

Butler County

Elderly
Services
ESP Program

Annual Report 2009



Butler County Elderly Services Program is provided by:

Butler County Commissioners



From left to right, Butler County Commissioners:
Charles R. Furmon, Donald L. Dixon and Gregory V. Jolivette

Butler County Citizens for Elderly Services, Inc. (as of 12/31/09)

Marilee Broscheid: *President*
Dr. Jane Straker: *Secretary*
Daniel Solazzo: *Treasurer*
Helen Smith (*ex-officio*)

Douglas Alder
Charles Eberwine
Janet Miller

Kathlyn Campbell
Debbie Hauenstein
James White

Dr. Harry M. Davin
Elaine Hohman

Bart J. Drake
Kevin Kurpieski

Administration:



175 Tri County Parkway
Cincinnati, Ohio 45246
(513) 721-1025 (800) 252-0155
www.help4seniors.org

Intake and care management:



1900 Fairgrove Avenue
Hamilton, Ohio 45011
(513) 868-9281
www.lifespanohio.org

Dear Friends,

On behalf of Butler County Citizens for Elderly Services, Inc., it is my pleasure to present our annual report for 2009.

The Butler County Elderly Services Program (ESP) served nearly 4,000 clients in 2009. We provide thousands of older adults with a low-cost alternative to nursing home care so they can remain independent in their homes for as long as possible.

This is a compassionate and cost-effective mission. It's compassionate because most older adults want to remain in their homes as they age, but the cost of care may be out of their reach. It's cost effective because it's much less expensive for taxpayers to help someone stay in their home than to pay for care in a nursing facility.



Marilee Broscheid

ESP can provide in-home services for about \$330 per client, per month, compared with about \$4,800 per month for nursing home services.

In 2009, we enhanced the program with two important initiatives: mental health services and non-medical transportation. After a successful pilot program to help seniors cope with depression and anxiety, we joined forces with the Butler County Mental Health Board to bring two nationally-recognized programs to local seniors. In this report, you'll read about Patrick, one of our clients who was helped by the new mental health services.

Our transportation initiative, while limited, is designed to help older adults who no longer drive. The Elderly Services Program provides transportation to medical appointments, but beginning in January 2010, clients may also receive one trip per month for other important activities, such as to visit the Social Security office.

The Elderly Services Program is needed today more than ever. Not only does it enhance the lives of seniors, but it benefits thousands of Butler County residents who are caring for their older loved ones while also working and raising children. It supplements the work of family caregivers who are trying to help their aging parents stay in their home. It helps spouses stay together despite disabilities that might otherwise force them to live apart.

We thank the people of Butler County for supporting the Elderly Services Program and we pledge to continue to provide high quality care with stewardship of the community's tax dollars.

Marilee Broscheid, President
Butler County Citizens for Elderly Services, Inc.

Butler County Elderly Services Program
Helping older adults maintain their independence in Butler County

(513) 868-9281
(800) 215-5305

The Butler County Elderly Services Program

The Butler 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 personal care, many older adults can delay or prevent nursing home placement.

Of all the options for chronic care, services in the home are also the least expensive. It costs about \$330 a month per client in Butler County ESP, compared to \$4,800 a month for nursing home care.

Butler County's Elderly Services Program is supported by 1) a local tax levy, 2) funds distributed by Council on Aging of Southwestern Ohio (COA) from Title III of the Older Americans Act, and 3) co-payments from participants who are able to contribute to the cost of their care. Donations are also accepted for home-delivered meals.

COA administers the program under contract with Butler County Commissioners. COA processes all billing, and provides program planning, reporting, auditing, contracting and provider services, technical assistance and community engagement activities. Agencies contract with COA to provide in-home services such as housekeeping help, personal care (bathing and grooming) and medical transportation.

COA works with Butler County Citizens for Elderly Services, Inc., a volunteer community board.

LifeSpan, Inc. contracts with COA to assess and enroll clients, as well as provide care management.

It costs about \$330 a month per client in Butler County's Elderly Services Program, compared to \$4,800 a month for nursing home care.

Profile of the typical ESP client

Because of health problems 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, and 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 70s or 80s. She lives alone on a modest income of about \$19,284 a year, from which she pays \$2,760 in out-of-pocket medical costs.

Her income is too high for Medicaid, the government insurance program for the poor, but too low to allow her to hire in-home help. Her family helps, but cannot provide all the care she needs.

