

The *AultCare*
Annual Report
2009



Leading Our Community to Improved Health

Contents

from the president	3
members	4
quality	8
technology	10
physicians & hospitals	12
market growth	16
employees	20
community	22



Dear Community Member,

AultCare had much to be proud of in 2009. True, we aim to make our plans affordable. But ultimately, it's our people and personal touch that set us apart from other insurance carriers. Without our employees and their compassion, we'd be like everyone else.

In 2009, AultCare explored additional ways to provide value and quality for our clients. Health care reform brought price and quality into national discussion. This is why our integrated delivery system is such a critical component of who we are. That the health plan (AultCare), the hospital (Aultman) and the doctors work together in the delivery of care here is important – because this is just the type of care model that experts say saves dollars and lives.

AultCare added new underwriting techniques in 2009 to protect employer groups from catastrophic claims and to stabilize the fluctuations in premiums that naturally occur in those situations. We hosted more wellness and health programming, even winning a Healthy Worksite award ourselves. We explored and tested new products; we responded to changes in Ohio insurance laws providing more access to individuals and their families; we met our financial and operational goals; and we continued to see growth in our product lines such as PrimeTime Health Plan, AultComp and AultOne.

Ultimately, our focus never strays from our customers. It is your recurring trust and partnership that make our jobs so worthwhile.



Rick L. Haines

Rick L. Haines

President and
Chief Executive
Officer



Members

Customer Satisfaction

What makes AultCare different from other insurance companies? Our face-to-face relationships with you – our clients and members.

Here are some of the recent comments you've shared about what you appreciate in working with AultCare:

- "The prompt payment of claims."
- "A live person always answers my calls."
- "They (Customer Service Representatives) are very caring."
- "Since I have AultCare, it is just the flip of my AultCare ID card. There is no red tape. Everything is automatic."
- "I've had 15 years of consistent satisfaction with AultCare."
- "They always take the time to explain. I always receive 'red carpet treatment' whenever I call into the Service Center."
- "We love to deal with AultCare, they are so easy to work with. We're never on hold for long and we love getting live people. We hope AultCare keeps it like that forever!"

Pharmacy

The AultCare pharmacy department oversaw the processing of around 2 million claims in 2009. We believe that the most important way to get value from a pharmacy program is to properly design benefits to promote generic utilization and appropriate name brand medications. We have been successful in holding a pharmacy trend of less than 3 percent, well below national averages in the 6 to 7 percent range. Additionally,

- Our generic dispensing rate was 68 percent of all fills compared to a 65 percent national average.
- Our Specialty Medication Program and tiers were improved to monitor high-cost medications for proper utilization and decreased waste.
- We integrated the care management of members by combining pharmacy and medical data to allow our case managers to manage the patient's whole care experience.
- We distributed 665 diabetic meters to members for self-testing of blood-sugar levels.
- We renegotiated pharmacy network contracts, saving our members and health plan groups \$9 million.





Wellness

Health promotion initiatives remain of interest to employers. As an integrated health delivery system, AultCare, Aultman and our providers are able to form a wellness team that gets results and supports our goal of Leading Our Community to Improved Health.

The best opportunity to keep people healthy and active is with discussions about healthy behaviors – and the recommended annual screenings. This keeps people actively at work and identifies early onset of health concerns.

Our clients typically understand how claims impact renewals. What we're working on now is a proactive approach to helping members recognize the health promotion benefits that are available within their health plans and/or wellness programs. We've been working on reminding those with an annual physical benefit in their plan design to take advantage of that offer. Annual physicals are low-cost ways to identify diseases at early onset and develop treatment plans to combat, contain or correct the problem.

Wellness

AultCare's health promotion impact to members for 2009:

- Lives impacted by health promotion: 32,100
- Lives impacted under the wellness newsletter program: 2,688
- Lives impacted with AultCare Consulting Team: 7,711

The wellness team conducted 80 health fairs for clients in 2009. They also participated in 14 community events to Lead Our Community to Improved Health.

Our healthy living site, AultWell (pictured), is frequently accessed by our wellness clients. The most popular page viewed was the food diary page. The food diary gives people a way to enter their food intake for each day. Start by searching for the foods you eat, and the system supplies the number of calories, fat content, sodium, etc., for those items.

