

# Hamilton County

Elderly  
Services  
Program  
**Esp**

Annual Report  
2007





**“Independence is very important to me. Two of my children want me to sell my home and come live with them, but I tell them, ‘Not yet, not yet.’”**

~ Minnie Dozier, Hamilton County Elderly Services Program client with her Council on Aging Care Manager, Russell Slone

# *Assistance*

*Dear Friends,*

On behalf of the Hamilton County Elderly Services Program Advisory Council, it is my pleasure to present our Annual Report for 2007.

It was an important year for us and I am happy to say that it ended on a high note. In November, Hamilton County voters gave a resounding “Yes” to a 1.29-mill senior services tax levy. The levy passed by nearly 70 percent of the vote.

With renewal, plus a modest .13-mill increase, we will be able to help more Hamilton County seniors. Our county clearly wants to provide its older citizens with a low-cost alternative to nursing home care so they can remain independent within their own homes for as long as possible.



*H.A. Musser, Jr.*

This is not only compassionate; it's cost effective. Our program can provide in-home services for \$324 per client, per month, on average. These services may delay or prevent nursing home placement, where the Medicaid expenditure may be as much as \$4,800 a month.

Inside our annual report, you will read about the people we help and see photos of some highlights of our year. These include the levy and our advocacy efforts to help clients suffering from the bed bug infestations that have become a menace throughout the county.

The Elderly Services Program is needed today more than ever. As our population ages, more people have disabilities and need daily help. It's important for Hamilton County residents of all income levels to be able to choose from a variety of long-term care options, based on their needs. These include in-home and community-based services such as those we provide, as well as different types of housing, retirement communities, and nursing homes.

We thank the people of Hamilton County for supporting the Elderly Services Program. We take our responsibility seriously and pledge to continue to provide high quality care with careful stewardship of the community's tax dollars.

**H.A. Musser, Jr., Chairman**  
**Hamilton County Elderly Services Program Advisory Council**



**Hamilton County Elderly Services Program**  
*Helping older adults maintain their independence in Hamilton County*

**(513) 721-1025**

## The Hamilton County Elderly Services Program



The Hamilton County Elderly Services Program (HCESP) 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 placements.

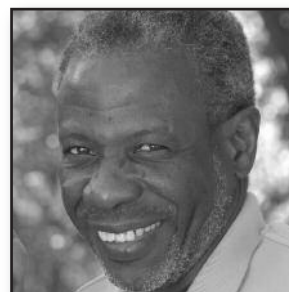
Of all the options for long-term care, services in the home are also the least expensive. It costs about \$324 a month per client in Hamilton County's Elderly Services Program, compared with \$4,800 a month for nursing home care.

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

Council on Aging of Southwestern Ohio (COA) administers the program under a contract with Hamilton County Board of Commissioners. COA processes all billing, and provides program planning, reporting, auditing, contracting services, technical assistance, and community engagement activities. COA also handles assessment, intake and case management. Agencies contract with COA to provide in-home services such as housekeeping help and personal care (bathing and grooming).

Policy and oversight are provided by Hamilton County Elderly Services Program Advisory Council, a volunteer community board.

**It costs \$324 a month per client in  
Hamilton County's Elderly Services Program,  
compared to \$4,800 a month for nursing home care.**





Hamilton County Elderly Services Program is provided by:

### Hamilton County Commissioners



*Left to right, Hamilton County Commissioners are:  
Todd Portune, David Pepper and Pat DeWine.*

### Hamilton County Elderly Services Program Advisory Council (2007)

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

Dorothy H. Christenson	Shirley Colbert	Warren C. Falberg
Virginia A. Fox	Dr. Ann McCracken	Rebecca Ritchie
David Scharfenberger	Richard Schramm	Dr. Judy L. Singleton



Council on Aging of Southwestern Ohio | *Answers on Aging*

175 Tri County Parkway, Cincinnati, Ohio 45246  
(513) 721-1025 ~ [www.help4seniors.org](http://www.help4seniors.org)

## Profile of the typical ESP client



Because of age and disability, our clients aren't out and about as they once were. But in their younger days, they were teachers, office workers, homemakers, nurses, civic volunteers – in short, the backbone of our community. Today, the Elderly Services Program helps them preserve their independence and dignity.

