



***SERVICE DELIVERY & EXPENDITURE REPORT
JULY 1, 2013 - JUNE 30, 2014***

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Serving the Counties of:

Audrain, Boone, Callaway, Camden, Cole, Cooper, Crawford, Dent, Gasconade, Howard
Laclede, Osage, Maries, Miller, Moniteau, Morgan, Phelps, Pulaski, Washington

**Central Missouri Area Agency on Aging
Annual Report
July 1, 2013 through June 30, 2014**

It isn't fancy or slick but we trust this report provides sufficient information to demonstrate we are effective stewards of the dollars entrusted to us.

The electronic data we collect is part of the National Aging Program Information System (NAPIS for short). It has taken several years to implement the entire system. We are still learning how to use the system to its fullest potential. The data is increasingly useful to determine how many people we serve and how well we target services to people in the greatest economic and social need.

We collect this data on clients receiving all of our services with the exception of those receiving our *SilverEclectic* newsletter or other public education materials, those asking for information on services, and those served through the Long Term Care Ombudsman Program.

Who are we?

The Central Missouri Area Agency on Aging (CMAAA) is a private, non-profit corporation providing services in 19 central Missouri counties. CMAAA was formed in 1973 as part of a national network of over 600 area agencies on aging organized in response to federal legislation titled the Older Americans Act. The intent of area agencies is to plan, develop and coordinate a wide range of services that will enable older persons to live independently for as long as possible.

We serve the counties of Audrain, Boone, Callaway, Camden, Cole, Cooper, Crawford, Dent, Gasconade, Howard, Laclede, Maries, Miller, Moniteau, Morgan, Osage, Phelps, Pulaski, and Washington.

What is our Mission?

The Central Missouri Area Agency on Aging recognizes the individual capabilities and needs of each older person. Therefore, CMAAA's mission is to assist communities in establishing a full range of services which allow older persons to live in the most independent manner possible.

How are we funded?

We combine federal, state, local and private funding. We have a budget of approximately \$10 million dollars. We have contracts with the Missouri Department of Health and Senior Services (federal Older Americans Act, state general revenue, Social Service Block Grant, USDA Cash and Commodities), and with Missouri Highways and Transportation (MEHTAP). We are also a MoHealthNet vendor for home-delivered meals and in-home assessments.

Local communities raise in excess of \$1.5 million dollars to support our senior center network and meals programs. In addition, each client is asked to contribute toward the cost of the service they receive.

On pages 5-8, you will see charts identifying the sources of our funding and how our funding is spent.

How are we governed?

We have a 19-member Board of Directors consisting of one delegate from each of our 19 counties. They are elected by persons 60 years of age and older. The majority of the Board is over 60 years of age. We also have an Advisory Council composed of older representatives from each of our counties. We must adhere to all state and federal regulations that govern the funds we receive. Each year, the state of Missouri contracts for an independent audit of CMAAA.

What services do we provide?

We currently sponsor 31 senior centers in our 19 counties. These centers provide a wide variety of social, educational, health-related and recreational activities. They serve a noon-time meal to those 60 years of age and older. We also provide home-delivered meals in 100 different communities. By contracting with other agencies, CMAAA provides respite care, legal, health promotion/disease prevention, and transportation services. Information and assistance services are available through each senior center as well as the Columbia office.

Other services provided by CMAAA include the Long Term Care Ombudsman Program and Care Coordination Program. The Long Term Care Ombudsman Program provides a specially-trained volunteer to assist in resolving any problems a resident may experience in a long-term care facility. The program also advocates for resident's rights and provides consumer information on long

term care. Care Coordination services assist frail, vulnerable older persons and their families to identify, locate, obtain, and coordinate services that may be needed to support the older persons in their own home.

We provide support and services to family members caring for older loved ones. Family caregivers are often the sole lifeline for an older adult. We can provide family caregivers (regardless of their age) with information and guidance, respite care and assistance with needs that are unique to their own family's situation. Our newest initiative includes enrollment assistance for Medicare Part D plans; outreach and education on all Medicare programs including low income assistance; outreach and enrollment assistance for the Missouri Rx and ACA Marketplace Health Insurance, as well as, assistance with other public benefits.

On pages 10-15, you will find breakdowns by county on the various services provided during FY14.

Who do we serve?

