

# HAMILTON COUNTY ELDERLY SERVICES PROGRAM



*Supporting Independence  
and Self Determination  
for Older Adults*

**ANNUAL REPORT 2005**



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## **A MESSAGE FROM THE CHAIR, HAMILTON COUNTY ELDERLY SERVICES PROGRAM ADVISORY COUNCIL**

On behalf of Hamilton County Citizens for Elderly Services, Inc., it is my pleasure to present the Annual Report for 2005.

As you will see, we served nearly 8,000 people. They are people who clearly need and benefit from our program.

Our typical consumer is a woman in her 80s who lives alone on a very modest income. Because of age and health problems, she cannot get to the store on her own or clean her house. She may need grab bars installed in her bathtub and an emergency monitoring device to help keep her safe. But she's not ready to go to a nursing home and, with a little help, she doesn't have to.

Home delivered meals, housekeeping help, home safety upgrades and other services can allow her to stay in the familiar surroundings of home. Without the Elderly Services Program<sup>SM</sup>, however, she could be forced into institutional care simply to access Medicaid to pay for her care. The monthly cost to the taxpayers would then increase ten-fold.

As I write this in May 2006, I'm thinking of several challenges ahead, one of which is the need to assure that people who need the Elderly Services Program are aware of it before it's too late to help them. We often hear of family members who have struggled to provide care on their own and then regretfully placed an elderly parent or grandparent in a nursing home because they were not aware of other options.

Another challenge is to successfully expand our Service Coordination Program, an effective way to deliver services to low-income seniors in housing complexes.

Finally, we must prepare ourselves for a renewal of our county tax levy which expires at the end of 2007. We are grateful to the citizens who have supported our mission and shown that they want our elderly citizens to remain in their own homes and communities for as long as possible.

We pledge to continue to provide high-quality care, to be good stewards of the public's money, to strive for improvement, and to advocate for the older adults of Hamilton County.

H.A. Musser, Jr.

Hamilton County Citizens for Elderly Services, Inc. (Hamilton County ESP Advisory Council)

# THE POSITIVE IMPACT OF CONSUMER DIRECTED CARE IN THE ELDERLY SERVICES PROGRAM<sup>SM</sup>

During 2005, there were one hundred and thirty four (134) consumers with seven (7) care managers involved in Consumer Directed Care (CDC) in the Elderly Services Program in Hamilton County.

CDC is based on the philosophy that individuals receiving services have the most knowledge about the “who, what, when, and how” of their service delivery.

The purpose of consumer directed care is to give consumers more choice and control over services. Individuals involved in the CDC program through Council on Aging<sup>SM</sup> are allowed to hire, train, and manage their own services.

To be enrolled in the program, consumers must complete training, have a care plan in place, and paid workers available. Consumers who are unable to complete the duties involved due to frailty or mental impairments are required to appoint an authorized representative before starting services.

In the traditional ESP<sup>SM</sup> program, most consumers

could interact with a variety of agency workers and a Care Manager. In CDC, typically one worker provides the vast majority of paid care from personal care and homemaking to independent living and companion services. Consumers prefer to have ongoing relationships with workers whom they know and trust. Importantly, worker turnover is rare. Nearly 80% of consumers have retained the same worker while enrolled in the program.

A follow-up with consumers showed nearly one hundred percent (100%) are satisfied with the ability to choose who they want to take care of them, choose the types of services and number of hours needed and the opportunity to receive services when they wanted. Also, for a majority of caregivers consumer direction gave them some respite or more free time to focus on other things besides caregiving.

Those involved in the CDC program are overwhelmingly satisfied with the various aspects of consumer directed care. CDC ESP consumers and caregivers would recommend the program to others.

## Hamilton County ESP Total Consumers Served: 7,830

### Changing Profile of the ESP Consumer

The consumer profile gives us a picture of an aging population living longer, displaying increased disabilities and having a greater need for services. As health care costs continue to escalate, the Elderly Services Program must be prepared to meet the growing needs of our older adult population.