After creating a diary of food consumption, members can enter their exercise.

The system then gives a balance for the day, telling if you have consumed too many calories based on your effort in exercise. The average length of time spent on the site is

14 minutes, showing that people are reading and using the information.



Success Stories

Some examples of the benefits to members of working with our health promotion team:

AultCare's dietitian, Suzanne Kim (pictured below), worked with a member who was participating in her employer's pregnancy health program. Suzanne talked with the member about maintaining a healthy pregnancy, including the risks to the fetus of taking ibuprofen. After the baby's birth, Suzanne identified an opportunity to discuss the health benefits of vitamin supplements for the baby. Because vitamin D has been shown to have numerous benefits for children, Suzanne encouraged the mother to discuss this option with her physician.

Suzanne also worked with a member who was seeking nutrition advice for her multiple sclerosis. In the process of following up on this discussion, Suzanne reached the member during an MS flare-up. The member was depressed and eating very little. Suzanne encouraged her to discuss her depression with her physician, which the member did. She was put on appropriate medication. The member is now feeling much better, has resumed care for herself and her kids and is eating better.

A member was referred to our dietitian because of a diagnosis of celiac disease. The member knew little about the disease or how to alter his diet. Suzanne discussed the celiac diet in detail. Each time she has followed up with him, the member has made an additional positive change in adopting the celiac diet. To date, his unintentional weight loss has come to a halt.

AultCup

Our corporate wellness challenge, AultCup, produced a strong competition in 2009. Corporate teams raced against each other to hoist the AultCup high.

The monthlong competition was split into two performance periods: one for time and one for miles. The winning team logged 1,257 miles and 4,348 minutes of exercise! These types of activities serve to raise both teamwork and physical activity to better employee performance.



Quality

NCQA



PPO Product

Our quality journey moves forward. We continue to hold Full PPO Accreditation from the National Committee for Quality Assurance (NCQA), attained in 2008, and accreditation with URAC for provider credentialing. In 2007, we received a 3-year reaccreditation of AultComp case management from URAC.

NCQA Accreditation recognizes the commitment of our organization to providing quality health care to our members and demonstrates that we have successfully incorporated quality improvements into our standard operating procedures. We have known we were focusing on the right things for our members: access to good physicians, quick claims turnaround time, resolution of problems or questions by members. It is nice to receive this validation that we are doing the right things.

Our Full PPO Accreditation status was awarded after rigorous evaluation by NCQA of all aspects of our plan including preventive health services, member satisfaction, physician credentialing and quality improvement.

Our Quality Team has been hard at work preparing for health plan HMO and Medicare HMO accreditation from NCQA in 2010.

We are extremely proud of our achievement, not only in terms of what it means to us, but what it means to our members. You can be confident in the quality of health care you receive from us.

Quality Performance

The Quality Performance Program for Quality Improvement project continued through 2009. This is a project that recognizes providers for meeting or exceeding identified quality measures as established for particular medical specialties. We assist providers in meeting these measures with quality improvement tools such as patient registries, which identify members who need preventive screenings or tests. The information for this program is gathered from available claims data. The program is designed to encourage communication between providers and AultCare members with the objective of improving clinical quality outcomes. The Quality Performance Program incorporates more than 20 measures from the Healthcare Effectiveness Data and Information Set (HEDIS®) and the Physician Quality Reporting Initiative (PQRI) developed by the Centers for Medicare & Medicaid Services (CMS).¹ In 2009, we added measures for Electronic Medical Records, NCQA recognition and E-prescribe.



¹HEDIS® is a registered trademark of the National Committee for Quality Assurance

Quality Care Initiative

Nearly half of AultCare nurses have demonstrated their commitment to quality by obtaining board certifications in specialties such as case management, chronic care, diabetes education and health care quality. Board certification recognizes nurses who have years of hands-on experience, undergo extensive educational preparation and pass a board certification exam.

