

Form Strong Partnerships

Direction Home Akron Canton is always looking to identify new partnerships and build relationships for mutual advantage... especially when it results in positive outcomes for those in need of long-term care.

One such partnership is **Direction Home for Patients**, our education program for local physicians moving through their certification requirements. We feel that by educating these doctors at the start of their careers, we can instill in them the knowledge needed to refer patients back to DHAC when needed. This allows doctors to link their patients to services that improve social determinants of health and enables DHAC to ensure access for those in need of assistance. A referral borne from **Direction Home for Patients** recently connected a doctor's patient to our agency.

Meet Cecilia

Cecilia is a real life hero. In World War II, she not only delivered provisions and contraband to Polish resistance fighters, but she also helped three American pilots escape Germany. Cecilia is an outgoing woman, eager

to share stories of her incredible life, sing songs and speak in one of the seven languages she knows. Unfortunately, Cecilia struggles with the loss of her eyesight, cardiac concerns and mobility issues. After mentioning to her physician, a repeat student of our **Direction Home for Patients** program, that she had started a kitchen fire due to her poor eyesight, Cecilia knew it was time to get some help. Cecilia's physician, through participation in **Direction Home for Patients**, knew the programs available and the process to link her patient to Direction Home Akron Canton.

Since joining the PASSPORT program, Cecilia has been connected with an aide who assists with cooking, cleaning and other chores. The best part for Cecilia is that her aide, Ella, speaks Polish! Cecilia is able to converse with Ella in her native tongue and now has a connection to her homeland. Cecilia is grateful that her Care Manager, Patty, was able to find such a perfect match for her. This connection might never have happened without Cecilia's physician and her knowledge of Direction Home Akron Canton.



Affiliation

- Adult Protective Services
- Akron Children's Hospital
- Akron Metropolitan Housing Authority
- Alcohol, Drug Addiction, Mental Illness Board
- Battered Women's Shelter
- Catholic Charities
- Cleveland Clinic, Akron General
- Crossroads Hospice
- Independent Consultant
- Info Line, Inc
- Interfaith Caregivers
- Jewish Family Services
- Mature Services
- Metro RTA
- Mobile Meals
- Northeast Ohio Medical University
- Saber Healthcare Group
- Summa Health
- Summit County Common Pleas Court
- Summit County Department of Job & Family Services
- Summit County Juvenile Court
- Summit County Probate Court
- Summit County Public Health
- Talbott Consulting Group
- The City of Akron
- United Healthcare
- Victim Assistance



Our People Plan

Direction Home Akron Canton's most important focus and most valuable resource is people. We care for people in their homes, we employ people with a passion for our mission, and we work with likeminded groups of people to achieve success. We create our People Plan with a focus on learning and growth to ensure synergy in the interaction of all these groups. We search for people who exemplify our motto: "Competency, Courtesy and Compassion."

Our Board of Directors

We have the great fortune of having dedicated individuals who volunteer their time and talent on our Board of Directors. Drawing from leading individuals in healthcare, business, law, academia and other community leaders, we maintain the highest quality board whose breadth and depth further our organization's opportunities. Our board ensures continuity over time through targeted recruiting efforts and personal relationships to bolster our ranks and ensure we have the subject matter experts we need to capitalize on future successes. For example, with a growing need to enhance our expertise in mental health management, we added Deborah Rutherford, an experienced administrator of behavioral health services. This new addition has already paid dividends as Ms. Rutherford guided our development of new mental health training for all staff at Direction Home.

To continue to provide our board members with the background they need to effectively govern Direction Home and ensure we are staying the strategic course, we will be providing ongoing trainings around compliance, policy implementation and strategy.

We will also identify the next generation of leaders within our board and ensure we have a succession plan for all committee chairs.

Our Coworkers

In decades past, our role in the community was primarily defined by the population we served and the tools we used to assist them. We focused on older adults staying at home through a range of services. Now, our focus has expanded to include all ages, and a more harmonious connection between medical providers, post-acute environments, rehab services, benefits alignment and the traditional service coordination we have always provided in the past. This expansion, as well as the changing requirements of the medical field, creates more demand for attracting and retaining talent in our organization, and we have

created engagement programs that teach leaders how to better tether co-workers to the organization to increase tenure. Our research has also shown that ongoing growth opportunities assist in the engagement strategy as well. To increase satisfaction, engagement and further development of our co-workers, **we will institute a professional growth program that outlines opportunities for furthering interests, skills and knowledge. We will ensure all leaders at Direction Home have the education required of their current and future potential positions in the areas of culture, supervision and other core competencies.**

Our Community Organization Partners

Direction Home does not work in a service organization vacuum. We are blessed in our region with many non-profit organizations that make our community a better place. Several of these organizations have joined together to address the issues facing older adults in our community, namely the lack of services to remain at home for non-Medicaid individuals. We have built a coalition of these organizations to further address this issue through our Akron Community Foundation grant. We continue to participate in the Senior Independent Living Coalition (SILC) in Summit County, part of County Executive Ilene Shapiro's administration, as well as Akron Mayor Dan Horrigan's Commission on Aging. Through these partnerships we remain tethered to other organizations with similar goals and vision for supporting those in the community. To grow this partnership further, **we will align our efforts with SILC's strategic plan and vision, as well as the Akron Mayor's Commission on Aging. We will build additional coalitions to ensure all older adults have access to supportive services regardless of their ability to pay.**

