

A background image featuring Iron Man in the foreground, his right hand extended with the repulsor glowing. In the background, a city street is shown with several people running, including a man in a dark jacket. The scene is set in a city with tall buildings under a bright sky.

NOT ALL HEROES WEAR CAPES:

CUSTOMIZING THE FRONT DOOR &
ADDING COMMUNITY HEALTH
WORKERS TO AAA'S

AGENDA:

- Brief history of the agency: programs & staffing
- What changed?
- How our agency adapted
- Technology & funding
- Community Health Workers and the future
- Q & A





When we started in 1974,
we were like Cap here -
stronger than the
average person but still
just a Super Soldier.

Growth and Impact

1989

Non-profit agency

1990

PASSPORT

1996

Essentials

2004

Assisted Living Waiver

2008

LEVY



2013

Hawkins Corner

2015

Ohio Home Care Waiver

2016

Specialized Recovery Services

2017

OBLTSS LIVE

LOCATION, LOCATION, LOCATION



AT A BUSY
INTERSECTION



ON A BUS LINE,
WITH A STOP OUT
FRONT



CLOSE TO
SHOPPING, DINING
& HOSPITALS

Growth and Impact

1989

Non-profit agency

1990

PASSPORT

1996

Essentials

2004

Assisted Living Waiver

2008

LEVY



2013

Hawkins Corner

2015

Ohio Home Care Waiver

2016

Specialized Recovery Services

2017

OBLTSS LIVE

Outreach & Admin Services

FRONT DESK SUPERVISOR

1 Part Time, 1 Full time Employee

Medicaid Services

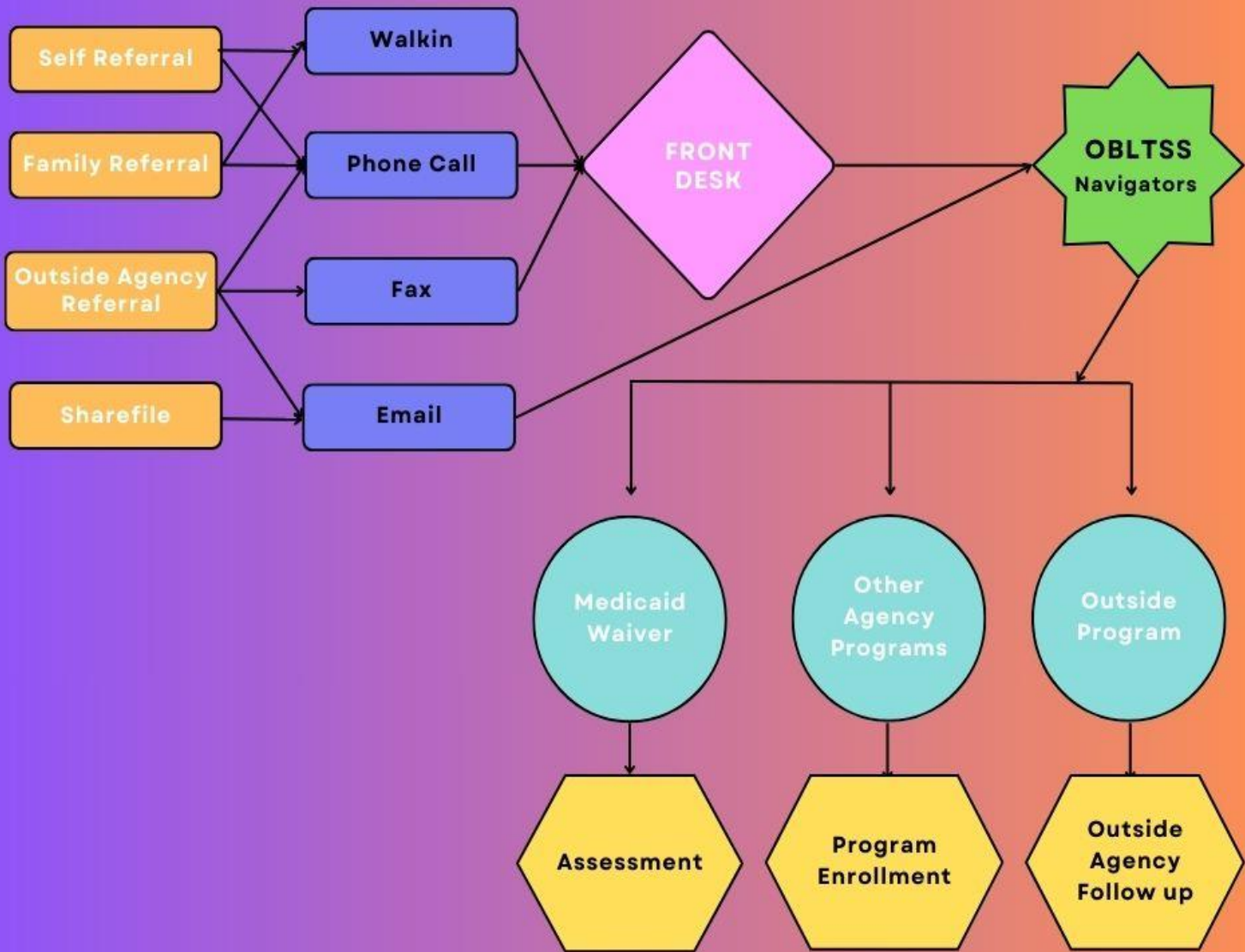
LTCC SUPERVISOR

OBLTSS Navigators

PRE-AD

LTCC ASSESSORS

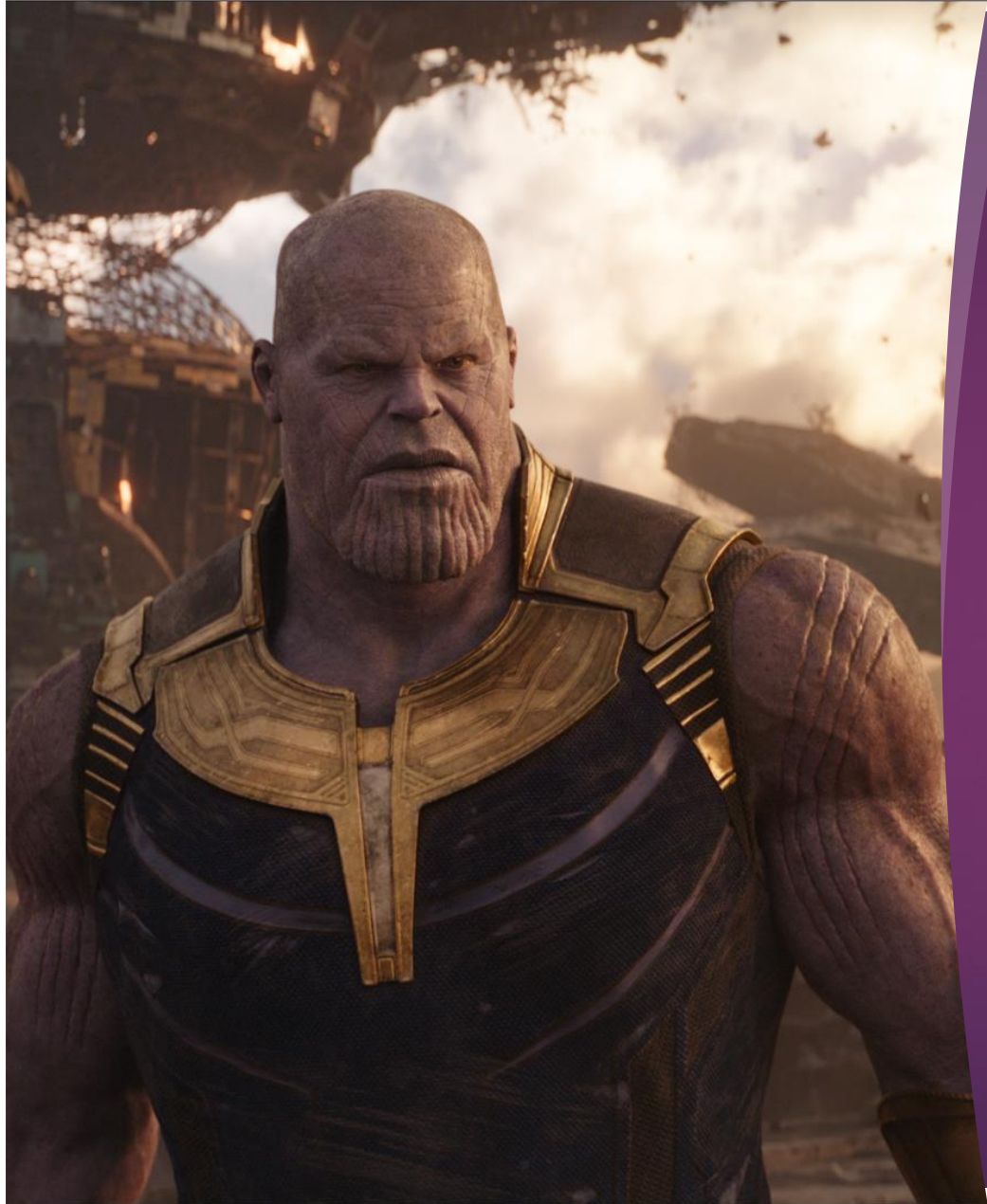
FRONT DESK AND INTAKE STRUCTURE



Consumer Intake Flow



WE ARE IRON MAN!



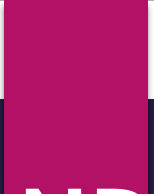
Then March
2020
Happened.....



