

**2016 Outstanding AAA Partnership of the Year Award  
Nomination Form**

**Purpose**

The Ohio Association of Area Agencies on Aging will showcase an AAA community partner success story. The award will highlight a partnership with significant contributions, exemplary cooperation, and innovative approaches for improving services to older adults.

**Nominee's name/organization: Cincinnati Area Senior Services**

**Address: 2368 Victory Parkway**  
(street)

**Cincinnati Ohio 45206**  
(city) (state) (zip)

**Phone: 513-721-4330 AAA completing this form: AAA1**

**Description of Partnership:**

**Cincinnati Area Senior Services (CASS) is a social service agency that has partnered with Council on Aging of Southwest Ohio for over 30 years. CASS provides congregate meals, recreation, transportation, and home delivered meals to seniors throughout Hamilton County. CASS also provides guardianship and financial case management services to Hamilton County's seniors.**

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**Groups/individuals impacted by partnership (description and/or name of groups; length of time served):**

**CASS has partnered with COA for over 20 years. They serve the neediest seniors of Hamilton County through partnerships with many community organizations. They have collaborated with Cincinnati Metropolitan Housing Authority to provide meals and transportation in several city owned housing complexes. CASS also has partnership**

with the Salvation Army to serve meals in their residential housing setting. Over the past 6 years, CASS has been able to leverage resources for their transportation program by obtaining grants for vehicles from the Ohio Department of Transportation. For over 5 years, CASS has had a successful partnership with another inner city agency, the Cincinnati Recreation Commission, coordinating transportation to their respective senior centers.

CASS also maintains an emergency food pantry on site for emergencies- they are in the process of partnering with the Free Store Food Bank of Cincinnati, to help stock and maintain this service.

**Team efforts that led to significant improvement in quality of life for older adults:**

During late 2015 and early 2016, several Hamilton County senior centers and congregate meal sites were closing due to financial problems, and other problems such as health code violations at a few centers in high need areas. Three large congregate meal sites located in Cincinnati Metropolitan Housing Authority closed when their current provider was no longer able to continue operations. In total, these sites were serving over 2000 meals monthly to Cincinnati's poorest seniors. CASS showed exemplary cooperation by coordinating with other agencies to provide transportation for affected seniors to other meal sites in the area.

CASS has played a vital role in helping to continue congregate meals services in Hamilton County. In April 2016, Sycamore Senior Center, then the largest independent senior center, in our region closed permanently. This center provided meals for 60-70 seniors daily. CASS partnered with COA and two local community centers to open new congregate meal sites to serve the affected seniors.

In July 2016, another large senior center in the region, the Anderson Township Senior Center, was also in danger of closing due to the current provider ceasing operations. CASS again showed exemplary cooperation. At the request of COA, CASS worked with local government to keep the center open and provide meals and transportation at the center.

CASS's commitment to seniors was once again demonstrated in September 2016, when their Over the Rhine Senior Center was affected by flooding and forced to close for over a month. CASS runs operations at the Over the Rhine Center, including 2 daily congregate meals, transportation, recreation and social services. The Over the Rhine Center is located in the inner city and serves a large number of homeless seniors. Since the news of the closing, CASS has continued efforts to reach out to these seniors, including wellness phone calls, delivery of food from their emergency party and coordinating with other congregate meals providers in the area to transport seniors to other meal sites.

**Creativity or uniqueness of improvements:**

Throughout the partnership with COA, CASS has been on the cutting edge of creativity when it comes to improving services for seniors. In 2016, CASS recognize the need for

more accessible transportation services in Cincinnati's inner city neighborhoods. They started a transportation shuttle that loops through the city and provides on demand transportation to and from health clinics, social service agencies, pharmacies, grocery stores and food banks in the area.

CASS also has a program to furnish transportation to an isolated group in the area- Bhutanese and Burundi Older Adult Refugees. They provide transportation for these seniors, including a biweekly trip to a local vocational school for English classes.

CASS is the only contracted provider in the area that maintains both an active Guardianship Assistance program and Financial Case Management program- protecting vulnerable, isolated seniors from fraud and enabling them to remain independent in their homes.

Contact person & phone number at AAA: Ken Wilson\_\_\_\_\_

AAA Director's signature: \_\_\_\_\_

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DEADLINE FOR SUBMITTAL: September 26, 2016