

**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:** Increase access to services for older adults living in the concentrated poverty areas of Franklin County. - 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:** Home and Community Based Care - 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.

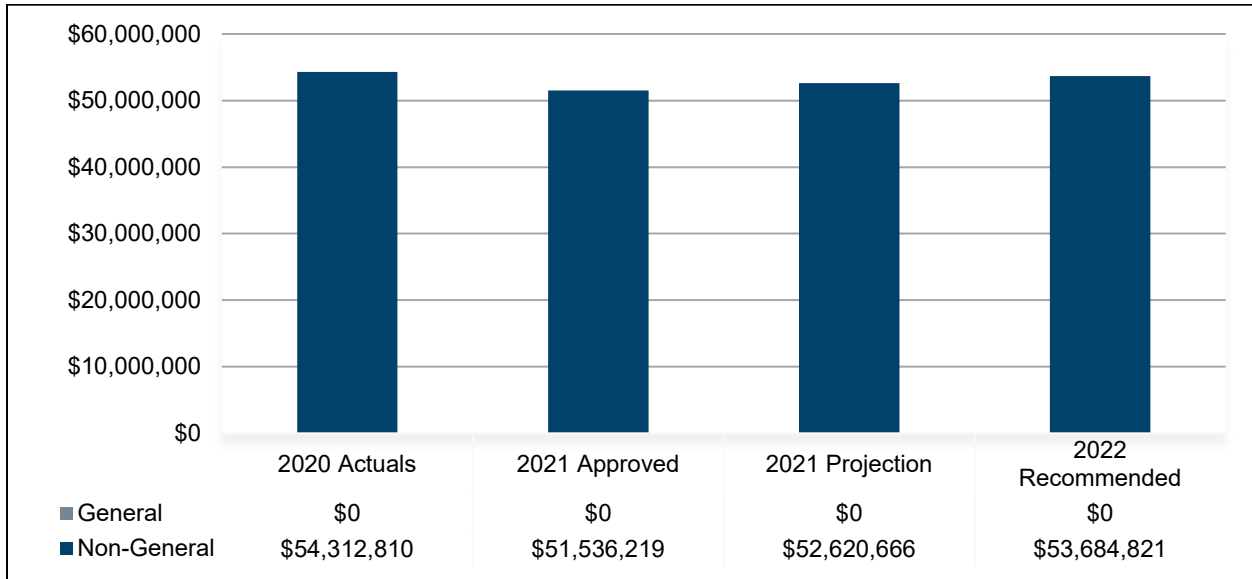
**Performance Spotlight**

**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	
This measure tracks the number of older adults residing in the concentrated poverty areas of Franklin County who, through the Commissioners' investment, gained access to nutritious food.		Franklin County's older adult population 60+ will double from 2010 – 2050. Access to quality, nutritious food is fundamental to human existence, stability, and improved health. 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.	
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"> <li>• 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</li> <li>• Increase clients served in these zip code areas annually by 10%</li> <li>• Funding support for congregate dining centers located in targeted zip codes to increase access to nutritious hot meal, increase socialization and reduce community isolation</li> <li>• 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</li> </ul> <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>			
2020 Actual	2021 Budget	2021 Projected	2022 Budget
N/A	935	935	1,028

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

**Comparison: 2021 Approved to 2021 Projection**

	2021 Approved	2021 Projection	Variance \$	%
General Fund	\$0	\$0	\$0	N/A
Non-General Fund	\$51,536,219	\$52,620,666	\$1,084,447	2.1%
<b>Total</b>	<b>\$51,536,219</b>	<b>\$52,620,666</b>	<b>\$1,084,447</b>	<b>2.1%</b>

The \$1,084,447 increase from the 2021 Approved Budget to the 2021 Projection is primarily attributed to:

- Higher than anticipated Real Estate Taxes (\$1.5 million) which were partially offset by lower than anticipated Client Co-Pays (\$0.4 million) because home delivered meals have been provided for free during the COVID-19 pandemic.