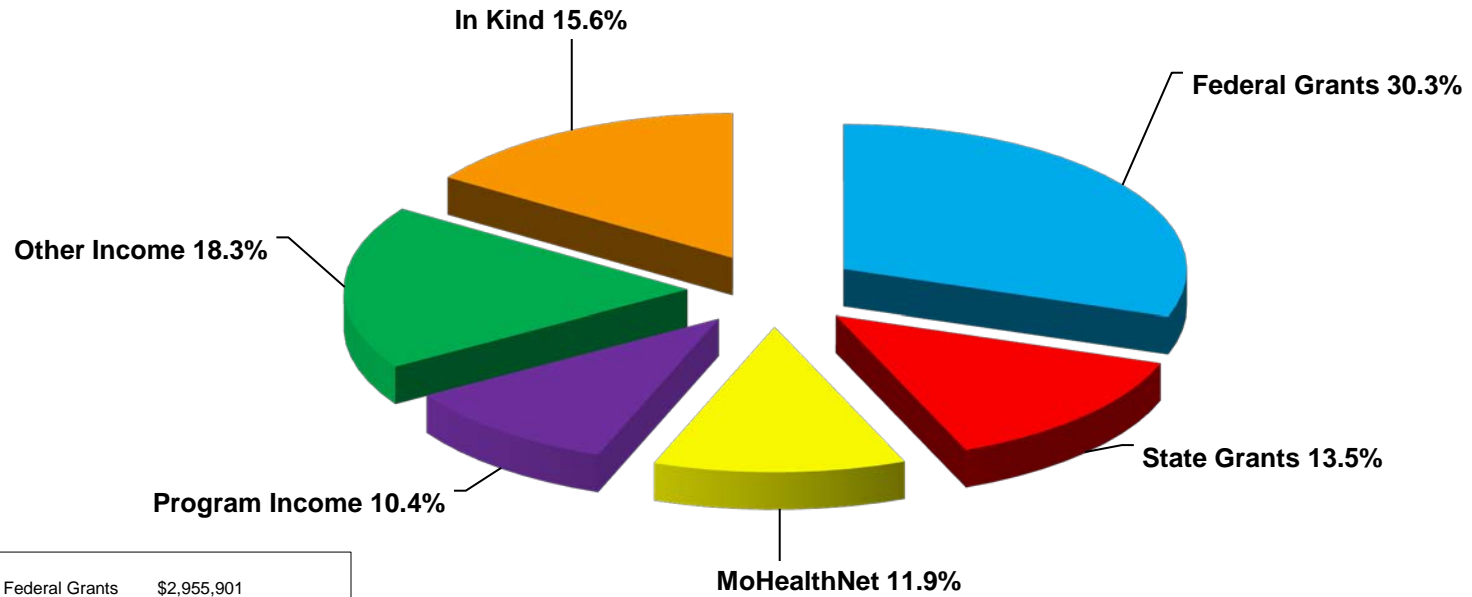
Our NAPIS client registration data shows that during fiscal year 2014, we served 13,179 different persons. Please note this does not include persons receiving our *SilverEclectic* newsletter, public education materials, information and assistance requests (which can be anonymous), Navigator services or Long Term Care Ombudsman services. Of the people we served, 6,211 lived alone and 6,394 were over age 75. We served 6,877 persons who were classified as low income and 473 were self-identified as minority status. Through our newest project, Medicare Assistance, we served 1,479 persons. The following page shows a breakdown of client characteristics by program.

DEMOGRAPHICS OF CMAAA CLIENTS BY SERVICE AGENCYWIDE FOR FY14

PROGRAM/SERVICE	# PERSONS SERVED	MALE	FEMALE	>75	ALONE	LOW INCOME	MINORITY	FRAIL
CARE COORDINATION PROGRAM								
Adult Day Care	12	3	9	9	-	2	2	10
Case Management - Supportive	610	179	430	281	491	493	25	223
Information & Assistance (Central Office & MIPPA)	2,882	929	1,951	1,248	1,771	2,139	107	572
Legal Assistance	13	3	10	8	7	6	1	7
Respite	70	25	45	47	-	17	4	68
Transportation	437	106	331	214	344	308	43	134
Information & Assistance - Family Caregiver	57	24	33	18	3	27	2	12
Case Management - Family Caregiver	261	107	154	87	6	145	5	32
Respite - Family Caregiver	87	34	53	36	1	42	3	6
Supplemental Services - Family Caregiver	87	30	57	22	1	54	1	14
NUTRITION PROGRAM								
Congregate Meals	8,069	3,486	4,580	4,076	3,295	2,861	205	411
Home Delivered Meals	3,431	1,202	2,229	1,638	1,930	2,600	238	2,274
DISEASE PREVENTION & HEALTH PROMOTION PROGRAM								
Exercise Program - PEPPI	19	-	19	11	10	3	-	-
Health Promotion - CDSME	122	24	98	38	51	47	1	4
OVERALL DEMOGRAPHICS OF CMAAA CLIENTS *	13,179	5,228	7,946	6,394	6,211	6,877	473	2,846

