

Annual Report



Aging = Living

We can help you with living **better and longer.**

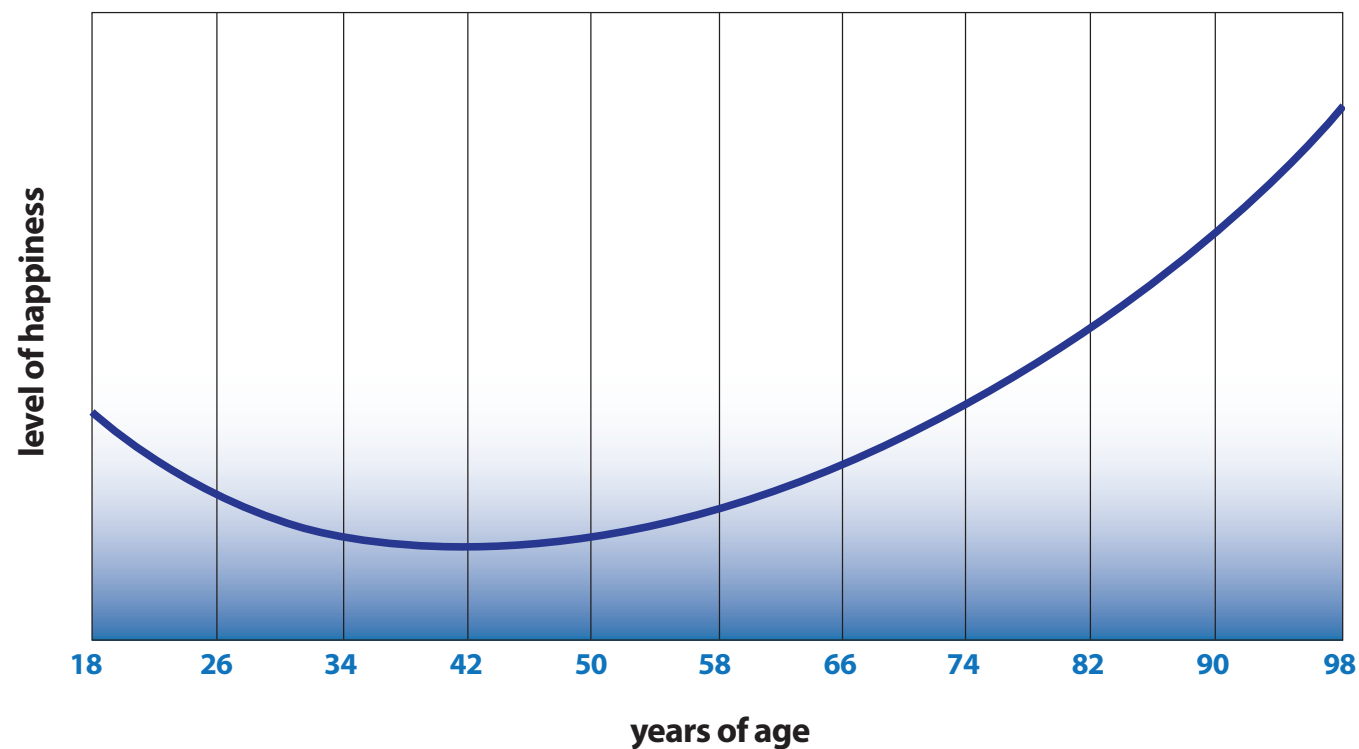
Aging = Living

We are not the Area Office on Aged; this segment of the population that few people consider themselves to be a part of due to our country's all-too-often ageist culture. We are the Area Office on Aging, which is a process we are all going through from the time our lives first started. Therefore, aging is the same thing as living. By embracing aging, we are embracing living, and the end result is that each of us will be aging/living better and longer.

Let's start with living better.

Data from the Brookings Institute and Gallup polls show that starting at age 75, people become happier than they ever have been before in their lives.

At Age 75, We Become Happier Than Ever Before



This uptick in happiness later in life only happens in places where there are two resources in place. The first is a resource to help ensure older adults are not in poverty later in life and the second is resources to make sure older adults have access to quality care and services to help them remain as healthy as possible later in life. With the meals, home care, exercise programs, senior center services, transportation to medical appointments, etc., for older adults as well as respite services for sons, daughters, and others that are caring for their aging loved ones, the Area Office on Aging and its provider organizations truly are changing lives for the better.