Because of health problems, she can no longer do certain basic 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 housekeeping help. ESP also added grab bars in her bathroom. With the help of her family and these basic services, she avoids premature placement in a nursing home.

Butler County ESP Client Profile - Ethel



Ethel, right, with her Butler County ESP care manager, Stephanie.

Ethel, 87, grew up with nine brothers and sisters on a tobacco farm in the small Appalachian town of Drirock, Ky. She has outlived all her siblings, and two husbands, but her daughter, Karen, a grandson and two great-grandsons are close by.

Karen keeps a close eye on her mother. She describes Ethel as very shy, proud, wary of strangers, and a meticulous housekeeper. She is also generous. Though Karen and her mother share the same birthday, Karen says the cake was always for her.

Ethel has lived alone in her tidy Hamilton home since 1990. Karen has watched her slow down over the years. She stopped going out – except for church – and she could no longer cook. Karen understood what her mother was going through. “It’s hard as you get older to recognize and admit that you need help,” she said.

Then Karen read about the Butler County Elderly Services Program. When Ethel joined the program in 2003, she started with Meals on Wheels and an emergency response device. That was all she needed for about four years.

“Mother’s house was always spotless, spotless, spotless,” Karen said. But a fall and arthritis in her shoulders and knees kept Ethel from maintaining her home – or herself – as she used to. I was running over there a lot, doing a lot of stuff for her and I could see she was getting worse and worse.”

Knowing how shy her mother is, Karen asked about Consumer Directed Care – a feature of ESP that allows the client to choose their caregiver, usually a family member or close friend. The caregiver provides all the services a client needs, as arranged by a care manager, and is reimbursed for those services.

Ethel’s care manager, Stephanie, explained that Consumer Directed Care offers clients more flexibility with their care. For example, clients can get care in the evenings or on weekends. If a home health aide was assigned through a contracted agency, a client’s care would likely be limited to regular business hours.

Karen comes by after work every Thursday. She brings groceries and prescriptions, helps Ethel with her hair, cleans, and does the laundry.

“I’m happy Karen can do this for me, rather than someone I don’t know,” Ethel said. “It’s a great thing to have and it helps me a lot.”

“It’s hard as you get older to recognize and admit that you need help.”

~ Karen provides care for her mother, Ethel, through Butler County ESP, Consumer Directed Care

Mental health services ease depression and loneliness

As a gregarious and talkative person, Patrick was not used to feeling lonely. Although he grew up in Hamilton, he lived most of his life in Salt Lake City where his work at the Ambassador Club was just the thing for an outgoing personality.

But in 1992, he moved back to Hamilton to help his two sisters, including his twin, Patricia. In 2009 both sisters died within six months of each other. Patrick, who never married and has no children, felt bereft.

“They left me. I’m the last one of the family,” he said. “I was very depressed.”

The loss of his sisters and increasing health problems left Patrick wondering if life was worth living. Noticing the change in him, his Butler County Elderly Services Program care manager recommended a new mental health service in which counselors visit the homes of older adults struggling with depression.

The service is a joint project of Council on Aging of Southwestern Ohio and the Butler County Mental Health Board. It has two components: one providing in-home therapy and the other offering therapy in physicians’ offices for seniors who have more serious symptoms of depression. The services are provided by Community Behavioral Health, a treatment agency based in Hamilton. Those eligible are over age 65 and impaired in daily activity or are clients of the Elderly Services Program.

The Centers for Disease Control has estimated that one in five seniors suffers from depression. Isolation and a sense of stigma cause many to resist seeking help, even though treatment could change the quality of their life and health.

For Patrick though, several visits from the therapist helped him to put his dark thoughts aside and enjoy activities again.

“I tried to take care of my own problems, but sometimes you just make it worse so you have to get help,” he said. “I have my bad times, but it’s improving. You have to keep busy and keep your mind occupied.”

One way Patrick does that is to serve as treasurer of the residents association of the Henry A. Long Tower in Hamilton. He collects money for parties and snacks and keeps the books.

“I’ve just been re-elected for my eighth year,” he said. “You’ve got to be honest when you’re dealing with people’s money.”

“I tried to take care of my own problems, but sometimes you just make it worse so you have to get help.”

