

Warren County

Elderly
Services
Program
ESP

Annual Report
2009



Warren County Elderly Services Program is provided by:

Warren County Commissioners



*From left to right, Warren County Commissioners:
C. Michael Kilburn, Pat South, David G. Young*

Warren County Elderly Services Program Advisory Council (as of 12/31/09)

- Dave Gully: *Chair*
- Nick Nelson: *Vice Chair*
- Mark Clark
- Dr. Don Juszczyk
- Freda Kilburn
- Ann Munafo
- Chuck Peckham

Administration:



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

Intake and care management:



570 North State Route 741
Lebanon, Ohio 45036
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Warren County Elderly Services Program
Helping older adults maintain independence and dignity in Warren County

(513) 695-2271

Dear Friends,

On behalf of the Warren County Elderly Services Program Advisory Council, it is my pleasure to present our Annual Report for 2009. During this year, we served 2,211 clients with in-home services.

Enrollment in the Elderly Services Program (ESP) leveled out in 2009 after two years of growth following voter approval of the senior services levy in November 2006. Demand and need for the program remain strong, because most older adults want to “age in place” for as long as possible and avoid an unnecessary move to a nursing home.

The mission of our program is to help older adults remain independent. This is not only compassionate; it’s also cost-effective. It costs taxpayers about \$356 a month per client in our program, compared with \$4,800 a month for Medicaid services in a nursing home. The Elderly Services Program helps seniors of modest means who do not qualify for Ohio’s PASSPORT in-home care program, but cannot afford to hire help on their own. In this way, ESP also helps families and caregivers – thousands of Warren County citizens – who provide most of the care for their older loved ones, but need supplemental help so they can continue to work and raise their children.

The demographic data and financial figures in our report will help you understand the program. But to really get a feel for it, I encourage you to read the stories about our clients, two of whom I had the pleasure of visiting. You’ll see in these stories how ESP helps families cope with illness and disability so they can stay together in their homes.

You’ll also read about efforts underway to help our program operate more efficiently and to raise community awareness about elder abuse and other safety issues for older adults.

We thank the people of Warren County for supporting the Elderly Services Program. Because it belongs to you, we pledge to continue to provide high quality care with careful stewardship of the community’s tax dollars.

David Gully, Chairman
Warren County Elderly Services Program Advisory Council

“The Elderly Services program is important for all of our Warren County community. This helps not just our seniors but their families as well. We want to continue to provide options for seniors. It is the right thing to do.”

~ Dave Gully, Chairman, Warren County ESP Advisory Council



Dave Gully

The Warren County Elderly Services Program

The Warren 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 \$356 a month per client in Warren County ESP, compared to \$4,800 a month for nursing home care.

Warren 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 Warren 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 the Warren County Elderly Services Program Advisory Council, a volunteer community advisory board.

Warren County Community Services, Inc. contracts with COA to assess and enroll clients, as well as provide care management.

It costs about \$356 a month per client in Warren 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 \$20,568 a year, from which she pays \$3,936 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.

Warren County ESP Client Profile - Rudy and Mitchel

Mitchel, 84, and Rudy, 83, are newlyweds by some standards; they've been married just 12 years. They laugh when they talk about how they met – some friends at church introduced them, but they were at a funeral when Rudy finally asked Mitchel out on their first date.

For many years they enjoyed living in Rudy's Blanchester home. They had a large garden and put up enough food each year to fill two freezers. But when that got to be too much, they moved into a smaller, tidy home in Lebanon, just down the street from Mitchel's daughter.



Pictured from left: Warren County ESP clients Mitchel and Rudy with their Warren County ESP Care Manager, Lauren.

The move came just in time because it wasn't long before Mitchel was hospitalized with heart disease, acute renal failure and dehydration. Back home, Mitchel was weak and unable to cook or keep up with the household chores.

As they often do when the other is sick, Rudy tried to pick up the slack while Mitchel recuperated. But aches and pains from years as a lineman for the electric company have slowed him down. It's difficult to get moving in the morning and a trip to the grocery store can wear him out.

It was hard to admit, but the couple needed help.

