



***SERVICE DELIVERY & EXPENDITURE REPORT  
JULY 1, 2008 - JUNE 30, 2009***

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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, 2008 through June 30, 2009**

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

The 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, Medicaid, Social Service Block Grant, USDA Cash and Commodities), and with Missouri Highways and Transportation (MEHTAP).

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, 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 33 senior centers with at least one in each of 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. 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. In addition, we provide enrollment assistance for Medicare Part D plans; outreach and enrollment assistance for the Missouri Rx program and assistance with other public benefits.

Our newest initiative is designed to 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, training, respite care, and assistance with needs that are unique to their own family's situation.

On pages 9-16, you will see breakdowns by county of the various services provided during FY09.

### **Who do we serve?**

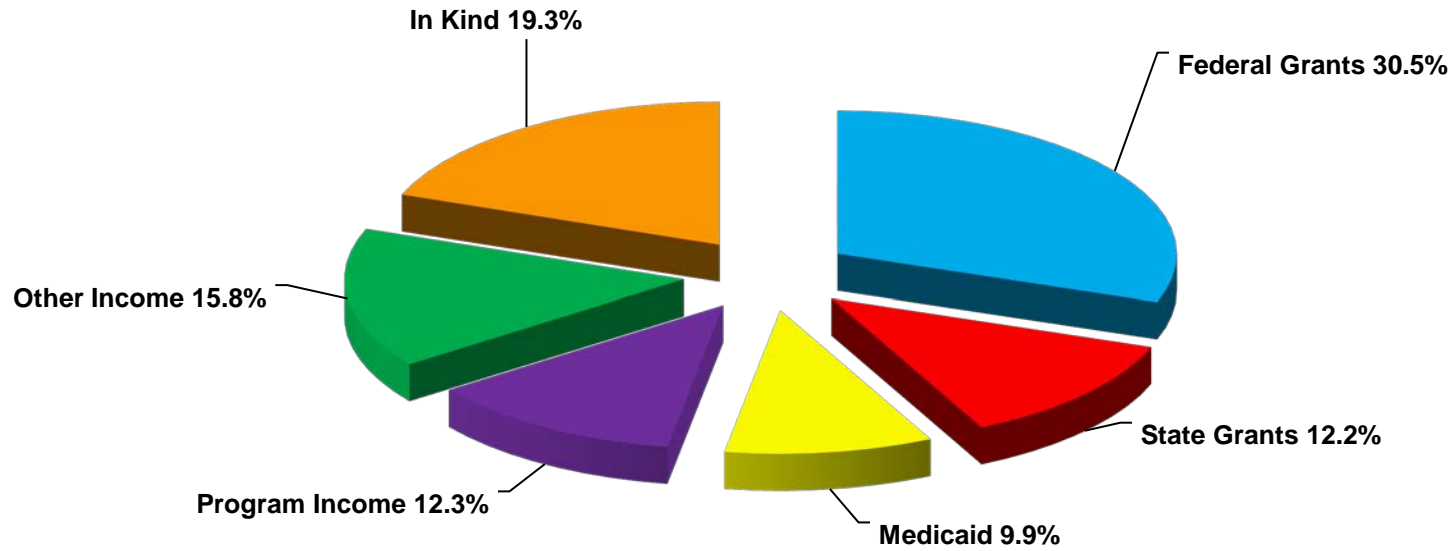
Our NAPIS client registration data shows that during fiscal year 2009, we served 15,152 different persons. Please note this does not include persons receiving our *SilverEclectic* newsletter, public education materials, information and assistance requests (which can be anonymous), or Long Term Care Ombudsman services. Of the people we served, 5,815 lived alone and 7,315 were over age 75. We served 4,713 persons who were classified as low income and 496 were self-identified as minority status. The following page shows a breakdown of client characteristics by service.