Our typical client is a woman in her 80s. She lives alone on a modest income of about \$1,442 a month, from which she pays nearly \$200 in out-of-pocket medical costs. Her income is too high to qualify for Medicaid, the government insurance program for the poor, but too low to allow her to hire in-home help.

Because of age-related health problems, she can no longer do several activities without help, like shop for groceries or clean her house. She is prone to falling and moves about with difficulty.

From ESP, she receives an emergency response device, a daily home-delivered meal, and several hours a week of house-keeping help. ESP also added grab bars to her bathroom. With the help of her family and these basic services, she avoids premature placement in a nursing home.

## CLIENT STORY - ETHEL McCREARY

Ethel McCreary looks like a strong wind could blow her over. Don't be fooled. She's one tough 100-year-old lady. Life hasn't always been kind, either. But she finds it hasn't offered up anything that a good sense of humor couldn't knock down to size.

"I really don't know why everyone is so excited about me being 100," she said. "If I had done anything productive or special, I could see it. But I just didn't die!"

Actually, Ethel did a very special thing. After her husband abandoned her and their daughter during the Depression, she raised the child alone while working first at what is now Keebler Bakery and later for the Pullman Company. Despite a promotion, she was denied a raise because she was a woman. For a while, she and her daughter lived in the West End in two rooms that rented for \$10 a month. Ethel walked to her job in Camp Washington.



*Ethel McCreary and Hamilton County ESP case manager Jeanne Wallman*

Ethel is proud of the fact that she gets around today without a cane or walker, hearing aid or glasses. She swears by her book of 1,801 home remedies and a daily dose of the antioxidant Co-Q10, which she believes helps her heart. She practices Tai Chi, crochets, takes care of her two parakeets, Sugar and Honey, and keeps up with the news.

"I'm not into soap operas," she said. "And don't give me those Harlequin romances. I love a good mystery."

Ethel has an emergency response device and homemaking help two hours a week from Hamilton County ESP. "My daughter is on the program too. She's 78," Ethel said. "My oldest grandson is in his 50s. I guess we're all getting older."

## COA works for action on bed bug epidemic

2007 was the year of the bed bug. And no relief is in sight. At one point, as many as 500 of our Hamilton County ESP and PASSPORT clients were suffering from bed bug infestations in more than 40 different senior housing complexes.

To raise awareness, COA turned to Ohio Rep. Dale Mallory, whose district includes many of the hardest hit areas. Rep. Mallory held two public forums, each attended by more than 200 people. Other elected officials also took up the cause. Stories have been in the media, a task force has formed, and changes have been made to strengthen a Cincinnati ordinance and health department regulations.

Not only do people suffer from bed bug bites, but many are forced to discard their belongings. Case managers and home health aides often wear protective gear to avoid spreading the infestations. Still, the problem grows and has spread to other counties. COA will continue efforts toward more effective bed bug extermination and relief for our clients.

### Levy wins big victory

On November 6, nearly 70 percent of Hamilton County voters approved a 1.29-mill tax levy to fund the Elderly Services Program. The new levy – a renewal plus a .13-mill increase – raises about \$21 million a year to help older adults stay safe and independent in their homes. Voters have approved the levy since the program began in 1992. Today, Hamilton County ESP serves over 8,000 clients a year, as well as helping their families and caregivers.



*UC basketball legend Oscar Robertson was honorary chairman of the Hamilton County ESP tax levy campaign. Here he is pictured with ESP clients Mary Rottert, left, and Alberta Stinson.*

## CLIENT STORY - MINNIE DOZIER

Minnie Dozier says it takes her a while to get going in the morning, but once she does, she's happy to put in a full day taking care of herself and helping others.

A retired cook for the Cincinnati Public Schools and mother of six, Minnie volunteers as a "foster grandparent" at the Jackson Adult Center operated by the Hamilton County Board of Mental Retardation and Developmental Disabilities.

On a recent day, she and one of the center's clients, Sue Shope, planted seed flats to be grown in the center's greenhouse. Though they're only five years apart in age, Sue calls Minnie "Granny," and they share a lot of laughs.

Minnie first enrolled in ESP in 1999 following knee replacement surgery. She has an emergency response device, homemaking help and medical transportation. ESP also provided grab bars in her bathroom, a hand-held shower and shower bench.

