



# 2007 Highlights

## Our Mission:

**Providing essential human services as a safety net, targeting older adults, people with a disability, and low-income families, in order to support independence, dignity, and self-sufficiency.**

## Area Agency on Aging

### Case Management

AAA geriatric care managers provided 8,669 hours of comprehensive service to older residents of Johnson County, helping them live independently in their own homes. These case-managed clients receive services through the Home and Community-Based Frail Elderly Waiver (HCBS-FE) and federal, state, and county-funded programs. Geriatric care managers evaluate the needs of vulnerable at-risk elders, plan for their care, advocate, and secure resources from funded programs as well as from other agencies and community groups. Services to HCBS clients increased 4 percent in 2007. These clients require the most resources from our care managers.

### Assessment

The evaluation or assessment process is an important component in the delivery of in-home services and is mandated for all persons seeking nursing home placement. This process helps ensure that the needs of those seeking services are appropriately, efficiently, and effectively met. In 2007, 4,775 assessments were conducted for older adults needing in-home services such as meals, homemaker, attendant care, respite care, medication management, and nursing home placement.

### In-Home Services

During 2007, the AAA contracted with 13 agencies that provided 37,375 hours of service to help older adults live independently in the community. These vital safety-net services include homemaker, attendant care, respite care, and medication management.

### Dental Services

In 2007, the AAA was able to increase dental services for seniors by 23 percent. These services included diagnosis and treatment, as well as fitting of dentures. Forty-three seniors were assisted in the program.

## **Nutrition Program**

### *Meals on Wheels (MOW)*

The AAA provides a noon meal five days per week for older adults through the Meals on Wheels component of the Nutrition program. In addition, high-risk elders receive frozen meals for weekends. Specifically in 2007:

- 1,106 volunteers distributed 139,266 home-delivered meals to elderly and disabled individuals.
- We distributed 1,900 “Blizzard Boxes” (shelf-stable meals) to clients for use in the event of a weather emergency.
- We managed 58 volunteer-delivered routes and five delivered by staff.
- We coordinated with 4-H project “Operation Open Door” to provide volunteer labor for household chores that could not be accomplished by homebound MOW clients. Tasks included replacing smoke-alarm batteries, yard cleanup and planting, and changing light bulbs. More than 100 4-H members and parents visited more than 120 older adults.
- In partnership with the national Meals on Wheels association and Humana (with new revenue of \$7,680), we delivered frozen meals to 159 individuals.

### *Neighborhood Centers*

The AAA Nutrition program provides nutritious noon meals five days per week at nine neighborhood centers—in De Soto, Gardner, Lenexa, Merriam/Shawnee, Olathe, Overland Park, Prairie Village, Roeland Park, and Spring Hill. In addition to a noon meal, these centers offer educational and exercise programs and social activities. Specifically in 2007:

- We provided 50,207 meals were provided at neighborhood nutrition centers, an increase of 2 percent over the prior year.
- Nutrition education, including nutrition facts, recipes, tips, and nutrition word games on the back of menus, continued to receive positive feedback on annual surveys.
- We offered the “You Can! Steps to Healthier Aging” program at the Olathe Senior Center. The program included bone density screenings, pre- and post-program blood pressure, blood sugar, and cholesterol screenings. Individual step goals were given weekly, based on the number of steps participants walked the previous week. Blue Cross/Blue Shield of Kansas City donated pedometers to help participants measure their increased movement. Outcome studies of participants showed increased levels of satisfaction in health and mobility for those who participated. Information from the screenings showed that 46 percent of participants improved their cholesterol levels, 33 percent improved their blood sugar, and 62 percent decreased their blood pressure. Eighteen older adults successfully completed the 12-week program. A post-program survey from participants indicates the success and interest of seniors of Johnson County in eating better and moving more.

## **Routine Health Screening**

The AAA contracted with the Johnson County Health Department to perform health screens for older adults. In 2007, public health nurses conducted 871 health screens for seniors at nutrition sites and senior low-income apartments throughout the county. This is an increase of 10 percent over the prior year.

## **Catch-a-Ride**

This volunteer transportation program provides rides for older adults, people with disabilities, and people in life transition. Transportation includes door-through-door assistance to medical appointments, social and community service appointments, shopping, pharmacies, banking, and social and religious activities. In 2007, we provided 10,133 trips, which shows stabilization in the number of trips provided by the program. Ninety-seven volunteer drivers provided 20,266 hours of service.

## **Senior Health Insurance Counseling for Kansas (SHICK)**

The AAA administers the SHICK program, a valuable service that provides volunteers to counsel senior adults on insurance and Medicare Part D. In 2007, 10 volunteers counseled 955 seniors. We served fewer individuals this year because many had enrolled in Part D last year. The AAA has extremely limited state funding for this program.