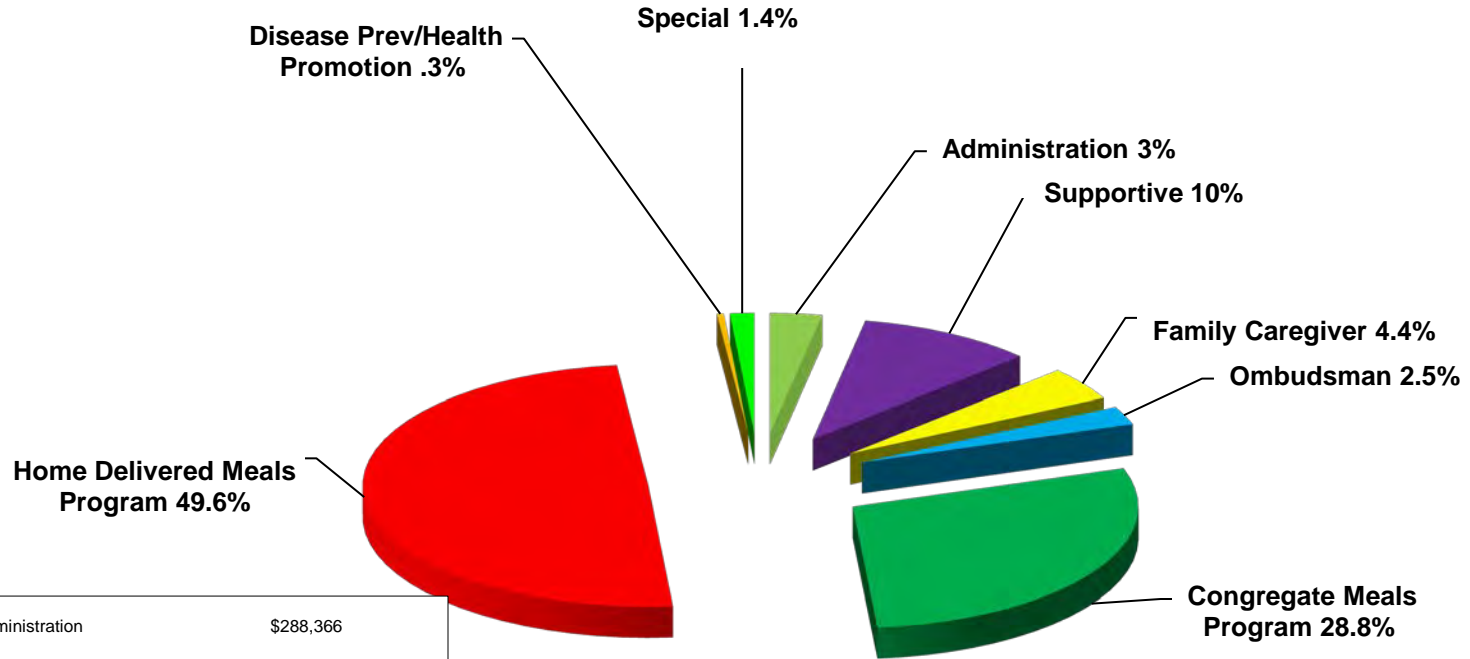
*Note: The columns do not add down as the same client might receive more than one service; this line represents the true unduplicated number of clients served for all programs combined.