Her children and neighbors look out for her, but Minnie also cherishes her independence. "I was an only child. I had to grow up early and quickly because my mother had to be at work at 7 a.m. and I had to get myself to school. I guess independence is embedded in me."



*Minnie Dozier (left) and Sue Shope*

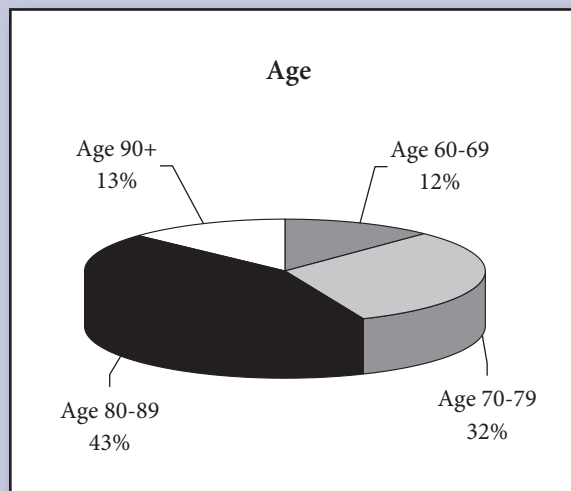
## Hamilton County ESP Client Profile

Our typical client is an 80-year-old disabled woman, living alone on a modest income. These pages show the detail of our client demographics. **Total clients served in 2007: 8,044.** Please note that pie charts may not equal 100 percent due to rounding.

### Age

The average age of the Hamilton County ESP client in 2007 was 80 years old. Eligibility for the program starts at age 65, but clients may receive home-delivered meals beginning at age 60, if they are disabled. Some services are also available to clients under age 65 who have dementia, including Alzheimer's disease.

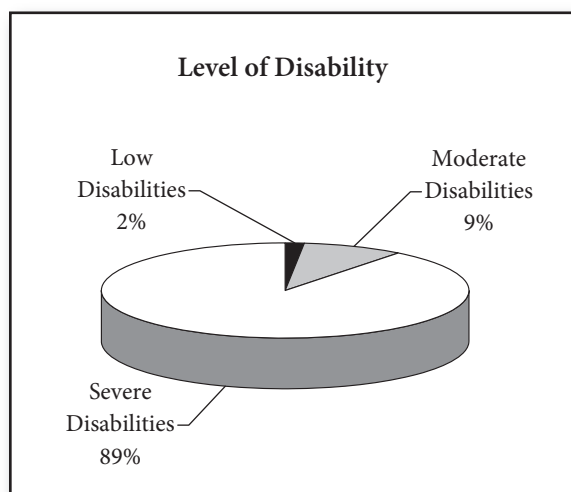
Age 60 – 69	975
Age 70 – 79	2,538
Age 80 – 89	3,480
Age 90+	1,051



### Level of Disability

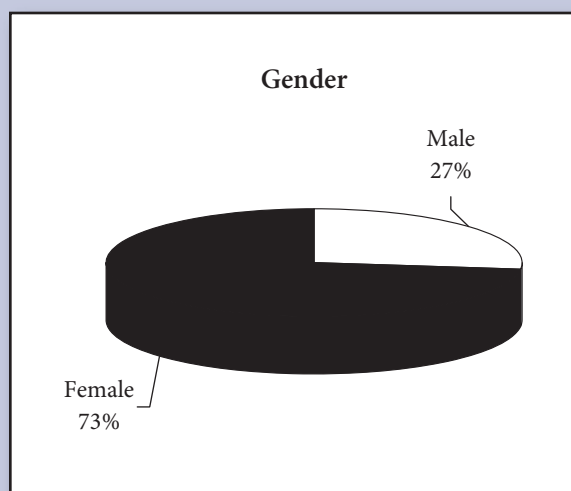
After age, the second qualifying factor for ESP is disability. All clients need the program in order to continue functioning independently in their homes. The vast majority of ESP clients have a severe level of disability. Severe disability means impairment in two or more daily living activities such as bathing or preparing food.

