

Mission

The mission of the Franklin County Office on Aging (FCOA) is to provide centralized access to diverse programs and individualized services for frail and vulnerable older adults and their caregivers so they can preserve their independence and quality of life.

Strategic Focus

Primary Initiative: The Office on Aging will increase access to high quality home and community based services for older adults living in the concentrated poverty areas of Franklin County.

Primary Issue: - The FCOA will focus an outreach campaign within specific zip codes (43204, 43207, and 43224) where poverty levels are high and a high population of senior citizens resides to improve access to nutritional services supported by the Franklin County Senior Options (FCSO) program.

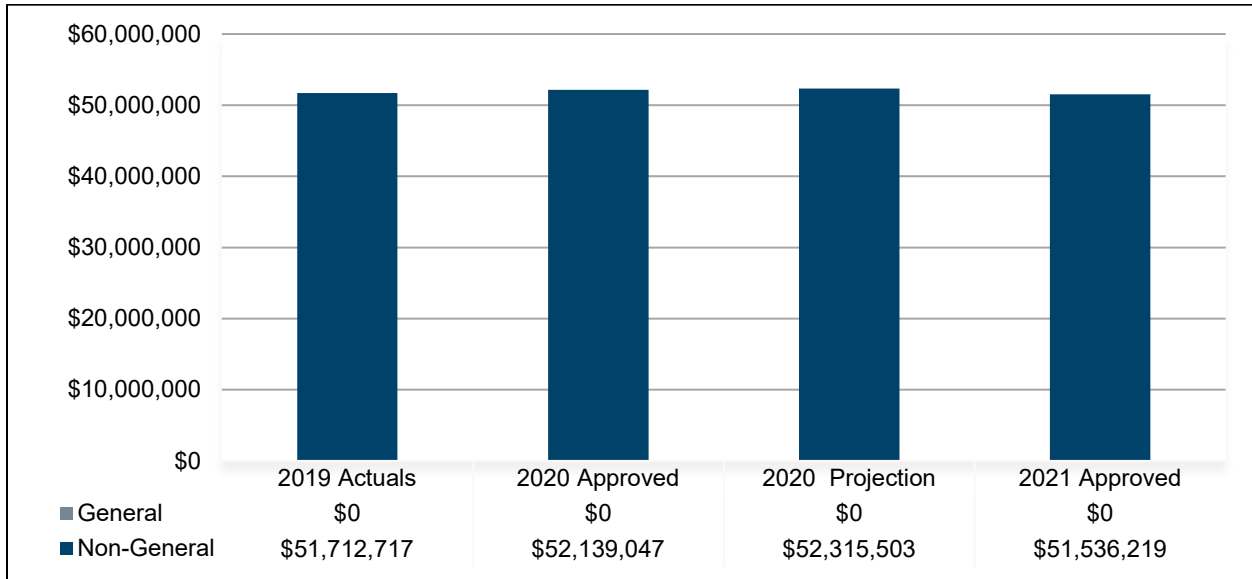
Performance Spotlight

Measure: Number of older adults residing in concentrated poverty areas of Franklin County who gained access to nutritious food

Program: Home and Community Based Care

About this measure	Why it is important		
<p>This measure tracks the number of older adults residing in the concentrated poverty areas of Franklin County who, through the Commissioner's investment, gained access to nutritious food.</p>	<p>Franklin County's older adult population 60+ will double from 2010 – 2050.</p> <p>Access to quality, nutritious food is fundamental to human existence, stability, and improved health.</p> <p>Food security exists when all people have physical and economical access to sufficient, safe, and nutritious food that meets their dietary needs for an active and healthy life.</p>		
What is being done			
<p>Focused outreach campaign in specific zip codes (43204, 43207, 43224) where poverty levels are high to improve access to FCSO supported nutritional services:</p> <ul style="list-style-type: none"> • Targeted campaign to provide Home Delivered Meals during COVID-19 crisis in 2020 with goal of maintaining enrollment in home delivered meal program to combat food insecurity and poor nutrition • Increase clients served in these zip code areas annually by 10% • Funding support for congregate dining centers located in targeted zip codes to increase access to nutritious hot meal, increase socialization and reduce community isolation • Funding support for mobile market provided through the Mid-Ohio Foodbank to increase access and easy distribution of fresh foods (fruits and vegetables) at senior centers or senior housing complexes in targeted zip codes <p>This measure aligns with Goal #10 from "Rise Together: A Blueprint for Reducing Poverty in Franklin County", which aims to improve overall environmental conditions in neighborhoods of concentrated poverty so that they are safe, walkable, and have easy access to basic resources, including access to nutritious food.</p>			
2019 Actual	2020 Budget	2020 Projected	2021 Budget
773	850	850	935