**DEMOGRAPHICS OF CMAAA CLIENTS BY SERVICE AGENCYWIDE FOR FY09**

<b>PROGRAM/SERVICE</b>	<b># PERSONS SERVED</b>	<b>MALE</b>	<b>FEMALE</b>	<b>&gt;75</b>	<b>ALONE</b>	<b>LOW INCOME</b>	<b>MINORITY</b>	<b>FRAIL</b>
<b>CARE COORDINATION PROGRAM</b>								
Adult Day Care	10	2	8	7	-	3	1	8
Case Management - Supportive	273	58	215	176	239	210	17	218
Legal Assistance	22	9	13	11	8	12	4	8
Respite	120	49	71	87	-	48	3	118
Transportation	483	111	372	269	338	324	46	129
Case Management - Family Caregiver	317	103	214	97	7	155	20	32
Respite - Family Caregiver	51	17	34	20	3	20	3	8
Supplemental Services - Family Caregiver	74	21	53	22	3	49	6	9
<b>NUTRITION PROGRAM</b>								
Congregate Meals	11,743	4,970	6,770	5,422	4,085	2,380	248	374
Home Delivered Meals	3,231	1,101	2,130	1,710	1,779	2,162	218	1,989
<b>DISEASE PREVENTION &amp; HEALTH PROMOTION PROGRAM</b>								
Exercise Program - PEPPI	72	5	67	39	44	14	-	1
Foot Care Clinics	305	111	194	202	115	49	2	11
<b>OVERALL DEMOGRAPHICS OF CMAAA CLIENTS *</b>								
	<b>15,152</b>	<b>6,082</b>	<b>9,066</b>	<b>7,315</b>	<b>5,815</b>	<b>4,713</b>	<b>496</b>	<b>2,373</b>

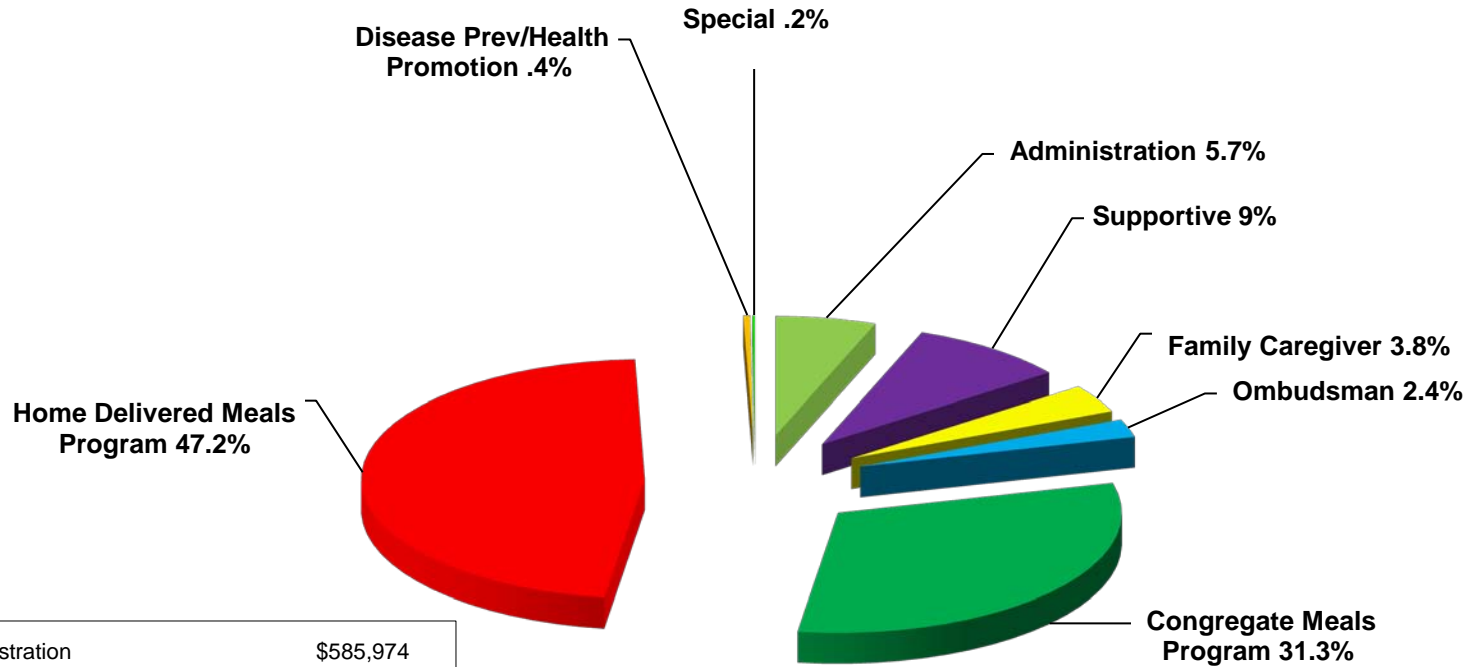
\*Note: The columns do not add down as the same client might receive more than one service; this line represents the true unduplicated number of clients served for all programs combined.