Not only are we happier later in life, but we can actually live longer if we have a positive self-perception about aging. According to the American Psychological Association's Journal article entitled "Longevity Increased by Positive Self-Perceptions of Aging", older individuals with a more positive self-perceptions of aging lived 7½ years longer than those with less positive self-perceptions of aging.

This demonstrates the power that what we believe can have on how long we live. With Toledo recently being voted as the most affordable place in the nation to retire and the amazing resources that our community has to set older northwest Ohioans up for success in gaining and retaining independence, we at the Area Office on Aging believe that together we will create an age-friendly community where northwest Ohioans live better and longer than anywhere in the nation. Thank you for all you do to help those who are older adults today and the older adult growing inside each of us with living better and longer.



Rev. Barbie Harrison
Board Chairwoman
Area Office on Aging
of Northwestern Ohio, Inc.



Justin Moor
President/CEO
Area Office on Aging
of Northwestern Ohio, Inc.

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National Accreditation



The National Committee for Quality Assurance (NCQA) awarded the Area Office on Aging its highest accreditation status of Case Management Accreditation for 3 years for service quality that demonstrates strong performance of NCQA's rigorous requirement for case management. This is the equivalent of a "Good Housekeeping Seal of Approval" for the case management services the Area Office on Aging provides to PASSPORT Program consumers like Teresa Horn pictured above with her AOoA Case Manager Ashley Esbin.

A Crowning Moment



Dr. Helen Cooks is crowned the Prom Queen at the Area Office on Aging and Toledo Public Schools' Senior Prom



Older adults and their family caregivers frequently say that the Area office on Aging is the best kept secret in northwest Ohio. By ramping up its efforts to meet people where they are in the community at events, watching television, online, and more, the Area Office on Aging is working to reveal this best kept secret far and wide throughout northwest Ohio. This way, all older adults and their family caregivers who could benefit from its programs, services, events, and resources can easily access these programs, services, events, and resources to help them with living better and longer.

Senior Centers



Senior centers are more than just gathering places—they are vibrant community hubs that help older adults stay active, healthy, and help those ages 60 and better foster friendships later on in life. Through fitness classes, educational programs, social activities, nutritious meals, and access to valuable resources, senior centers reduce isolation, promote independence, and enhance overall well-being.

The AOA funded programs and services at 42 senior centers throughout northwest Ohio.

Within the last year, the Zablocki Senior Center relocated from a City-owned building in need of repairs to its new home within the Wayman Palmer YMCA. The move has expanded opportunities for adults ages 60 and better, who now receive free YMCA memberships with access to amenities such as the pool, pickleball courts, and fitness programs. Transportation services continue to be provided for those who need them, and participation in the meal program has more than doubled since the move. This successful collaboration between the Area Office on Aging, the Zablocki Senior Center, and the YMCA of Greater Toledo was recognized with the Ohio Association of Area Agencies on Aging Partnership of the Year Award.

Caregiver Support

A trained and background checked volunteer from the Area Office on Aging visits with Anjali Subhash's aging loved one to give her a temporary break from her caregiving responsibilities.



In 2025, the Caregiver Support Program provided essential services that helped family caregivers maintain their own well-being while caring for loved ones. They assisted in strengthening caregivers' emotional health and caregiving skills, by delivering professional counseling and facilitating evidence-based Powerful Tools for Caregivers workshop. Through the Caregiver Volunteer Respite Program, dedicated volunteers were matched with care recipients, providing companionship and respite that allowed caregivers time to recharge. Together, these services helped reduce caregiver stress, improve quality of life, and support the ability of older adults to remain safely in their homes and communities.

PASSPORT

"The PASSPORT services have been amazing. We've been able to get a walk-in shower for her safety and her comfort, as well as a new lift chair. It's a blessing, because these are things we could not have gotten on our own."