Budget Summary – Revenues



Primary Revenue Sources by Fund Type

Fund Type	Fund Name (Number)	Primary Revenue Sources
General	None	N/A
Special	<ul style="list-style-type: none"> • Senior Services Fund (2027) • Adult Protective Services Fund (2078) 	<ul style="list-style-type: none"> • Levy/local tax revenues • Client co-pays • Reimbursement from FCDJFS for providing the state mandated adult protective services for adults age 60 and over
Debt	None	N/A
Capital	None	N/A
Enterprise /Internal	None	N/A

Comparison: 2020 Approved to 2020 Projection

	2020 Approved	2020 Projection	Variance	
			\$	%
General Fund	\$0	\$0	\$0	N/A
Non-General Fund	\$52,139,047	\$52,315,503	\$176,456	0.3%
Total	\$52,139,047	\$52,315,503	\$176,456	0.3%

The \$176,456 increase from the 2020 Approved Budget to the 2020 Projection is primarily attributed to:

- A projected increase in Real Estate Taxes (\$0.5 million) and the receipt of CARES Act funding (\$0.3 million) that is partially offset by anticipated decreases in Client Co-Pays (\$0.4 million) and the State Reimbursement for Real Estate Taxes (\$0.2 million). The decrease in Client Co-Pays is attributed to certain in-home services being put on hold and the fact that home delivered meals are now being provided for free, both due to the impact of COVID-19.

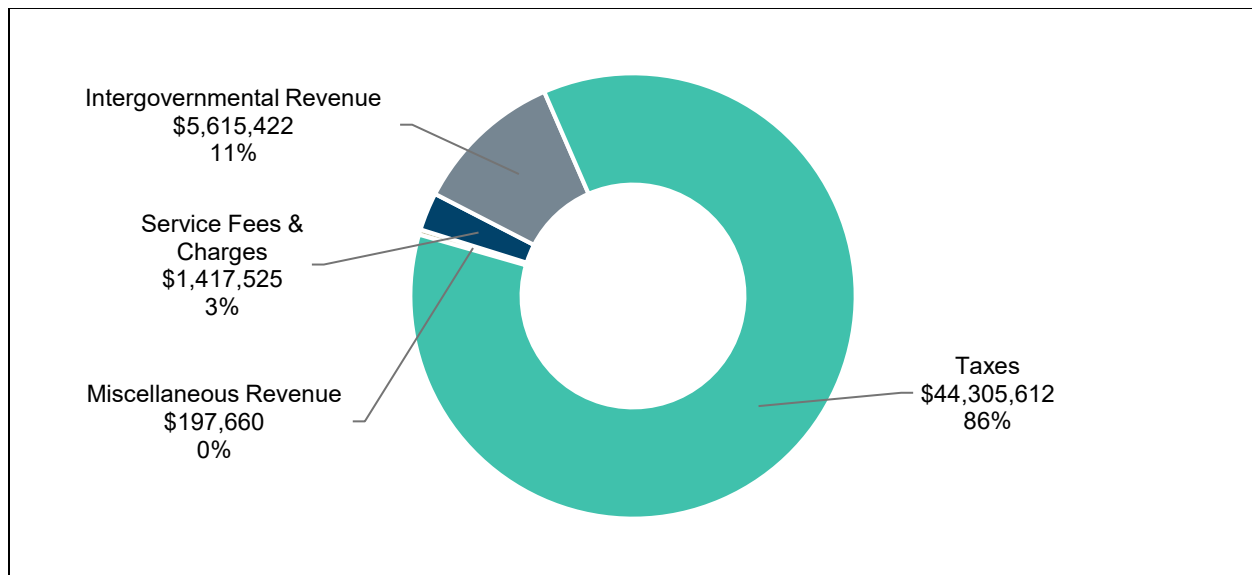
Comparison: 2020 Approved to 2021 Approved