Mitchel's daughter suggested the couple contact the Warren County Elderly Services Program. Lauren, an ESP care manager, arranged to get the couple help with housekeeping and an emergency response device. Because ESP is a flexible program, Lauren was also able to have meals delivered once a day until Mitchel was feeling strong enough to cook again. They know they can always call Lauren if they need extra help.

Mitchel said the services are a great help. "It relieves a lot of the pressure, as well as the aches and pains," she said.

Assistance

"It relieves a lot of the pressure, as well as the aches and pains."

~ Mitchel, Warren County ESP Client, Lebanon

Warren County ESP Client Profile - Dan



After retirement, Dan began dabbling in amateur radio as a way to stay in touch with the outside world.

Long before Dan enrolled in the Warren County Elderly Services Program, he learned the value and peace of mind the program can bring to families who are struggling to balance the demands of caregiving with everyday life.

Following a stroke, Dan's mother suffered from dementia and was placed in a nursing home. Dan wanted to bring his mother home, but her health was an obstacle – he was working fulltime and she needed supervision.

After medication began to help her condition, Dan brought her home and enrolled her in Warren County ESP. Through ESP, Dan's mother was able to go to an adult day program while he worked.

Dan's mother passed away in 2003 and since that time, Dan's own health has declined. Arthritis and Carpal Tunnel Syndrome make it difficult for him to get around. He relies on a wheelchair when he's outdoors watching his grandkids or playing with his remote control cars. When household chores became too difficult for him, Dan knew who to call.

Melissa, his ESP care manager, arranged for help with housekeeping. Dan described his aide as a "tornado." "You don't get in her way!" he said. "She does really good work and I praise her."

Event highlights senior safety on Elder Abuse Awareness Day

More than 130 people participated in Warren County's first Senior Safety Day, June 15, 2009, at the Atrium Family YMCA in Franklin.

The event was held in conjunction with Elder Abuse Awareness Day -- an annual event to raise awareness about elder abuse, neglect and exploitation. Abuse and neglect of the elderly tends to be under-reported and hidden in most communities.

Through health screenings, educational sessions and information booths, participants learned about senior health and safety, dementia, elder abuse, fall prevention, frauds and scams, safe driving, federal and state benefits, and more.

The event was presented by the Safe Aging Coalition, a local coalition made up of area businesses and agencies, including Warren County ESP and Warren County Community Services, Inc.



Warren County Commissioner Pat South proclaimed June 15, 2009 as Elder Abuse Awareness Day in Warren County. Pictured from left: Commissioner Pat South; Karen Hill, Aging Services Director, Warren County Community Services, Inc.; Rachel Hutzel, Warren County Prosecutor; and Judy Webb, ESP Intake/Care Management Director, Warren County Community Services, Inc.

Reduction in providers will bring efficiency to ESP

Council on Aging has begun an efficiency initiative for the Elderly Services Programs in Warren and Hamilton counties. The effort is designed to help keep costs under control as the population ages and demand increases for in-home care services.

By dividing Warren County into two regions, grouping services, and using competitive bidding, Council on Aging will reduce the number of Elderly Services Program providers. While there's no decision on what is the ideal number of providers, it's clear that the current number (more than two dozen) is not efficient.

The changes are expected to bring about:

- More efficient service delivery so that multiple providers are not crossing paths to bring home care and meals to 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 of auditing and compliance for providers who have few clients
- More consistent service delivery

As part of the effort in Warren County, Council on Aging reduced the number of providers serving ESP clients at Deerfield Commons, a senior housing complex in Mason. The clients are now being served by a single provider for both in-home care services and home-delivered meals: Warren County Community Services, Inc. (WCCS). Before the change, seven different providers served Deerfield Commons.

Council on Aging and WCCS hosted a meeting with residents to explain the changes, answer questions, and arrange service schedules.

"We understand these changes are not easy for our clients, especially when they've grown attached to a certain aide," said Council on Aging CEO Suzanne Burke. "But most do understand that it is not efficient or cost-effective for multiple providers to be converging on one building, especially when some of those providers have as few as one or two clients. We can't sustain that model in the face of limited resources and growing need."