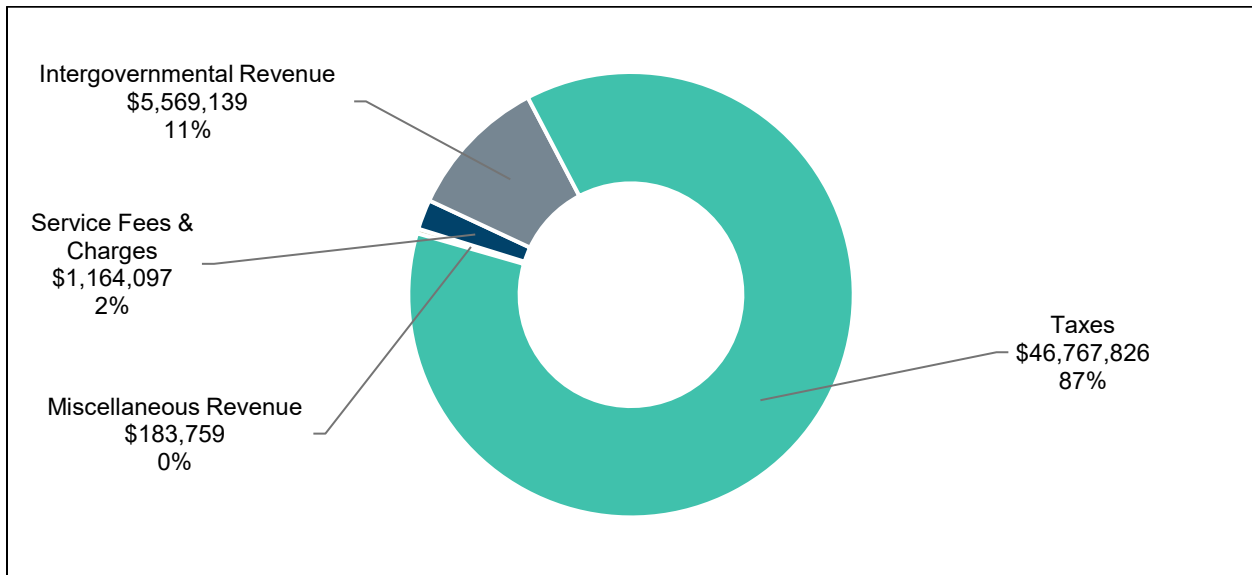
**Comparison: 2021 Approved to 2022 Recommended**

	2021 Approved	2022 Recommended	Variance \$	%
General Fund	\$0	\$0	\$0	N/A
Non-General Fund	\$51,536,219	\$53,684,821	\$2,148,602	4.2%
<b>Total</b>	<b>\$51,536,219</b>	<b>\$53,684,821</b>	<b>\$2,148,602</b>	<b>4.2%</b>

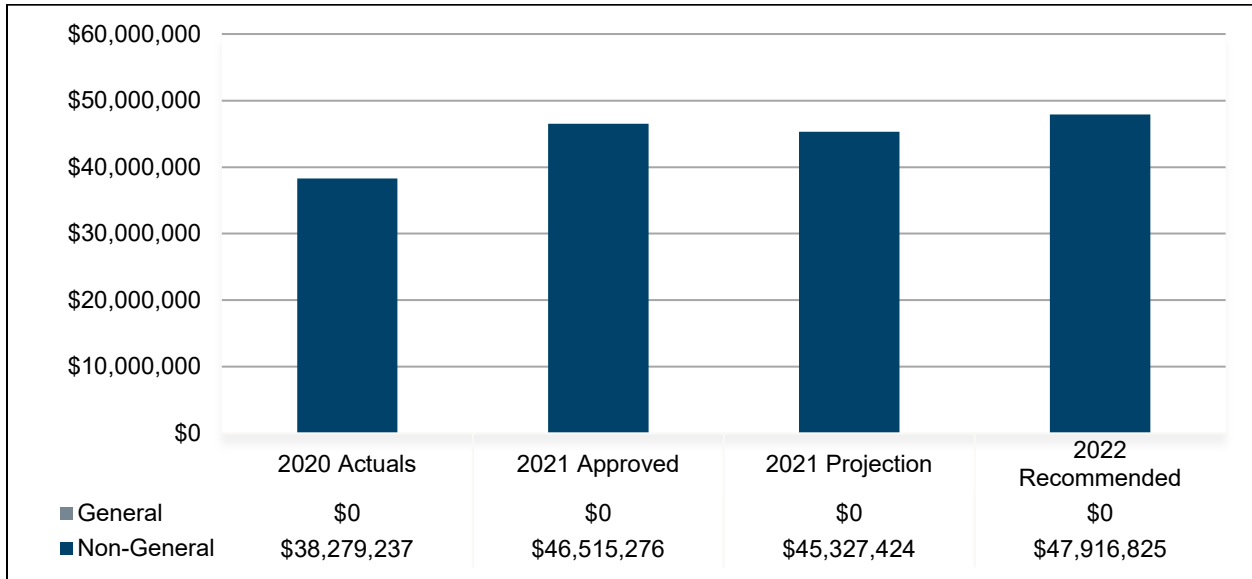
The \$2,148,602 increase from the 2021 Approved Budget to the 2022 Recommended Budget is primarily attributed to:

- An increase in Real Estate Taxes (\$2.4 million) partially due to an increase in new construction.

**2022 Recommended Budget  
Revenues by Category**



**Budget Summary – Expenditures**



**Significant items in the 2022 Recommended Budget**

Object Code	Budgeted Amount	% of Budget
PERSONAL SERVICES & FRINGE	\$8,093,045	16.9%
BOARD & CARE	\$23,147,500	48.3%
CASE MANAGEMENT	\$5,204,123	10.9%
GRANTS	\$3,753,811	7.8%
HOME REPAIRS SS	\$2,458,000	5.1%
INCONTINENCY PRODUCTS DELIVERY	\$1,225,000	2.6%
IT CONSULTANTS	\$740,890	1.5%
ADULT NUTRITIONALS DELIVERY	\$590,000	1.2%
AUDITOR & TREASURER FEES	\$526,000	1.1%
CAREGIVER SERVICES	\$306,230	0.6%
<i>Other</i>	\$1,872,226	3.9%
<b>Total</b>	<b>\$47,916,825</b>	<b>100.0%</b>

**Comparison: 2021 Approved to 2021 Projection**

	2021 Approved	2021 Projection	Variance	
			\$	%
General Fund	\$0	\$0	\$0	N/A
Non-General Fund	\$46,515,276	\$45,327,424	(\$1,187,852)	-2.6%
<b>Total</b>	<b>\$46,515,276</b>	<b>\$45,327,424</b>	<b>(\$1,187,852)</b>	<b>-2.6%</b>

The \$1,187,852 decrease from the 2021 Approved Budget to the 2021 Projection is primarily attributed to:

- Lower than anticipated expenditures in Board & Care (\$2.0 million) that are partially offset by increased expenditures in Home Repairs (\$1.0 million) due to higher costs for materials and the fact that the agency is catching up on planned repairs that were delayed due to COVID-19.

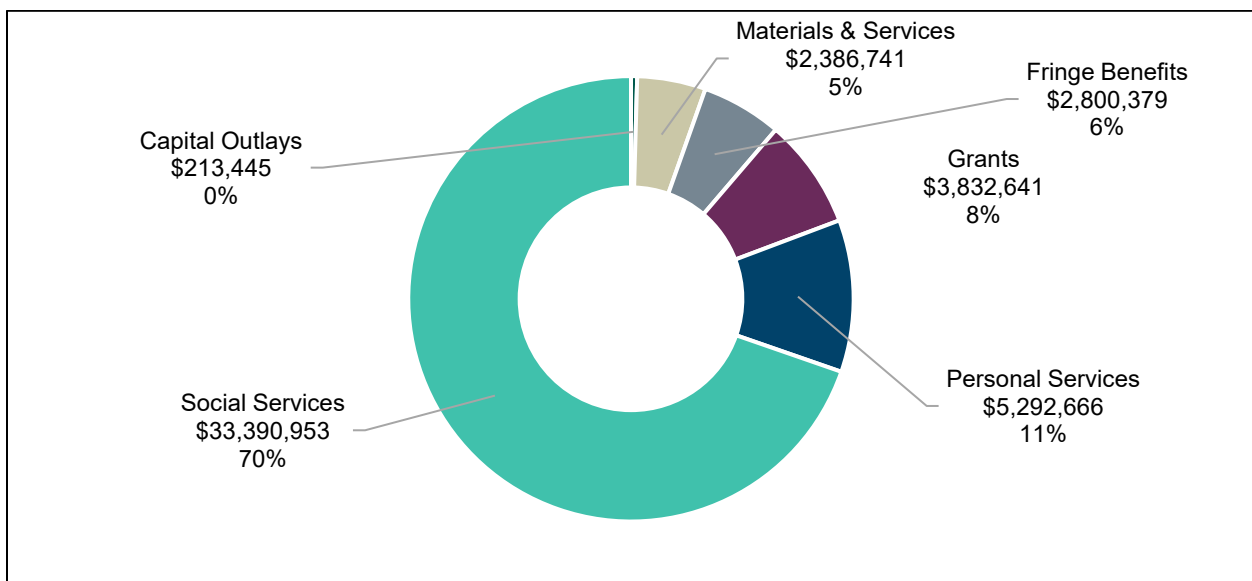
**Comparison: 2021 Approved to 2022 Recommended**