~ Patrick, Butler County ESP client



Several in-home visits from a therapist helped Butler ESP client, Patrick, get back to living life after the death of his sisters. His ESP care manager recommended the service after she noticed he seemed depressed.

A letter to the community about the senior services tax levy

In the summer of 2008, Butler County Commissioners announced that the senior services tax levy was running a surplus. The levy funds the county's Elderly Services Program. Council on Aging, which administers ESP, had advised commissioners that the surplus could accumulate to \$20 million by December 2010.

Since then, much has appeared in the media about this issue. Some information has been misleading and inaccurate. We would like to explain what led to the surplus and what is being done about it.

To understand the issue, you have to go back to 2005. At that time, the Elderly Services Program had a waiting list which eventually grew to about 900 people.

The 1.3-mill levy was due to expire in 2006, but, under the circumstances, commissioners proposed placing the issue on the ballot in November 2005. In determining the size of the levy, many factors were considered, including:

- High need for the program, as seen by the waiting list
- Population aging and growth
- Reports that provider organizations would need rate increases due to rising costs
- Auditor's office opinion that a change in tax law was going to reduce collections
- Desire by commissioners that the program be large enough to serve the community need

In November 2005, Butler County voters approved an increased levy of 2 mills. It was the fourth time voters had approved a levy for the program since it began in 1996.

Enrollment, which had been stalled, began to grow again. However, excess funds also began to accumulate because the earlier factors and projections did not come to pass. About half those on the waiting list actually enrolled. Others had gone to nursing homes, moved away, or sought other alternatives as their health deteriorated while they were waiting. In what turned out to be a good surprise, provider rates actually decreased, due to a competitive bidding process used by Council on Aging. And the anticipated reduction in tax collection never materialized.

No one wanted a surplus. Projections were made in good faith and out of a sincere desire to help the elderly citizens of Butler County, along with their families and caregivers.

Commissioners responded by reducing collection of the levy by one-third for 2009 and 2010. Taxpayers have been paying less for those two years. In addition, commissioners decided to use levy funds to help support Adult Protective Services, which was cut back by the state.

Throughout this levy period, Butler ESP enrollment has increased to nearly 4,000 people. Because of the reserve, it is possible to reduce the size of the next levy and still serve our clients and maintain the current size of the program. The Elderly Services Program exists only because the taxpayers of Butler County have supported it for 14 years. We hope and believe that support will continue.



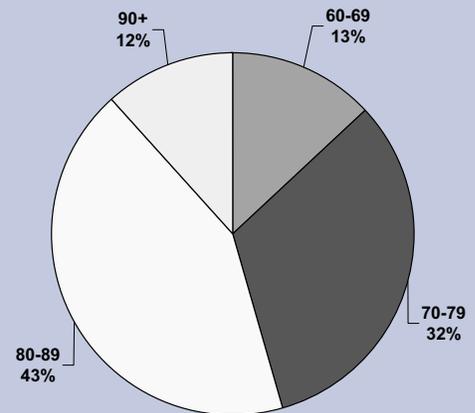
Butler County ESP Client Profile

Our typical client is an 80-year-old disabled woman, living alone on a modest income. Total clients served in 2009: 3,951. Pages 6-7 show the detail of our client demographics. Client totals on these pages may vary due to different data reporting requirements in each demographic category. Percentages may not equal 100 due to rounding.

Age

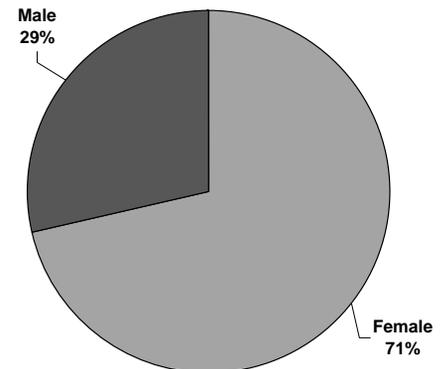
The average age of the Butler County ESP client in 2009 was 80 years old. Eligibility for the program starts at age 65, but clients may receive home-delivered meals beginning at age 60, if they are disabled. Some services are also available to clients under age 65 who have dementia, including Alzheimer's disease.