Photos left to right: Deerfield Commons residents Ellen, and Joyce (left with WCESP care manager, Barb) receive services that help them remain independent in their own homes.

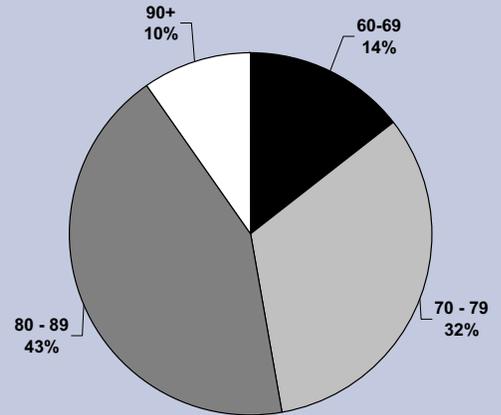
Warren County ESP Client Profile

Our typical client is an 81-year-old disabled woman, living alone on a modest income. Total clients served in 2009: 2,211. 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

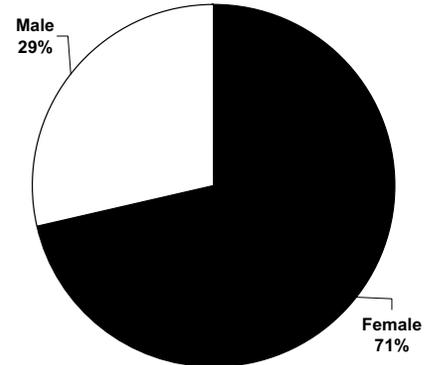
The average age of the Warren County ESP client in 2009 was 81 years old. Eligibility for the program starts at age 60. Some services are also available to clients under age 60 who have dementia, including Alzheimer's disease.

Age 60 – 69	318
Age 70 – 79	717
Age 80 – 89	950
Age 90+	213



Gender

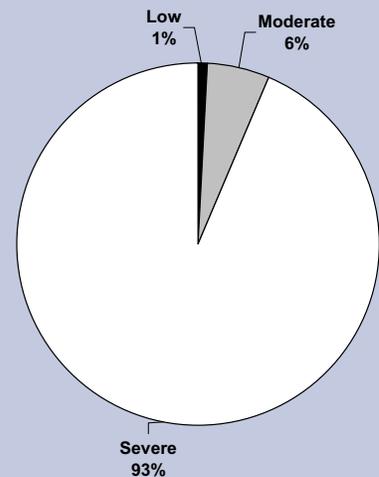
Male	634
Female	1,577



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	19
Moderate Disability	124
Severe Disability	2,067



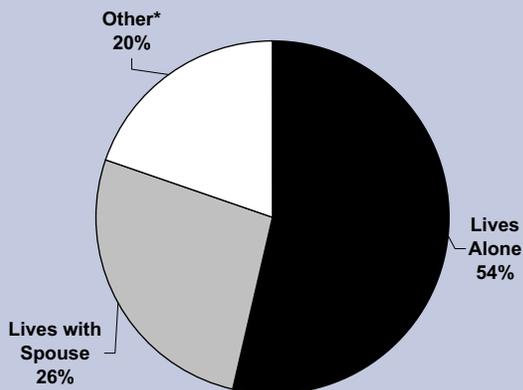
Warren County ESP Client Profile

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.

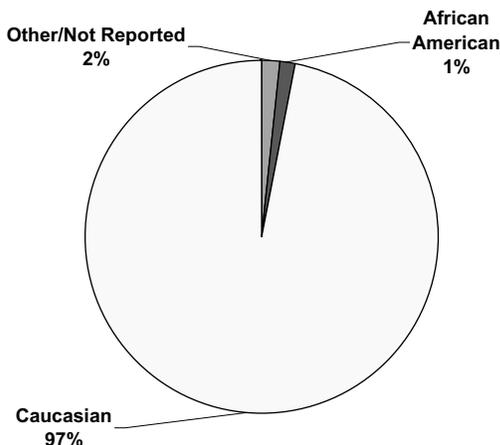
Live with spouse	584
Live alone	1,185
Other*	437

