

Hamilton County

Elderly
Services
Program
Esp

2009
Annual Report



Hamilton County Elderly Services Program is provided by:

Hamilton County Commissioners



*From left to right, Hamilton County Commissioners:
Greg Hartmann, David Pepper, Todd Portune*

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

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Dear Friends,

On behalf of the Hamilton County Elderly Services Program Advisory Council, it is my pleasure to present our annual report for 2009. Inside, you will read about the highlights of the year and enjoy stories about the older adults and families we help.



Ann McCracken

On March 2, 2009, Council on Aging reluctantly began managing enrollment in the Hamilton County Elderly Services Program in order to keep it within budget. That means they had to create a waiting list. The tax levy which voters renewed in November 2007 did have a modest .13-mill increase, but growth in the program threatened to outpace the available funding, so we had to act.

For eligible seniors, the wait to enroll in Hamilton County ESP has fluctuated between one and six weeks, depending on the length of the list. No one wants waiting lists. They can be very hard on seniors who want desperately to remain in their homes, despite declining health. Their families, too, are left in limbo, trying to help aging parents stay at home, but facing tough decisions about whether it will be possible.

While we face this reality, we also know that the need for in-home care services will increase as our population ages. To help prepare for this future, Council on Aging turned to Miami University's Scripps Gerontology Center for a study of how we could change the program to serve only those most in need. You can read about those changes in this report.

You'll also read about an initiative to reduce the number of providers who have contracts with Council on Aging to deliver services to ESP clients. Over the years, the increasing number of providers has led to duplications and inefficiencies that must be corrected. Our goal is to preserve consumer choice and satisfaction within a more efficient system of delivering in-home services.

Ultimately, all these efforts are focused on one thing: sustaining a program that helps older adults remain independent within their homes. Our program is proof that advanced age and disability need not automatically consign people to institutions. In 2009, we served almost 1,000 people age 90 and above, including 40 clients over 100 years old. Helping people "age in place" extends hope, compassion and quality of life. Making that possible is a mission in which our entire community can take pride.

Ann McCracken, Chair
Hamilton County Elderly Services Program Advisory Council

Hamilton County Elderly Services Program
Helping older adults maintain independence and dignity in Hamilton County

(513) 721-1025
(800) 252-0155

The 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 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 \$366 a month per client in Hamilton County ESP, compared to \$4,800 a month for nursing home care.

Hamilton 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 Hamilton County Commissioners. COA processes all billing, and provides program planning, reporting, auditing, contracting and provider services, technical assistance and community engagement activities. COA also handles assessment, intake, and care management. Agencies contract with COA to provide in-home services such as house-keeping help, personal care (bathing and grooming) and transportation.

Program and financial recommendations are provided by the Hamilton County Elderly Services Program Advisory Council, a volunteer community board.

It costs about \$366 a month per client in Hamilton 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 80s. She lives alone on a modest income of about \$18,636 a year, from which she pays \$3,252 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.

For Karola and Bud, home means everything

The meeting of Bud and Karola has a storybook quality. Bud was a soldier stationed in Bamberg, Germany. From a rear window of his barracks he had a clear view of the back of a house and he liked the look of the fraulein who lived there. They talked, got to know each other, and eventually married.

They came first to Colorado Springs, but then settled in Cincinnati. When their daughter, Brenda, was born 50 years ago, they moved to North College Hill and have lived in the same home ever since.

Now though, the living room couch has given way to a hospital bed and a metal wheelchair ramp leads to the front door. Three years ago, Karola was diagnosed with cancer and given one week to live. Bud gives much of the credit for her longevity to the fact that Karola has been able to remain at home.



Pictured clockwise from back left: Bud, Brenda and Karola

"Our home means everything to her," he said. "If she had to go to a nursing home, she'd give up. This way, she fights and that's good."

A hospital social worker recommended that Bud and Karola contact Council on Aging.

"When I first came home from the hospital, I couldn't walk at all," Karola said. "At the beginning, I needed more help and Medicare paid. Then when Medicare ran out, Nancy (her Council on Aging care manager) stepped in. She makes sure I have what I need and she always checks on me. Nancy has a heart of gold. I'm well taken care of."