FY14 CMAAA REVENUE



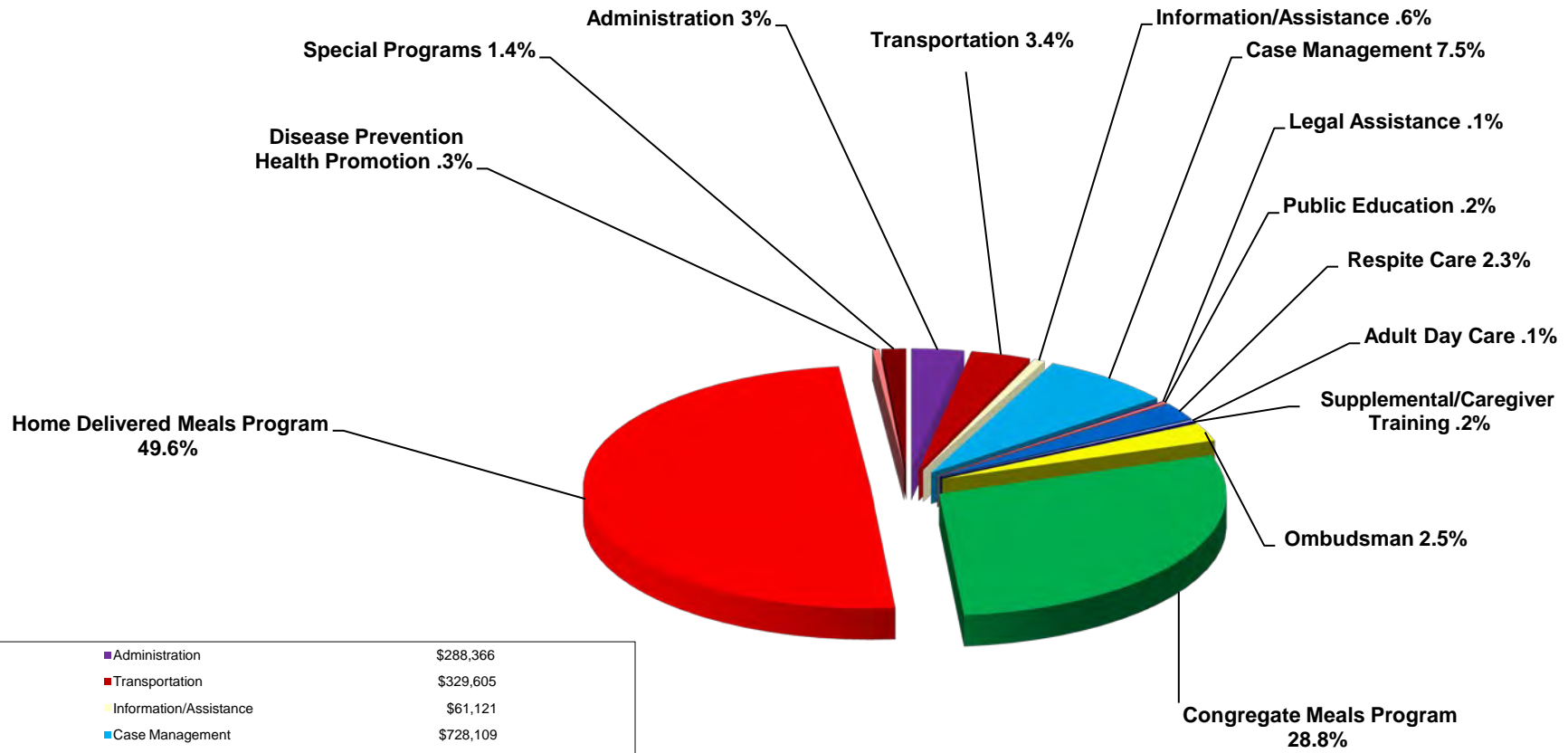
Federal Grants	\$2,955,901
State Grants	\$1,317,969
MoHealthNet	\$1,157,580
Program Income	\$1,018,082
Other Income	\$1,780,050
In Kind	\$1,521,765

FY14 CMAAA PROGRAM FUND EXPENDITURES



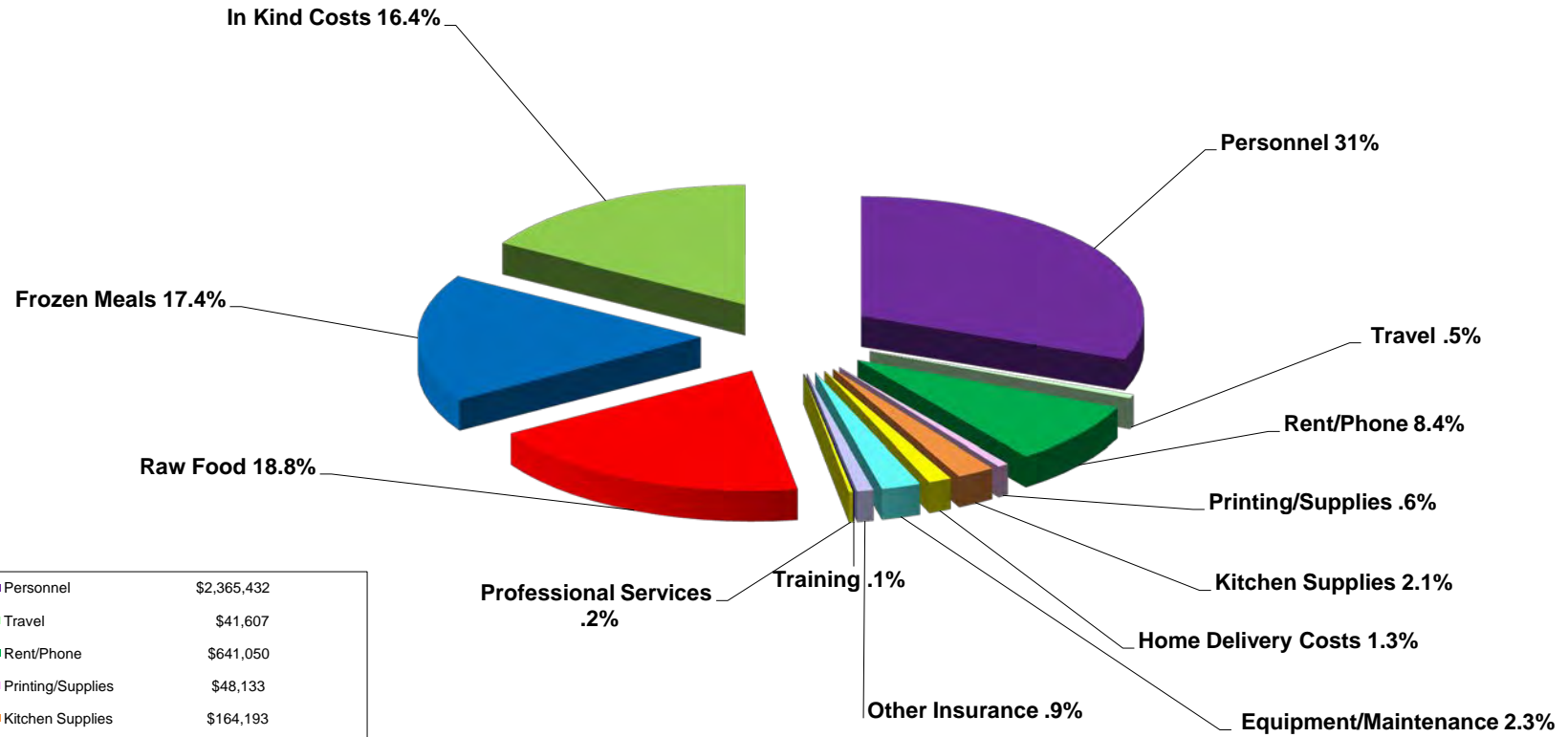
Administration	\$288,366
Supportive	\$973,936
Family Caregiver	\$433,789
Ombudsman	\$238,936
Congregate Meals Program	\$2,805,917
Home Delivered Meals Program	\$4,837,719
Disease Prev/Health Promotion	\$38,142
Special Programs	\$134,039