*Consumer Rosalie Bravo
& Daughter Amy*



The PASSPORT Program can help with home-delivered meals, bathing, dressing, housekeeping, transportation, emergency response systems, adult day services, equipment and more. PASSPORT also has consumer-directed service options that empower persons 60 years of age and over to be employers of record and hire their own service providers (including friends, neighbors and some relatives) to provide services such as bathing, dressing, housekeeping, meal preparation and others. As the State has transitioned many individuals from the PASSPORT Program to receiving similar services through a managed care plan, the Area Office on Aging's Licensed Social Workers and Registered Nurses have helped make this transition as smooth as possible by continuing to coordinate their care needs.

AmeriCorps Seniors

AmeriCorps Seniors helps combat social isolation through a variety of programs. One program, the Friendly Visitor Program, connects older adults aged 60+ with dedicated volunteers who provide regular visits, companionship, and meaningful social interaction. Through friendship-building and supportive conversations, volunteers foster lasting relationships that enhance emotional well-being, promote a sense of belonging, and help older adults remain connected to their communities. The program demonstrates the powerful impact of human connection in supporting healthy, independent aging.



“Connecting with someone later in life is special. When I first began visiting, Beatrice, we got to know each other. I found out where she grew up and where she worked, and we found we had some connections and both enjoy each other’s company. Some days we spend 30 minutes to over an hour just chatting.”

John Colley – Volunteer and Beatrice Balusik – Client

Age-Friendly Neighborhood Development



The AOoA is developing an age-friendly neighborhood literally in its backyard, in the heart of its 10-county service area, that can be expanded across northwest Ohio. National Church Residences and the AOoA are building a safe, affordable, accessible, and beautiful place for at least 52 older adults to call home. Under the same roof will be a senior center to provide meals, a place to socialize, play pickleball, exercise in a workout room, and participate in educational programming that has been proven to reduce hospitalizations, prevent falls, and increase self-reported health status, our seniors, and the long-term strength of our neighborhoods.

Health & Nutrition



The Area Office on Aging and its provider network provided over 1 million meals to northwest Ohioans age 60 and better last year. These include home-delivered meals, meals at affordable senior housing locations to feed the need where the need is the greatest, at events, and at senior centers. Some senior centers have partnered with popular local restaurants for the food from these restaurants to be provided at senior centers. These partnerships have resulted in increased meal participation at these senior centers.