	2020 Approved	2021 Approved	Variance	
			\$	%
General Fund	\$0	\$0	\$0	N/A
Non-General Fund	\$52,139,047	\$51,536,219	(\$602,828)	-1.2%
Total	\$52,139,047	\$51,536,219	(\$602,828)	-1.2%

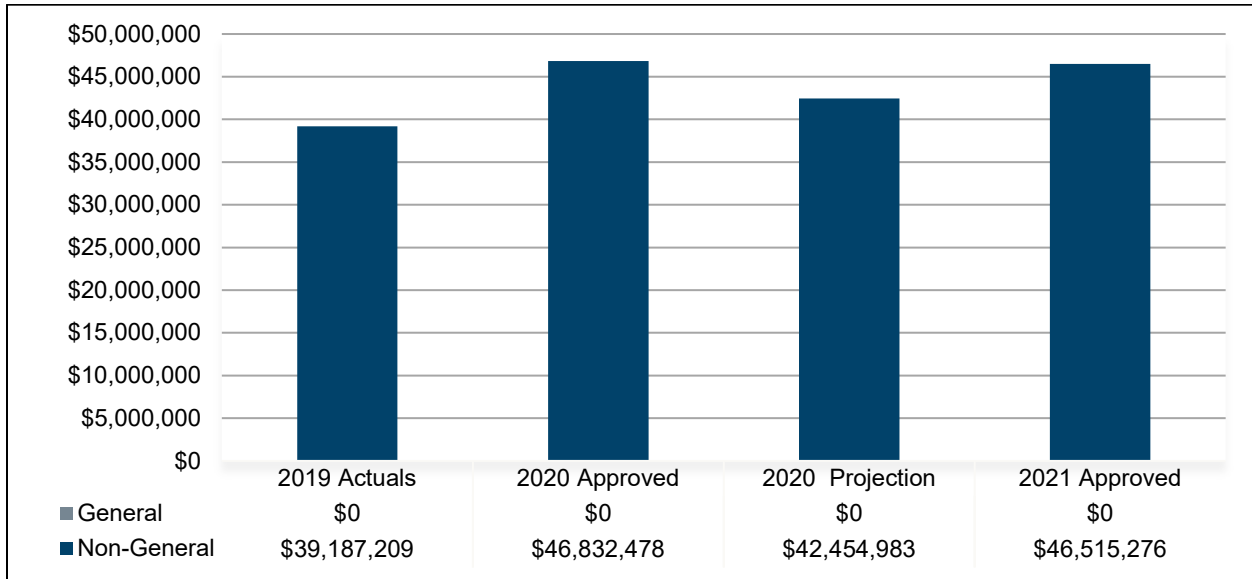
The \$602,828 decrease from the 2020 Approved Budget to the 2021 Approved Budget is primarily attributed to:

- An anticipated decrease in Real Estate Taxes and associated state reimbursement (\$0.6 million) as a result of a projected increase in property tax delinquencies due to the impact of COVID-19.

**2021 Approved Budget
Revenues by Category**



Budget Summary – Expenditures



Significant items in the 2021 Approved Budget

Object Code	Budgeted Amount	% of Budget
PERSONAL SERVICES & FRINGE	\$8,038,555	17.3%
BOARD & CARE	\$23,602,575	50.7%
CASE MANAGEMENT	\$5,097,084	11.0%
GRANTS	\$3,753,811	8.1%
HOME REPAIRS SS	\$1,506,612	3.2%
INCONTINENCY PRODUCTS DELIVERY	\$1,219,174	2.6%
ADULT NUTRITIONALS DELIVERY	\$580,000	1.2%
AUDITOR & TREASURER FEES	\$575,525	1.2%
CAREGIVER SERVICES	\$306,230	0.7%
HOUSING ASSISTANCE	\$241,950	0.5%
OTHER	\$1,593,760	3.4%
TOTAL	\$46,515,276	100.0%