Age 60 – 69	518
Age 70 – 79	1,280
Age 80 – 89	1,687
Age 90+	458



Gender

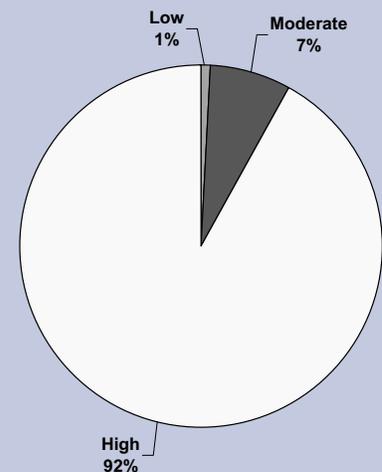
Male	1,132
Female	2,819



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	29
Moderate Disability	287
Severe Disability	3,635



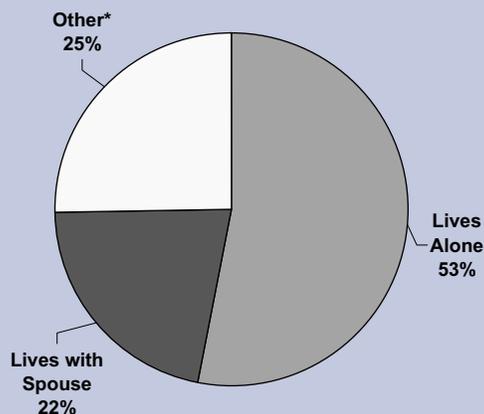
Butler County ESP Client Profile

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.

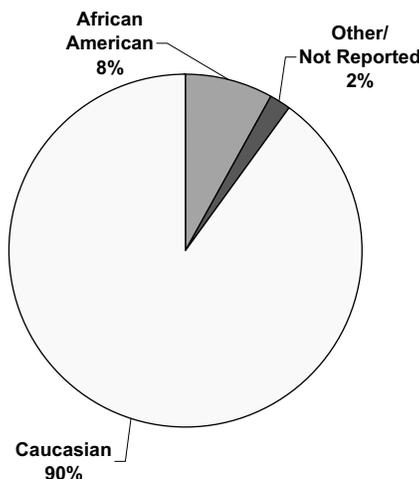
Lives with spouse	862
Lives alone	2,094
Other*	995

*Other may include arrangements such as living with other family member, friend or caregiver.



Race

Caucasian	3,561
African American	318
Other/ Not Reported	72



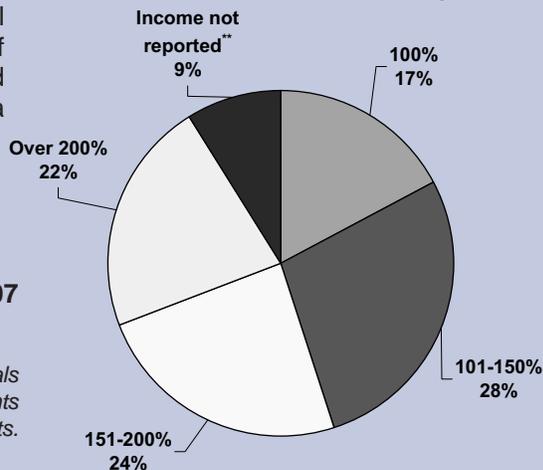
Income and Expenses

Most ESP clients have modest incomes. The 2009 Federal Poverty Level for one person was an annual income of \$10,830 or less. Based on a formula that takes income and health care expenses into account, some clients make a monthly co-payment for ESP services.

Clients with a co-payment*	33%
Clients with annual incomes at or below \$21,660:	69%
Clients with annual incomes above \$21,660:	22%
Average monthly income of clients:	\$1,607
Average monthly out-of-pocket medical costs per client:	\$230

*Co-payment excludes 634 clients who receive only home-delivered meals (HDM only). No co-payment is required for this service, though some clients make a voluntary donation. **Income not reported includes HDM only clients. HDM only clients are not required to report their income.