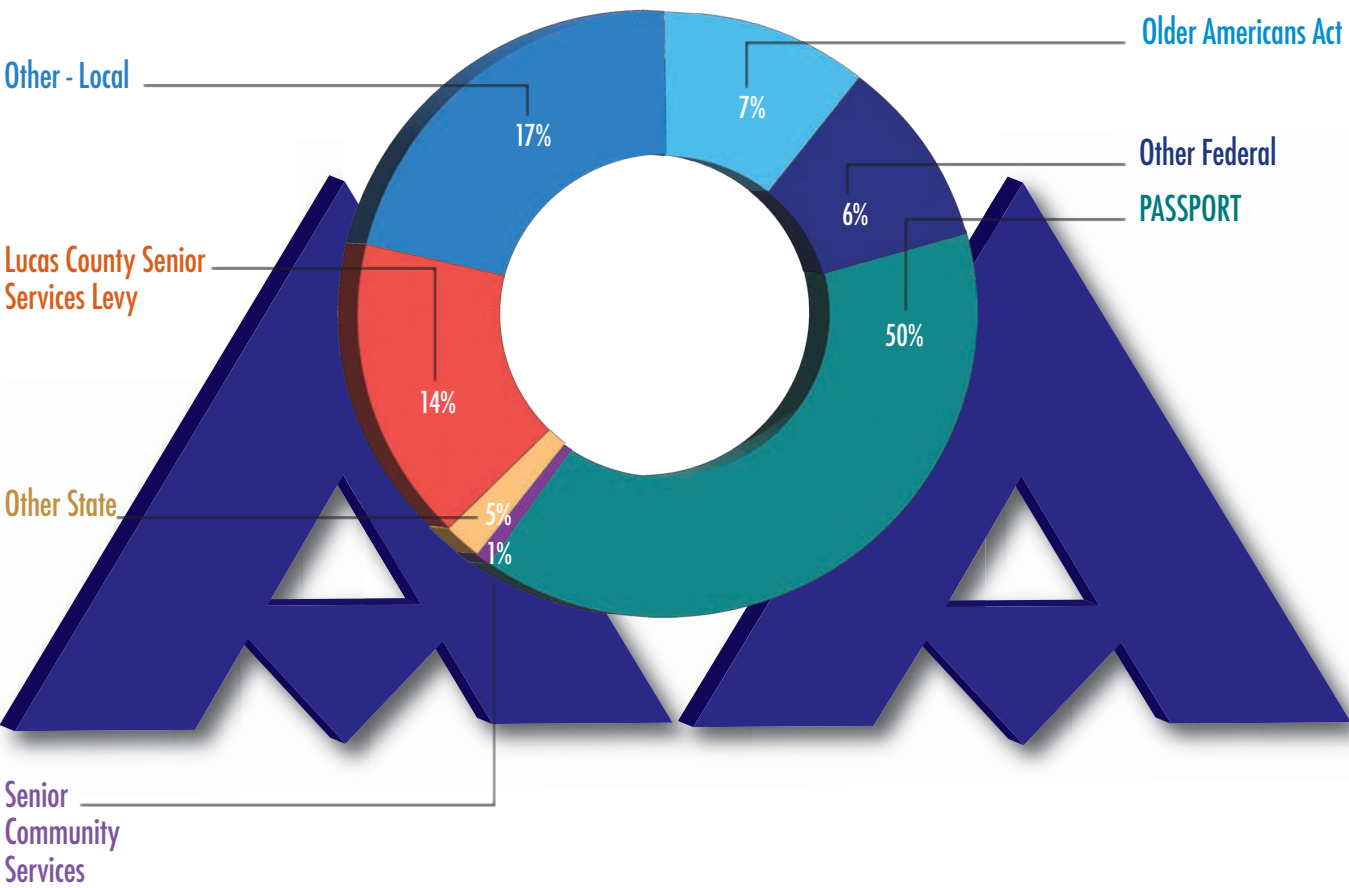
Kinship Navigator

Kemelie Chandler is one of the individuals served by the Area Office on Aging's Kinship Navigator Program.



In 2025, the Kinship Navigator Program served 2,140 unduplicated individuals. That is 10.5% increase in the number of individuals served from the previous year. The Kinship Navigator Program supports grandparents and relative caregivers living in Lucas County who are raising children when the biological parents are unable or unwilling to do so. Providing free information and referral services that link kinship and grandfamilies to vital community resources, evidence-based programs, caregiver education, support groups, club meetings, as well as holiday meals and school and coat supplies drives yearly.

2025 Financial Overview



Revenue Summary	Amount	Percentage
Older Americans Act	4,308,451	7%
Other Federal	3,331,853	6%
Medicaid Waiver (PASSPORT, ETC)	28,943,483	50%
Senior Community Services	699,872	1%
Other State	3,192,848	5%
Lucas County Senior Services Levy	7,972,918	14%
Other Local	9,643,793	17%
TOTAL REVENUE	58,093,218	100%