The Spirit of Inquiry Nursing Research Day

Together, Aultman Home Care and AultCare/PTHP submitted their program of home assessment visits as part of Nursing Research for Aultman Hospital. The team's abstract was selected, and a poster was designed to explain the significance of the home-based educational programs and the positive outcomes we have obtained. The posters were then voted on by nursing peers and a set of judges (designated Aultman staff). We are proud to announce that our home-based programs for educational kits and home safety won the "People's Choice" award as part of the Spirit of Inquiry Nursing Research Day.



Technology

Electronic Payments

AultCare doubled its Electronic Remit participation in 2009, from 18 to 36 providers. There is \$6.3 million per month in claims being processed through electronic remittance.

The electronic remit program eliminates the need to print paper checks and vouchers by replacing them with electronic payments and remittance advice. It reduces waste, fraud and abuse, while paying providers faster and more accurately. We experienced a 38% increase during 2009 as additional offices began to use this service.

AultCare began direct deposit of Flexible Spending Account reimbursements in 2009. This gets payments to members more quickly and eliminates the need for paper checks.



AultOne Online

We updated our online presence to include the AultOne product. Prospective members who may be recently graduated, between jobs, early retirees or self-employed can now apply online for preliminary rates and view plan summary information.

Cost Containment

AultCare reduced nearly \$500,000 in technology spending through system consolidation and process and operational improvement in 2009. We continue to pursue cost reduction through administrative simplification. In 2007, AultCare became CORE¹ certified, one of a handful of plans to achieve this status. We recently attained CORE II certification. CORE allows providers to exchange claim and eligibility information electronically with AultCare, helping to reduce administrative costs.

¹CORE stands for Committee on Operating Rules for Information Exchange



Emergency Preparedness

AultCare Information Systems (IS) continues to refine its system recovery plans. In 2009, AultCare IS established services offsite to recover our systems in the event of an interruption in our local on-site service due to a disaster. This was an extensive and thorough program and process. You can be confident that should a business interruption occur, we can reset our business processes and be up and running quickly to serve you.

Web

Look for a new and easy-to-navigate Web site from AultCare in 2010. We are also adding more information and helpful advice. AultCare can notify you of medical services you need; allow you to update your membership, other coverage and full-time student information; and provide many of your health education needs.

Physicians & Hospitals

Part of our role as an integrated health delivery system is working together to create efficiencies in the delivery of care. This includes working for and with our providers to help patients move quickly and easily through the health system. A number of efficiencies were obtained in 2009 for our provider community, saving costs in health plan administration and care.

Network

In 2009, Credentialing added 770 new providers to our network. We also added 1,306 network locations. There are now 6,886 different locations where AultCare members can seek network medical care.

As of the close of 2009, AultCare and PrimeTime Health Plan members can choose from more than 3,500 different panel providers and more than 300 panel facilities for care!

Additionally, we strengthened our relationship with the Cleveland Clinic through a Centers of Excellence model. This gives our members access to Cleveland Clinic for critical-care services at the network level when approved through the referral process.

Savings

Contracts and other cost-saving initiatives were put into place to save \$1.7 million annually. These initiatives include ambulance contracts, hospital discount changes, lab contracts and durable medical equipment contracts.

PrimeTime Expansion

PrimeTime Health Plan applied with Centers for Medicare & Medicaid Services (CMS) to be able to sell our Medicare Advantage product in four additional counties for plan year 2010. We built a network in these four counties to report with our application. Our approval by CMS was dependent upon the quality of the network we built. We recruited, credentialed and executed contracts with more than 700 different provider locations. Ultimately, CMS approved our expansion application which allows us to offer PrimeTime to residents of Mahoning, Columbiana, Jefferson and Harrison counties for 2010.



Provider Contracting

In prior years, providers were asked to sign and return a provider renewal letter. For the 2010 contract year, we took the initiative to have providers respond only if they wanted to be removed from the network. This initiative saved Credentialing an estimated 160 work hours in managing and recording provider responses.

When a provider contacts us to become a network provider or to update their current status, they can access credentialing forms online through the AultCare Web site to simplify the process. Most providers may be familiar with the credentialing process, but providers that are new to our network may wonder how the process works and what information we need from them throughout the application process. We use a not-for-profit service called Council for Affordable Quality Healthcare (CAQH) to help providers save time and money, to minimize their paperwork through online information updates, and to help increase efficiency and accuracy. By utilizing this resource online we can share knowledge, make administration easier, and continue our quality care to the highest measures.