Low Disability	132
Moderate Disability	725
Severe Disability	7,187



### Gender

Male	2,160
Female	5,884



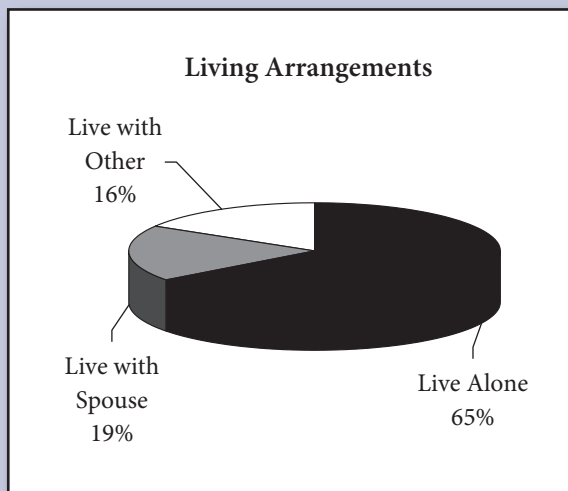


## Hamilton County ESP Client Profile

### Living Arrangements

ESP is intended to supplement the care that is provided by family and friends. Many clients, however, do not have anyone who helps them regularly other than through the program.

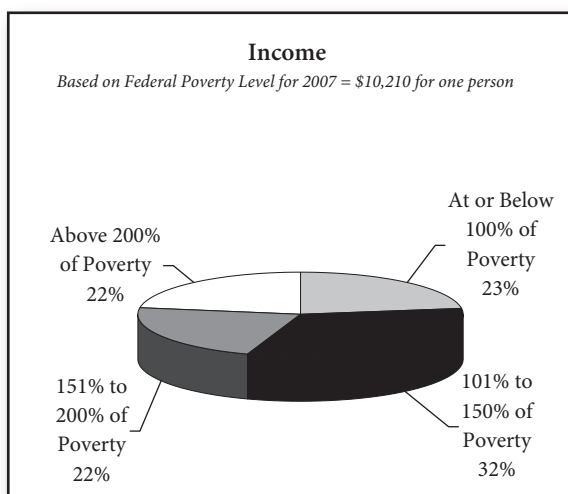
Live with spouse	1,503
Live with other caregiver	1,327
Live alone	5,214



### Income and Expenses

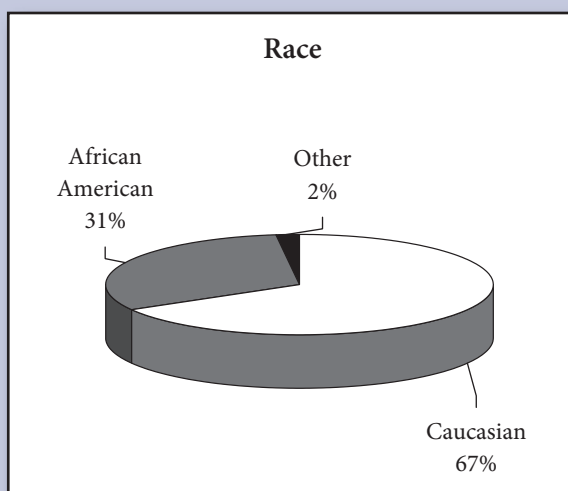
According to federal standards, most ESP clients live in poverty or near-poverty. The 2007 Federal Poverty Level for one person was \$10,210 a year. Based on a sliding scale formula that takes income and health care expenses into account, some clients are required to make a monthly co-payment.

Clients with annual incomes at or below \$20,420:	77%
Clients with annual incomes above \$20,420:	22%
Average monthly income of clients:	\$1,442
Average monthly out-of-pocket medical costs per client:	\$197
Clients with a co-payment:	22%