Pause (k)

What people needed, changed...

- ▶ UNEMPLOYMENT HELP
- ▶ SOCIAL SECURITY RETIREMENT
- ▶ SOCIAL SECURITY DISABILITY
- ▶ INITIAL MEDICARE A & B
- ▶ MEDICARE APPEALS
- ▶ MEDICAL BILLS APPEALS
- ▶ FUNERAL EXPENSES DUE TO COVID



**LET'S CHANGE WHO ANSWERS THE PHONE AND
GREET'S PEOPLE**

**LET'S BUILD ON OUR TECHNOLOGY TO IMPROVE
THE REFERRAL PROCESS**

**LET'S FIND NEW FUNDING SOURCES TO SUPPORT
THE TEAM**

CHANGING WHO ANSWERS THE PHONE

We had 1 full time and 1 part time person that answered the phones and greeted people.

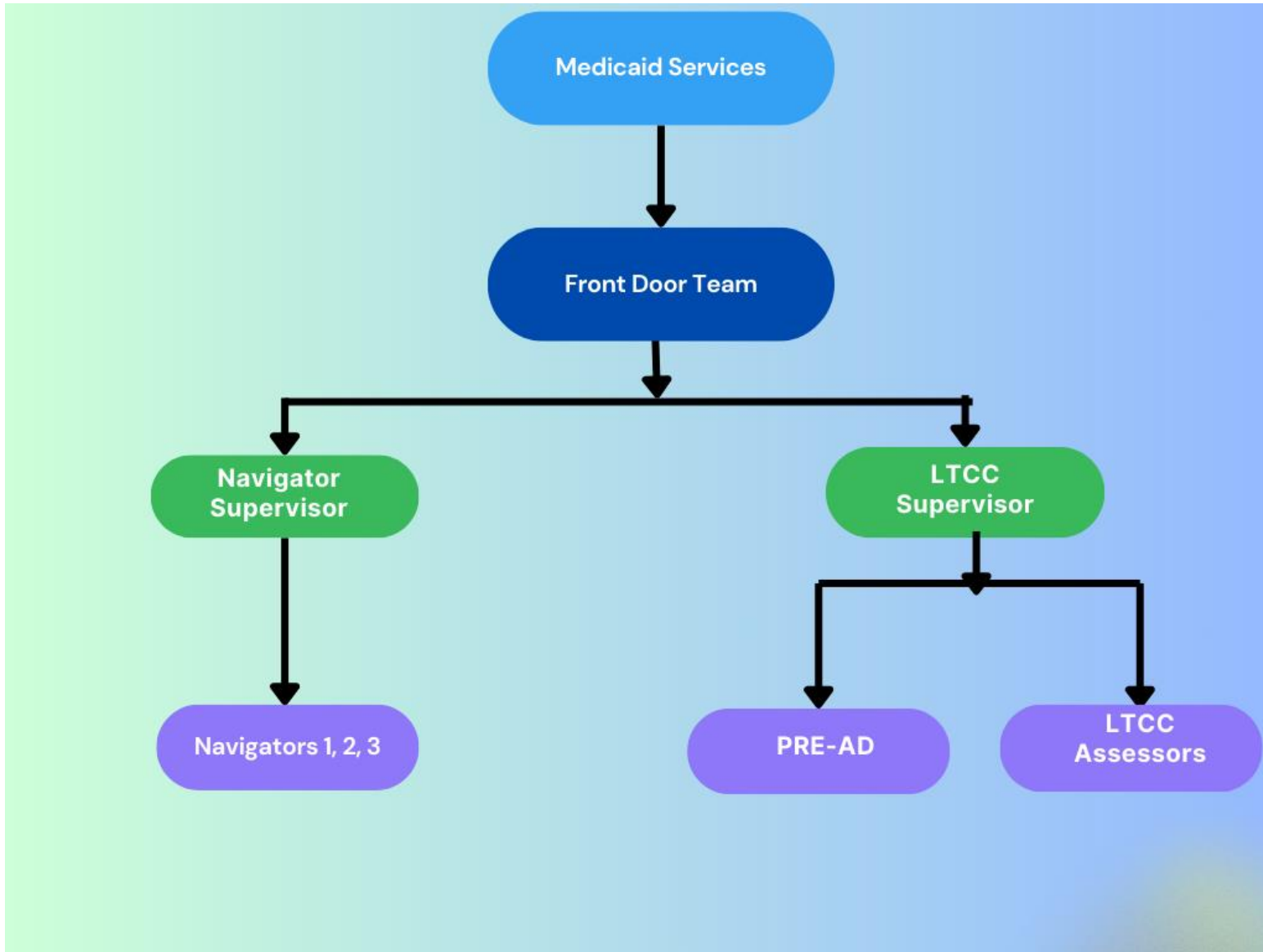
Problem #1: Erroneous Call Transfers

Problem #2: Assisting Walk ins

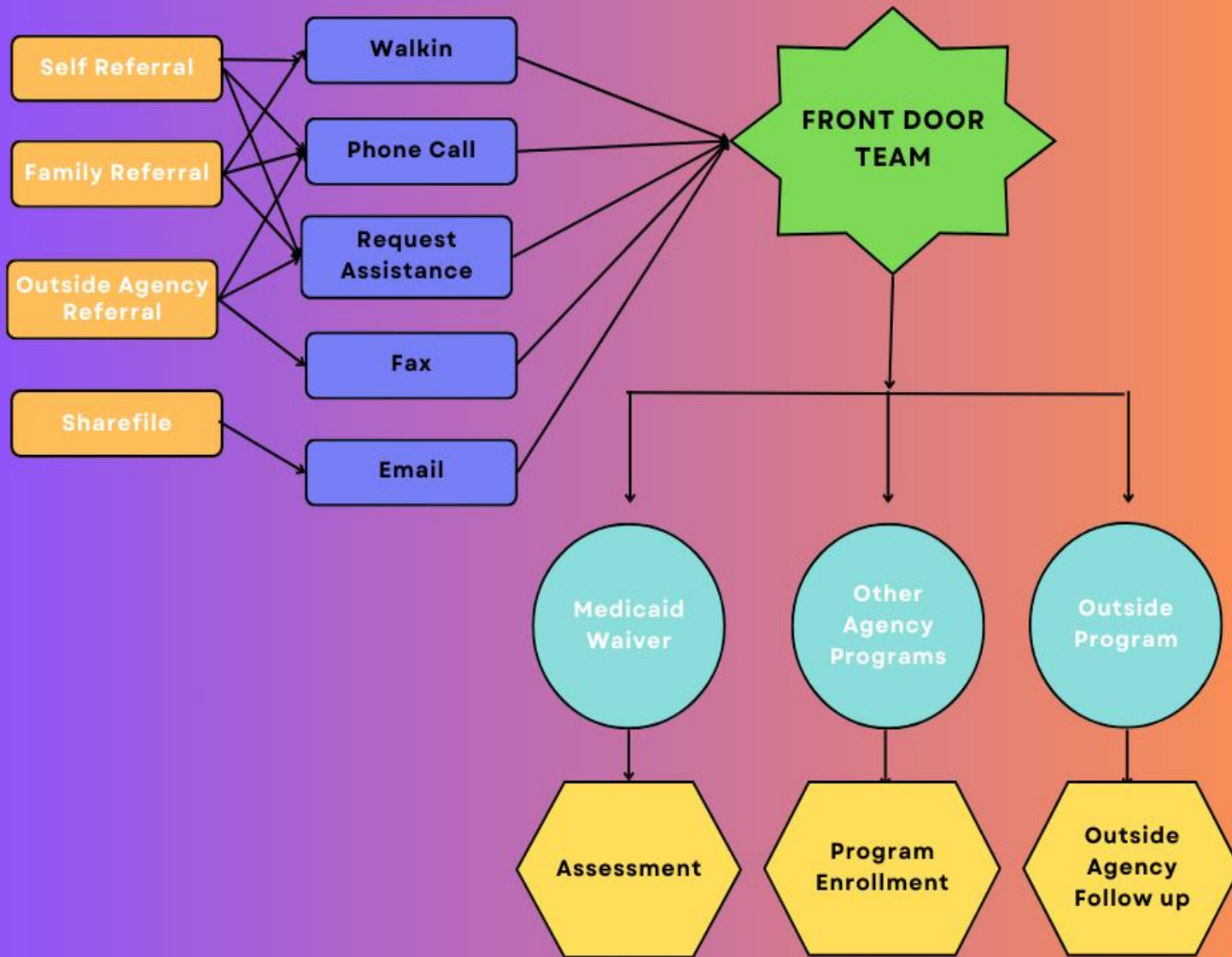
Problem #3: Communication between Teams



1 Front Door Team



NEW FRONT DOOR TEAM STRUCTURE

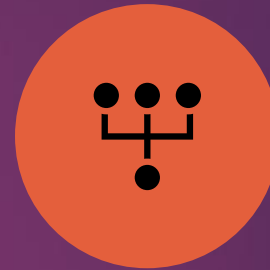


New Consumer Intake Flow

Improving our technology and referral process



What are the pain points when receiving referrals?



What is missing in our current process?



What do we have now and what can we expand on?



How can we use technology to improve Customer Satisfaction?

VACCINES

ABOUT ▾

SERVICES ▾

EDUCATION ▾

PROVIDERS ▾

EVENTS ▾

RESOURCES ▾

Request Assistance

ABOUT

Our Agency

Advocacy

AAA Foundation

Our People

Employment

Annual Reports

Volunteer Opportunities

Donate

Our Agency



— 2024 —
OFFICIAL MEMBER

Information of Individual Needing Assistance

Please enter the following information as it relates to the individual needing assistance.