Provider Office Visits

AultCare is building trusted relationships with our providers through visits with physicians and office staff. We meet on an individual basis throughout the year and repeatedly hear we provide personal service unmatched by our competitors. Provider Relations met with 779 physicians and their staffs in 2009, a 10% increase over the prior year. As the face of health care is altered, teamwork between providers and AultCare will ensure success in the future.

The Credentialing Department is responsible for visiting new providers' offices to ensure they meet the quality standards of AultCare, URAC and NCQA.

Physician Office Manager Meetings

Ten meetings were held throughout the year to provide office managers with the latest updates and industry trends. These exchanges provide an opportunity for managers to build stronger relationships with the Provider Relations staff while also networking with other office managers. Participants include managers from practices in the five-county. In 2009, we were proud to sponsor a national speaker, Dr. Michael Dunphy, who spoke on *How to Help People Stay Positive and Engaged* despite challenges, uncertainties and restrictions.

Independent Hospital Network

AultCare continues to maintain a strong relationship with each of the four hospitals in the Independent Hospital Network (IHN). The network includes Aultman, Alliance Community, Dunlap Community, Pomerene and Union hospitals. Together, these hospitals strengthen and support their communities. They provide quality care at some of the lowest prices in Northeast Ohio.

Because of these hospitals' efforts, they have been able to remain locally owned, independent, and not-for-profit. This is a tremendous benefit to the communities and patients they serve.

Aultman Earns Awards for Quality and Value

Aultman is the only Stark County hospital to earn Best in Value™ and Best in State Awards™ from Data Advantage, LLC, the nation's leader in measuring health care value. Aultman ranked among the top quartile of all hospitals nationwide and in the top 10 percent for Ohio on Data Advantage's 2009-2010 Hospital Value Index™ awards list. Aultman earned high marks in quality, affordability, efficiency and patient satisfaction.

The Best in Value awards are proof of Aultman's commitment to providing high-quality, affordable health care.

Aultman is Stark County's only "Best in Value" hospital.



Consumer Choice Award

Aultman Hospital earned the "Consumer Choice Award" from National Research Corporation (NRC) and has been named the Canton-Metro area and Stark County's "most preferred hospital for overall quality and image."

The accolades are based on NRC's nationally syndicated 2009-2010 Healthcare Market Guide study of more than 270,000 households in more than 300 US markets. Survey respondents provided feedback on local physicians, nurses, health programs, overall quality of care and nonclinical items such as an organization's community outreach programs.



Aultman has been named Stark County's most preferred hospital for 14 straight years.

Get With The Guidelines – American Heart Association, American Stroke Association

For the second consecutive year, Aultman received Get With The Guidelines Triple Gold Recognition from the American Heart Association and American Stroke Association. Get With The Guidelines is a quality improvement program to help hospitals deliver care that is consistent with the most up-to-date scientific guidelines.

The Triple Gold award is given to hospitals that consistently meet all American Heart Association standards of care for heart failure, coronary artery disease and stroke. Aultman is one of **only 13** U.S. hospitals that received the Triple Gold honor in 2009. Triple Gold Recognition is for hospitals that have sustained performance of two or more years of 85 percent or higher adherence to all performance measures in all three Get With The Guidelines modules.

New Pharmacy Improves Efficiency and Patient Safety

Aultman opened a new pharmacy in March 2009. Aultman is one of the first US hospitals to operate an automated inpatient pharmacy system that covers everything from medication storage, physician ordering and patient delivery to dispensing and restocking.



The technology, which is based on bar codes of everything from patient ID bands to their medications, ensures the right medication and right dosage is dispensed for the right patient. In addition to improving medication accuracy and patient safety, the new technology also improves efficiency within the pharmacy.

Medical Home

The medical home care model uses a primary care physician (PCP) as the patient's "medical home." The PCP then coordinates the patient's care, including care provided by other physicians. This model uses evidence-based medicine, clinical decision support tools and medical care plans to deliver care.