### Race

Caucasian	5,372
African-American	2,515
Other	157



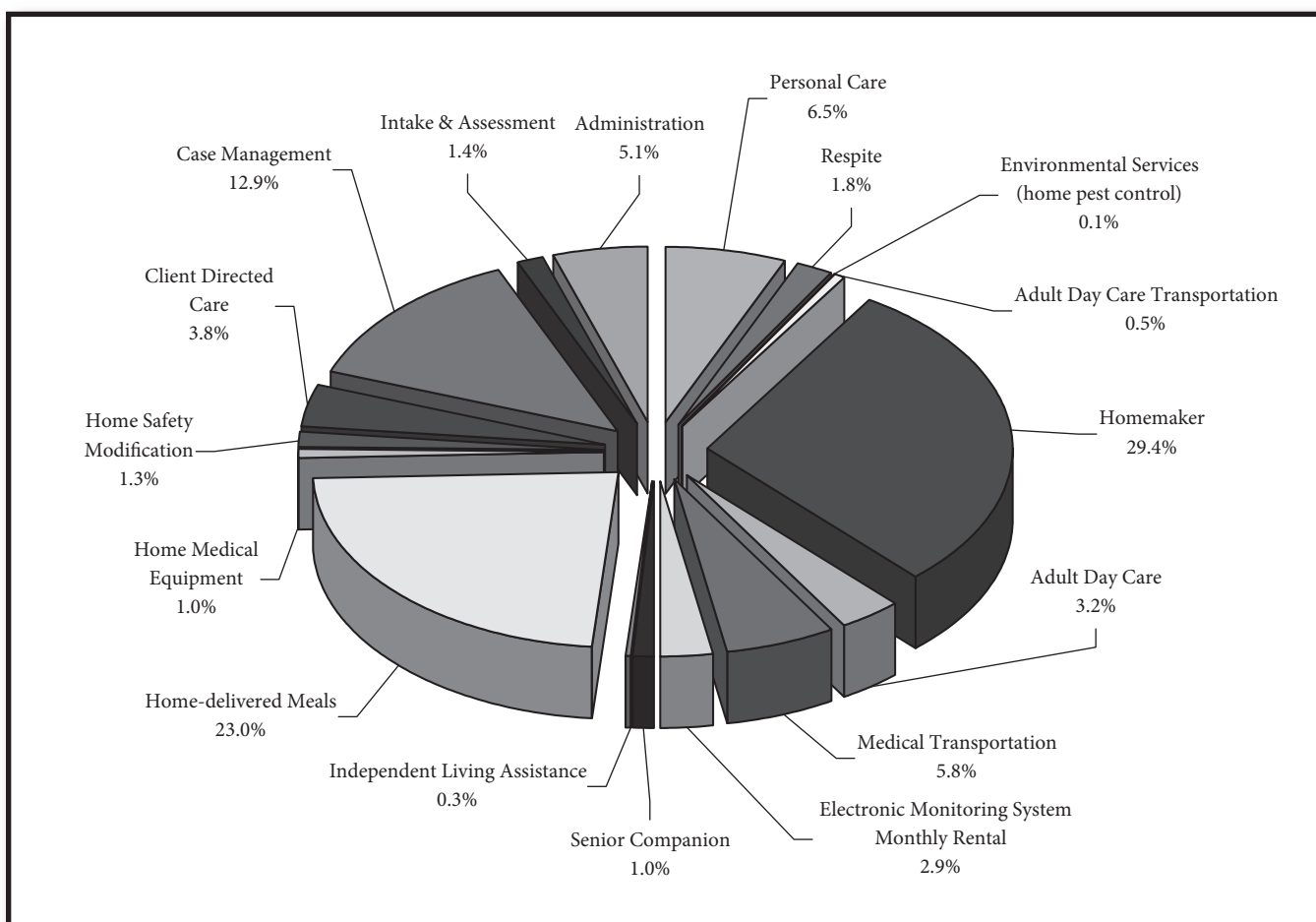
## HAMILTON COUNTY ELDERLY SERVICES PROGRAM: How Funds Are Used

Without the support of Hamilton County taxpayers, the Elderly Services Program would not exist. Local tax dollars cover nearly 90 percent of the total cost of the program. The remaining funding comes from federal, state, local and grant sources, client donations (requested, but not required, for home-delivered meals), and client co-payments (about 22 percent of clients qualify for a co-payment, based on their income and medical expenses).

The table on page 9 shows the number of clients who received each type of service, the number of service units they received (hours, trips, etc.) and the total cost for those units. The pie chart below shows that our three greatest expenses are for homemaking, home-delivered meals, and case management. ESP is not a one-size-fits-all program. It is flexible in order to provide the right services, in the right amounts, at the right times.

Provider agencies (see list, page 12) deliver these services under contract with Council on Aging of Southwestern Ohio (COA). COA handles case management, contracting, program policy development, financial administration, information technology, quality improvement, communications, data collection and analysis. As southwestern Ohio's Area Agency on Aging, COA is charged with identifying, planning, facilitating and monitoring services to improve quality of life for older adults, including those living in Hamilton County.