- Average out-of-pocket medical costs per ESP consumer for 2005 were \$205/month; the average monthly income per consumer was \$1,490.
- Over half (53%) of ESP consumers were 80 years of age or older; the average age of the ESP consumer in 2005 was 80.
- Eighty-two percent (82%) of ESP consumers had a severe disability, a 4% increase over last year.
- Twenty-five percent (25%) of ESP consumers had a co-payment for services.
- Sixty-four percent (64%) of ESP consumers live alone.
- One hundred thirty-four (134) ESP consumers participated in Consumer Directed Care.

# HAMILTON COUNTY

## ELDERLY SERVICES PROGRAM

The Hamilton County Elderly Services Program helps older adults remain independent within the familiar surroundings of their own homes for as long as possible.

Nursing homes are often necessary, but most people do not want to go there before their time. With the help of services such as home delivered meals and housekeeping, many older adults can delay or prevent nursing home placement.

Of all the options for long-term care, services in the home are also the least expensive. It costs about \$302 a month per consumer in Hamilton County's Elderly Services Program, compared with \$4,800 a month for nursing home care.

Hamilton County's Elderly Services Program is supported by a local tax levy, funds from Title III of the Older Americans Act, and co-payments from consumers who are able to contribute to the cost of their care. Donations are also accepted for the home delivered meals program.

**Cost is \$302 a month per consumer in Hamilton County's Elderly Services Program.**

**Cost is \$4,800 a month for nursing home care.**

The program is managed by Council on Aging of Southwestern Ohio (COA<sup>SM</sup>) in partnership with the Hamilton County commissioners.

Other agencies provide a variety of services, such as home repair and electronic monitoring devices, that help the older residents of Hamilton County remain as independent as possible for as long as possible.

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### Hamilton County Citizens for Elderly Services, Inc.

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**Chair**, H.A. Musser, Jr.  
**Vice Chair**, Candy J. Hart  
**Secretary**, Petrina Garritano

Shirley Colbert  
Warren Falberg  
Virginia A. Fox  
Robert Holtmeier  
Paula Knecht  
Ann McCracken, Ph.D.  
Michael J. Rench

Rebecca Ritchie  
Dave Scharfenberger  
Richard Schramm  
Howard Schultz  
Lewis Seiler  
Judy Singleton, Ph.D.

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### Hamilton County Commissioners

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Pat DeWine  
Phil Heimlich  
Todd Portune

**Administrator**, Patrick Thompson

# A HAMILTON COUNTY ELDERLY SERVICES PROGRAM SUCCESS STORY

## Caregiving comes naturally to Norma Smith

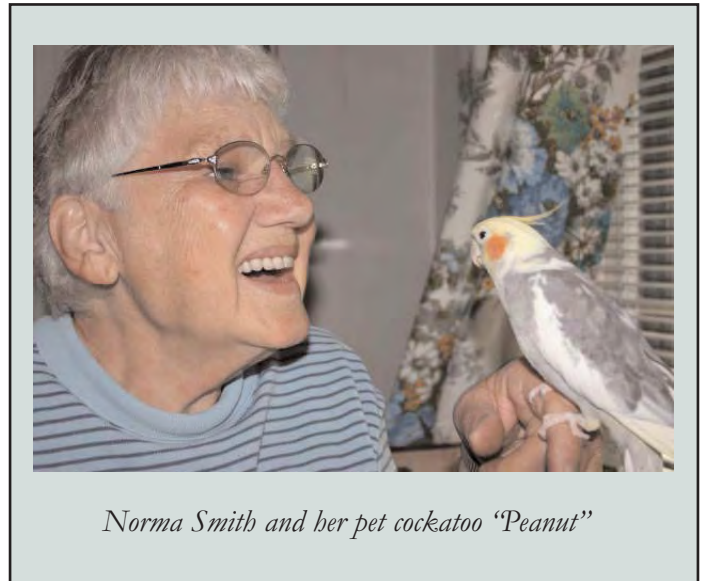
When the role of caregiver sometimes wore thin, Norma Smith found comfort in her wedding vows: for better or for worse. She knew no one could take care of her bedridden husband, Franklin, like she could. Who else would chop Big Boy sandwiches into tiny pieces and spend an hour feeding him? Who would bake his favorite jalapeno cornbread and laugh with him when the hot peppers made the tears stream down his face?