Treatment for chronic conditions such as diabetes, heart disease and kidney disease continue to be the largest segment of care. Fortunately, these conditions now are treated mainly as outpatient, and with pharmaceuticals. These types of situations are ideal for medical home practice models, where preventive care and coordination of care can make a significant impact on outcomes. We have a medical home program within a primary care practice, and we intend to expand the program to best serve this community.

Market Growth



AultCare

We restructured all sales efforts under one director of sales this year. Under our previous business model, each product line's sales and operations reported up through an executive. Thus, each ran mainly independent of the others. By carving out the sales force in each product line, and teaming them together, we can more easily coordinate all sales initiatives. This move has also enabled us to structure a cross-selling model to better leverage our limited resources.

We are still focused on keeping our relationships with clients and maintaining their business each year. New underwriting processes helped to control costs for our clients. The recently implemented pooling process has helped protect groups from the effects of catastrophic claims, as has the transplant rider. In this economy where many of our clients are concerned about expenses, the economy, and business growth, we want to serve as a resource for cost control through our underwriting, wellness and case management strategies.

AultOne

Quoting activity for AultOne, our individual product, remains active. With community members losing jobs and their health benefits, AultOne is one of the first points of contact. We added two new AultOne plans in 2009, one with a \$500 deductible and the other with a \$7,500 deductible.

The AultOne Web site has been updated for improved usability for clients and prospective clients. The improved site is more user friendly for viewing pricing and plan options. We will soon be adding an online application as well. The goal is to provide consumers with an easy buying process.

Aultra Administrative Group

Our Aultra Administrative Group delivers customizable plan administration services to employers across Ohio and beyond. To respond to economic events, we redefined our market focus and consolidated our strengths to reflect that change. In 2009, we continued to expand our presence both inside and outside Ohio with new sales to companies based in North Carolina, Kentucky and Indiana.

As part of our continuing effort to improve, we focused on our customer service and claims processing to ensure our clients receive the value we have promised. And we were successful in improving those numbers.

Outside our walls, the Aultra staff has worked with clients to ensure that health plan designs deliver effective and affordable care. We signed contracts with three regional provider networks outside Ohio and one national provider network. These additions will allow us to better serve our customers who have members who live and/or travel outside Ohio, providing negotiated provider discounts for care in their communities.

The capabilities of the Aultra Web site have been expanded to provide many self-help tools to our clients, their employees and families. In 2010, we will work to expand wellness and disease management programs for clients as we continue to assist them in controlling health care costs.

In the fourth quarter of 2009, we rolled out an insured dental product for employers, underwritten by McKinley Life Insurance. The Aultra Dental Network, comprised of more than 2,700 dentists across the state, will be offered in conjunction with this dental product. The plans can be employer-paid or offered as a voluntary benefit to employees. This provides local employers with a good option for additional benefits for employees at affordable cost. Good dental health ties to overall good health, so this is a complementary addition to our product line.

AultComp

AultComp MCO is proud to serve more than 8,200 employers throughout the state of Ohio. We team with employers, injured workers and providers to medically manage their workers' compensation claims, with an emphasis on getting injured workers back to work quickly and safely. Our customer satisfaction scores remain high. Thank you for your votes of confirmation.

AultComp recently submitted for URAC reaccreditation. We anticipate a March on-site visit for full re-accreditation for 2010-2012. In May 2010, AultComp will be participating in the Ohio Bureau of Workers' Compensation MCO open enrollment period.





AultComp Administrators

AultComp Administrators is a Third Party Administrator (TPA) for workers' compensation. We manage the self-insured claims of large employers, while providing cost containment strategies and group rating for state fund clients.

The total number of clients served by the TPA increased nearly 14 percent in 2009. Group rating enrollment saw an increase of 8 percent, even though the Bureau of Workers' Compensation (BWC) introduced stricter eligibility requirements. Our group clients received a significant discount on their workers' compensation premium in 2009, with average savings of 68 percent.

With respect to self-insurance, the TPA continues to focus on running programs that meet BWC timeframes and regulations. Stark county's largest employers are among our clients. In true AultCare style, our retention rate for self-insured companies in 2009 was 100 percent!

A major project for the TPA in 2009 was preparation for the submission of claims information to Medicare. All of our self-insured clients will be required to provide Medicare with claim data beginning April 1, 2010, to assist Medicare with the coordination of benefits. Our software has been enhanced to accommodate Medicare's reporting requirements. Claim file testing began with Medicare in January 2010.