Comparison: 2020 Approved to 2020 Projection

	2020 Approved	2020 Projection	Variance \$	%
General Fund	\$0	\$0	\$0	N/A
Non-General Fund	\$46,832,478	\$42,454,983	(\$4,377,495)	-9.3%
Total	\$46,832,478	\$42,454,983	(\$4,377,495)	-9.3%

The \$4,377,495 decrease from the 2020 Approved Budget to the 2020 Projection is primarily attributed to:

- Lower than anticipated expenditures in Board & Care (\$3.9 million), Home Repairs (\$0.4 million), and Salaries & Wages (\$0.4 million), which were partially offset by an increase in IT Consultants (\$0.2 million) as FCOA prepares to replace its case management system and the purchase of laptops and docking stations (\$0.2 million) for employees working remotely due to COVID-19.

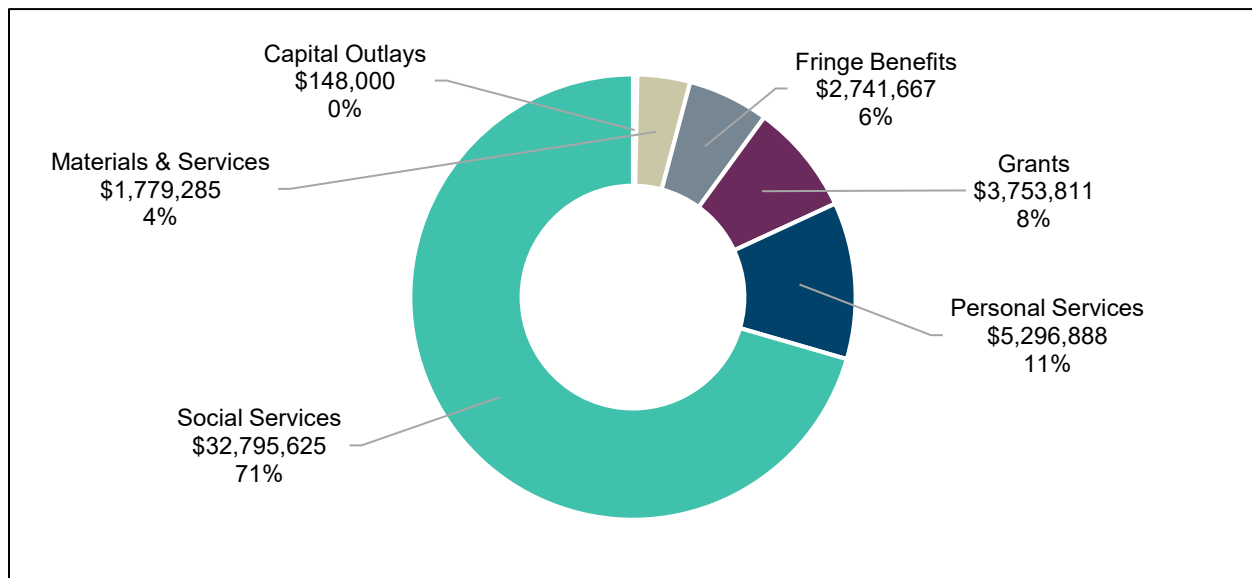
Comparison: 2020 Approved to 2021 Approved

	2020 Approved	2021 Approved	Variance \$	%
General Fund	\$0	\$0	\$0	N/A
Non-General Fund	\$46,832,478	\$46,515,276	(\$317,202)	-0.7%
Total	\$46,832,478	\$46,515,276	(\$317,202)	-0.7%

The \$317,202 decrease from the 2020 Approved Budget to the 2021 Approved Budget is primarily attributed to:

- A decrease in Board & Care (\$0.7 million) which is partially offset by an increase in IT Consultants (\$0.2 million) due to the need for an IT Project Manager as FCOA prepares to replace its case management system in 2021. The 2021 Budget does not include the cost of replacement, as FCOA plans to request supplemental appropriations once a contract bid has been accepted.