As a client of the Hamilton County Elderly Services Program, Karola receives housekeeping help and personal care. The help gives Bud a break to do laundry, yard work and errands. The service they consider critical is transportation every three weeks for chemotherapy.

The drivers who take her and her wheelchair are "the nicest people you could ever meet," Karola said. "And they let Brenda come with me. She answers the questions and does the paperwork and when I'm with her, I'm not so scared."

Brenda said that being a nurse did not necessarily prepare her for the challenges of helping her aging parents. She spends every Sunday at their house, but works full time. "I really don't know how we would do it without this help," she said.

Karola's health problems are compounded by a bad back that forced her into retirement after 34 years working in the meat department at Kroger's. To this day, she misses the camaraderie of her former co-workers. Bud is retired from The Formica Co., where he also worked 34 years.

Now, both 80 years old, Karola and Bud have a good routine with the help of the Elderly Services Program. Bud fixes breakfast and they make a team effort for dinner.

"But I wash the dishes," Bud said. "She gives tight orders. I know if I had had to put her in a home, I wouldn't have her with me today. I'm just tickled that I've got help so we can stay here."

Hamilton County ESP Client Profile - Mary Lou



Mary Lou, left, with her Hamilton County ESP care manager, Jean.

Raising 11 children would be enough for most people, but after her children moved out and her husband passed away, Mary Lou started looking for something to fill her time.

Mary Lou found a second calling as a foster grandparent, volunteering five days a week for eight years, mostly in daycares but also in classrooms. Though she was supposed to be helping them learn, Mary Lou said she learned a lot from the children. "I'm always learning from someone," she said.

Gradually, arthritis, heart disease and other health problems took their toll. Mary Lou downsized to a senior apartment building and then had to have knee surgery. After surgery, hospital staff recommended she contact Council on Aging to get help with recovery at home. At the time, some special equipment for her bathroom, an emergency response device and a little help with housekeeping, was all she needed.

But later, when Mary Lou needed more care, she moved in with her daughter Regina. Though Regina works full time, she doesn't need to worry about leaving her mother, now 89, home alone. Jean, Mary Lou's ESP care manager, has taken care of everything. In addition to daily meals, Mary Lou gets help taking a bath and doing laundry. ESP also provided a walker, rails for her bed, and made some safety modifications to her bathroom.

Mary Lou also relies on ESP to get to doctors' appointments. "They keep patchin' on me," she said.

Without ESP, Mary Lou isn't sure what she would do. "My daughter works and my other kids are far away or working," she said. "It's [ESP] been good for me. Jean's there for me and I know I can call her if I need help."

Advocacy



"Kathy does an excellent job watching over me and is very dear to me. This wonderful program helps me stay at home and keeps my family from worrying about me."

~ Kathy, Hamilton County ESP client, shown here with ESP care manager Kathy (left) and Hamilton County Commissioner Greg Hartmann

Reduction in providers will bring efficiency to ESP



As an ESP client and resident of St. Paul Village, Dorothy transitioned to a new home care provider. Changing home care aides is sometimes difficult, but as Dorothy pointed out during an information forum for St. Paul residents, "We're lucky. We get the help for free." With Dorothy is Kate, COA's service coordinator for St. Paul Village.

Council on Aging has begun an efficiency initiative for the Elderly Services Programs in Hamilton and Warren counties. The effort is designed to control costs in the face of rising demand for home care services.

In Hamilton County, COA can reduce the number of ESP providers by dividing the county into six regions, grouping services, and using competitive bidding. While there's no decision on what is the ideal number of providers, it's clear that the current number of more than two dozen is not efficient. The changes are expected to bring about:

- More efficient service delivery so that multiple providers are not servicing the same buildings and neighborhoods
- Economies of scale for providers who gain a larger share of the market than they have now
- Reduced administrative burden for auditing and compliance on many providers who have few clients
- More consistent service delivery for clients

The competitive bidding process will take place in 2010, but the initiative began last summer by reducing the number of providers serving ESP clients at St. Paul Village, a senior housing complex in Madisonville. The clients are now being served by two providers: Black Stone Home Health and Deupree Community Meals on Wheels. Previously, a dozen different providers served 48 ESP clients at St. Paul Village.