	2021 Approved	2022 Recommended	Variance	
			\$	%
General Fund	\$0	\$0	\$0	N/A
Non-General Fund	\$46,515,276	\$47,916,825	\$1,401,549	3.0%
<b>Total</b>	<b>\$46,515,276</b>	<b>\$47,916,825</b>	<b>\$1,401,549</b>	<b>3.0%</b>

The \$1,401,549 increase from the 2021 Approved Budget to the 2022 Recommended Budget is primarily attributed to:

- An increase in Home Repairs (\$1.0 million) due to rising costs and an expansion of services and a request for funding to replace the existing Case Management System (\$0.6 million).

**2022 Recommended Budget  
Expenditures by Category**



**Budget Summary – FTEs**

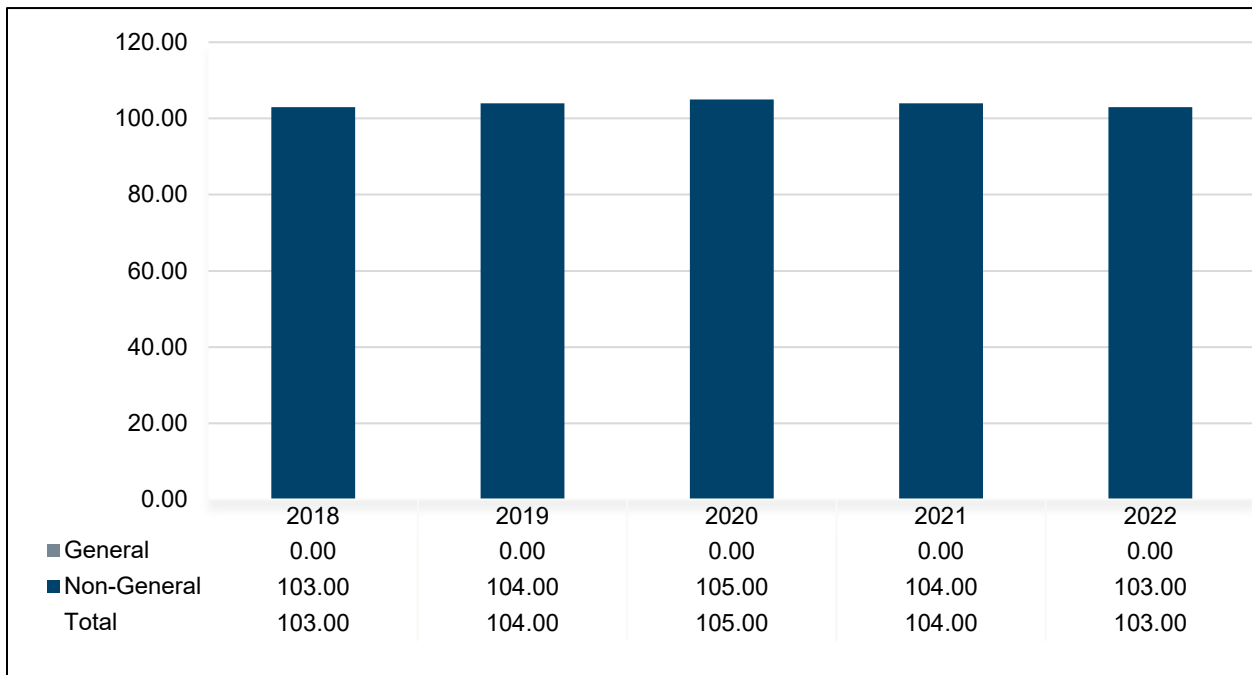
	2021 Budget	2022 Recommended	Recommended Budget as % of Total FTEs
General Fund	0.00	0.00	0.0%
Non-General Fund	104.00	103.00	100.0%
<b>Total Agency FTEs</b>	<b>104.00</b>	<b>103.00</b>	<b>100.0%</b>