Norma Smith, of Lockland, was honored last May as one of nine Ohio Caregivers of the Year. She was recognized by Gov. Bob Taft; Merle Grace Kearns, Director of the Ohio Department of Aging; and members of the Ohio legislature in a ceremony at the Statehouse Atrium in Columbus. The award was part of observances for Older Americans Month.

Norma, 69, took care of her husband from his first stroke in 1991 until his death in August 2005. She also handles shopping and medications for her brother and provides care on weekends for her disabled sister.

“I wanted to take care of my husband and keep him at home,” Norma said. “Sometimes I did have to ask the good Lord for strength. But I’ve got the best family in the world. We all help each other.”

Norma also received help for Franklin from the Elderly Services Program<sup>SM</sup>. She now receives help herself as she regains her strength after a stay in the hospital for blood clots in her lungs.



*Norma Smith and her pet cockatoo “Peanut”*

“They come and clean my house once a week. That’s a real big help,” Norma said.

Home is important to Norma. It gives her joy and allows her to care for others. She has her pet cockatoos and plants a big vegetable garden every year. Her pickles and jams win ribbons at the Hamilton County Fair.

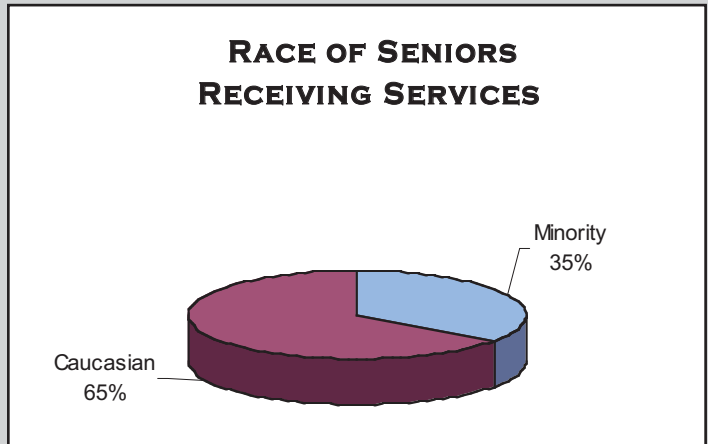
“The kitchen and garden – that’s my life!” Norma said. “I used to put Frank in the car and he’d sit and watch me in the garden. He’d always have a big smile on his face.”

# HAMILTON COUNTY ESP<sup>SM</sup> CONSUMER PROFILE

## Racial Profile

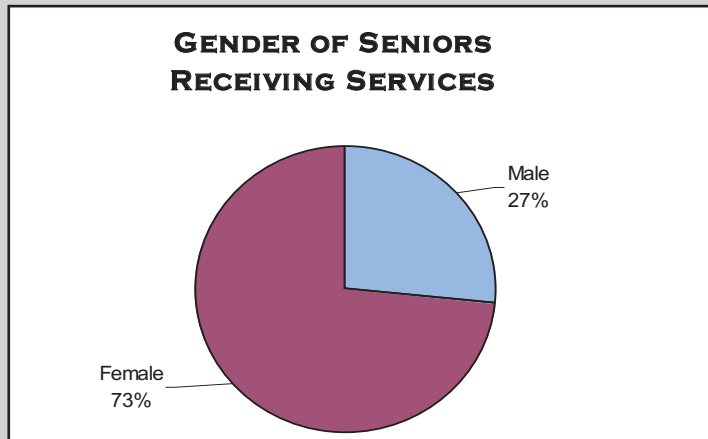
Caucasian	5,065
African-American	2,566
Other	199
Total	7,830

Minorities are 18.0% of the Hamilton County general population (Census 2000). Thirty-five percent (35%) of Hamilton County Elderly Services Program consumers are minorities.



