Aging, I am able to take the information from the Area Agency on Aging to City Council meetings and other presentations in Seneca County to keep them informed. I see the Area Agency on Aging as a clearing house for information and they are able to disseminate the information and explain it.

I don't know what a lot of seniors would do without the Area Agency on Aging and all the services provided through them. I think we would have more elderly passing away in their homes without anyone from the outside world knowing or even caring.

There would be a separation between the world and the seniors themselves if it wasn't for the services coordinated through the Area Agency on Aging. It is a very valuable group to have.” - **Mayor John Davoli, City of Fostoria, Ohio**



AAA6 *Serving Delaware, Fairfield, Fayette, Franklin, Licking, Madison, Pickaway and Union counties*

“The Franklin County Board of Commissioners works closely with the Central Ohio Area Agency on Aging in providing services to older adults. We feel fortunate to have a great partnership and coordinated system of care in our county. Our Office on Aging senior levy program helps people stay at home, off Medicaid and is integrated with COAAA’s PASSPORT program. The Area Agency on Aging also works with us to provide Medicare consultations to seniors choosing prescription plans, an interdisciplinary team for elder abuse and on the emerging issue of planning for Lifelong Communities.” - **Marilyn Brown, President, Franklin County Board of Commissioners**

AAA7 *Serving Adams, Brown, Gallia, Highland, Jackson, Lawrence, Pike, Ross, Scioto & Vinton counties*

“When I first became a legislator, Pam Matura and AAA District 7, took the time to educate me about their programs and how they serve the elderly in our area. Little did I know at that time, senior care would be one of the major focuses of my legislative career. Working with the folks at AAA District 7 helped change and improve access to senior health care for the entire state while at the same time saving the state money.” – **John Carey, Former Representative**

“The Area Agency on Aging has been a great support to me and my wife through home visits, as well as assistance when my wife had to go into a nursing home due to her Alzheimer’s. We are both experiencing the complications that go with age, and the Area Agency has been there to help.” – **Reverend Walter Dawson, Waverly, Ohio (Pike County)**

“The support that our patients receive from the Area Agency on Aging is invaluable in assisting SOMC in the transition from the hospital to home. They provide information and services to help patients and caretakers with daily care needs.” - **Teresa Bryan, LISW-S, Director of Southern Ohio Medical Center Social Work Services (Portsmouth, Ohio – Scioto County)**

“Thank you! I wish we could give an award for The Best Community Partner. It would be you guys.” - **Susan Rogers, Director, RSVP & Volunteer Network Center of the Ohio Valley**

AAA8 *Serving Athens, Hocking, Meigs, Monroe, Morgan, Noble, Perry and Washington counties*

“As a contract service provider for home delivered meals and congregate meals for many years through AAA8, we see firsthand how these vital services impact the lives of our ever-growing elderly population within our communities. Being a multi-county provider, these services are making a difference in giving the frail elderly the dignity of independence and choice to remain in their homes. We have a terrific relationship with AAA8 who continue to demonstrate their commitment, compassion and concern for the needs and services of all the older adults in our communities.” - **Dick Stevens, Division Director, Hocking Athens Perry Community Action**

“From a Veterans services perspective, the Area Agency on Aging 8 is invaluable. It performs functions that other agencies are not tasked or mandated to perform and provides an umbrella focal point to make assessments of what resources are best applied to individual cases without duplication or waste of efforts and assets.” - **Roy Ash, Washington County Veteran Services Officer**



“I am trying to keep the faith that somehow we can keep our role!! ODA said in my meeting this month that we will reach the 50/50 goal this coming year. That is a major accomplishment of mine. I have been doing this for 20 years, enrolled the first consumers in this program. It keeps me going !!”- **Jane Skeen, AAA8 Home Care Director**

AAA9 Serving Belmont, Carroll, Coshocton, Guernsey, Harrison, Holmes, Jefferson, Muskingum & Tuscarawas counties

“The Area Agency on Aging region 9 provides ongoing assistance to the aging population in our community that allows our senior citizens access to resources that they crucially need to remain independent and a vital part of our community.” - **Nancy L. Pierce, CEO, Muskingum Economic Opportunity Action Group (MEOAG)**

AAA10b Serving Portage, Stark, Summit & Wayne counties

“I have worked with the Akron/Canton AAA on several projects over the last several years including initiatives on Elder Abuse, Managed Long-term Care and Transitional Care. The agency has a tremendous dedication to the care and quality of life of the seniors in our community. They are always the first agency to step to the plate to address the issues facing seniors and their collaborative spirit sets the tone for the network of Senior Service Agencies in our region. There is absolutely no doubt that older adults in our community are able to remain independent and living in the community longer as a result of the role of the AAA.” - **Nancy A. Istenes, DO, CMD, Medical Director, Long-Term and Transitional Care Services, Summa Health System**

“The community is enhanced when all residents can live independently and productively, maintaining connection to family, friends, and community interests. Through the work of Area Agency on Aging our area’s seniors do just that – and maintain a vibrancy of life that resonates throughout our region.” - **Jane Litz, CMA, Vice President-Corporate Accounting, FirstMerit Bank**

“For decades the Area Agency on Aging has put our federal and state tax dollars to work in a thoughtful, compassionate, and efficient manner, caring for our Medicaid eligible older adults where they want to be – in their homes. Today they apply their expertise to transitioning our frail elderly from hospitals and nursing homes to their own homes or assisted living centers where they continue to maintain their quality of life through excellent care. Their efforts demonstrate to all of us that it is possible get outstanding outcomes in elder care with the efficient use of our tax dollars, in a way that is most helpful to our older adults and their families.” – **Willard Roderick, AAA10b Board Chair, former President and CEO of Barberton Citizens Hospital**

About the Ohio Association of Area Agencies on Aging | o4a

The Ohio Association of Area Agencies on Aging (o4a), a nonprofit organization, is a statewide network of agencies that provide services for older adults, their families and caregivers, as well as advocate on their behalf. The Association addresses issues that have an impact on the aging network, provides services to members, and serves as a collective voice for Ohio’s Area Agencies on Aging (AAAs). Equal Opportunity Employer/Provider. For more information visit, www.ohioaging.org.