2025 Total Provider Payments

Medicaid	22,493,998.60	From the Heart Home Health II	343,118.08	Private Duty Services	262,920.62	Defiance County Commissioners	195,716.00
181 Enterprise	116,022.68	GDM Services LLC	6,834.56	Reisen Center	502,628.00	Duraline Medical	21,335.39
2nd Pair of Hands	7,948.14	Great Lakes Community Action	58,616.80	Richard Health Systems	79,466.24	East Toledo Family Center	528,558.02
A Helpful Hand Home Care , LLC	30,726.56	Greene Respiratory Services	3,704.90	Rose Loving Care LLC	290,823.56	Eleanor Kahle Senior Center	172,606.11
A Wyse Choice Home Care LLC	59,976.16	Guardian	22,634.30	Ross Transportation 419, LLC	2,650.00	Erie County Senior Center	326,042.91
ABC Health Care, Inc.	134,244.08	Guardian Medical Monitoring	131.80	Royal Deli Foods, Inc.	237,374.70	Fulton County Senior Center	225,625.96
Ability Center of	205,907.00	Health Care Revolution LLC	181,354.76	Seeley Medical	16,985.06	Great Lakes Community Action	258,560.08
ActivStyle	486.96	Health Connections	3,348.84	Shaw Ott Medical	1,279.60	Guardian Medical Monitoring	29.00
ADT Security Services	5,865.10	Henry County Senior Center	15,338.40	Simply EZ Home Delivered Meals	146,145.47	Health Connections	880.00
Advanced Home Care of Ohio	903,226.20	Homestyle Direct LLC	49,042.40	Stateline Medical Equipment	47,188.63	Henry County Senior Center	147,395.44
Alert Medical Alarms	17,166.95	Infinite Helping Hands, LLC	17,752.48	Stuart Medical Services Inc	399.17	J'Mae's Home Cooking	1,974.00
Almost Family Ohio LLC	165,173.36	Inn at Fountain Park	1,030,182.00	Sunset House	103,849.00	Lifeline Systems Company	84.00
Alpine House of Fremont	1,291,242.92	Integrity Healthcare Services	11,164.08	Sunset Village	100,889.00	Lifespan Design Studio, LLC	19,575.29
Alpine House of Toledo	263,420.60	Interim Health Care Lima	103,684.04	The Gardens at Paulding	816,352.00	Margaret L. Hunt Senior Center	314,093.74
Alpine Village	507,518.00	Interim Health Care of Toledo	4,032.68	TLC Home Health of Ohio, Inc.	352,913.80	Maumee Senior Center	228,444.57
ALS Bowling Green Operating	254,734.00	Joyful Living Care	53,337.08	TLC Transit, LLC	8,396.00	Maumee Valley Habitat	20,949.87
Alzheimer's and Dementia Care	21,655.10	K&P Medical Transport LLC	4,279.52	Toledo 5020 OPCO, LLC	113,105.00	Mobile Meals of Toledo, Inc.	715,175.34
AMEA Healthcare	143,670.56	Kemp Home Services Agency	78,626.40	Toledo Home Healthcare LLC	486,976.88	Mom's Meals	10,735.91
AnswerCare, LLC	97,522.80	Kingston Residence Vermillion	114,548.00	Trip Services, LLC.	54,249.32	Neighborhood Health Assoc.	511,417.65
Assured Home Health Agency	29,445.08	LaNique Bass	79,234.56	Unique Health Care Solutions	110,858.88	NOCAC Housing & Energy	24,225.00
Astor House, LLC	233,345.00	Lean on me Healthcare Services	14,219.36	Unique Innovated Healthcare	19,120.84	Ohio District 5	6,513.00
Bailey's Loving Hands	169,763.52	Lifeline Systems Co.	11,418.95	United Church Homes, Inc.	63,820.00	Oregon/Hancock Senior Center	125,235.88
Bed Bug Burners, LLC	20,779.00	Lorraine Surgical Supplies	4,844.27	Valued Relationships dba VRI	74,317.95	Ottawa County Commissioners	235,173.53
Beryl Loving Hand LLC	377,088.16	Love is Kind Healthcare Co.	7,211.04	Vancrest Assisted Living of	382,306.15	Ottawa County Health Dept.	11,000.00
Blessed Home Health Care	10,041.88	Loving Hands	48,037.40	Vancrest of Antwerp	757,430.00	Ottawa County Senior Resources	166.09
Briar Hill Health Campus	180,043.00	Lutheran Village of Wolf Creek	391,051.00	Vancrest of Hicksville	294,150.26	Paradyme Medical Services	25,933.50
Browning Masonic Community	24,189.00	LWA Transportation, LLC.	4,000.00	Vancrest of Payne	675,041.36	Pathway	22,644.36