First Name *

Enter your answer

Last Name *

Enter your answer

Date of Birth *

Enter date in the following format: MM/DD/YYYY

Email

Enter a valid email address.

Phone Number *

Please enter phone number as a number only, no dashes or spaces.

The value must be a number

Address *

Enter your answer

City *

Enter your answer

State *

Enter your answer

Zip Code *

Enter your answer

Currently Receiving Medicaid? *

Yes

No

Unsure

Do you have family within 50 miles? *

Yes

No

Do you have a support group outside of family? *

This could include Church, Friends, Neighbors, etc.

Yes

No

Focused view
 Show Chart
 New
 Refresh
 Visualize this view
 Email a Link
 Run Report
 Export to Excel
 Share

Unassigned Inquiries

Edit columns
 Edit filters

<input type="checkbox"/>	Inquiry Owner	Beneficiary	Created On	
<input type="checkbox"/>	Wipfli Admin (Offline)	Tony Stark	9/5/2024 2:34 PM	
<input type="checkbox"/>	Wipfli Admin (Offline)	Natasha Romanoff	9/5/2024 2:25 PM	
<input type="checkbox"/>	Wipfli Admin (Offline)	STEVE ROGERS	9/5/2024 2:22 PM	

- Home
- Recent
- Pinned
- My Work
 - Dashboards
 - Activities
- Community
 - Individuals
 - Organizations
- Client Services
 - Inquiries**
 - Service Actions
- Referral Services
 - Provider Registrati...
 - Provider Services

← | ↗ | Save | Save & Close | + New | Deactivate | Refresh | Check Access | Assign | Run Report

Inquiry for Natasha Romanoff - Saved

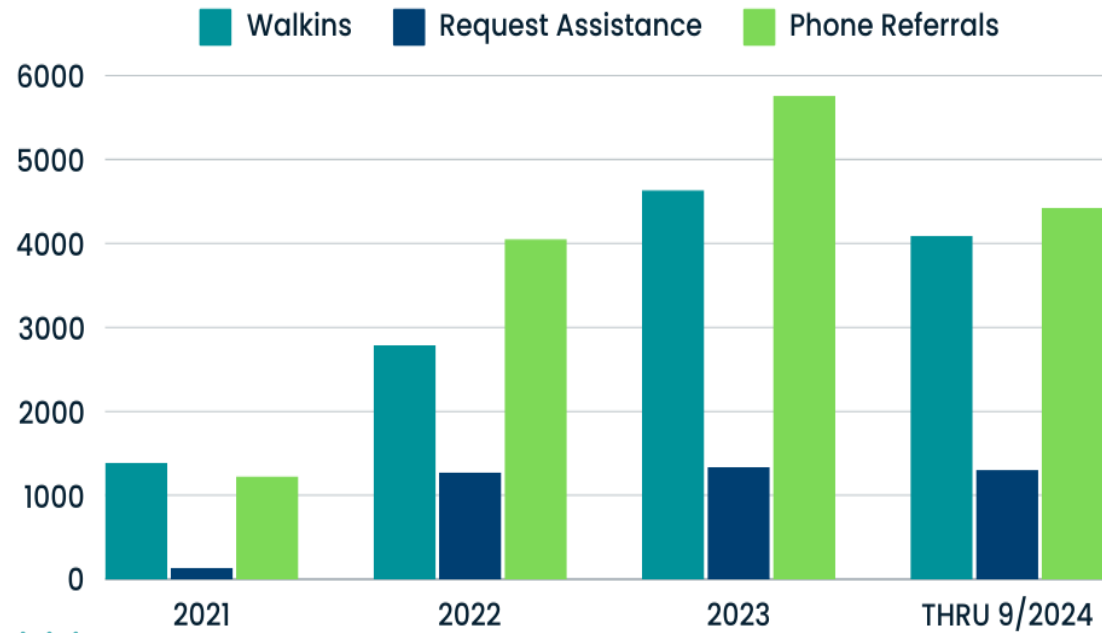
Inquiry

- Inquiry Details | **Services** | Related

Utility Assistance	<input type="checkbox"/>
Prescription Drug Assistance	<input type="checkbox"/>
Home Modification	<input type="checkbox"/>
Chore Services	<input type="checkbox"/>
Emergency Response System	<input checked="" type="checkbox"/>
Diabetes Education Program	<input type="checkbox"/>
Falls Education Program	<input type="checkbox"/>
Caregiver Support	<input type="checkbox"/>


No data available.