**Hamilton County Elderly Services Program Expenses**  
January 1 - December 31, 2007



## HAMILTON COUNTY ELDERLY SERVICES PROGRAM: How Funds Are Used

EXPENSES			
Service	Clients Served	Service Units	Cost
Home-delivered Meals	3,883	706,914 meals	\$4,435,469
Homemaker	3,874	274,358** hours	\$5,656,403
Electronic Monitoring System Monthly Rental	3,023	25,739 months of rentals	\$565,827
Home Medical Equipment	1,141	1,665 equipment items	\$194,036
Personal Care	1,115	57,322 hours	\$1,243,423
Medical Transportation	1,028	39,511 trips	\$1,112,552
Home Safety Modification	373	431 repairs	\$259,552
Adult Day Services	255	12,783 days	\$618,445
Client Directed Care	216	1,732 months of service	\$737,939
Independent Living Assistance	212	2,463 hours	\$51,924
Senior Companion	176	14,411 hours	\$194,108
Respite	174	16,086 hours	\$351,765
Adult Day Services Transportation	128	47,374 miles	\$94,446
Environmental Services	24	116 jobs	\$14,065
Case Management	8,044	N/A	\$2,485,689
Intake and Assessment	N/A	N/A	\$271,502
Administration	N/A	N/A	\$984,744
<b>TOTAL EXPENSES</b>	<b>8,044</b>		<b>\$19,271,889</b>
REVENUE			
Federal, State and Other			\$1,152,744
Other Revenue*			\$209,882
Client Donation			\$131,820
Client Co-Payment			\$543,562
Hamilton County Elderly Services Levy			\$17,233,881
<b>TOTAL REVENUE</b>			<b>\$19,271,889</b>

\*Other revenue includes funds from Cincinnati Foundation for the Aged, Hamilton County Board of MR/DD, Visiting Nurse Association, and Cincinnati Metropolitan Housing Authority.

\*\* This figure was inaccurately reported in the initial printing of the 2007 Hamilton County ESP Annual Report. It was previously listed as 3,533 hours of service. The correct figure is now shown.



## HAMILTON COUNTY ELDERLY SERVICES PROGRAM: Where Clients Live

<i>Jurisdiction</i>	<i>Clients Served</i>	<i>Jurisdiction</i>	<i>Clients Served</i>	<i>Jurisdiction</i>	<i>Clients Served</i>
Addyston	4	Glendale Village	27	Newtown Village	3
Amberley Village	19	Golf Manor	39	North Bend	16
Anderson	255	Green Township	487	North College Hill	77
Arlington Heights	3	Greenhills	4	Norwood	233
Blue Ash	33	Harrison Township	148	Reading	105
Cheviot	149	Hooven	2	Sharonville	112
City of Cincinnati	4,282	Indian Hill Village	5	Silverton	85
Cleves	66	Lincoln Heights	80	Springdale	134
Colerain Township	419	Lockland	43	Springfield Township	215
Columbia Township	6	Loveland (City)	13	St. Bernard	60
Crosby Township	2	Maderia	49	Sycamore Township	154
Deer Park	88	Mariemont Village	17	Symmes Township	3
Delhi Township	46	Miami Township	28	Terrace Park Village	7
Elmwood Place	7	Miamitown	10	Whitewater Township	21
Evendale	2	Montgomery	16	Woodlawn Village	24
Forest Park	170	Mount Healthy	242	Wyoming	34
Total Clients Served: 8,044					

### *State of Aging in Hamilton County*

Almost 20 percent of Hamilton County's residents are age 60 or older. This places Hamilton County 54<sup>th</sup> among Ohio's 88 counties in the proportion of its residents who are age 60+. **The Scripps Center for Gerontology projects that Hamilton County's older adult population will increase by 20 percent within the next 12 years.**

Most older adults will be relatively healthy well into their 70s and many, well beyond that. But the "oldest old" - those age 85 and older - are the fastest growing portion of the 60+ population. They are more likely to be disabled and need care. **Scripps projects that by 2020, nearly 42,000 Hamilton County residents age 60 and older will be moderately to severely disabled.**

The most cost-effective place for them to receive long-term care is within their own homes. Medicare covers only short-term rehabilitation in the home for up to 90 days. Some will be able to pay for private care; some will get all the help they need from their families; some will qualify for PASSPORT (the in-home care program for the poor); and some will be caught in the middle. It's the middle group that is served by Hamilton County Elderly Services Program.