The 1.00 FTE decrease from the 2021 Budget to the 2022 Recommended Budget is due to the consolidation of two existing positions into one Deputy Director for IT 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**

	<b>2021 Budget</b>	<b>Four-year Average</b>	<b>2022 Recommended</b>	<b>% Point Change to:</b>	
				<b>PY Budget</b>	<b>Average</b>
Senior Services Fund	2.0%	6.5%	3.5%	1.5%	-3.0%
Adult Protective Services Fund	6.5%	11.1%	5.2%	-1.3%	-5.9%

The 2022 Vacancy Credit in the Senior Services Fund is lower than the four-year average but is higher than the 2021 Budget.

The 2022 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.

**Fringe Benefits**

	<b>2021 Budget</b>	<b>Four-year Average</b>	<b>2022 Recommended</b>	<b>% Point Change to:</b>	
				<b>PY Budget</b>	<b>Average</b>
Senior Services Fund	2.0%	9.1%	4.0%	2.0%	-5.1%
Adult Protective Services Fund	6.5%	16.7%	7.0%	0.5%	-9.7%

The 2022 Vacancy Credit in the Senior Services Fund is lower than the four-year average but is the same as the 2020 Budget.

The 2022 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.

Case Management System Replacement		
Fund Type	Amount Requested	Amount Recommended
Non-General Fund	\$565,801	\$565,801
Recommended	<p><b>Request Description:</b> The Office on Aging is requesting \$565,801 in 2022 to replace its existing Case Management System. The new Case Management System will expand on existing capabilities to cover more business requirements and increase automation, which will allow FCOA to conduct more in-depth data analysis in a timely and efficient manner. After implementation, annual operating costs are estimated at approximately \$300,000 a year.</p>	
	<p><b>Recommendation:</b> This request is included in the 2022 Budget because a new Case Management System is mission critical for the agency as it looks to strengthen its business processes and expand its use of data analysis to continually improve upon operations.</p>	

Central Ohio Area Agency on Aging (COAAA) Case Management Annual Increase		
Fund Type	Amount Requested	Amount Recommended
Non-General Fund	\$107,039	\$107,039
Recommended	<p><b>Request Description:</b> FCOA has a mission critical partnership with COAAA to serve Franklin County seniors. FCOA is requesting an increase of \$107,039 to the current COAAA contract.</p>	
	<p><b>Recommendation:</b> 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 2.1%.</p>	

Annual Grant Increase		
Fund Type	Amount Requested	Amount Recommended
Non-General Fund	\$78,830	\$78,830
Recommended	<p><b>Request Description:</b> FCOA is requesting a \$78,830 increase for current Grants in 2022.</p>	
	<p><b>Recommendation:</b> 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 2.1%.</p>	



**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.

	<b>2021 Projection</b>	<b>2021 Levy Plan</b>	<b>Cash Variance</b>
Beginning Cash Balance	\$57,725,686	\$18,898,621	\$38,827,065
Total Revenue	\$50,994,117	\$48,162,622	\$2,831,495
<u>Expenditures:</u>			
Personal Services	\$4,382,341	\$4,258,187	(\$124,154)
Fringe Benefits	\$2,265,506	\$2,809,772	\$544,266
Materials & Services	\$1,544,711	\$1,334,265	(\$210,446)
Capital Outlays	\$138,176	\$0	(\$138,176)
Grants	\$3,733,029	\$3,513,383	(\$219,646)
Social Services	\$31,759,759	\$37,148,588	\$5,388,829
Total Expenditures	\$43,823,522	\$49,064,196	\$5,240,674
Ending Cash Balance	\$64,896,281	\$17,997,047	\$46,899,234
	<b>2022 Recommended</b>	<b>2022 Levy Plan</b>	<b>Cash Variance</b>
Beginning Cash Balance	\$64,896,281	\$17,997,047	\$46,899,234
Total Revenue	\$52,131,991	\$48,440,082	\$3,691,909
<u>Expenditures:</u>			
Personal Services	\$4,298,592	\$4,347,891	\$49,299
Fringe Benefits	\$2,262,475	\$2,993,212	\$730,737
Materials & Services	\$2,377,369	\$1,401,437	(\$975,932)
Capital Outlays	\$213,445	\$15,800	(\$197,645)
Grants	\$3,832,641	\$3,587,164	(\$245,477)
Social Services	\$33,379,453	\$39,143,461	\$5,764,008
Total Expenditures	\$46,363,975	\$51,488,966	\$5,124,991
Ending Cash Balance	\$70,664,297	\$14,948,163	\$55,716,133