FY14 CMAAA SERVICES EXPENDITURES



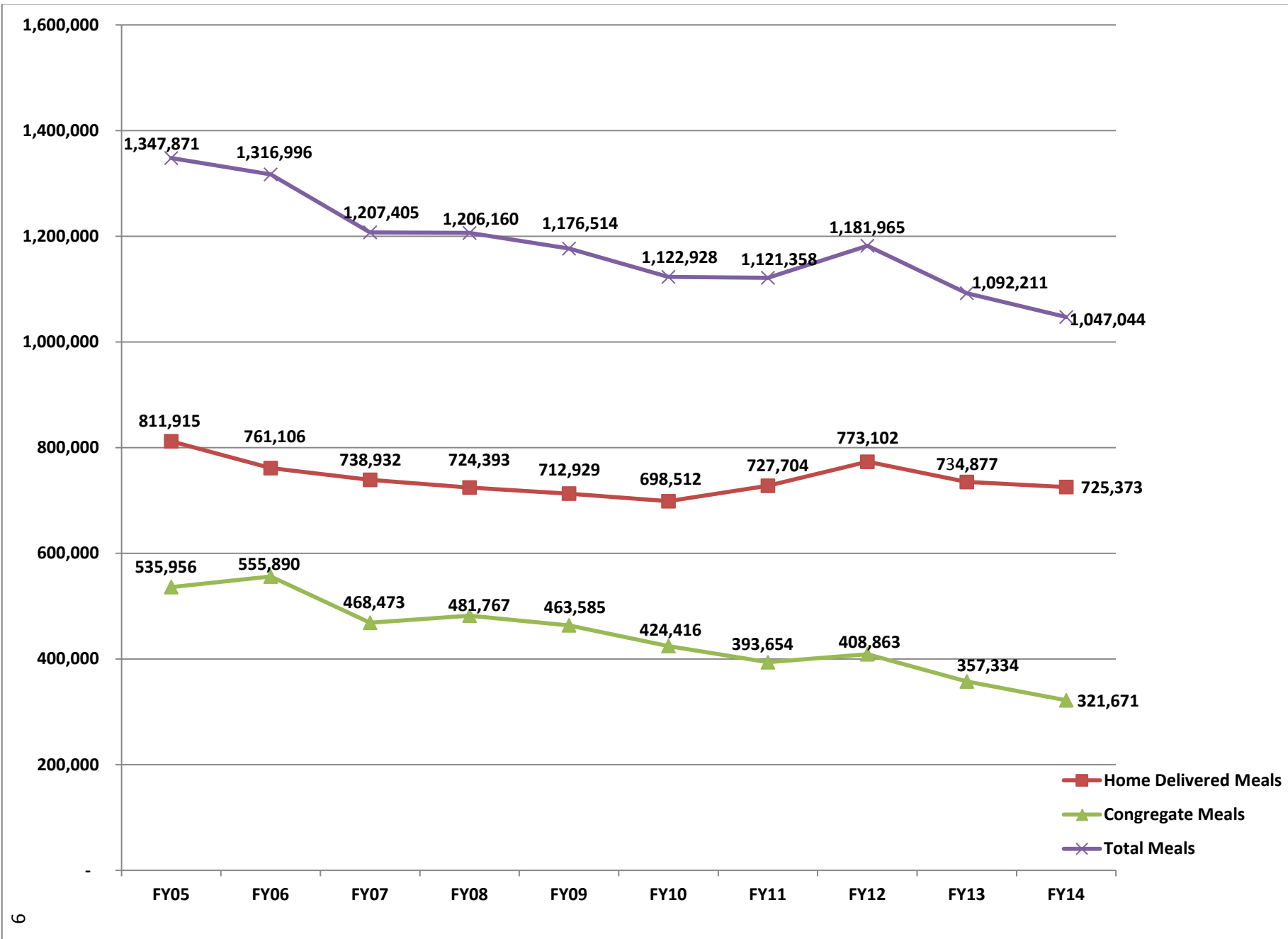
Administration	\$288,366
Transportation	\$329,605
Information/Assistance	\$61,121
Case Management	\$728,109
Legal Assistance	\$8,626
Public Education	\$21,191
Respite Care	\$225,552
Adult Day Care	\$13,928
Supplemental/Caregiver Training	\$19,593
Ombudsman	\$238,936
Congregate Meals Program	\$2,805,917
Home Delivered Meals Program	\$4,837,719
Disease Prevention/Health Promotion	\$38,142
Special Programs	\$134,039