INTAKE DATA FOR AAA5

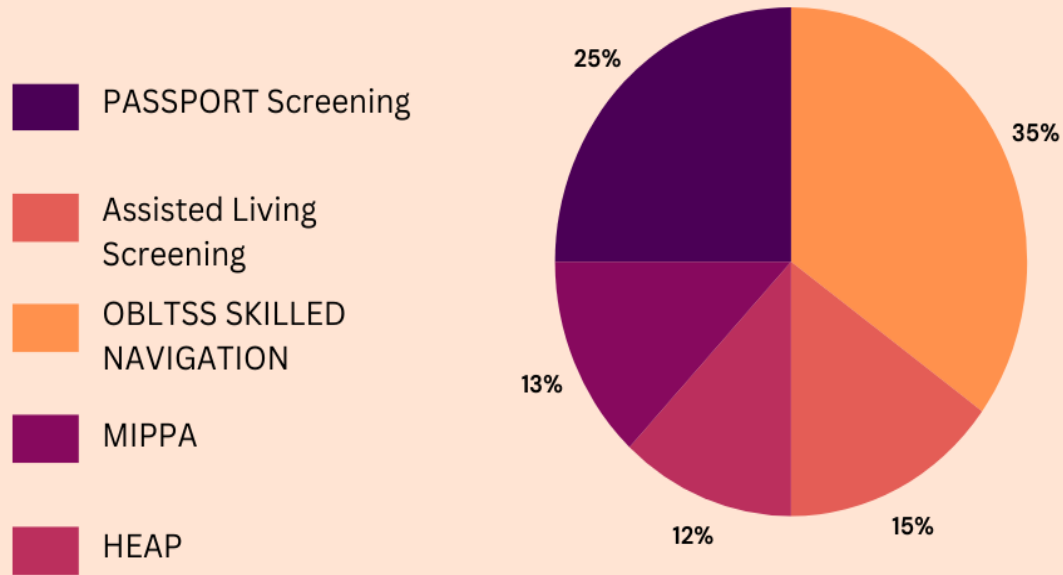


**LET'S FIND
ADDITIONAL
FUNDING FOR
MORE
NAVIGATORS**



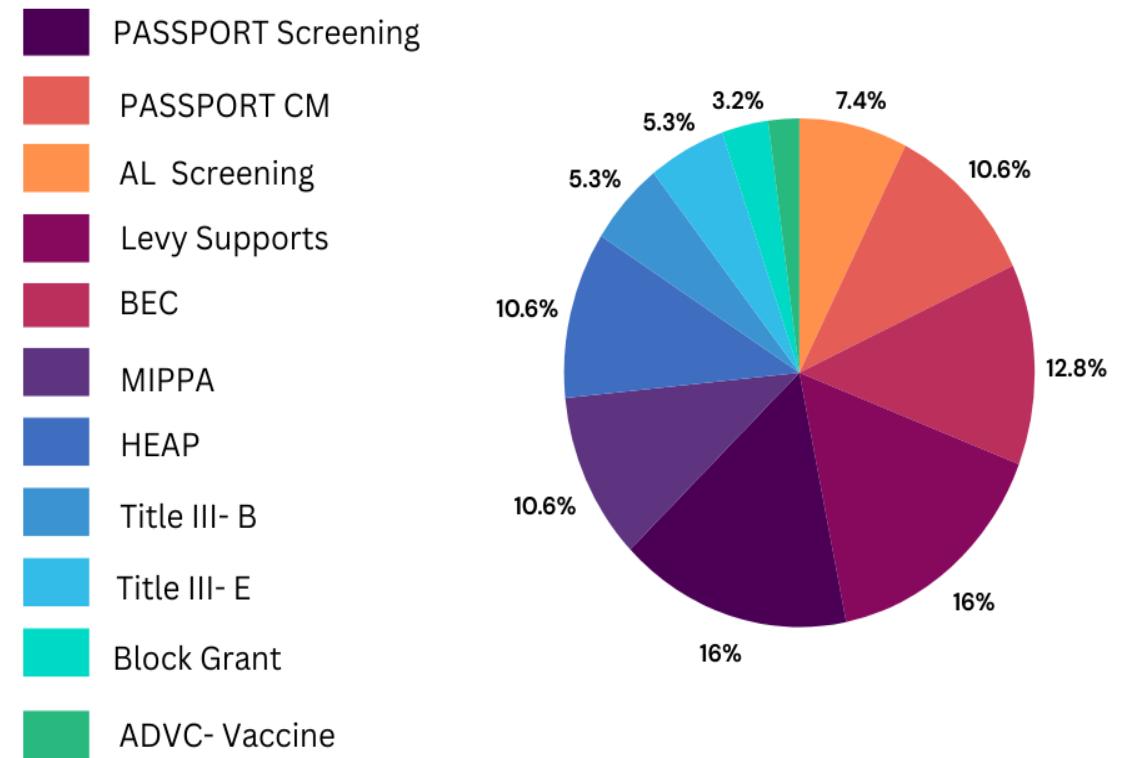
How it started

FUNDING INTAKE



How it's going

REVISED FUNDING INTAKE



Benefits Enrollment Centers (BEC)