**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**

	2021	2022	Variance	
	Approved	Recommended	\$	%
Personal Services	\$604,934	\$657,180	\$52,246	8.6%
Fringe Benefits	\$303,622	\$333,709	\$30,087	9.9%
Materials & Services	\$916,280	\$849,518	(\$66,762)	-7.3%
Social Services	\$25,807,199	\$25,344,000	(\$463,199)	-1.8%
<b>Total Expenditures</b>	<b>\$27,632,035</b>	<b>\$27,184,407</b>	<b>(\$447,628)</b>	<b>-1.6%</b>

**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**

	<b>2021 Approved</b>	<b>2022 Recommended</b>	<b>Variance</b>	
			<b>\$</b>	<b>%</b>
Personal Services	\$145,972	\$261,887	\$115,915	79.4%
Fringe Benefits	\$64,690	\$128,442	\$63,752	98.6%
Materials & Services	\$8,025	\$8,260	\$235	2.9%
Grants	\$3,753,811	\$3,832,641	\$78,830	2.1%
Social Services	\$306,230	\$306,230	\$0	0.0%
<b>Total Expenditures</b>	<b>\$4,278,728</b>	<b>\$4,537,460</b>	<b>\$258,732</b>	<b>6.0%</b>

**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**

	<b>2021 Approved</b>	<b>2022 Recommended</b>	<b>Variance</b>	
			<b>\$</b>	<b>%</b>
Personal Services	\$3,079,317	\$2,934,490	(\$144,827)	-4.7%
Fringe Benefits	\$1,588,579	\$1,574,470	(\$14,109)	-0.9%
Materials & Services	\$642,944	\$1,269,718	\$626,774	97.5%
Capital Outlays	\$118,495	\$172,456	\$53,961	45.5%
Social Services	\$5,097,084	\$5,204,123	\$107,039	2.1%
<b>Total Expenditures</b>	<b>\$10,526,419</b>	<b>\$11,155,257</b>	<b>\$628,838</b>	<b>6.0%</b>

**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**

	<b>2021 Approved</b>	<b>2022 Recommended</b>	<b>Variance</b>	
			<b>\$</b>	<b>%</b>
Personal Services	\$167,569	\$163,418	(\$4,151)	-2.5%
Fringe Benefits	\$83,734	\$86,149	\$2,415	2.9%
Materials & Services	\$100,145	\$115,315	\$15,170	15.1%
Social Services	\$61,500	\$52,000	(\$9,500)	-15.4%
<b>Total Expenditures</b>	<b>\$412,948</b>	<b>\$416,882</b>	<b>\$3,934</b>	<b>1.0%</b>

**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**

	<b>2021 Approved</b>	<b>2022 Recommended</b>	<b>Variance</b>	
			<b>\$</b>	<b>%</b>
Personal Services	\$255,010	\$210,154	(\$44,856)	-17.6%
Fringe Benefits	\$152,058	\$107,989	(\$44,069)	-29.0%
Materials & Services	\$19,335	\$19,874	\$539	2.8%
Social Services	\$1,501,612	\$2,450,000	\$948,388	63.2%
<b>Total Expenditures</b>	<b>\$1,928,015</b>	<b>\$2,788,017</b>	<b>\$860,002</b>	<b>44.6%</b>

**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**

	<b>2021 Approved</b>	<b>2022 Recommended</b>	<b>Variance</b>	
			<b>\$</b>	<b>%</b>
Personal Services	\$1,044,086	\$1,065,537	\$21,451	2.1%
Fringe Benefits	\$548,984	\$569,620	\$20,636	3.8%
Materials & Services	\$92,556	\$124,056	\$31,500	34.0%
Capital Outlays	\$29,505	\$40,989	\$11,484	38.9%
Social Services	\$22,000	\$34,600	\$12,600	57.3%
<b>Total Expenditures</b>	<b>\$1,737,131</b>	<b>\$1,834,802</b>	<b>\$97,671</b>	<b>5.6%</b>