# FY09 CMAAA REVENUE



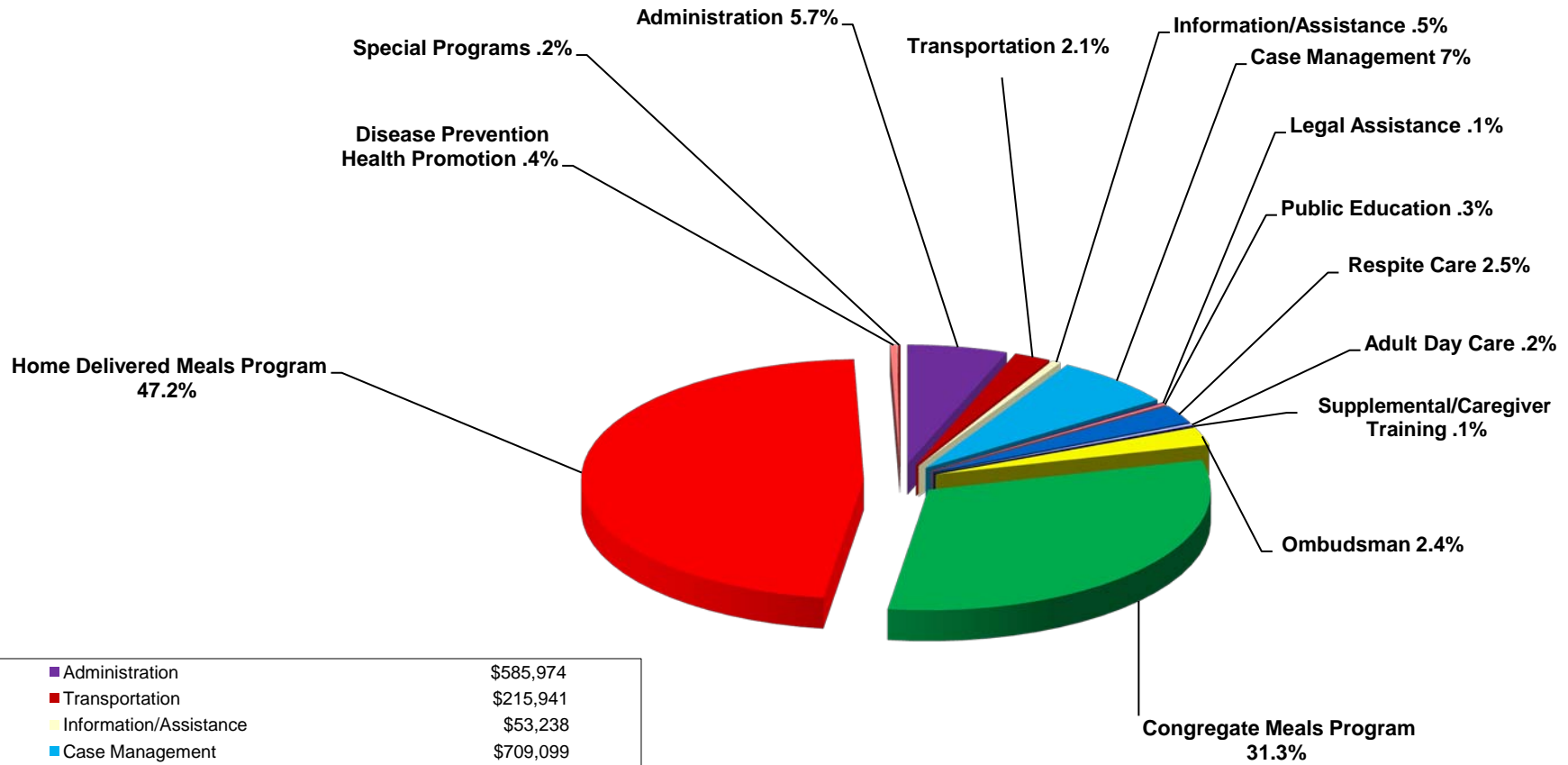
Federal Grants	\$3,160,594
State Grants	\$1,269,767
Medicaid	\$1,028,126
Program Income	\$1,278,502
Other Income	\$1,633,344
In Kind	\$2,000,833