ALIGNS WITH OUR
VISION



TARGETS OUR
POPULATION



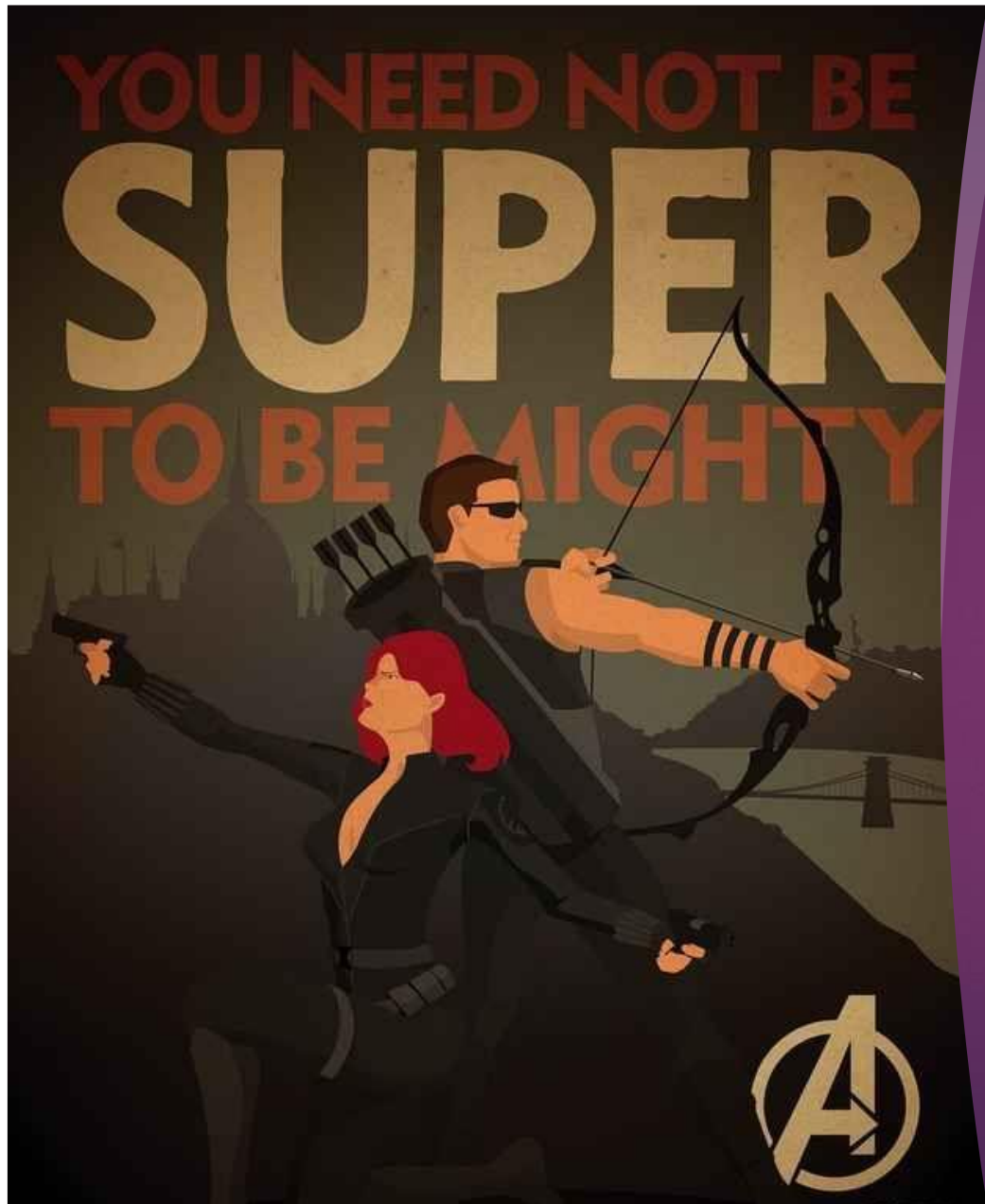
EMPHASIS ON
SNAP, HEAP,
MEDICAID, MSP,
and EXTRA HELP

**All problems solved! Everything is
absolutely perfect!**



Community Health Workers





What are CHW's
and who can
become one?



Who needs
barriers
smashed?