Percent of 2009 Federal Poverty Level



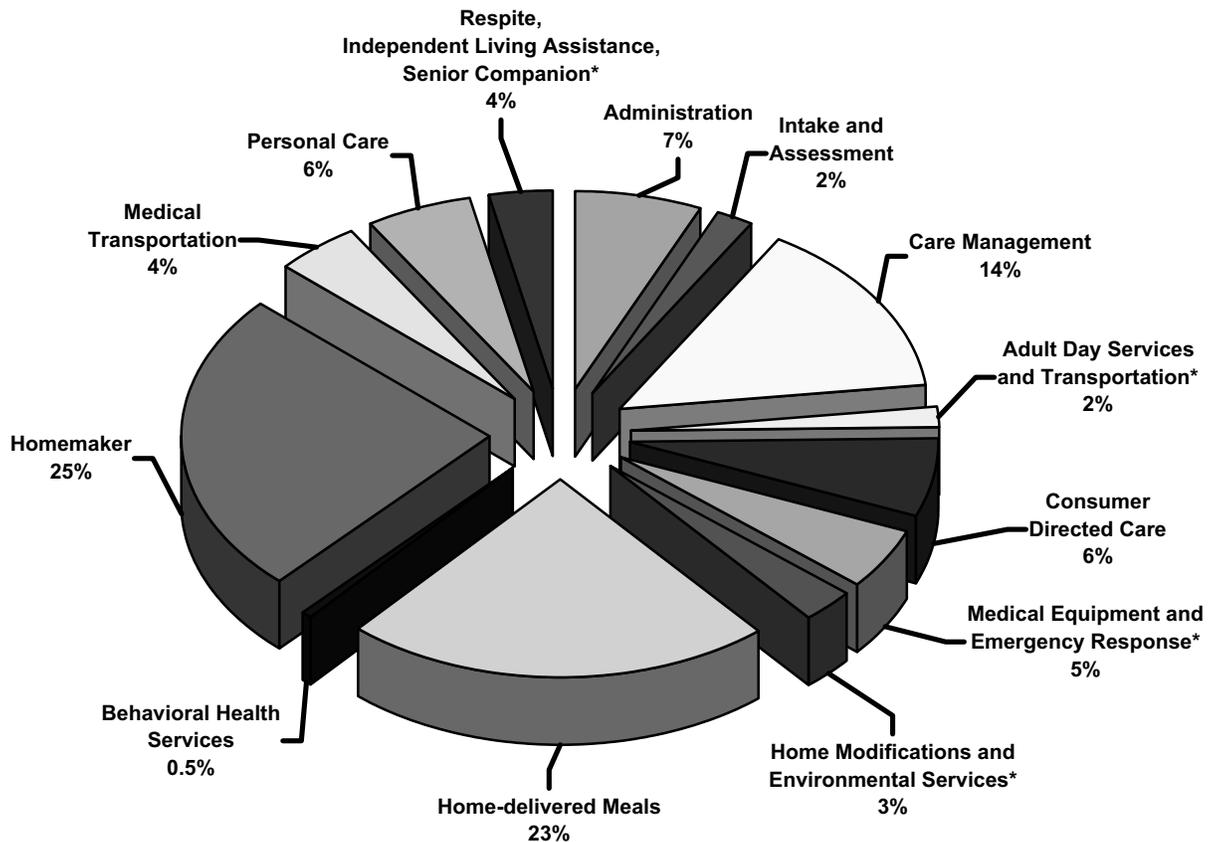
How Funds Are Used

Without the support of Butler County taxpayers, the Elderly Services Program would not exist. Local tax dollars cover nearly 93 percent of the total cost of the program. The remaining funding comes from federal, state and grant sources, client donations (requested, but not required, for home-delivered meals), and client co-payments (about 33 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 chart below shows that our three greatest expenses are for homemaking, home-delivered meals, and care 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 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 Butler County.

Program Expenses**
January 1 - December 31, 2009



*Some services were consolidated for formatting purposes. Detailed expense information for each service can be found in the chart on page 9.

**Total does not equal 100 percent due to rounding.

How Funds Are Used

EXPENSES			
Service	Clients Served	Service Units	Cost
Home-delivered Meals	2,314	455,038 meals	\$2,656,027
Emergency Response System	2,232	20,634 months of rentals	\$428,769
Homemaker	1,759	126,214 hours	\$2,894,438
Home Medical Equipment	720	1,470 equipment items	\$136,125
Medical Transportation	662	18,337 trips	\$510,497
Personal Care	509	27,917 hours	\$650,662
Independent Living Assistance	357	5,518 hours	\$157,243
Home Safety Modification	330	402 repairs	\$313,115
Consumer Directed Care	199	1,876 months of service	\$745,208
Senior Companion	177	6,252 hours	\$99,633
Respite	88	6,277 hours	\$149,786
Adult Day Services	87	4,044 days	\$195,684
Environmental Services (Pest Control)	43	161 jobs	\$19,375
Adult Day Care Transportation	25	6,307 miles	\$14,665
Behavioral Health*	N/A	N/A	\$56,824
Care Management	3,951	N/A	\$1,682,199
Intake and Assessment	N/A	N/A	\$255,700
Administration	N/A	N/A	\$767,652
TOTAL EXPENSES			\$11,733,602
REVENUE			
Federal, State and Other			\$605,049
Client Donation			\$77,902
Client Co-Payment			\$224,454
Butler County Elderly Services Levy			\$10,826,197
TOTAL REVENUE			\$11,733,602