## Gender

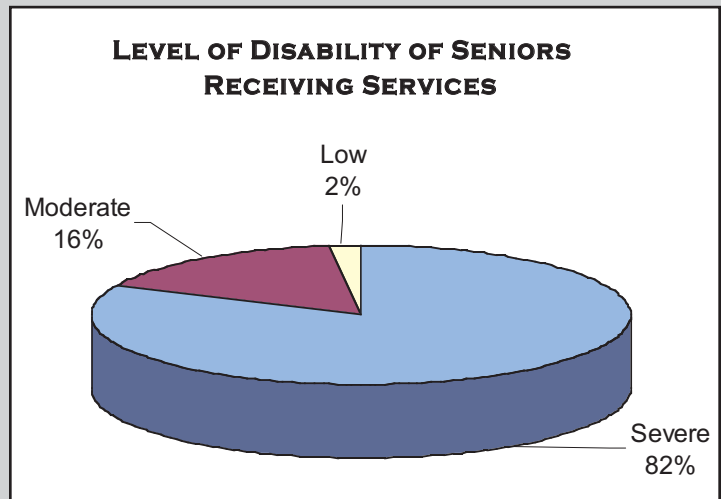
Male	2,147
Female	5,683
Total	7,830



## Level of Disability

Low Disabilities	157
Moderate Disabilities	1,252
Severe Disabilities*	6,421
Total	7,830

\* Severe disability means impairment of two or more activities of daily living, such as bathing and eating.





# HAMILTON COUNTY ESP<sup>SM</sup> CONSUMER PROFILE

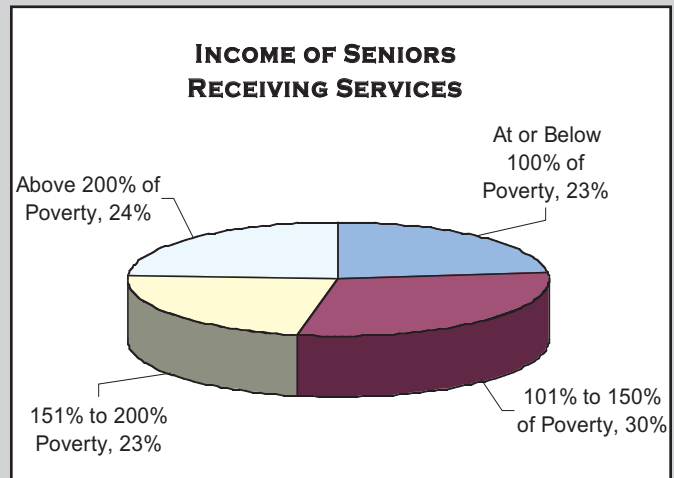
## Income and Expenses

Income:

76% at or below 200% of FPL\*

24% above 200% of FPL

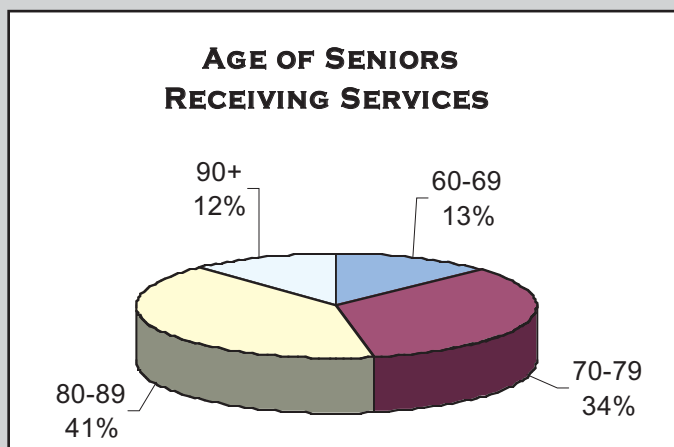
- ◆ Average monthly income of consumers = \$1,490
- ◆ Average monthly out-of-pocket medical costs per consumer = \$205
- ◆ Twenty-five percent (25%) of the consumers have a co-payment