# FY09 CMAAA PROGRAM FUND EXPENDITURES



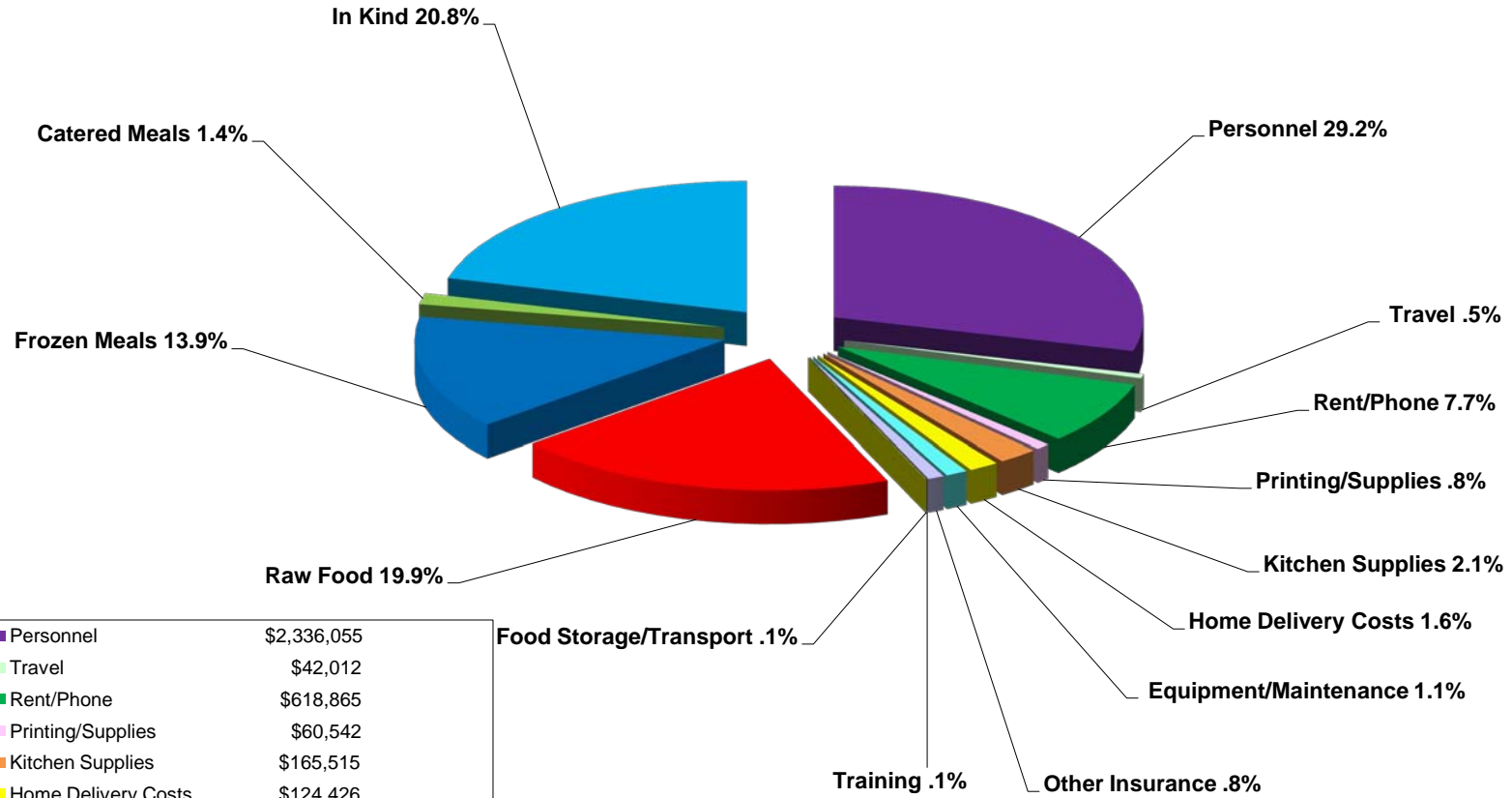
Administration	\$585,974
Supportive	\$923,513
Family Caregiver	\$384,785
Ombudsman	\$247,999
Congregate Meals Program	\$3,196,084
Home Delivered Meals Program	\$4,815,583
Disease Prev/Health Promotion	\$41,707
Special Programs	\$15,137