*Expenses for Behavioral Health are costs associated with the transition from a pilot program to a full ESP service in 2009.

Where Clients Live

<i>Jurisdiction</i>	<i>Clients Served</i>	<i>Jurisdiction</i>	<i>Clients Served</i>
Middletown	1,111	Monroe	86
Hamilton	1,092	Liberty Township	84
Fairfield (city)	414	Madison Township	68
West Chester	275	St. Clair Township	56
Fairfield Township	160	Ross Township	54
Trenton	143	Morgan Township	39
Oxford	117	Other	155
Hanover Township	97		
Total Clients Served: 3,951			

State of Aging in Butler County

About 14 percent of Butler County's residents are age 60 or older. This places Butler County 81st among Ohio's 88 counties in the proportion of its residents who are age 60+. **The Scripps Center for Gerontology projects that Butler County's older adult population will increase by 74 percent within the next 10 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, more than 19,000 Butler County residents 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. 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 Butler County Elderly Services Program.

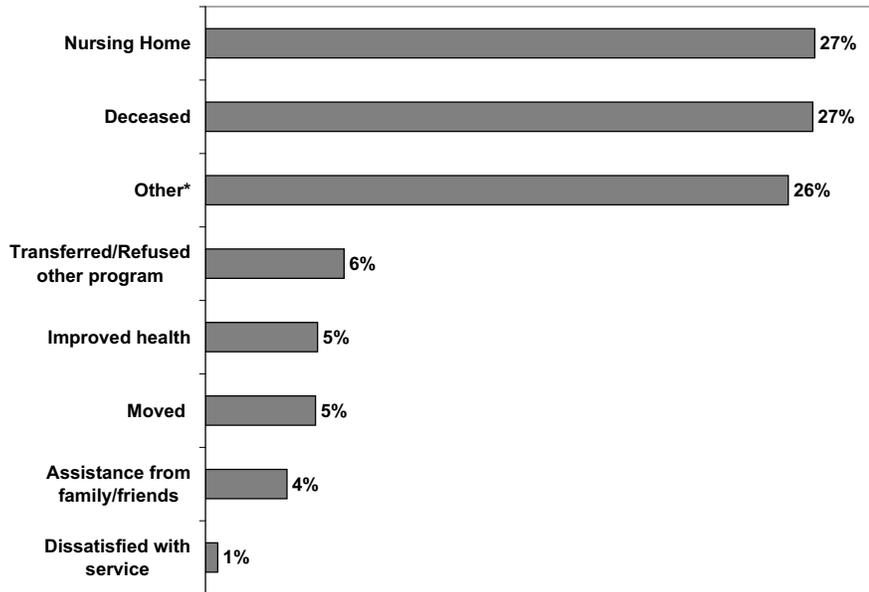
This is a large group. Most are people with modest resources. Many of the long-lived will deplete their assets as they age. **According to Scripps, more than four out of every 10 Butler County residents age 60+ live below or near the federal poverty level** (2009 - \$10,830/year for one person).

While age and disability are increasing, the number of potential caregivers has been decreasing. Family and friends will continue to provide 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.

Butler 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.