## Age

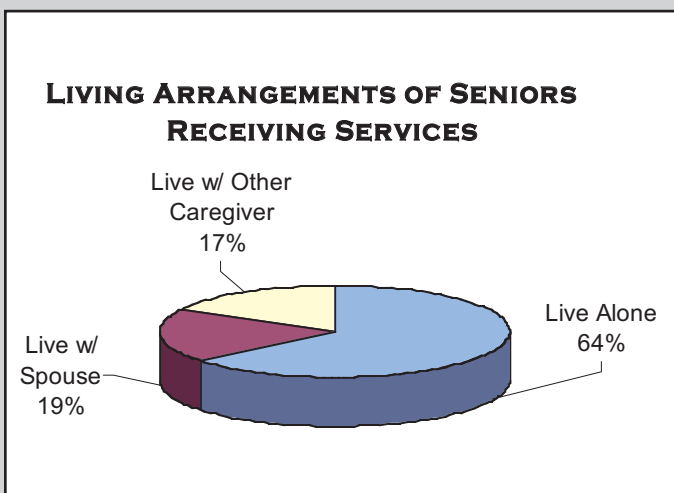
Age 60 - 69	983
Age 70 - 79	2,654
Age 80 - 89	3,234
Age 90+	959
Total	7,830

The average age of the Hamilton County ESP consumer in 2005 was 80 years old.



## Living Arrangements

Live with Spouse	1,488
Live with Other Caregiver	1,331
Live Alone	5,011
Total	7,830



\*FPL - Federal Poverty Level for 2005: an annual income of \$9,570 for one person