Rising demand prompts eligibility limits for Hamilton County ESP

In the fall of 2009, the Hamilton County Elderly Services Program Advisory Council approved a recommendation from Council on Aging that eligibility be tightened for new clients applying for the program. The change was designed to control future enrollment so that the program can be sustained in the face of growing demand for in-home services.

At this writing, Hamilton County Commissioners have approved the change and the first of three phases has begun. Current clients have not been affected, but new applicants must meet higher levels of disability to qualify for services. For example, the fact that an applicant uses a walker does not alone qualify her for the program. This change is expected to reduce new demand for ESP by 30 percent.

In late 2010, a new care management software system will allow Council on Aging to adopt a more sophisticated and widely used scale for assessing Activities of Daily Living and Instrumental Activities of Daily Living (disability and level of care assessment tools). Cognitive impairment will also be measured. These efforts are projected to reduce demand by an additional 5 percent.

The changes are based on a study by Miami University's Scripps Gerontology Center. It found that if the program continues growing at its current pace, it will have a 50 percent cost increase over 10 years.

"Given the limits of tax levy funding, the program is unsustainable with its current eligibility criteria," said Ken Wilson, COA director of Program Operations. "With these changes, we will focus on serving clients who are more frail -- those who are at high risk of nursing home placement -- offering more services to them and avoiding a waiting list for the long term."

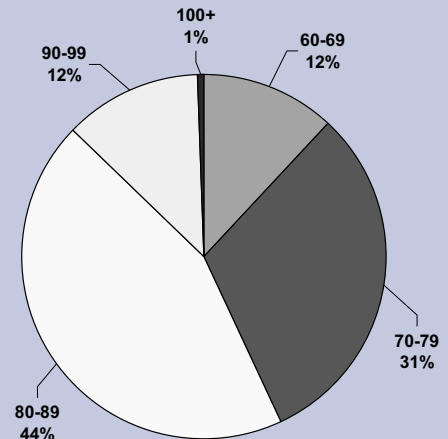
Hamilton County ESP Client Profile

Our typical client is an 80-year-old disabled woman, living alone on a modest income. Total clients served in 2009: 7,812. 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

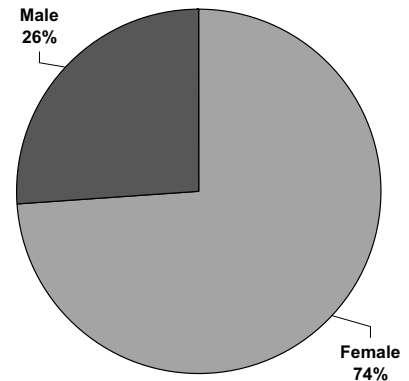
The average age of the Hamilton County ESP client in 2009 was 80 years old. Eligibility for the program starts at age 65, but clients may receive home-delivered meals beginning at age 60, if they are disabled. Some services are also available to clients under age 65 who have dementia, including Alzheimer's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

Age 60 – 69	919
Age 70 – 79	2,427
Age 80 – 89	3,421
Age 90 – 99	957
Age 100+	40



Gender

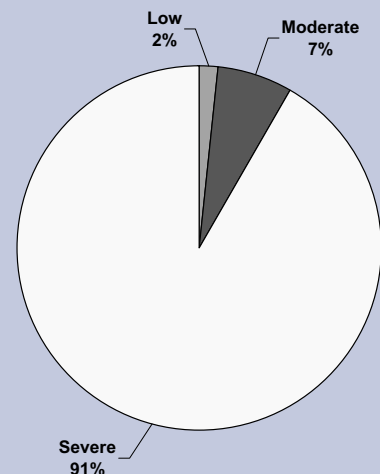
Female	5,775
Male	2,037



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	121
Moderate Disability	528
Severe Disability	7,135