# FY09 CMAAA SERVICES EXPENDITURES



Administration	\$585,974
Transportation	\$215,941
Information/Assistance	\$53,238
Case Management	\$709,099
Legal Assistance	\$8,788
Public Education	\$26,862
Respite Care	\$256,356
Adult Day Care	\$24,660
Supplemental/Caregiver Training	\$13,354
Ombudsman	\$247,999
Congregate Meals Program	\$3,196,084
Home Delivered Meals Program	\$4,815,583
Disease Prevention/Health Promotion	\$41,707
Special Programs	\$15,137

# FY09 CMAAA NUTRITION EXPENDITURES



Personnel	\$2,336,055
Travel	\$42,012
Rent/Phone	\$618,865
Printing/Supplies	\$60,542
Kitchen Supplies	\$165,515
Home Delivery Costs	\$124,426
Equipment/Maintenance	\$90,430
Other Insurance	\$66,782
Training	\$2,160
Food Storage/Transport	\$2,513
Raw Food	\$1,605,891
Frozen Meals	\$1,120,926
Catered Meals	\$110,592
In-Kind Costs	\$1,664,958

**CMAAA  
YEAR END NUTRITION SERVICE REPORT  
July 1, 2008 - June 30, 2009**

Location	Total Meals			Total Persons Served			Volunteers
	Congregate	Home Delivered	Medicaid Submitted	Congregate	Home Delivered	Medicaid	
AUDRAIN-MEXICO	26,329	27,595	12,536	569	125	41	106
BOONE-COLUMBIA	22,927	71,462	32,029	476	305	107	10
BOONE-CENTRALIA	5,023	143	-	131	2	-	14
CALLAWAY-FULTON	14,092	16,199	5,843	272	97	18	44
CAMDEN-CAMDENTON	25,654	15,813	2,939	925	94	13	36
CAMDEN-MACKS CREEK	6,349	7,667	1,587	146	33	5	22
COLE-CLARKE	17,472	26,196	6,691	474	151	29	127
MALL	26,428	-	-	1,359	-	-	-
WESTMINSTER	1,529	1,015	234	42	8	1	-
COOPER-BOONVILLE	8,301	16,620	6,815	207	90	23	28
CRAWFORD-CUBA	18,789	14,652	14,456	457	87	55	52
BOURBON	5,160	4,579	1,355	137	28	6	13
DENT-SALEM	14,963	19,176	10,856	455	96	45	24
GASCONADE-OWENSVILLE	13,387	9,010	4,143	382	52	19	57