# HAMILTON COUNTY ELDERLY SERVICES PROGRAM

## HOW FUNDS ARE USED

**Total Clients Served: 7,830**

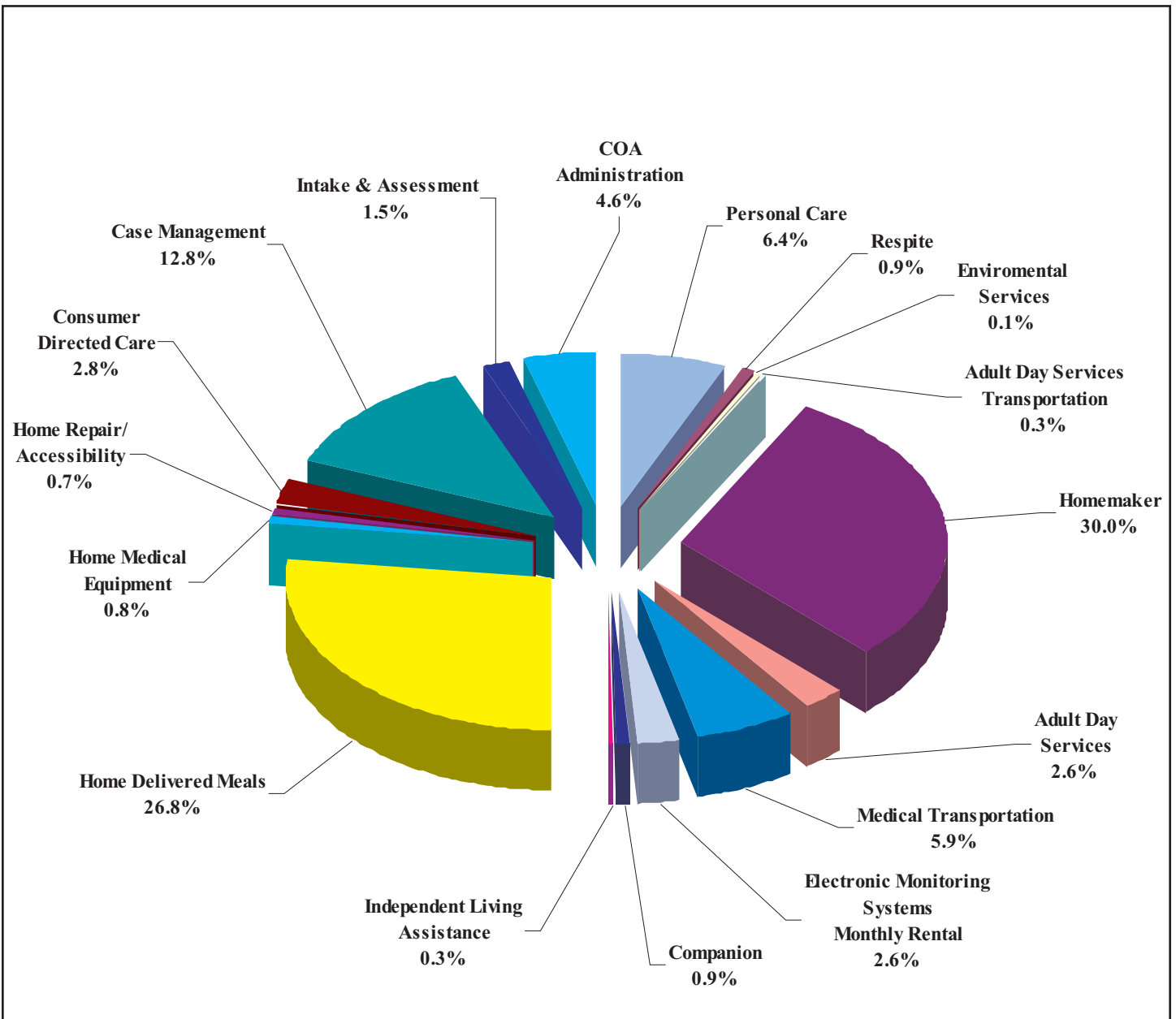
	Consumers	Service Units	Expenses
Personal Care	1,066	52,689	\$1,151,277
Homemaker	3,596	262,376	5,430,507
Respite	102	7,800	170,471
Adult Day Services	201	10,120	474,236
Adult Day Services Transportation	102	30,897	59,408
Medical Transportation	1,160	39,121	1,065,275
Electronic Monitoring Systems	2,503	21,412	466,954
Companion Services	148	12,554	162,926
Independent Living Assistance	215	2,757	58,416
Home Delivered Meals	4,296	790,370	4,836,421
Home Medical Equipment	983	1,494	149,066
Environmental Services	14	60	9,239
Home Repair/Accessibility	238	278	128,238
Consumer Directed Care	134	N/A	508,217
Case Management	5,229		2,312,970
Intake & Assessment			263,392
COA <sup>SM</sup> Administration			825,275
<b>Total Expenses</b>			<b>18,072,288</b>
Federal and State			(1,118,262)
Other Revenue*			(371,326)
Consumer Donation			(162,032)
Consumer Co-Payment			(395,303)
Total Administration	4.6%		<b>Total Levy \$ 16,025,365</b>

\*Other revenue includes funds from Cincinnati Foundation for the Aged, Hamilton County MRDD, The Visiting Nurse Association and Cincinnati Metropolitan Housing Authority.