**2021 Approved Budget
Expenditures by Category**



Budget Summary – FTEs

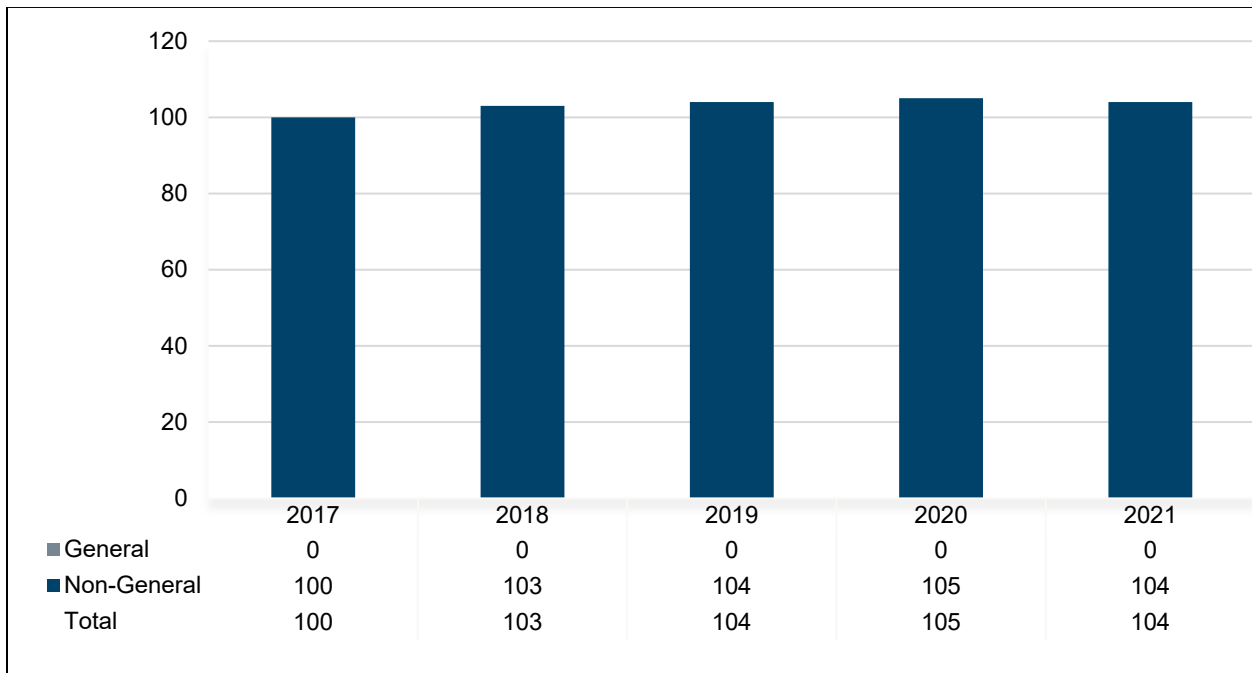
	2020 Budget	2021 Approved	Approved Budget as % of Total FTEs
General Fund	0	0	0.0%
Non-General Fund	105	104	100.0%
Total Agency FTEs	105	104	100.0%

The 1.00 FTE decrease from the 2020 Budget to the 2021 Approved Budget is due to the consolidation of two existing positions into one Executive Assistant position.

New Positions

Position Title	# of Positions	Annual Salary	Source
<i>None</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>

Budgeted FTE History



Vacancy Credit

The vacancy credit process is designed to more accurately reflect the true expenditures for Personal Services and Fringe Benefits within the agency budget request. The calculations for the budget process begin with funding all approved positions for the entire year. Vacancy credits take into account that not all approved positions will be filled for the entire year. The methodology historically used by OMB to estimate an agency's vacancy credit utilizes a four-year history of unused personnel budgets to estimate an appropriate vacancy credit. However, vacancy credits may vary from the four-year average due to staffing trends or the number of positions supported within a fund.

Salaries & Wages

	2020 Budget	Four-year Average	2021 Approved	% Point Change to:	
				PY Budget	Average
Senior Services Fund	2.0%	7.5%	2.0%	0.0%	-5.5%
Adult Protective Services Fund	11.0%	11.5%	6.5%	-4.5%	-5.0%

The 2021 Vacancy Credit in the Senior Services Fund is lower than the four-year average but is the same as the 2020 Budget. The 2021 Vacancy Credit in the Adult Protective Services Fund is lower than the four-year average but is consistent with the available funding for Adult Protective Services from FCDJFS.