FY14 CMAAA NUTRITION EXPENDITURES



Personnel	\$2,365,432
Travel	\$41,607
Rent/Phone	\$641,050
Printing/Supplies	\$48,133
Kitchen Supplies	\$164,193
Home Delivery Costs	\$100,513
Equipment/Maintenance	\$171,955
Other Insurance	\$71,994
Training	\$2,790
Professional Services	\$17,376
Raw Food	\$1,435,474
Frozen Meals	\$1,327,175
In-Kind Costs	\$1,255,944

MEALS FY05-FY14



**CMAAA
YEAR END NUTRITION SERVICE REPORT
July 1, 2013 - June 30, 2014**

Location	Total Meals			Total Persons Served			Volunteers
	Congregate	Home	MoHealthNet	Congregate	Home	MO	
		Delivered	Submitted		Delivered	HealthNet	
AUDRAIN-MEXICO	20,968	21,116	8,422	494	122	37	94
BOONE-COLUMBIA	19,303	88,199	14,114	446	397	76	10
CALLAWAY-FULTON	11,367	21,608	5,545	209	107	37	32
CAMDEN-CAMDENTON	16,153	19,925	4,656	772	113	26	40
CAMDEN-MACKS CREEK	4,789	2,361	587	122	17	4	12
COLE-CLARKE	13,566	25,292	8,836	328	164	38	71
MALL	13,012	-	-	601	-	-	-
COOPER-BOONVILLE	6,537	18,383	1,424	116	107	11	18
CRAWFORD-CUBA	11,872	14,367	14,698	291	89	59	36
BOURBON	4,746	2,750	2,701	96	25	14	12
DENT-SALEM	11,584	13,821	10,935	226	88	51	26
GASCONADE-OWENSVILLE	12,100	8,623	4,156	284	52	18	59
HOWARD-FAYETTE	6,990	11,906	2,821	102	50	11	15
HOWARD-GLASGOW	4,115	901	34	46	18	1	22
LACLEDE-LEBANON	18,078	20,565	14,286	843	121	63	44
LACLEDE-STOUTLAND	3,935	367	702	149	1	3	12
LACLEDE-CONWAY	5,419	1,706	711	207	9	3	17
MARIES-VIENNA	5,074	12,943	1,799	179	60	7	22
MILLER-ELDON	14,858	16,504	7,446	366	103	30	36
MILLER-IBERIA	3,847	8,764	2,917	119	49	11	12
MONITEAU-TIPTON	7,590	2,433	1,485	183	19	7	36
MONITEAU-CALIFORNIA	19,546	5,483	2,713	342	27	11	46
MORGAN-VERSAILLES	15,729	10,728	7,846	446	50	29	17
MORGAN-WESTSIDE	14,786	6,816	214	408	38	2	78
OSAGE-LINN	393	1,160	93	47	22	3	-
PHELPS-ROLLA	7,747	34,871	16,952	151	192	66	18
PHELPS-ST JAMES	4,094	10,244	2,342	150	49	18	14
PULASKI-WAYNES/ST ROBERT	9,452	22,864	4,568	281	96	11	23
PULASKI-CROCKER	4,888	5,684	1,870	89	27	8	17
PULASKI-DIXON	9,652	7,042	2,484	199	44	13	19
PULASKI-RICHLAND	7,028	12,408	6,736	211	41	23	34
WASHINGTON-POTOSI	12,453	89,254	52,192	449	299	196	57
TOTALS	321,671	519,088	206,285	8,952	2,596	887	949