Burlingame Construction LLC	36,494.59	MACO Pest Control, LLC	1,275.00	Village Caregiving, LLC	393,160.96	Paulding County Commissioners	146,076.32
Cambridge Home Health Care	676,773.48	Majestic Care of Toledo	245,656.00	We Care Health Care, LLC.	7,276.20	Private Duty Services	9,939.62
Care4Seniors	201,619.52	Med1Care, LLC	844,864.56	Williams County Dept. of Aging	61,793.60	Rose Loving Care LLC	147.84
Caregiver Homes of Oho, Inc.	27,415.56	Medical Care Alert	4,777.75	Wood County Committee on Aging	4,725.60	Senior Centers, Inc.	258,389.79
Careology LLC	157,223.84	Medical Guardian LLC	2,800.75	WPP OH Sub, LLC	379,254.00	Simply EZ Home Delivered Meals	48,555.35
CareStar Inc.	15,212.23	MedScope America Corp	20,494.90			Sixty Plus Program	39,937.50
Casleo Corporation	356,833.50	Memory Lane Care Services	2,485.64	Non-Medicaid	11,305,268.05	Sylvania Senior Center	90,646.48
Comfort & Passionate Health	183,063.40	Mobile Meals of Toledo, Inc.	67,810.96	ABC Health Care, Inc.	254,583.35	The Sight Center	66,375.00
Compassionate Hands Home Care	25,883.00	Mom's Meals	236,931.20	Ability Center of	57,344.34	Thurgood Marshall	38,819.65
Connect America.com LLC	3,393.85	National Church Residences	3,077.65	Acumen Fiscal Agent LLC	1,636,094.22	TRIO Community Meals LLC	1,812,947.87
Country Inn Enhanced Living	266,269.00	Nurudeen Muniru	1,985.00	Advocates for Basic Legal Eq.	376,622.48	Warren AME Church	38,220.00
Critical Signal Technologies	18,089.25	Oakleaf Village	367,071.00	Alert Medical Alarms	26,788.35	WELLSKY	44,272.16
Daisy Home Care, LLC.	555,771.36	Ohio Living Swan Creek	139,047.00	Alzheimer's & Dementia Service	133,983.00	West Toledo Senior People Inc.	59,791.83
Defiance County Commissioners	30,060.80	Orchard Grove Assisted Living	1,157,050.33	Alzheimer's and Dementia Care	652,500.12	Williams County Board Of DD	1,663.20
Duraline Medical	29,906.43	Ottawa County Senior Resources	6,124.80	Asian Resource Center	143,811.53	Williams County Senior Center	235,725.33
Elmwood of Fremont LTD	284,852.00	Otterbein North Shore	227,224.00	Berardi + Partners LLC	69,750.00	Wood County Committee on Aging	366,702.25
Elsie's Kitchen, LLC	61,160.00	Otterbein Portage Valley	87,733.13	Beryl Loving Hand LLC	110,352.30	YMCA of Greater Toledo	0.00
Embracing Arms, LLC	30,364.56	Pace Plus Corp	43,454.48	Black and White Paratransit	6,887.92	Thomas E Strain	41,250.00
Emerald Home Healthcare Srvs	21,662.08	Paradyme Medical Services	3,845.00	Black and White Transportation	233,234.86	Grace Community Center	21,675.00
Erie County Office of Auditor	135,218.23	Parkvue Place	201,312.00	Cambridge Home Health Care	3,714.50	TARTA	12,900.00
Erie Metropolitan Housing Auth	53,829.60	Paulding County Commissioners	19,668.00	Caregiver Resource Group, LLC	5,437.50		
Exceptional Home Care	8,014.68	Prefer Health Inc	127,532.60	CareStar Inc.	64,037.75		
Fairlawn Haven	28,813.00	Preferred Adult Foster Care	280,983.82	Center for Community Solutions	37,500.00		
First Choice Medical	4,213.68	Pride Remodeling & Contracting	75,116.00	Critical Signal Technologies	1,900.00		
First Step Development Group	8,468.15	Prime HHA	324,273.88	Cumulus Care Inc	6,600.00		

Grand Total 33,799,266.65

Aging = Living

Aging is just another word for living. If we are anti-aging, then we are anti-living. At the **Area Office on Aging**, we believe aging is a great gift that we should make the most of and celebrate. Every day, we help those age 60+ and their family caregivers with living better and longer. We thank you for being a part of this movement of helping individuals age 60+ make the most of the great gift of aging they have been given today, to celebrate aging, and to work toward living even better tomorrow.



Photography by
Jennifer Beachy and Corey Clagg