HOWARD-FAYETTE	8,449	14,933	2,294	124	70	7	18
HOWARD-GLASGOW	4,733	2,419	400	58	25	1	17
LACLEDE-LEBANON	24,574	21,289	11,344	1,206	125	45	63
LACLEDE-STOUTLAND	3,479	2,069	885	217	14	3	16
LACLEDE-CONWAY	8,195	1,739	638	376	17	3	25
MARIES-VIENNA	6,781	11,913	2,526	256	76	11	19
MILLER-ELDON	22,963	12,607	6,253	596	96	27	42
MILLER-IBERIA	7,886	9,081	3,433	217	44	16	12
MONITEAU-TIPTON	10,790	2,004	827	213	13	4	37
MONITEAU-CALIFORNIA	24,959	4,151	922	457	24	5	47
MORGAN-VERSAILLES	18,786	9,133	7,829	526	79	21	28
MORGAN-WESTSIDE	21,950	5,797	2,856	578	34	8	103
OSAGE-LINN	6,353	4,392	358	130	40	3	10
PHELPS-ROLLA	11,583	44,761	9,977	291	187	38	29
PHELPS-ST JAMES	6,872	10,057	3,034	240	65	12	16
PULASKI-WAYNES/ST ROBERT	14,214	29,044	3,774	396	75	13	28
PULASKI-CROCKER	7,454	10,338	1,194	123	31	4	16
PULASKI-DIXON	14,143	7,006	2,673	236	29	13	35
PULASKI-RICHLAND	11,449	16,318	5,527	369	70	14	38
WASHINGTON-POTOSI	21,569	66,044	31,479	625	247	125	74
<b>TOTALS</b>	<b>463,585</b>	<b>515,222</b>	<b>197,707</b>	<b>13,266</b>	<b>2,529</b>	<b>735</b>	<b>1,206</b>

**CMAAA**  
**YEAR END TRANSPORTATION SERVICE REPORT**  
**July 1, 2008 - June 30, 2009**

County	Total Units* of Service		Total Persons Served	
	Vendor	Consumer Directed	Vendor	Consumer Directed
AUDRAIN	-	840	-	16
BOONE	7,219	2,619	135	33
CALLAWAY	1,662	154	42	3
CAMDEN	-	484	-	6
COLE	-	1,054	-	32
COOPER	8	90	1	1
CRAWFORD	2,359	-	28	-
DENT	1,754	42	32	1
GASCONADE	-	8	-	2
HOWARD	81	-	10	-
LACLEDE	-	990	-	14
MARIES	-	106	-	6
MILLER	-	804	-	7
MONITEAU	-	-	-	-
MORGAN	-	316	-	13
OSAGE	-	264	-	4
PHELPS	3,381	190	63	3
PULASKI	-	306	-	4
WASHINGTON	2,412	-	39	-
<b>TOTALS</b>	<b>18,876</b>	<b>8,267</b>	<b>350</b>	<b>145</b>