**CMAAA
YEAR END TRANSPORTATION SERVICE REPORT
July 1, 2013 - June 30, 2014**

County	Total Units* of Service		Total Persons Served	
	Vendor	Consumer Directed	Vendor	Consumer Directed
AUDRAIN	-	1,398	-	19
BOONE	742	6,766	67	73
CALLAWAY	1,528	234	50	4
CAMDEN	6	726	2	10
COLE	1,259	1,696	23	26
COOPER	265	118	5	1
CRAWFORD	506	-	9	-
DENT	623	16	10	1
GASCONADE	-	642	-	10
HOWARD	605	-	13	-
LACLEDE	-	192	-	8
MARIES	-	52	-	3
MILLER	26	204	2	6
MONITEAU	194	94	9	4
MORGAN	372	268	36	13
OSAGE	36	1,064	3	8
PHELPS	2,586	-	54	-
PULASKI	-	72	-	4
WASHINGTON	962	-	16	-
TOTALS	9,710	13,542	299	190

*units equal a one-way trip

CMAAA
YEAR END CASE MANAGEMENT/INFORMATION REFERRAL SERVICE REPORT
July 1, 2013 - June 30, 2014

County	Total Units* of Service			Total Persons Served		
	Case Management	Information & Referral	MIPPA**	Case Management	Information & Referral	MIPPA
AUDRAIN	267	1,563	126	38	96	47
BOONE	1,040	2,549	291	122	255	80
CALLAWAY	483	1,836	184	28	137	36
CAMDEN	179	1,130	82	26	60	20
COLE	1,149	1,927	368	89	172	121
COOPER	440	3,154	220	34	83	48
CRAWFORD	552	1,676	227	48	79	59
DENT	444	1,880	512	29	195	182
GASCONADE	199	495	51	56	86	23
HOWARD	167	2,163	168	15	63	40
LACLEDE	256	737	9	35	74	2
MARIES	138	202	43	17	23	14
MILLER	471	512	144	30	117	53
MONITEAU	177	402	235	37	76	68
MORGAN	341	751	381	78	137	120
OSAGE	273	401	13	32	39	8
PHELPS	975	2,862	639	65	237	110
PULASKI	787	805	134	49	68	17
WASHINGTON	119	440	50	70	96	14
MIPPA CONSULTANT	-	-	1,834	-	-	417
TOTALS	8,457	25,485	5,711	898	2,093	1,479

*units equal an hour of service **MIPPA=Medicare outreach, counseling & enrollment assistance.

**CMAAA
YEAR END RESPITE SERVICE REPORT
July 1, 2013 - June 30, 2014**

County	Total Units* of Service		Total Persons Served	
	Vendor	Consumer Directed	Vendor	Consumer Directed
AUDRAIN	277	-	3	-
BOONE	663	1,987	13	15
CALLAWAY	292	-	5	-
CAMDEN	405	239	3	6
COLE	576	1,125	6	9
COOPER	192	-	1	-
CRAWFORD	174	2,193	1	15
DENT	190	2,327	1	22
GASCONADE	232	388	3	3
HOWARD	-	256	-	2
LACLEDE	973	-	8	-
MARIES	311	192	3	1
MILLER	436	80	3	1
MONITEAU	396	-	2	-
MORGAN	354	-	5	-
OSAGE	116	187	2	3
PHELPS	460	979	7	6
PULASKI	17	-	1	-
WASHINGTON	432	428	3	4
TOTALS	6,496	10,381	70	87

*units equal an hour of service

CMAAA
YEAR END LEGAL, ADULT DAY CARE, SUPPLEMENTAL SERVICES SERVICE REPORT
July 1, 2013 - June 30, 2014

County	Total Units* of Service			Total Persons Served		
	Legal	Adult Day Care	Supplemental Services	Legal	Adult Day Care	Supplemental Services
AUDRAIN	4	-	13	2	-	3
BOONE	14	1,765	80	6	12	19
CALLAWAY	-	-	3	-	-	3
CAMDEN	1	-	29	1	-	6
COLE	-	-	2	-	-	1
COOPER	-	-	2	-	-	2
CRAWFORD	-	-	23	-	-	6
DENT	-	-	91	-	-	13
GASCONADE	-	-	7	-	-	3
HOWARD	-	-	2	-	-	2
LACLEDE	-	-	21	-	-	5
MARIES	-	-	1	-	-	1
MILLER	3	-	26	3	-	3
MONITEAU	1	-	-	1	-	-
MORGAN	-	-	14	-	-	5
OSAGE	-	-	4	-	-	2
PHELPS	-	-	59	-	-	13
PULASKI	-	-	-	-	-	-
WASHINGTON	-	-	-	-	-	-
TOTALS	23	1,765	377	13	12	87

*Legal and Adult Day Care units equal an hour of service

*Supplemental Services units equal one payment for one service

**CMAAA
 YEAR END DISEASE PREVENTION AND HEALTH PROMOTION PROGRAM
 AND OTHER SERVICES REPORT
 July 1, 2013 - June 30, 2014**

DISEASE PREVENTION AND HEALTH PROMOTION PROGRAM

Site	Total Units* of Service	Total Persons Served
	Peppi	Peppi
CRAWFORD-CUBA	624	10
MILLER-ELDON	162	10
TOTALS	786	20