This is a large group. Most are people with modest resources. Many of the long-lived will deplete their assets as they age. **According to Scripps, nearly 30 percent of Hamilton County residents age 60+ live below or near the federal poverty level (2007 - \$10,210/year for one person).**

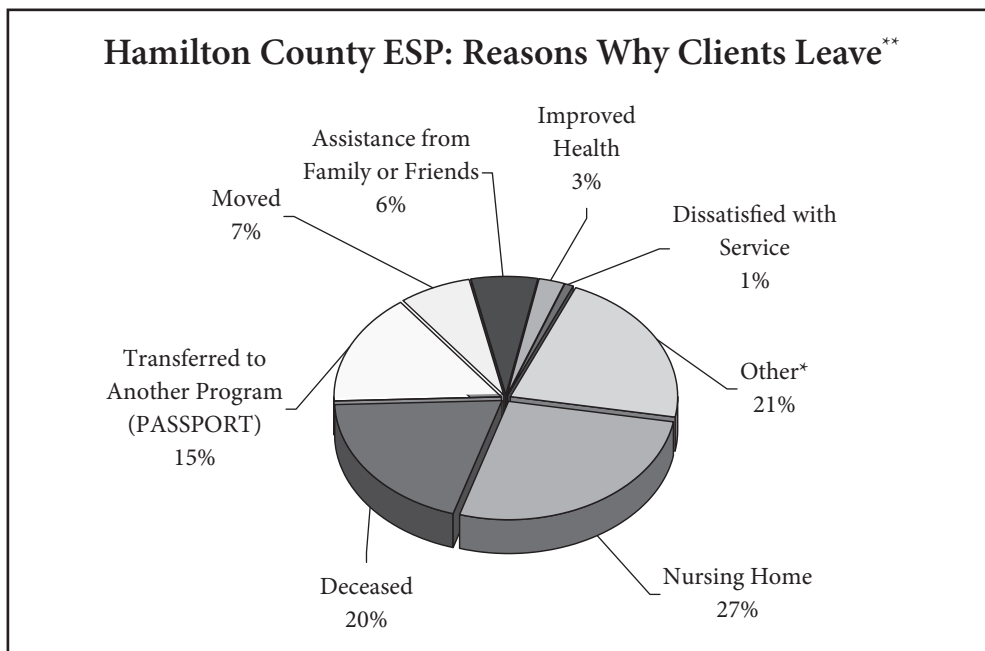
While age and disability are increasing, we're seeing a decrease in the number of potential caregivers. The ratio of potential caregivers to older adults has declined from 21 to 1 in 1970 to a projected 10 to 1 by 2010. Family and friends will continue to provide most long-term care, but families today are smaller, more spread out, and often unable to provide the level of care needed by their aging loved ones.

Hamilton County is fortunate to have a program that goes a long way toward meeting the community need to help people of modest means with compassionate, cost-effective home-based care.



## HAMILTON COUNTY ELDERLY SERVICES PROGRAM: Reasons Why Clients Leave

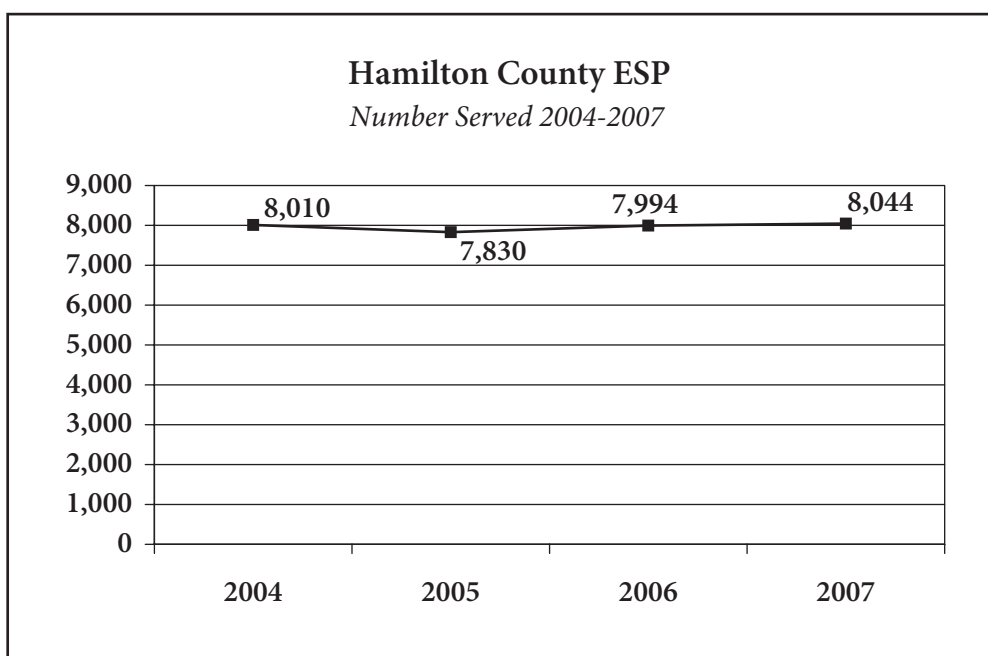
We are proud of the fact that only a tiny fraction of ESP clients leave because they are dissatisfied with the program. One of every five clients remain on the program until they die. About 45 percent leave the program because their health changes - either improving or deteriorating and requiring more intensive services, perhaps through PASSPORT or in a nursing facility. The average length-of-stay on Hamilton County ESP is 28 months.