PrimeTime Health Plan

PrimeTime Health Plan had another successful year as the local leader in the Medicare Advantage market. Now celebrating our 12th year, PrimeTime continues to be the largest and only locally owned Medicare Advantage organization in our service area. The year 2009 was one in which we continued to see very positive results in enrollment, operations and quality.

PrimeTime had an exceptional enrollment campaign in 2009, showing a strong 10 percent growth from 2008. All the while, our voluntary retention percentage continues to be among the best in the country. PrimeTime's growth opportunities in the future were also improved by a successful expansion of our service area into four additional counties including Mahoning, Columbiana, Jefferson and Harrison. This expansion gives PrimeTime a nine-county service area.

Further validation of PrimeTime's stellar performance is the Star Ratings assigned by the Centers for Medicare & Medicaid Services (CMS), the agency that oversees the Medicare program. In our latest scores, PrimeTime Health Plan was given a 4 (out of 5) star rating, which makes us the highest rated plan in our market. The Star Ratings summarize how PrimeTime performs based on our quality and performance on 33 different topics across 5 categories. These categories are:

- Staying Healthy: Screenings, Tests & Vaccinations
- Managing Chronic Conditions
- Health Plan Responsiveness and Care
- Health Plan Complaints, Appeals & Voluntary Dis-enrollments
- Health Plan Telephone Customer Service

PrimeTime also received very positive results from the annual Consumer Assessment of Health Plans Study (CAHPS®) report. This is an annual survey completed by plan members and measured by CMS. PrimeTime continued our long tradition of exceptional results in the CAHPS® report, with scores that exceeded the national average in each category. In fact, PrimeTime's results for the Health Plan Customer Service measure (3.83 on a 4-point scale) were the highest in our market and the second highest in Ohio.

These measures combined tell us that our customers continue to be happy with their high level of service, coordination of health care and access to our expansive network of providers.



CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

Employees

Our employees are what make AultCare the serving organization you depend on. We deliberately choose people, not systems, to best serve you; we enjoy these person-to-person relationships with you. So when the economy started to contract, we knew we needed to keep an eye on our efficiencies and productivity for our clients while trying to preserve job stability for those who work so hard for you daily.

Efficiency

Some of the highlights of the year included the establishment of an employee project pool. We harnessed the strengths of our employees into specific project teams. These teams have been tackling special projects throughout the year to enhance efficiencies, streamline processes and keep our service to you strong.

We still have less than 5 percent employee turnover. We hire strategically, placing people where their strengths are leveraged. This year, we reduced scheduled overtime, practically eliminating it, to save administrative costs. We reduced staffing levels through natural attrition. An electronic evaluation system was put in place to save managerial work time. And we initiated 100% direct deposit of payroll checks, saving printing costs and work hours.

Service

We celebrated our service culture with our employees during Customer Service Week in October. Our staff enthusiastically participated in customer service games, presentations and activities including diversity training and HIPAA training.





Knowledge

We're in the second year of the Exploring Leaders program. This program provides the opportunity for networking, personal development and organization-wide training to selected employees who are nominated into the program. In conjunction with employees from Aultman Hospital, these participants work through real-time projects and receive leadership training. This builds "bench strength" for the organization.

Our internal communications remain strong. The *Six Minute Scoop* provides quick e-mail-based departmental updates biweekly. We also saw 95 percent participation in our Info-Share meetings, in which our executive team leads lunch discussions with employees from multiple departments. The goal of these communications is information sharing among departments and between management and staff. We continue to hear honest comments and questions from employees. Many of their questions and comments have come to life after being voiced in these venues.

Finally, four departments gave presentations to the rest of the organization through Department Spotlight days. It's easy to become entrenched in your own department's work and get cut off from what the rest of the organization is working on. These Spotlights expose employees to each others' work and promote understanding of the vision of our organization.