*units equal one session

OTHER SERVICES

Type of Service	Total Statistics
SilverEclectic Number of Issues	6
Average Circulation	11,000
Caregiver Trainig Total Units	904
Persons Served	452
Chronic Disease Self- Management Program Total Units	1,345
Persons Served	122

OMBUDSMAN PROGRAM STATISTICS
For
FISCAL YEAR 2014

"Every American Citizen deserves their day in court." It is their right! This year Ombudsman staff have been challenged with this statement. Although individuals may need a guardian due to an inability to make decisions for themselves due to confusion brought on by dementia or mental health issues, no one should be precluded from the court hearing. The CMAAA Ombudsman staff have worked to ensure residents know about their hearing date, have transportation to court and that their voice is not diminished due to ageism. Although an attorney may be assigned to them, each person has a choice to be in court when their hearing is being heard.

The Right to Appeal a discharge may come to the Ombudsman's attention and when the person wants to remain in the Nursing Home it is our responsibility to file the paperwork for an appeal. The Ombudsman may represent the resident during the appeal hearing but is not required by law to do so. Many residents have benefited from this form of advocacy this past fiscal year.

CMAAA Ombudsmen investigated and resolved a total of 1,021 complaints, a 38% increase over the last fiscal year.

The following categories of complaints are those we received most frequently (listed in order of frequency.) The top three complaints, once again, remain the same from last year:

- Call lights, requests for assistance
- Dietary concerns (Menu, choices, food quality, food temperature, etc.)
- Dignity, respect and staff attitudes
- Activities (choice and appropriateness)
- Symptoms Unattended (pain, pain not managed, no notice to others)
- Medication Administration and Organization
- Legal - Guardianship, Conservatorship, Power of Attorney, Wills - NEW to list
- Resident Conflict Including Roommates
- Accidental or Injury of Unknown Origin, Falls, Improper Handling - NEW to list

Training of Ombudsman Staff, Volunteers and Facility Staff:

Hours spent training volunteers, including initial training 39 hours

Quarterly Volunteer in-services offered on the following topics:

- Resident Rights
- Culture Change
- Guardianship
- Role of Ombudsman

Hours ombudsman staff attended training (3 staff) 130 hours

- Guardianship
- Resident Rights
- Interact Tool
- Dementia Beyond Drugs

- Parkinson's Disease

Ombudsman staff and volunteers who attended	
State Ombudsman's Conference (None Held)	0
In-Service training sessions provided for facility staff	16

Community Education Sessions 7

Consults

Individuals - 1,431 persons were provided 269 hours of consultation

Facility- 36 homes received 19 hours of individual consultation

Ombudsman Recruitment and Retention:

Ombudsman Volunteers Trained 8

Ombudsman Volunteers Assigned after training 8

Ombudsman Volunteers who left the program: 4

Volunteer Ombudsman left the program due to completed Service Learning requirement, family concerns, different volunteer opportunity, conflict with new staff in their home, released due to non-compliance with Ombudsman Program.

Active volunteer ombudsmen at the end of FY2014 33

Visitation of Homes

The Central Missouri Region 6 has 174 Licensed Homes including Residential Care Homes, Assisted Living Homes and Skilled Nursing Homes in our 19 counties.

Volunteers make weekly visits to the homes that they are assigned to and staff provide quarterly supervised visits to each volunteer. Staff provides a quarterly visit to each home that is not represented by a Volunteer, as time allows. Individual cases take priority over quarterly visits.

Total Resident Contacts (five minutes or longer)	15,431 hours
Total Hours Volunteers Reported	3,236 hours

**CMAAA Board of Directors
FY14**

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Audrain County
Fred West, 1st Vice President
Crawford County
Elinor Snelson, 2nd Vice President
Boone County
Kenny Harrison
Callaway County
Jim Ringland
Camden County
James Kitterman
Cole County
Patrice Donehue
Cooper County
Vacant
Dent County
Robert Edwards
Gasconade County
Robert Niebruegge
Howard County
Debra Miller
Laclede County
Jimmie Kilgore
Maries County
Jake Warren
Moniteau County
James Canter
Morgan County
Bob Raines
Osage County
Vacant
Phelps County
Maxine Palmer
Pulaski County
Ben Hammock
Washington County
Maggie Shellabarger

**CMAAA Advisory Council
FY14**

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Cole County
Paul Jungmeyer, 1st Vice President
Dent County
Wayne Williams, 2nd Vice President
Boone County
Anita Wade
Callaway County
Judy Baumgartner
Camden County
Darlene Johnson
Cooper County
Bill Lang
Crawford County
Mike Childres
Gasconade County
Brenda Limberg
Howard County
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Laclede County
Art Morris
Maries County
Sylvester Buschmann
Miller County
Vacant
Moniteau County
Clint Carlyle
Morgan County
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Osage County
Ann Tillman
Phelps County
Mary Lee
Pulaski County
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Washington County
Karl Koch

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Jean Leonatti