## **Volunteerism**

In 2007, volunteers provided 34,364 hours of service, a 5 percent decrease from last year. These hours convert to the equivalent of 16.5 FTE. Using the 2006 Independent Sector Rate of \$18.77 per hour, these volunteer hours are valued at \$645,012.

## **Holiday Programs**

We distributed more than 160 holiday food baskets from Rolling Hills Presbyterian Church; community and local businesses sponsored 65 care-managed seniors; and we distributed 160 holiday stockings from Lee Jeans.

## **Accessibility Program**

- We conducted a weekly support group for people with a disability, in collaboration with Johnson County Mental Health and The Dream Works. An average of 17 attended. The group has been meeting for 14 years.
- We provided 2,422 county interpreting hours to 19 county agencies.
- We coordinated 231 community interpreter requests and 1,823 county interpreter requests.
- We provided 1,800 hours of case management to 211 clients.
- We provided in-home services to 191 individuals with a disability, allowing them to be independent and remain in their own homes. Additional resources acquired in 2007 allowed for complete elimination of the waiting list.
- We worked closely with seven Independent Living Centers and three meal vendors to provide home-delivered meals to clients on the physically disabled (PD) waiver.
- We provided information and referral services to 598 individuals. Housing and in-home services continue to be the most frequent referrals.
- We conducted 10 disability awareness trainings for 178 individuals.
- Staff demonstrated Telecommunications Access Program equipment to 112 individuals.
- Staff taught three sign language classes to 54 county employees. Community Corrections staff requested and received their own class.

- Case managers processed 300 reduced-fare applications for J.C. Special Services.
- Staff installed accessibility equipment for deaf and hard-of-hearing clients, requiring 127 personal contacts and 204 work hours.
- We conducted monthly case management meetings incorporating outside speakers, with participation by Outreach and Aging staff.
- Partnering with Rolling Hills Presbyterian Church, we delivered 69 holiday baskets of food.
- Working with Outreach and Aging staff, we provided Christmas gifts to 49 clients.
- We developed a new communication tool, the “Accessibility Update,” and distributed 1,800 copies.
- We developed policies and procedures for billing and accounts receivable for in-home and interpreter services.
- Working with county ITS, we developed additional reporting functions in the interpreter scheduler program.
- Partnering with six county agencies, we secured funding for the Accessibility Program. Partners include Mental Health, the Health Department, Appraiser, Developmental Supports, Corrections, and the Jail.
- We held our annual Accessibility Program Advisory Board meeting. New members are Judge Steve Tatum from Johnson County District Courts, Marie Figoni from JCDS, David Rosenthal from the Kansas Telecommunications Industry Association, and Joyce Hightower from the Telecommunications Access Program.
- Staff attended interpreter trainings to earn CEUs for maintaining state certifications, training related to sexual harassment, and training on working with mental health clients.

## **Housing Services**

The Housing Services Weatherization Program received a new grant from Kansas City Power and Light in the amount of \$75,000 to expand the existing Weatherization Program services.

Housing Services partnered with SAVE, Inc., to receive a new Shelter Plus Care grant in the amount of \$148,680 from the U.S. Department of Housing and Urban Development to provide housing assistance and supportive services for persons living with HIV/AIDs.

The Housing Choice Voucher Program provided rental assistance to an average of 1,422 families with an average monthly disbursement of \$684,891, affecting approximately 3,555 people.

The Family Self-Sufficiency Program graduated four participants and disbursed escrows from their accounts totaling \$27,980.

To sustain and preserve Johnson County neighborhoods and to allow elderly citizens and persons with disabilities to remain in their homes, Housing Services rehabbed 128 households in Johnson County, disbursing \$796,387.

## Johnson County Information

- We began publishing *The Best Times* and the *Johnson County Senior Directory* online, and began holding focus groups to ascertain preferred information media for seniors ages 60 to 75.
- We received a two-year grant from the Kansas Department on Aging, for \$10,000 per year, to pay writers for the Kansas Senior Press Service. Through multi-purposing of material this grant will also help the bottom line of *The Best Times*.
- Through *The Best Times*, we partnered with county departments to inform Johnson County seniors about the expertise of: Johnson County Environmental, Emergency Management and Homeland Security, Johnson County K-State Extension, Med-Act, the Health Department, and Mental Health.
- We served 5,099 persons by providing aging information and referral assistance by phone, e-mail, and in person.
- We provided information on aging services to 3,276 persons through 152 separate public education events.
- We responded to 6,766 calls regarding county services on the Johnson County Information Line.
- We coordinated and managed the 23<sup>rd</sup> annual Senior Quest 2007 at the Overland Park Convention Center, with 22 Johnson County agencies participating, 135 exhibitor booths, demonstrations, free health screenings, and free counseling on legal matters and reverse mortgages to a record 2,500 older adults.