# HAMILTON COUNTY ELDERLY SERVICES PROGRAM

## EXPENSES BY PERCENTAGES

### JANUARY 1 - DECEMBER 31, 2005

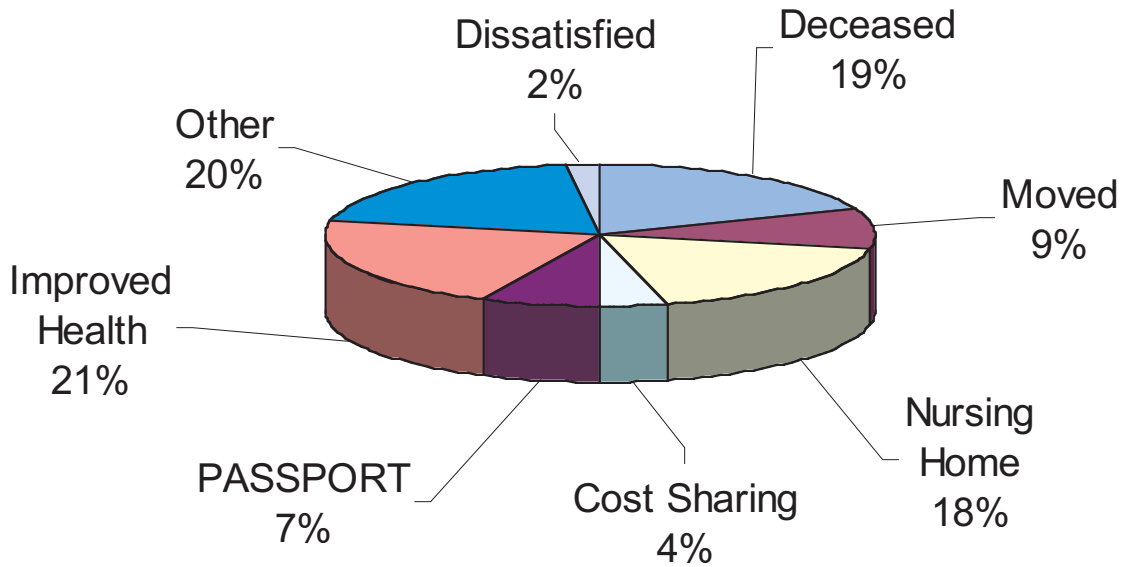


# HAMILTON COUNTY ELDERLY SERVICES PROGRAM WHERE CONSUMERS LIVE

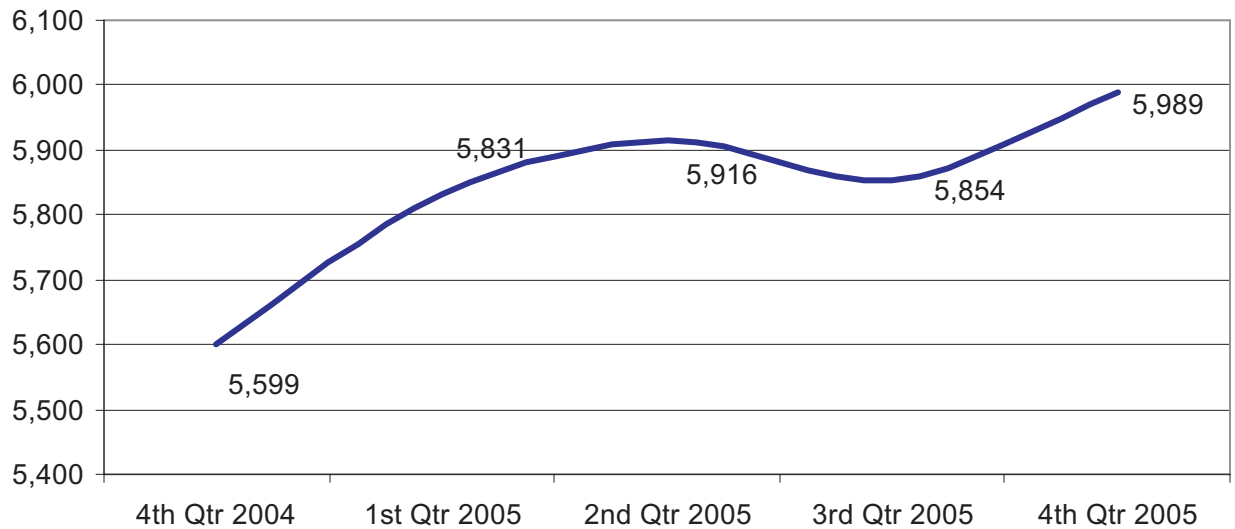
Amberly Village	22	Madeira	53
Anderson Township	212	Mariemont	17
Blue Ash	19	Miami Township	44
Cheviot	146	Montgomery	17
City of Cincinnati	4,341	Mt. Healthy	190
Colerain Township	354	North College Hill	92
Columbia Township	16	Newtown	5
Crosby Township	4	Norwood	208
Deer Park	105	Other	88
Delhi Township	104	Reading	101
Elmwood	6	Sharonville	97
Evendale	4	Silverton	100
Forest Park	135	Springdale	134
Glendale	29	Springfield Township	199
Golf Manor	47	St. Bernard	52
Green Township	392	Sycamore Township	118
Greenhills	8	Symmes Township	6
Harrison Township	117	Terrace Park	6
Indian Hill	4	Whitewater Township	21
Lincoln Heights	79	Woodlawn	35
Lockland	45	Wyoming	29
Loveland	29		