Proven Outcomes & Processes Targeting our Populations

MINORITY
POPULATIONS

AGING
POPULATIONS

LOW
INCOME
INDIVIDUALS

ADULTS
LIVING WITH
DISABILITIES

RURAL
INDIVIDUALS

21 Pathways

Adult Education

Family planning

Postpartum

Substance Use

Health Coverage

Medical screening

Medication adherence

Medication reconciliation

Social Service Referral

Development Referral

Immunization Referral

Employment

Pregnancy

Food Security

Transportation

Mental Health

Oral Health

Housing

Learning

Medical Home

Medical Referral



How we
changed
our
Navigator
Structure to
include
CHW's



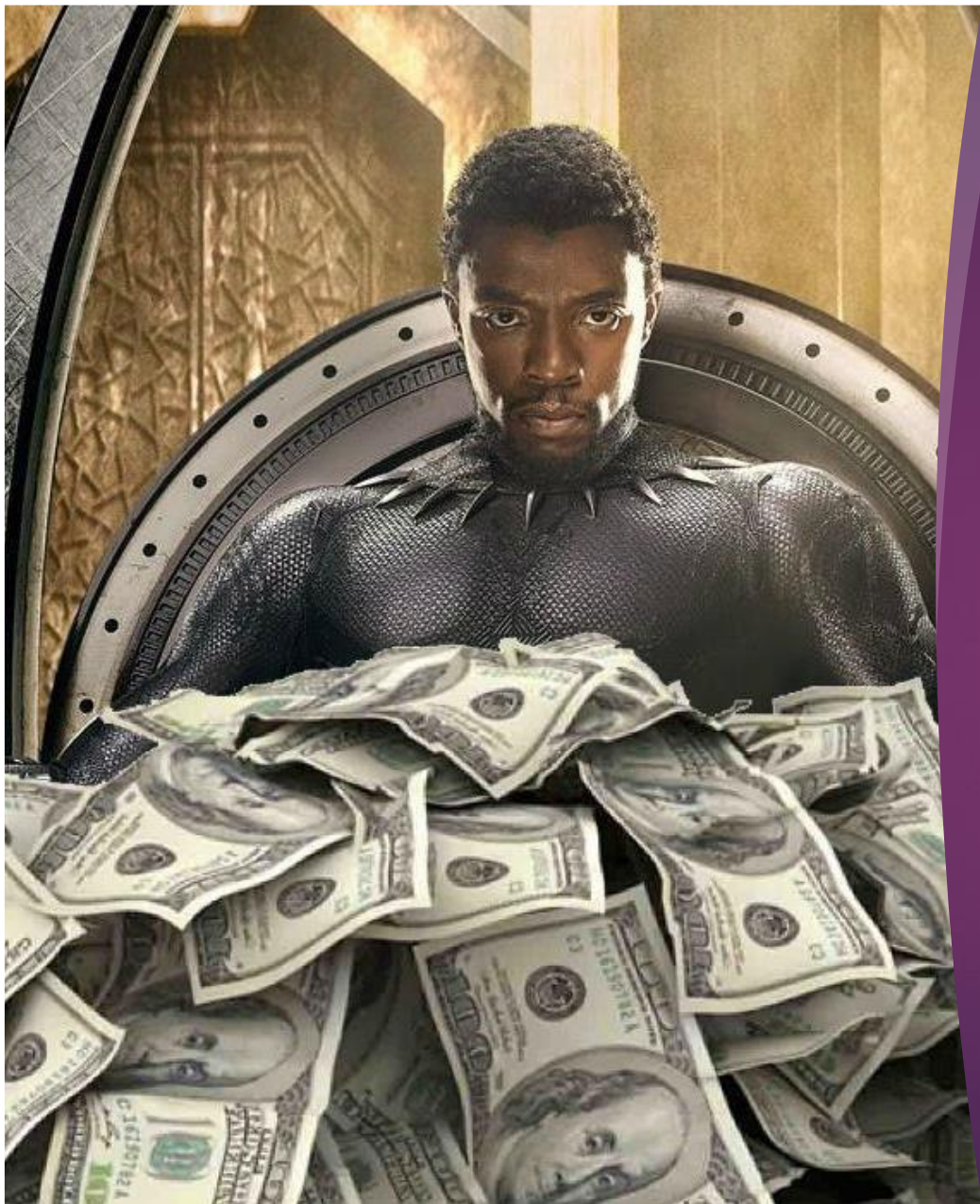
NAVIGATOR 1- ½ time at
Front Desk, ½ time doing
screening/intake



NAVIGATOR 2- Hybrid of
Navigator 1 and 3- not
CHW certified



NAVIGATOR 3- Certified
CHW, limited Front Desk
time, limited intake



FUNDING THE CHW WORK

GRANTS, DONATIONS, MANAGED
CARE MEDICAID, PRIVATE
INSURANCE REIMBURSEMENT,
MEDICARE

FUTURE PROJECTS AND CHANGES

**EXPANDING
OUR SERVICE
COORDINATION**

**VETERANS
DIRECTED CARE**

**ADDITIONAL
COMMUNITY
HEALTH
WORKERS**

**MY CARE
EXPANSION**



OUR TEAM OF SUPERHEROES



QUESTIONS?