Productivity

Our BEE HEALTHY wellness program for employees won the Ohio Association of Health Plans' Pinnacle Award for Best Practices in the Business and Operational Performance category. BEE HEALTHY also won a Bronze level 2009 Healthy Ohioans-Healthy Worksite Award and The American Heart Association Fit Friendly Award. These awards recognize Ohio employers that demonstrate a commitment to employee health by incorporating comprehensive worksite health promotion and wellness programs. These awards also acknowledge our efforts to facilitate and encourage employee health, enhance productivity and ensure a healthy work environment.



As part of Aultman Health Foundation's Go Green initiative, AultCare placed 15 recycling containers in our office buildings. Foundation wide, we recycled 6 tons of glass, plastic and aluminum. We also recycled 220 tons of paper. This also reduced the frequency of trash pickups.



Community

This year has been one of financial hardship for many in our community. Still, AultCare's employees have kept their outward focus and longstanding concern for the communities we serve. It seems there is always a fundraiser happening here.

Caring Employees

- Collectively, \$89,000 was raised and donated by AultCare employees. Funds were distributed to:
 - United Way
 - Hammer & Nails, Inc.
 - Community Services of Stark County
 - Domestic Violence Project, Inc.
 - Fireman and Police Fund
 - Jayani's Treasure Chest
 - Adopt-A-Need
 - Adopt-A-Family
 - Junior Achievement Bowl-A-Thon
 - American Cancer Society Relay for Life and Making Strides Against Breast Cancer
 - Juvenile Diabetes Research Foundation Walk to Cure Diabetes
 - Stark County Hunger Task Force
 - American Heart Association
- A total of 75 percent of our employees donated to United Way. Their contribution exceeded \$71,000.
- AultCare employees donated 315 units of blood to the Aultman Blood Center.
- Our employees logged more than 3,050 volunteer hours. These are volunteer hours from their personal time to organizations such as:
 - Meals on Wheels
 - Akron-Canton Regional Foodbank
 - Safety First
 - Neighborhood Clean-Up Day
 - Adult Basic Literacy Education (ABLE)
 - J.R. Coleman Outreach Services
 - Stark County Hunger Task Force
 - United Way
 - Child and Adolescent Services
 - J. Babe Stearn Community Center
 - Monroe Community Center
 - Wilmot Fire & Rescue
 - Project Solutions
 - Multi-Development Services of Stark County
 - Safe Kids Coalition
 - Ohio Reads
 - Pro Football Hall of Fame




- During Customer Service Week, we built in a community service project for Make a Difference Day, which has become Ohio's premier celebration of giving back to the community. The service project we selected was the Backpacks for Kids program. This program provides backpacks of food to children who don't have food to eat on the weekends. Thanks to the generosity of our employees, we were able to sponsor 16 kids for an entire year for the backpack program!
- Various AultCare departments sponsored 13 families from the Community Christmas Adopt-A-Family program. This was roughly 20 percent of the total number of families adopted by Aultman Health Foundation.
- Individual employees granted the Christmas wishes of 30 children and nursing home residents from the Community Christmas Giving Tree.
- One of our service units held a special collection of new toys, books, stickers, etc. called "Give a Toy to Touch a Heart." All of the items collected were donated to Jayani's Treasure Chest, which provides new toys to children in Aultman Hospital.

Corporate Caring

- AultCare honored 38 area high school seniors with \$1,000 AultCare Team Spirit Award scholarships. Since 2002, AultCare has awarded more than \$100,000 in scholarships to deserving students.
- In 2009, AultCare implemented the Dollars for Doers Program. This program pays grants to nonprofit organizations where our employees have volunteered at least 25 hours of personal time. A total of \$500 in grants was distributed in 2009.
- AultCare donated more than \$130,000 to the community. Corporate donations and sponsorships were made to United Way, YMCA, Junior Achievement, Akron-Canton Regional Foodbank, Domestic Violence Project Inc., Alzheimer's Association, American Heart Association, Pathway Caring for Children, Buckeye Council, Canton Community Clinic, J. Babe Stearn Community Center, Child and Adolescent Services, McKinley Presidential Library and Museum, Orrville Area Boys and Girls Club, Canton Ex-Newsboys, The Wilderness Center, Pro Football Hall of Fame, and many more.



- 
- 2600 Sixth St. SW / Canton, OH 44710
 - Phone: 800.344.8858 / www.aultcare.com