**Total Consumers Served 7,830**

## HAMILTON COUNTY ELDERLY SERVICES PROGRAM REASONS WHY CONSUMERS LEAVE



H C E S P Number Served , 2005



# HAMILTON COUNTY ELDERLY SERVICES PROGRAM

## SERVICE PROVIDERS

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A.D. Home Health Care	Envision Home Care Alternatives	Mercy Lifeline
Active Day of Cincinnati	Episcopal Retirement Home	Mercy Lifeline, Cincinnati
Advanced Medical Equipment	Family Care, Inc.	Millenium Nursing Agency
Alan W. Arend	First Choice Medical Staffing	Milt's Termite & Pest Control
Algo Termite & Pest Control	Formula Exterminators, Inc.	Mullaney's Pharmacy and Home Health Care
All Gone Termite & Pest Control, Inc.	Frosty's Chauffeur Service	Nerswick Home Services LLC
Almost Family	Gentiva Health Services	North College Hill Senior Center
Alternative Home Care & Staffing, Inc.	Guardian Medical Monitoring, Inc.	Northwest Elder Care LLC
AM & PM Health Care Services, Inc. II	Handy Household Helpers	Nurses Care, Inc.
Amenity Home Health Care, LLC	Harmony Court Day by Day	Personal Touch Home Care
American Nursing Care, Inc. Cincinnati	Harrison Senior Center	Private Home Care
American Ramp Systems	Healing Connections Associates, Inc.	Response Ability Systems, Inc.
Bathblest Renovations	Helping Hands Healthcare, Inc.	ResponseLink of Cincinnati
Bernens Medical Pharmacy	High Quality Staffing	Rural Metro Helpline
Black Stone healthcare	Hillebrand Home Health	Safeway Safety Step
Caring Hearts Home Health Care, Inc.	Home Care Network, Inc.	Santa Maria Community Services, Inc.
Catholic Social Services of Southwestern Ohio	Home First Non-Medical	Senior Independence
Center Hill Adult Day Care	Home Health Care Services	Senior Independence Adult Day Services
Charter Home Services	Home Helpers	S P Contracting
Cincinnati Area Senior Services, Inc.	Homeowner Solutions	Spotless Maintenance Systems, Inc.
Clifton Senior Center	House Mates	St. Joseph Construction Company
Colerain Township Senior Center	Hyde Park Multi-Service Center for Older Adults	Superior Home Care, Inc.
Comfort Keepers #123	Interim Health Care of Cincinnati, Inc.	The Visiting Nurse Association
Comfort Keepers #172	International Quality Healthcare Corp.	Thermal-Shield, Inc.
Comfort Keepers #200	Jewish Community Center of Cincinnati	TriHealth Lifeline
Comfort Keepers #224	Jewish Family Service of the Cincinnati Area	Tri-State Maintenance
Community Services West	Jewish Vocational Service	Twin Towers Day Stay
Comprehensive Home Health Care Services, Inc.	Judson Home Care	Universal Transportation Systems (U.T.S.)
Day Share Senior Services	LifeSphere	V & N Services, Inc.
Deaconess Lifeline	LifeSphere Home Health Services	VRI
Easter Seals	M. J. Nursing Registry, Inc.	Wesley Community Services
Edenview	Meda-Care Transportation	Wilson Downtown Adult Center
Eldermount Adult Day Program	Medic One, Inc.	
Emerson Heating & Cooling Company	Medicall	