

Board of Trustees Meeting May 18, 2011
 Dashboard Report through 4/30/2011

Metric SFY 2011 (10/1/2010 - 9/30/2011)	LTCO SFY Goal 9/30/2010	LTCO Actual SFY 2010		LTCO SFY 2011 Goal	LTCO Status 4/30/11
Core Services					
# certified staff	12	13		13	13
Verification rate of complaints	60%	64.4%		73%	70%
Systems Advocacy	100 hrs	93 hrs		100 hrs	33 hrs
Establish Presence: # NFs visited	159 x 1	147 x 1 76 x 2 112 x3+		159 x 2 = 318	199
# ACFs visited	194 x 1 48 x 2	184 x 1 19 x 2		194 x 2 = 388	147
# RCFs visited	107 x 1	83 x 1 33 x2+		107 x 2 = 214	93
Volunteer services: # certified & active volunteers		55		60	47 (+9 trained & waiting for certification)
Volunteer hours complaint handling	625 hours	481 hrs		500 hrs	214 hrs
Home Choice (CY 2011)					
# cases opened	NA	15		36	23
AGI - Marketing/PR					
# of community presentations	6	20		24	13
# persons participating	120	1863		1500	320

Finances/Resource Development	Actual FY 2010	Budget 2011	Budget 4/30/11	Actual 4/30/11	Variance
Total Revenue	\$817,576	\$907,659	\$308,116	\$312,439	\$4,323
Total Expenses	\$768,864	\$832,363	\$276,394	\$249,041	\$27,353
YE carry-over	\$24,006	\$75,296	NA	NA	NA
Grant funding	\$34,992	-0-	-0-	-0-	-0-
Individual Donations (includes UW designated donations)	\$18,110	\$15,000	\$5,000	\$5,517	(\$483)
Home Choice	\$66,000	\$180,000	\$60,000	\$71,000	\$11,000

Staff Activities since last board meeting:

Community Networking/Advocacy

- Aging Disability Resource Network (ADRN) meetings - Leadership Committee and Data Sub-Committee
- WRAAA Public Policy Committee
- WRAAA Community Services Committee
- COOP Legislative Committee
- APS I-Team Steering Committee
- Person-Centered Care Coalition
- Center for Community Solutions' Health and Human Services Institute (exhibit booth)
- Human Service Advocates Network
- Advancing Excellence/LANE Committee
- WRAAA Annual Meeting
- Presentation of reports on community nonprofit organization collaborations supported by the Funders' Collaborative
- Chagrin Senior Center; West Geauga Senior Center; Lake County Council on Aging; Middlefield Senior Center; Thompson Senior Center

Professional Development/Continuing Education

- Participated in webinars on: Consumer Voice/Person-Centered Care; Cost Effectiveness of Home and Community-based Services; Social Media and Nonprofits
- Continued Professional Development Training to become an ombudsman and Program Director
- Nonprofit World and the State of Ohio; Planned Giving; Benjamin Rose Institute on Aging: Nonprofit Sector update (Roland Hornbostel, ODA Deputy Director)
- Center for Community Solutions' Health and Human Services Institute
- Ohio Association of Area Agencies on Aging Annual Advocacy Conference

Volunteer Program

- New Volunteer Training conducted for class of 15 in March (3 classes)
- Quarterly Volunteer Meeting for all volunteers
- Quarterly Regional Volunteer Meetings with the five field ombudsman
- Statewide conference calls with all regional program Volunteer Coordinators and Program Directors
- Speakers' Bureau Training conducted for 6 volunteers