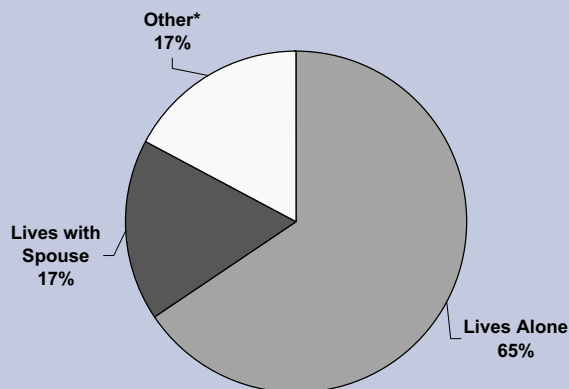
Hamilton County ESP Client Profile

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.

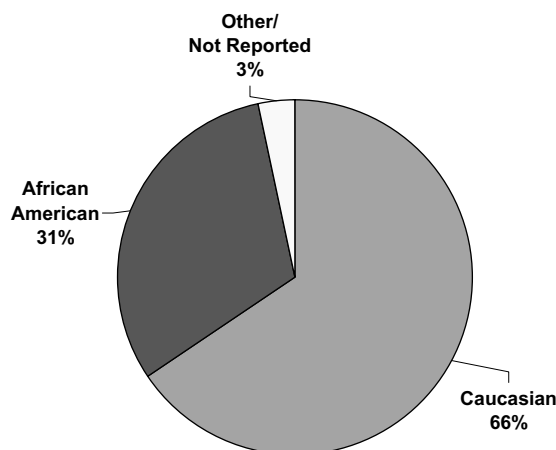
Lives Alone	5,081
Lives with Spouse	1,332
Other*	1,337

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



Race

Caucasian	5,118
African American	2,440
Other/Not Reported	254



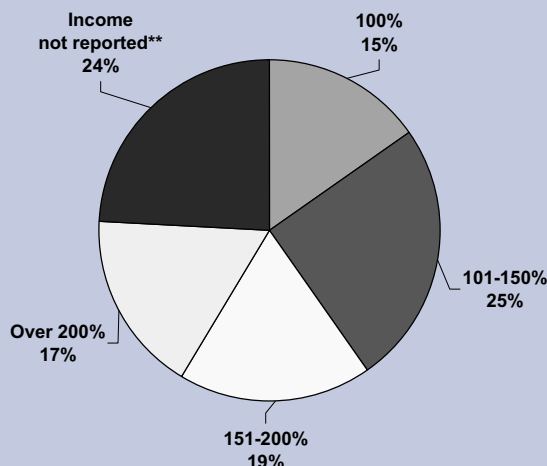
Income and Expenses

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*	30%
Clients with annual incomes at or below \$21,660**	59%
Clients with annual incomes above \$21,660**	17%
Average monthly income of clients**	\$1,553
Average monthly out-of-pocket medical costs per client	\$271