\*"Other" may include reasons such as change in financial status.

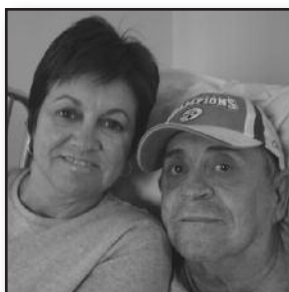
\*\*Data excludes clients receiving only home-delivered meals

## HAMILTON COUNTY ELDERLY SERVICES PROGRAM: Number of Clients Served



## HAMILTON COUNTY ELDERLY SERVICES PROGRAM: Provider List

Almost Family	Guardian Medical Monitoring, Inc.	Nurses Care, Inc.
Alternative Home Care & Staffing, Inc.	Harmony Court Day-By-Day	Personal Touch Home Care of Ohio, Inc.
Amenity Home Care	Harrison Senior Center	Private Home Care
American Nursing Care Cincinnati	Healing Connections Associates, Inc.	Response Ability Systems
American Ramp Systems	Helping Hands Healthcare	Responselink of Cincinnati
American-Mercy Home Care LLC	High Quality Staffing	Rural Metro Helpline
Bathblest Renovations	Hillebrand Home Health	S.M.S. Inc.
Bernens Medical	Home Care Network, Inc.	Safeway Safety Step, Inc.
Black Stone healthcare	Home First Non-Medical	Saint Joseph Construction
Caring Hearts Home Health Care	Hyde Park Center for Older Adults	Santa Maria Community Services, Inc.
Catholic Social Services of Southwestern Ohio	Interim HomeStyles of Greater Cincinnati, Inc.	Senior Independence
Charter Home Services	International Quality Health Care Corp.	Senior Independence Adult Day Services
Cincinnati Area Senior Services	Jewish Community Center of Cincinnati	SP Contracting
Clifton Senior Center	Jewish Family Service of the Cincinnati Area	Superior Home Care, Inc.
Colerain Township Senior Center	Jewish Vocational Service	Visiting Nurse Association of Greater Cinti. & N. KY
Comfort Keepers #123	Judson Home Care	Thermal-Shield, Inc.
Comfort Keepers #172	LifeSphere	Tri State Maintenance
Comfort Keepers #200	LifeSphere Home Health Services	TriHealth Lifeline
Comfort Keepers #224	M.J. Nursing Registry, Inc.	Twin Towers Day Stay
Community Services West	Meda-Care Transportation, Inc.	U.T.S. Universal Transportation Systems
Comprehensive Home Health Care Services	MedAdapt LTD	V & N Services, Inc.
Day Share Senior Services	Medicall, Inc.	VRI
Deaconess Lifeline	Mercy Lifeline	Wesley Community Services
Deupree Community Meals on Wheels	North College Hill Senior Center	Wilson Adult Day
Formula Exterminators, Inc.	Northwest Elder Care LLC	





**“I love being able to stay in my own home. It means something to my heart.”**

~ Ruth Reynolds, Hamilton County Elderly Services Program client

# *Answers on Aging*



**Council on Aging of Southwestern Ohio**  
175 Tri County Parkway  
Cincinnati, Ohio 45246  
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