Fringe Benefits

	2020 Budget	Four-year Average	2021 Approved	% Point Change to:	
				PY Budget	Average
Senior Services Fund	2.0%	9.2%	2.0%	0.0%	-7.2%
Adult Protective Services Fund	13.0%	15.0%	6.5%	-6.5%	-8.5%

The 2021 Vacancy Credit in the Senior Services Fund is lower than the four-year average but is the same as the 2020 Budget. The 2021 Vacancy Credit in the Adult Protective Services Fund is lower than the four-year average, but vacancy savings have been trending downwards and the Vacancy Credit is consistent with the available funding for Adult Protective Services from FCDJFS.

Request for Results

A Request for Results is a request for additional appropriations to support a new initiative or expand existing services. A Request for Results contains a detailed description of the new initiative, justification for why the increase in appropriations is necessary, and the expected outcomes. In addition to the amount of additional appropriations, a Request for Results should identify any new revenue or savings expected to be achieved from the new initiative. The Office of Management & Budget reviews each Request for Results to determine if adequate justification is provided and sufficient resources are available. The County Administrator makes a recommendation based on this review, with the Board of Commissioners making the final decision on whether the item is included in the budget.

Central Ohio Area Agency on Aging (COAAA) Case Management Annual Increase		
Fund Type	Amount Requested	Amount Approved
Non-General Fund	\$99,943	\$99,943
Recommended	Request Description: FCOA has a mission critical partnership with COAAA to serve Franklin County seniors. FCOA is requesting an increase of \$99,943 to the current COAAA contract.	
	Justification: The increase for the COAAA contract is consistent with the Human Services Levy Review Committee (HSLRC) recommendation to increase contracts and grants based on the Moody Analytics CPI-U rate of 2.0%.	

Annual Grant Increase		
Fund Type	Amount Requested	Amount Approved
Non-General Fund	\$73,604	\$73,604
Recommended	Request Description: FCOA is requesting a \$73,604 increase for current Grants in 2021.	
	Justification: The increase for current Grants is consistent with the HSLRC 2017 Levy Plan recommendation to increase contracts and grants based on the Moody's Analytics CPI-U rate of 2.0%.	

Levy Plan Comparison

The Human Services Levy Review Committee (HSLRC) evaluates levy requests to assure that levy funded agencies have demonstrated prudent programmatic and financial planning. In developing the levy fiscal plan, the HSLRC recommends that the ending cash balance equal at least three months of expenditures at the end of the levy cycle. Each year as a part of the budget process, the Office of Management & Budget compares current year revenue and expenditure projections and budget to the HSLRC levy plan to determine if the agency is on track to end its current cycle with the recommended cash balance.

	2020 Projection	2020 Levy Plan	Cash Variance
Beginning Cash Balance	\$41,710,268	\$18,579,370	\$23,130,898
Total Revenue	\$50,790,503	\$47,886,611	\$2,903,892
<u>Expenditures:</u>			
Personal Services	\$4,057,129	\$4,302,305	\$245,176
Fringe Benefits	\$2,184,562	\$2,660,683	\$476,121
Materials & Services	\$1,810,322	\$1,885,765	\$75,443
Capital Outlays	\$149,170	\$15,800	(\$133,370)
Grants	\$4,083,240	\$3,444,493	(\$638,747)
Social Services	<u>\$28,645,560</u>	<u>\$35,258,313</u>	<u>\$6,612,753</u>
Total Expenditures	\$40,929,983	\$47,567,360	\$6,637,377
Ending Cash Balance	\$51,570,788	\$18,898,621	\$32,672,167
	2021 Approved	2021 Levy Plan	Cash Variance
Beginning Cash Balance	\$51,570,788	\$18,898,621	\$32,672,167
Total Revenue	\$50,036,219	\$48,162,622	\$1,873,597
<u>Expenditures:</u>			
Personal Services	\$4,317,693	\$4,258,187	(\$59,506)
Fringe Benefits	\$2,218,274	\$2,809,772	\$591,498
Materials & Services	\$1,779,285	\$1,334,265	(\$445,020)
Capital Outlays	\$148,000	\$0	(\$148,000)
Grants	\$3,753,811	\$3,513,383	(\$240,428)
Social Services	<u>\$32,795,625</u>	<u>\$37,148,588</u>	<u>\$4,352,963</u>
Total Expenditures	\$45,012,688	\$49,064,196	\$4,051,508
Ending Cash Balance	\$56,594,319	\$17,997,048	\$38,597,271

Home and Community Based Care

Program Purpose:

The purpose of the Home and Community Based Care program is to provide need-based services to Franklin County older adults and their caregivers, so they can preserve their independence and experience an improved quality of life.