\*units equal a one-way trip

**CMAAA**  
**YEAR END CASE MANAGEMENT/INFORMATION REFERRAL SERVICE REPORT**  
**July 1, 2008 - June 30, 2009**

County	Total Units* of Service		Total Persons Served	
	Case	Information	Case	Information
	Management	& Referral	Management	& Referral
AUDRAIN	1,362	128	29	326
BOONE	1,581	827	69	3,384
CALLAWAY	1,299	476	28	734
CAMDEN	1,269	213	28	447
COLE	1,486	305	41	412
COOPER	892	257	17	535
CRAWFORD	1,253	541	30	675
DENT	1,534	613	45	1,566
GASCONADE	777	164	23	128
HOWARD	892	180	19	372
LACLEDE	1,353	60	40	163
MARIES	1,453	226	28	160
MILLER	1,415	226	27	178
MONITEAU	914	67	19	226
MORGAN	914	143	27	447
OSAGE	777	111	26	99
PHELPS	1,572	519	35	1,470
PULASKI	1,325	52	32	116
WASHINGTON	1,301	145	29	765
<b>TOTALS</b>	<b>23,369</b>	<b>5,253</b>	<b>592</b>	<b>12,203</b>

\*units equal an hour of service

**CMAAA  
YEAR END RESPITE SERVICE REPORT  
July 1, 2008 - June 30, 2009**

County	Total Units* of Service		Total Persons Served	
	Vendor	Consumer Directed	Vendor	Consumer Directed
AUDRAIN	451	242	3	3
BOONE	1,023	1,787	11	19
CALLAWAY	248	192	7	1
CAMDEN	674	328	6	3
COLE	512	76	4	2
COOPER	193	96	2	1
CRAWFORD	1,406	611	17	6
DENT	862	826	10	9
GASCONADE	465	276	4	2
HOWARD	-	-	-	-
LACLEDE	1,242	184	9	2
MARIES	288	-	3	-
MILLER	414	-	4	-
MONITEAU	38	-	1	-
MORGAN	639	57	5	1
OSAGE	404	215	2	2
PHELPS	1,741	-	24	-
PULASKI	343	-	3	-
WASHINGTON	393	-	5	-
<b>TOTALS</b>	<b>11,336</b>	<b>4,890</b>	<b>120</b>	<b>51</b>

\*units equal an hour of service

**CMAAA**  
**YEAR END LEGAL, ADULT DAY CARE, SUPPLEMENTAL SERVICES SERVICE REPORT**  
**July 1, 2008 - June 30, 2009**

County	Total Units* of Service			Total Persons Served		
	Legal	Adult Day Care	Supplemental Services	Legal	Adult Day Care	Supplemental Services
AUDRAIN	1	-	2	1	-	2
BOONE	43	2,824	114	15	10	26
CALLAWAY	4	-	12	3	-	3
CAMDEN	-	-	31	-	-	6
COLE	-	-	1	-	-	1
COOPER	-	-	2	-	-	1
CRAWFORD	-	-	29	-	-	4
DENT	-	-	50	-	-	12
GASCONADE	-	-	29	-	-	3
HOWARD	-	-	2	-	-	1
LACLEDE	-	-	3	-	-	1
MARIES	-	-	13	-	-	2
MILLER	1	-	25	2	-	6
MONITEAU	-	-	9	-	-	2
MORGAN	1	-	3	1	-	1
OSAGE	-	-	-	-	-	-
PHELPS	-	-	2	-	-	2
PULASKI	-	-	-	-	-	-
WASHINGTON	-	-	1	-	-	1
<b>TOTALS</b>	<b>50</b>	<b>2,824</b>	<b>328</b>	<b>22</b>	<b>10</b>	<b>74</b>

\*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, 2008 - June 30, 2009**

**DISEASE PREVENTION AND HEALTH PROMOTION PROGRAM**

Site	Total Units* of Service	Total Persons Served	Total Units* of Service	Total Persons Served
	Peppi	Peppi	Foot Care Clinics	Foot Care Clinics
AUDRAIN-MEXICO	349	20	-	-
CAMDEN - CAMDENTON	-	-	94	38
COLE-CLARKE	78	11	-	-
CRAWFORD-CUBA	358	9	165	52
LACLEDE-LEBANON	-	-	196	50
MARIES-VIENNA	-	-	97	39
MILLER-ELDON	334	20	114	36
MONITEAU-TIPTON	-	-	148	32
MORGAN-WESTSIDE	-	-	153	41
PULASKI-DIXON	-	-	97	24
WASHINGTON-POTOSI	208	15	-	-
<b>TOTALS</b>	<b>1,327</b>	<b>75</b>	<b>1,064</b>	<b>312</b>