*Co-payment excludes 1,754 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



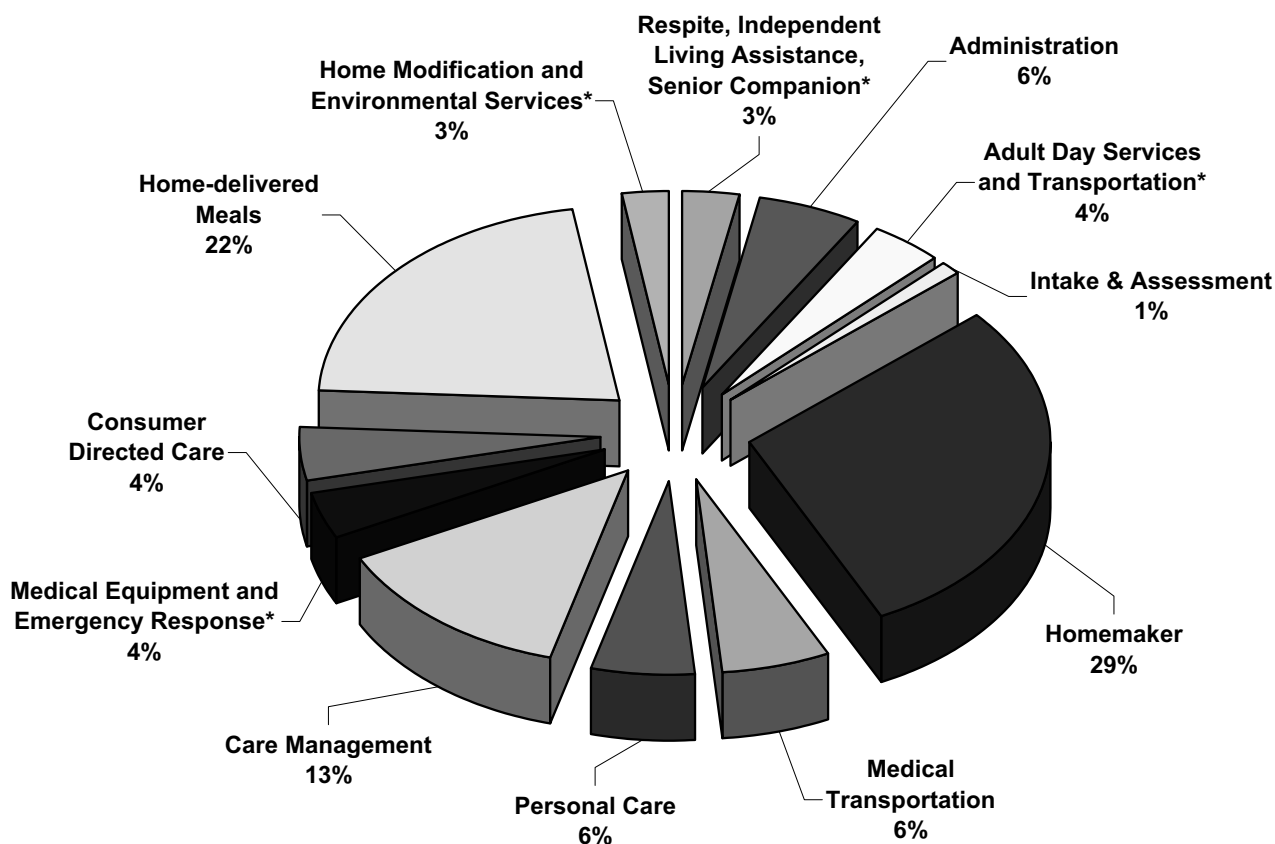
How Funds Are Used

Without the support of Hamilton County taxpayers, the Elderly Services Program would not exist. Local tax dollars cover 88 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 30 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 Hamilton 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			
<i>Service</i>	<i>Clients Served</i>	<i>Service Units</i>	<i>Cost</i>
Homemaker	3,848	301,872 hours	\$6,423,398
Home-delivered Meals	3,722	752,949 meals	\$4,786,522
Emergency Response System Monthly Rental	3,539	32,166 months of rentals	\$663,744
Home Medical Equipment	1,137	1,491 equipment items	\$236,622
Medical Transportation	1,125	40,573 trips	\$1,312,559
Personal Care	1,053	58,065 hours	\$1,208,832
Home Safety Modification	512	612 repairs	\$546,389
Consumer Directed Care	268	2,416 months of service	\$926,975
Adult Day Services	236	14,010 days	\$738,916
Respite	199	22,380 hours	\$498,733
Independent Living Assistance	131	1,622 hours	\$37,445
Senior Companion	130	11,605 hours	\$141,302
Adult Day Transportation	129	54,570 miles	\$115,695
Environmental Services	37	136 jobs	\$29,545
Care Management	7,812	N/A	\$2,955,605
Intake and Assessment	N/A	N/A	\$212,758
Administration	N/A	N/A	\$1,250,102
TOTAL EXPENSES			\$22,085,142
REVENUE			
Federal and State			\$1,604,577
Other Revenue*			\$215,012
Client Donation			\$125,027
Client Co-Payment			\$667,250
Hamilton County Elderly Services Levy			\$19,473,276
TOTAL REVENUE			\$22,085,142

* Other revenue includes funds from the Greater Cincinnati Foundation, Hamilton County Developmental Disabilities Services, and The Visiting Nurse Association.