ORC Reference Mandating this Program:

N/A

Program Services:

Home delivered meals, emergency response systems, medical transportation, adult day services, personal care assistance, homemaking, respite, health maintenance supplies/equipment such as nutritional supplements, incontinence products, and durable medical equipment

Core Principle:

Provide Supportive Health & Human Services

Linkage to Core Principle:

The Home and Community Based Care program supports the core principle of “Providing Supportive Health and Human Services” by offering a one-stop shop designed to provide information, referrals, and easy access to enrollment for needed home and community-based services for older adults and their families.

Program Budget Overview

	2020 Approved	2021 Approved	Variance	
			\$	%
Personal Services	\$496,019	\$604,934	\$108,915	22.0%
Fringe Benefits	\$247,900	\$303,622	\$55,722	22.5%
Materials & Services	\$920,424	\$916,280	(\$4,144)	-0.5%
Social Services	\$26,460,019	\$25,807,199	(\$652,820)	-2.5%
Total Expenditures	\$28,124,362	\$27,632,035	(\$492,327)	-1.8%

Community Support, Outreach, & Specialized Services

Program Purpose:

The purpose of the Community Support, Outreach and Specialized Services program is to provide specialized services to older adults so they can optimize their ability to live and function in the community.

ORC Reference Mandating this Program:

N/A

Program Services:

Prescription assistance, congregate meals, health clinic services, health screenings, employment services, legal aid services, money management services, volunteer services, supportive services, neighbor-to-neighbor programs, caregiver consultation and other services, senior fitness centers, respiratory services, hearing screenings and hearing aids, refugee and immigration support services, caregiver support and education services, small group transportation, Medicare outreach and education services, and intergenerational services

Core Principle:

Provide Supportive Health & Human Services

Linkage to Core Principle:

The Community Support, Outreach and Specialized Services program supports the core principle of "Providing Supportive Health and Human Services" by funding community-based non profit and governmental agencies that deliver specialized services to older adults and their families in need.

Program Budget Overview

	2020 Approved	2021 Approved	Variance	
			\$	%
Personal Services	\$148,370	\$145,972	(\$2,398)	-1.6%
Fringe Benefits	\$65,687	\$64,690	(\$997)	-1.5%
Materials & Services	\$7,825	\$8,025	\$200	2.6%
Grants	\$3,680,207	\$3,753,811	\$73,604	2.0%
Social Services	\$291,918	\$306,230	\$14,312	4.9%
Total Expenditures	\$4,194,007	\$4,278,728	\$84,721	2.0%

Customer Service Management

Program Purpose:

The purpose of the Customer Services Management program is to provide individualized customer services to older adults and their caregivers so they can access a trained professional who can address their unmet needs.

ORC Reference Mandating this Program:

N/A

Program Services:

Information and referrals, client needs assessments, case management, informal support counseling, advocacy, monitoring of services and customer status, complaint or dispute resolution, crisis intervention, caregiver consultation and other services related to caregiver support, including those provided through the National Family Caregiver Support Program, maintenance of AIRS accreditation

Core Principle:

Provide Supportive Health & Human Services

Linkage to Core Principle:

The Customer Services Management program promotes the core principle of “Providing Supportive Health and Human Services” by increasing awareness of older adult needs and creating easy access to information, referrals, and enrollment into the FCSO program.