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



Race

Caucasian	2,145
African American	32
Other/Not Reported	34



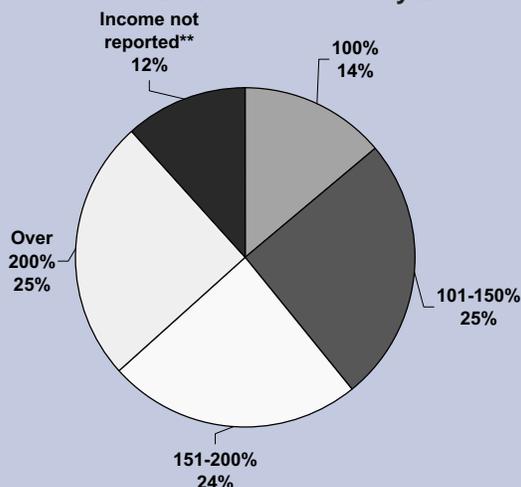
Income and Expenses

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†:	31%
Clients with annual incomes at or below \$21,660**:	63%
Clients with annual incomes above \$21,660**:	25%
Average monthly income of clients**:	\$1,714
Average monthly out-of-pocket medical costs per client:	\$328

†Co-payment excludes 380 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



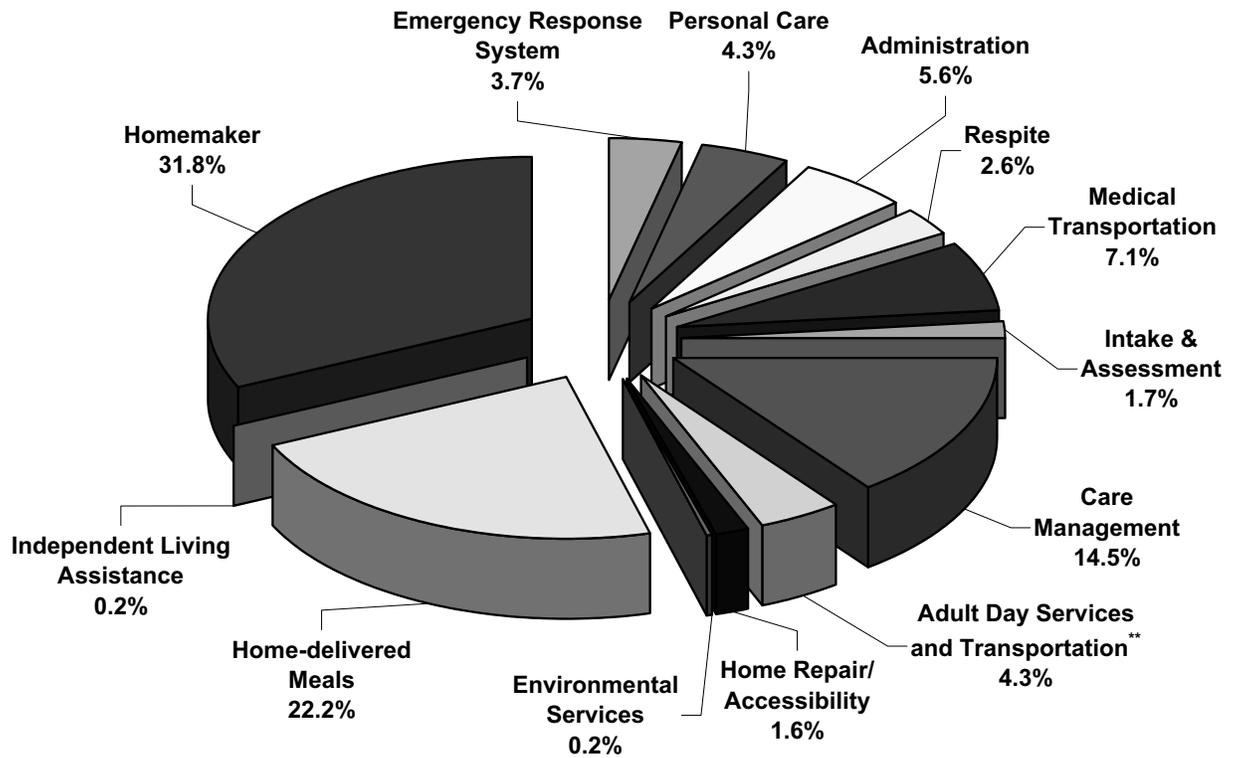
How Funds Are Used

Without the support of Warren 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 31 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 Warren County.