Where Clients Live

<i>Jurisdiction</i>	<i>Clients Served</i>	<i>Jurisdiction</i>	<i>Clients Served</i>
City of Cincinnati	3,385	Springdale	156
Green Township	572	Cheviot	133
Colerain Township	446	Reading	116
Anderson Township	276	Sharonville	110
Springfield Township	266	Harrison (City)	106
Mount Healthy	240	North College Hill	102
Delhi Township	227	Deer Park	94
Norwood	201	Blue Ash	75
Forest Park	182	Other	961
Sycamore Township	164		
Total Clients Served: 7,812			

State of Aging in Hamilton County

Almost 20 percent of Hamilton County's residents are age 60 or older. This places Hamilton County 54th 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 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, nearly 42,000 Hamilton 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 Hamilton County Elderly Services Program.

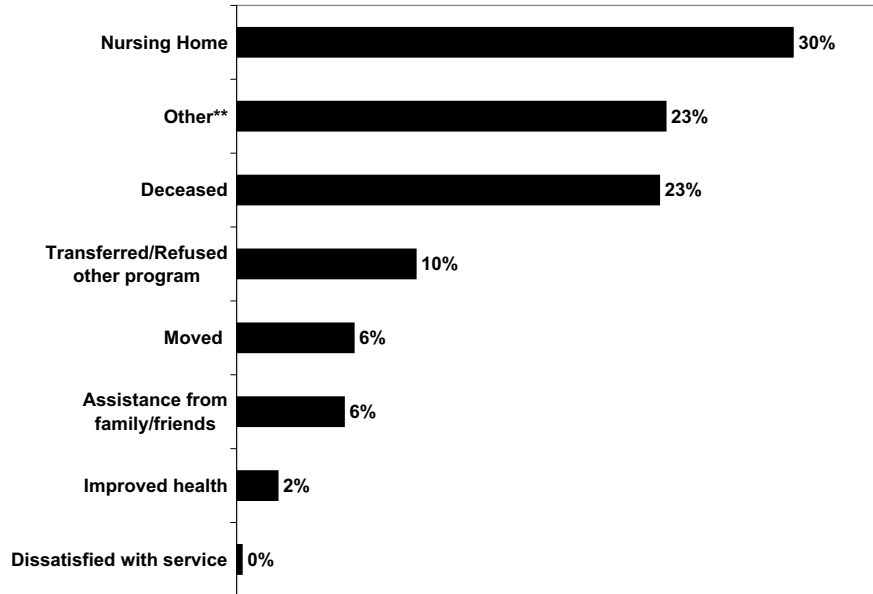
This is a large group. Most are people with modest resources. Many of the long-lived will deplete their assets as they age. **According to Scripps, nearly 30 percent of Hamilton County residents age 60+ live below or near the federal poverty level** (2009 - \$10,830/year for one person).

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.

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.

Reasons Why Clients Leave*

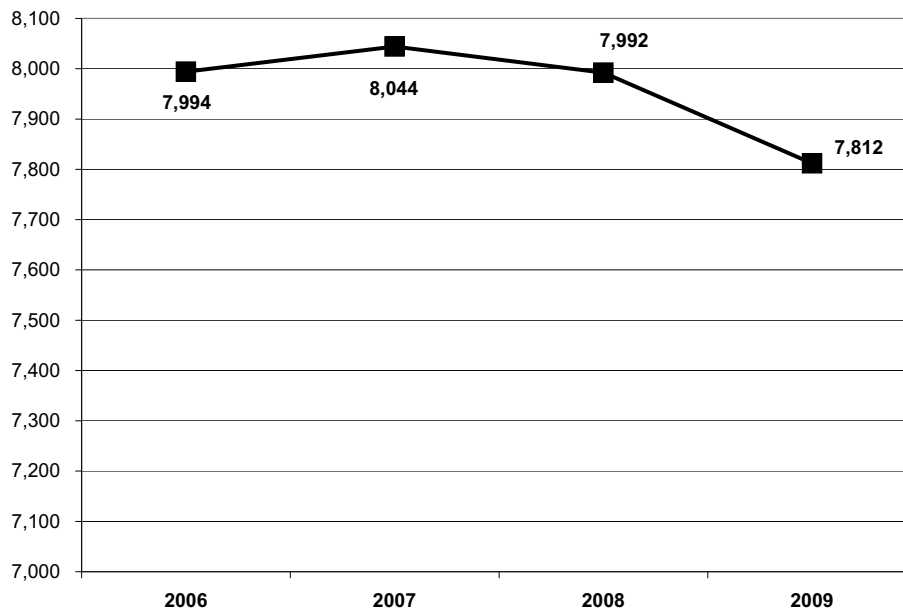
We are proud of the fact that only a tiny fraction of ESP clients leave because they are dissatisfied with the program. Almost a quarter of our clients remain on the program until they die. About 42 percent leave the program because their health changes - either improving or deteriorating and requiring 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.



