



**MemoryLane**  
CARE SERVICES

Written Testimony for Senate Health, Human Services & Medicaid Committee  
On HB110- Operating Budget for SFY 2022-23  
May 5, 2021

Salli Bollin, Executive Director, Memory Lane Care Services

Chair Huffman,  
Vice Chair Antani,  
Ranking Member Antonio and Members of the Committee:

Thank you for allowing the opportunity to submit a written statement about the value and need for adult day services for older adults in Ohio. I have over 20 years experience in this field as both a professional and as a consumer of this service for my own family. My name is Salli Bollin. I am the Executive Director of a local nonprofit organization headquartered in Toledo, Ohio called MemoryLane Care Services. Our organization provides services to older adults and their families throughout the greater Toledo area and northwest Ohio and currently we are the only free-standing aging adult day provider in the greater Toledo area that is open. I am writing to ask for support for one of the services we offer, adult day programs, a service that has been severely impacted by the COVID-19 pandemic.

My own mother attended our adult day center program for two years. It provided her an opportunity to socialize outside of her home, participate in arts programming, and provide a much-needed break for my father on a weekly basis. She often would help at the Center whether it be supporting other individuals who attended the center or helped with office-related tasks around the office as a volunteer which provide her with meaning and purpose. If it were not for this program, my mother would have been socially isolated, and my father would not have received this respite care.

As the director of a nonprofit organization, I have been involved with delivering adult day services within our local community since 1998. Our program supports hundreds of families each year. Our program helps older adults remain in their homes, delaying nursing home placement, and supporting family members who continue to remain in the workforce. The individual who attends the center finds a caring, safe, and supportive atmosphere to receive health, recreational and wellness programs and services. Adult day centers provide a place where older adults can engage in meaningful activities as they are unable to remain safely alone at home while they family members continue to work or attend to their own needs. Adult day centers also help to reduce caregiver stress and burn-out and offer an affordable alternative to nursing home care.

Adult day programs continually struggle to operate due to limited funding sources, significant lapses in time to receive an increase in Medicaid-waiver reimbursement rates, and limited support at the local, state and federal levels. When I first began working in adult day services, there were six other adult day providers in my community to serve older

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adults. Today, my organization remains the only center that is open yet the population within my community of older adults while the population in our community continues to age. COVID-19 has placed enormous stress on my organization as well as every adult day service provider in Ohio due to mandatory closures for a prolonged period of time, and once we were able to reopen, we reopened with a limited census that does not support our costs associated with operating our services. In 2020, we ended the year with a loss of over \$82,000 and that was with our center being closed from March 20, 2020 – December 9, 2020. Since reopening our center, we are operating at loss which we will not be able to sustain for a prolonged time.

Prior to COVID-19, our center was able to cobble together revenue to support our program, A combination of local senior services levy and state funding through Older Americans Act, Alzheimer's State Respite funds, and reimbursement from Medicaid Waiver programs along with grant writing, donations, and fundraising activities allowed us to operate. Each day we were open, we served on average 38-40 families. Families were so appreciative of our program and our most recent satisfaction survey of the center indicated that 59% of the families using our program could continue working, 53% noted the participant who attended the center is sleeping better at night, and 79% noted they have been able to keep their family member at home and not move into long term care. Family members are also offered the following comments, "The center has been a blessing for me, and I know my family member looks forward to the days he goes." And "I love MemoryLane and the staff. My mom feels so loved there. I don't know what I'd do without MemoryLane."

Adult day services are both a professional and personal passion of mine. On a professional level, I witnessed how this service has given families the ability to continue to care for a loved one and receive a portion of time back to work, care for themselves and other family members around them. On a personal level, I have experienced the true value adult day services can offer to families as my own parents used this service and it afforded my mother a new opportunity to interact with others, reduce social isolation, and feel valued while my father could have a break from caregiving and my sister, and I could continue to remain in the workforce.

I respectfully appeal to you to support our adult day service providers throughout Ohio. It is imperative that this service receive increased reimbursement and parity in order to survive and continue to serve others in our community. I thank you for the opportunity to submit this testimony and thank you so much for your generous gift of time.

Sincerely,

Salli Bollin

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