Program Expenses* January 1 - December 31, 2009



*Total may not equal 100 percent due to rounding.

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

How Funds Are Used

EXPENSES			
<i>Service</i>	<i>Clients Served</i>	<i>Service Units</i>	<i>Cost</i>
Home-delivered Meals	1,215	218,090 meals	\$1,396,236
Emergency Response System Monthly Rental	1,134	10,474 months of rentals	\$233,443
Homemaker	1,118	78,451 hours	\$2,004,782
Medical Transportation	332	10,206 trips	\$447,445
Personal Care	250	10,389 hours	\$272,535
Home Repair/Accessibility	132	148 jobs	\$102,134
Respite	85	6,514 hours	\$165,161
Adult Day Services	65	4,539 hours	\$236,965
Independent Living Assistance	49	559 hours	\$15,078
Adult Day Services Transportation	18	14,360 miles	\$37,035
Environmental Services (Pest Control)	14	23 jobs	\$13,148
Care Management	2,211	N/A	\$913,700
Intake and Assessment	N/A	N/A	\$109,129
Administration	N/A	N/A	\$355,717
TOTAL EXPENSES			\$6,302,508
REVENUE			
Federal, State and Other			\$272,984
Client Donation			\$42,149
Client Co-Payment			\$141,319
Warren County Elderly Services Levy			\$5,846,056
TOTAL REVENUE			\$6,302,508

Where Clients Live

<i>Jurisdiction</i>	<i>Clients Served</i>	<i>Jurisdiction</i>	<i>Clients Served</i>
Lebanon	287	Salem Township	68
Mason	255	Union Township	64
Franklin (city)	252	South Lebanon	53
Deerfield Township	197	Carlisle	50
Franklin Township	194	Harlan Township	50
Turtle Creek Township	176	Morrow	32
Hamilton Township	142	Waynesville	27
Wayne Township	99	Middletown	26
Clearcreek Township	86	Maineville	23
Springboro	71	Other	59
Total Clients Served: 2,211			

State of Aging in Warren County

Almost 13 percent of Warren County's residents are age 60 or older. This places Warren County 86th among Ohio's 88 counties in the proportion of its residents who are age 60+. Although Warren's population is relatively young, **the Scripps Center for Gerontology projects that Warren County's older adult population will increase by 145 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 11,800 Warren 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 Warren County Elderly Services Program.

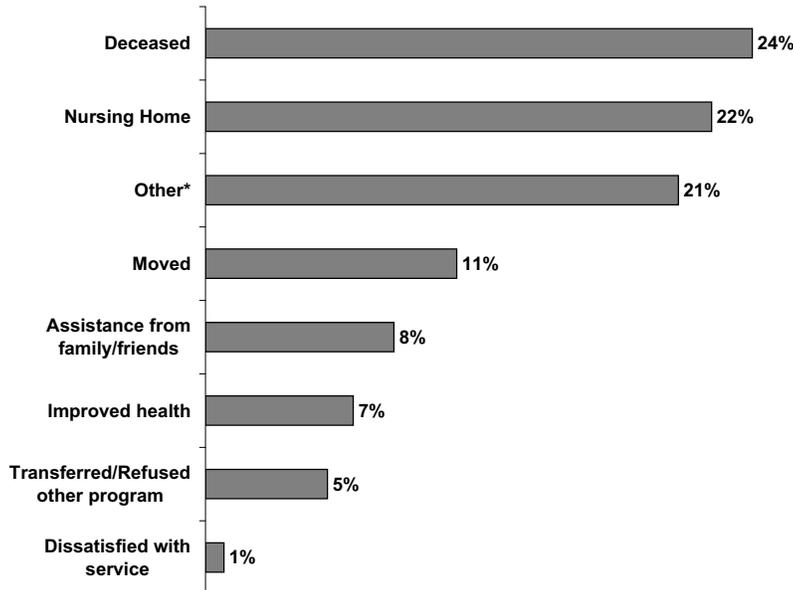
This is a large group. Most are people with modest resources. Many of the long-lived will deplete their assets as they age. **According to Scripps, almost 24 percent of Warren County residents age 60+ live below or near the federal poverty level** (2009 - \$10,830/year for one person).