*Data excludes clients receiving only home-delivered meals.

**"Other" may include reasons such as declined to accept services and no longer eligible.

Number of Clients Served*



*In 2007, Hamilton County voters approved a 1.29-mill tax levy to fund the Elderly Services Program. Though the new levy included an increase of .13-mills, program growth threatened to outpace funding. To keep the program within budget, COA began managing enrollment via a waiting list in March 2009. That explains the drop in client enrollment, which has since leveled off.

Provider List*

Active Day of Cincinnati	Hyde Park Center for Older Adults
Advanced Medical Equipment, Inc.	Interim HomeStyles of Greater Cincinnati, Inc.
Algo Termite & Pest Control	International Quality Healthcare Corp.
All Gone Termite & Pest Control	Jewish Family Service
Alternative Home Care & Staffing, Inc.	Jewish Vocational Service
American Ramp Systems	Judson Home Care
American-Mercy Home Care, LLC	Lifeline Systems Company
Assisted Care by Black Stone	Mayerson JCC
Bathblest Renovations	Meda-Care Transportation, Inc.
Bernens Medical	MedAdapt LTD
Caring Hearts Home Health Care, Inc.	Mercy Lifeline
Catholic Charities of Southwestern Ohio	Millenium Nursing Agency
Charter Home Services	Milt's Termite & Pest Control
Cincinnati Area Senior Services	Mullaney's Pharmacy & Home Health Care
Clifton Senior Center	North College Hill Senior Center
Colerain Township Senior Center	Nurses Care, Inc.
Comfort Keepers #172	Personal Touch Home Care of Ohio, Inc.
Comfort Keepers (200)	Private Home Care, Inc.
Community Services West	Rural/Metro Helpline
Comprehensive Health Care Services, Inc.	S.M.S. Inc.
Day Share Senior Services	Safeway Safety Step, LLC
Deaconess Lifeline	Saint Joseph Construction
Derringer Company**	Santa Maria Community Services, Inc.
Deupree Community Meals on Wheels	Senior Independence
Eldermount Adult Day Program	SP Contracting
Emerson Heating & Cooling Company	Superior Home Care, Inc.
Family Care, Inc.	Sycamore Senior Center
Formula Exterminators, Inc.	The Salvation Army Wilson Downtown Adult Day Center
Guardian Medical Monitoring	Thermal-Shield, Inc.
Harmony Court Day by Day	Tri State Maintenance
Harrison Senior Center	Twin Towers
Healing Connections Associates	Universal Transportation Systems (UTS)
Helping Hands Healthcare, Inc.	V&N Services, Inc.
Hillebrand Home Health, Inc.	Valued Relationships, Inc. (VRI)
Home Care Network, Inc.	Visiting Nurse Association of Greater Cincinnati and Northern Kentucky
Home First	Wesley Community Services
Home Health Care Services	

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

**Derringer Company is a meals contractor for Council on Aging, but does not provide direct client services.

Answers on Aging



“I think it’s [ESP] great. I would recommend it to anyone.”

~ Hamilton County ESP client, Mary Lou, with her care manger, Jean.

Assistance. Advocacy. Answers on Aging.

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