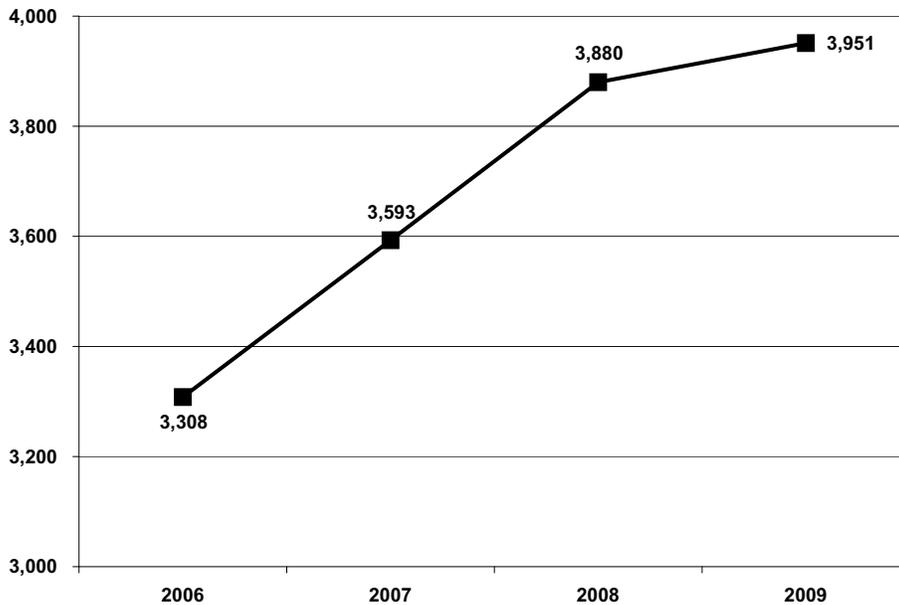
Reasons Why Clients Leave**

We are proud of the fact that only a tiny fraction of ESP clients leave because they are dissatisfied with the program. More than a quarter of our clients remain on the program until they die. About 38 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. ESP clients may move on and off the program as their needs change, but on average they remain on the program approximately two years.



*"Other" may include reasons such as declined to accept services and no longer eligible.
 **Total does not equal 100 percent due to rounding

Number of Clients Served*



*In 2005, approximately 900 people were on a waiting list for Butler County ESP. In Nov. 2005, Butler County voters approved the Elderly Services Levy, eliminating the waiting list and allowing the program to grow in order to meet the community's need.

Provider List*

Acare Home Health	Meda-Care Transportation, Inc.
Active Day of Cincinnati	MedAdapt LTD
Adult Day Services @ Butler County Care Facility	Mercy Lifeline
Advanced Medical Equipment	Middletown Senior Center
Algo Termite & Pest Control	Millenium Nursing Agency
All Gone Termite & Pest Control	Milt's Termite & Pest Control
Alternative Home Care & Staffing, Inc.	Mullaney's Pharmacy & Home Health Care
American Ramp Systems	Nurses Care, Inc.
American-Mercy Home Care, LLC	Otterbein Lebanon Adult Day Service
Assisted Care by Black Stone	Oxford Senior Citizens, Inc.
Bathblest Renovations	Partners in Prime
Bernens Medical	Personal Touch Home Care of Ohio, Inc.
Caring Hearts Home Health Care, Inc.	Private Home Care, Inc.
Catholic Charities of Southwestern Ohio	Rural/Metro Helpline
Charter Home Services	S.M.S. Inc.
Colonial	Safeway Safety Step, LLC
Comfort Keepers #178	Saint Joseph Construction
Comfort Keepers #200	Senior Independence
Comprehensive Health Care Services, Inc.	Senior Resource Connection
Deaconess Lifeline	SP Contracting
Emerson Heating & Cooling Company	Superior Home Care, Inc.
Formula Exterminators, Inc.	Thermal-Shield, Inc.
Guardian Medical Monitoring	Tri State Maintenance
Helping Hands Healthcare, Inc.	Universal Transportation Systems (UTS)
Home Care Network, Inc.	V&N Services, Inc.
Home First	Valued Relationships, Inc. (VRI)
Home Health Care Services	Visiting Nurse Association of Greater Cincinnati and Northern Kentucky
Interim HomeStyles of Greater Cincinnati, Inc.	Warren County Community Services, Inc.
International Quality Healthcare Corp.	Wesley Community Services
Lifeline Systems Company	

*Providers with a valid contract between 1/1/09 - 12/31/09.

Answers on Aging



Betty, pictured with her care manager, Amy, receives services in her home through the Butler County Elderly Services Program.

Without the services, Betty figures she would *“try to do what little I can. I can do my own cooking, but I don’t know, I have trouble getting around. The help is such a blessing.”*

Assistance. Advocacy. Answers on Aging.

Butler County Elderly Services Program
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