Program Budget Overview

	2020 Approved	2021 Approved	Variance	
			\$	%
Personal Services	\$3,238,986	\$3,079,317	(\$159,669)	-4.9%
Fringe Benefits	\$1,616,818	\$1,588,579	(\$28,239)	-1.7%
Materials & Services	\$436,989	\$642,944	\$205,955	47.1%
Capital Outlays	\$118,711	\$118,495	(\$216)	-0.2%
Social Services	\$4,997,141	\$5,097,084	\$99,943	2.0%
Total Expenditures	\$10,408,645	\$10,526,419	\$117,774	1.1%

Public Information

Program Purpose:

The purpose of the Public Information program is to provide information, education and consultation services to older adults and their caregivers so they can gain knowledge about access to resources and services.

ORC Reference Mandating this Program:

N/A

Program Services:

Facilitate conferences and trainings, Senior Living Festival, FCOA Day at the Columbus Clippers, professional support services, educational services, website, speaking engagements, presentations, information handbooks and other publications, media relations, health fairs, marketing of senior services and programs, maintenance of social media platforms and coordination of various marketing methods

Core Principle:

Provide Supportive Health & Human Services

Linkage to Core Principle:

The Public Information program supports the core principle of “Providing Supportive Health and Human Services” by providing resources and information on available services to support older adults and their families.

Program Budget Overview

	2020 Approved	2021 Approved	Variance	
			\$	%
Personal Services	\$167,478	\$167,569	\$91	0.1%
Fringe Benefits	\$85,713	\$83,734	(\$1,979)	-2.3%
Materials & Services	\$99,675	\$100,145	\$470	0.5%
Social Services	\$61,500	\$61,500	\$0	0.0%
Total Expenditures	\$414,366	\$412,948	(\$1,418)	-0.3%

Safe Housing

Program Purpose:

The purpose of the Safe Housing program is to provide minor home modifications and repairs, safety assessments and products, and assistance to eligible Franklin County residents so they can live in their homes free of barriers and unsafe conditions.

ORC Reference Mandating this Program:

N/A

Program Services:

Minor home repairs and modifications, wheelchair ramps, moving assistance, safety products, sanitation and pest control, major cleanings and smoke detectors

Core Principle:

Provide Supportive Health & Human Services

Linkage to Core Principle:

The Safe Housing program supports the core principle of “Providing Supportive Health and Human Services” by providing minor home repair and modifications so that Franklin County seniors can continue to reside in their homes free of barriers and unsafe conditions.

Program Budget Overview

	2020 Approved	2021 Approved	Variance	
			\$	%
Personal Services	\$255,061	\$255,010	(\$51)	0.0%
Fringe Benefits	\$153,759	\$152,058	(\$1,701)	-1.1%
Materials & Services	\$19,325	\$19,335	\$10	0.1%
Social Services	\$1,480,994	\$1,501,612	\$20,618	1.4%
Total Expenditures	\$1,909,139	\$1,928,015	\$18,876	1.0%

Protective Interventions

Program Purpose:

The purpose of the Protective Interventions program is to provide advocacy for client rights, investigations, court intervention and other assistance to abused, neglected, and exploited vulnerable older adults so they can be protected from individuals or environments that endanger their physical or emotional well-being.

ORC Reference Mandating this Program:

Section 5101.6

Program Services:

Adult protective services (APS) Intake assessment of community referrals, APS investigations, service coordination, advocacy, in-home assessments, nursing home placements, guardianships, conservatorships, and protective court orders

Core Principle:

Provide Community Safety, Security & Effective Justice

Linkage to Core Principle:

The Protective Interventions program supports the core principle of “Providing Community Safety, Security and Effective Justice” by promoting community awareness of issues impacting the safety of vulnerable older adults, and by offering an intake point for reporting allegations of abuse, neglect, or exploitation of older adults.

Program Budget Overview

	2020 Approved	2021 Approved	Variance	
			\$	%
Personal Services	\$1,070,212	\$1,044,086	(\$26,126)	-2.4%
Fringe Benefits	\$533,890	\$548,984	\$15,094	2.8%
Materials & Services	\$125,398	\$92,556	(\$32,842)	-26.2%
Capital Outlays	\$30,459	\$29,505	(\$954)	-3.1%
Social Services	\$22,000	\$22,000	\$0	0.0%
Total Expenditures	\$1,781,959	\$1,737,131	(\$44,828)	-2.5%