## Outreach Programs

- Social service programs for the northeast Johnson County community were greatly enhanced. They included a new school-supply program providing 60 filled backpacks for area elementary children, utility assistance for Roeland Park residents on site at the Roeland Park Community Center, a summer food program assisting 561 individuals by providing lunch-friendly foods five times throughout the summer, and helping 173 families through the Roeland Park food pantry.
- With the support and effort of Human Services & Aging staff members, EasyRide increased service to five days a week and an additional hour each day.
- Partnering with United Community Services, we will be subcontractors for an SRS grant providing Food Stamp outreach during 2007-08.
- We expanded emergency services for low-income residents at the Roeland Park Community Center. Services include school supplies and assistance with rent, eyeglasses, prescription drugs, gas for job-related and medical trips, and utility assistance.
- A computer lab and a free public-access computer were developed at Roeland Park for seniors.

- We engaged in an ongoing effort to lease more appropriate (larger, in better condition, and safer) space for the Gardner Multi-Service Center, which was one of the challenges listed in the spring 2007 State of Johnson County Report. At the time of this writing, a location had not been found.
- We conducted a fund-raising campaign in March and April for the Alan Shawn Feinstein Foundation in Cranston, R.I., which yielded \$347 for Outreach.
- Through the action of the BOCC, we increased funding for the Utility Assistance program. As a result, we could serve 2,603 persons, representing 775 households, through community Utility Assistance and 4,746 persons, representing 2,153 households, through county Utility Assistance.
- We provided facility-coordinated services at the Roeland Park Community Center and the Spring Hill Civic Center to 22,622 persons.
- We served 18,592 persons through Multi-Service Center special events and programs.
- Outreach programs bolstered the county's personnel force through the efforts of 7,039 volunteers, who worked for free for 11,903 hours, valued at \$223,419.
- Outreach staff provided information and assistance to 28,417 persons.
- Professional Outreach social workers provided case management to 2,905 persons, representing 900 households.
- We served 17,652 persons, representing 3,480 households, through MSC food pantries (at an estimated value of \$243,851, or 488 tons).

## **Administrative Services**

- The Administrative Services team was deeply involved in several OFM initiatives in 2007:
  1. Implementation of the county's new Taxable Fringe Benefits guidelines (developed and implemented department guidelines for portable communication devices).
  2. Identification of non-exchange transactions (established ongoing tracking methods).
  3. Identification of existing internal controls, and creation of new internal controls, to satisfy revised external audit guidelines (numerous department policies and procedures revised and new one established).
- Created a state-of-the-art audiovisual conference room with equipment that permits easy access to the Internet or internal network and to cable and internal county TV networks.
- Placed Housing and Administration vehicles on the Wright Express system, which allows better monitoring of the use and operating costs of county vehicles while reducing paperwork and streamlining administrative tracking.
- Realized a 22.4 percent increase (a total of 301 cards) in the number of reduced-fare transportation cards issued in 2007. Each issuance involves a detailed application review and follow-up with client if necessary.
- HS&A sponsored two Community Center Blood Drives at the Sunset Drive Office Building.

## Financial Summary:

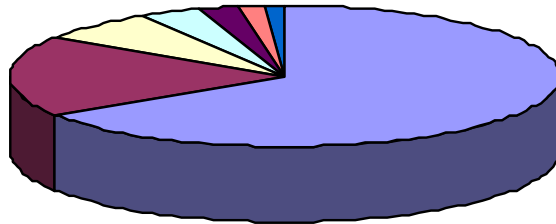
### Expenditures:

Housing	\$ 11,538,733	64%
Area Agency on Aging	\$ 4,063,034	22%
Information/Outreach/Accessibility	\$ 2,602,230	14%
Total	\$ 18,203,997	100%

### Funding:

Federal Grants	\$ 11,999,921	65.92%
County	\$ 3,366,336	18.49%
State Grants and Contracts	\$ 1,252,376	6.88%
Charges for Services	\$ 650,341	3.57%
Local Government	\$ 417,147	2.29%
Contributions	\$ 332,434	1.83%
Other	\$ 185,442	1.02%
Total	\$ 18,203,997	100.00%

## Funding 2007



Federal Grants	County
State Grants and Contracts	Charges for Services
Local Government	Contributions
Other	

In addition to the above-cited county support, the county also provided central services valued at \$1,141,707. HS/A did not manage these funds.