\*units equal one session

**OTHER SERVICES**

Type of Service	Total Statistics
SilverEclectic	
Number of Issues	6
Average Circulation	11,000
Caregiver Trainig	
Total Units	43
Persons Served	189

**OMBUDSMAN PROGRAM STATISTICS**  
**For**  
**FISCAL YEAR 2009**

**CMAAA ombudsmen investigated and resolved a total of 817 complaints during the fiscal year.** The following categories of complaints are those we received most frequently (listed in order of frequency):

- Food service – Quantity, quality, variety, temperature, choice, utensils (79)
- Dignity, respect and staff attitudes (79)
- Failure to respond to requests for assistance in a timely manner (74)
- Medication administration (50)
- Choice, appropriateness of activities (42)
- Resident conflict, including roommate conflict (31)
- Assistive devices (failure to maintain or provide) (22)

**Training of Ombudsman Staff, Volunteers, Facility Staff**

Certification training sessions for new ombudsmen	4
Hours spent training volunteers, including certification	107
Volunteer in-services offered on the following topics:	
• Becoming an Observant Ombudsman	
• The Survey Process and met with Culture Change Coalition	
• Advance Directives	
• Webinar on New Guidance for Surveyors	
Hours ombudsman staff attended training (excludes hours State Ombudsman trained staff)	73
Total ombudsman volunteers and staff attending State Ombudsman’s Conference	24
In-service training sessions provided for facility staff	8
<b>Community Education Sessions</b>	<b>8</b>
<b>Ombudsman Recruitment and Retention:</b>	
Ombudsman volunteers trained	7
Ombudsmen assigned after training	6
Ombudsman volunteers who left the program	10
Reasons why they left:	
• Health of self	2
• Health of spouse	1
• Too busy	4
• Deceased	1
• Moved	2
Active ombudsmen at the end of FY 09	41

## **Visitation of Homes**

Ombudsmen were a regular presence in 59 of 73 nursing homes  
Ombudsmen visited 71 of 73 homes at least twice during the year

Ombudsmen were a regular presence in 25 of 92 RCF/ALF homes  
Ombudsmen visited 43 of 92 RCF/ALF homes during the year.

Total Resident Contacts (five minutes or longer)	19,619
Unduplicated Resident Contacts	1,587
Total Hours Volunteers Reported	4,738.74

**CMAAA Board of Directors  
FY09**

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*Moniteau County*  
James Canter, President  
*Miller County*  
Lorraine Dowler, 1<sup>st</sup> Vice-President  
*Crawford County*  
Elinor Snelson, 2<sup>nd</sup> Vice-President  
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Harold Enslin  
*Boone County*  
Mack Brushwood  
*Camden County*  
James Kitterman  
*Callaway County*  
Dorothy Tesson  
*Cole County*  
Patrice Donehue  
*Cooper County*  
Gene Maier  
*Dent County*  
James Boulware  
*Gasconade County*  
Robert Niebruegge  
*Howard County*  
Debra Miller  
*Laclede County*  
Charlotte Medley  
*Maries County*  
Melanie Yoakum  
*Morgan County*  
Bob Raines  
*Osage County*  
Dorothy Helmig  
*Phelps County*  
August Garver  
*Pulaski County*  
Paul Beydler  
*Washington County*  
Jim Weaver

**CMAAA Advisory Council  
FY09**

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*Washington County*  
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*Dent County*  
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Sylvester Buschmann  
*Miller County*  
Jean English  
*Moniteau County*  
Lester Hill  
*Morgan County*  
Donald Cassidy  
*Osage County*  
Helen Campbell  
*Phelps County*  
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*Pulaski County*  
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*Appointed Member*  
Mary Redmon

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Jean Leonatti