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.

Warren 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**

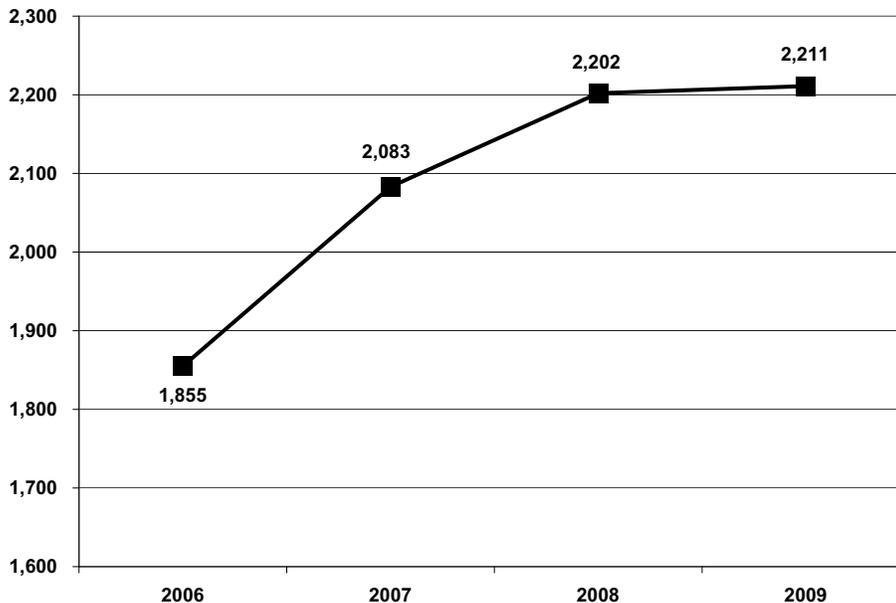
We are proud of the fact that only a tiny fraction of ESP clients leave because they are dissatisfied with the program. Almost a quarter of our clients remain on the program until they die. About 34 percent leave the program because their health changes - either improving or deteriorating and requiring 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*



*Warren County voters passed a 1.21-mill tax levy in Nov. 2006. At the time of the levy, nearly 300 people were on a waiting list for services. By spring 2007, everyone who still needed services was enrolled and the waiting list was gone. Since 2006, the program has grown by nearly 20 percent, but the pace of growth leveled off in 2009.

Provider List*

Acare Home Health	LifeSpan, Inc.
Active Day of Cincinnati	Mayerson JCC
Algo Termite & Pest Control	McKnight Terrace
All Gone Termite & Pest Control	Meda-Care Transportation, Inc.
Alternative Home Care & Staffing, Inc.	MedAdapt LTD
American Ramp Systems	Mercy Lifeline
American-Mercy Home Care, LLC	Middletown Senior Center
Assisted Care by Black Stone	Milt's Termite & Pest Control
Bathblest Renovations	Nurses Care, Inc.
Caring Hearts Home Health Care, Inc.	Otterbein Lebanon Adult Day Service
Charter Home Services	Personal Touch Home Care of Ohio, Inc.
Clinton County Adult Day Center, Inc.	Rural/Metro Helpline
Comfort Keepers #178	S.M.S. Inc.
Comprehensive Health Care Services, Inc.	Safeway Safety Step, LLC
Deaconess Lifeline	Senior Independence
Emerson Heating & Cooling Company	Senior Resource Connection
Guardian Medical Monitoring	SP Contracting
Helping Hands Healthcare, Inc.	Superior Home Care, Inc.
Home Care Network, Inc.	Thermal-Shield, Inc.
Home First	Tri State Maintenance
Interim HomeStyles of Greater Cincinnati, Inc.	Universal Transportation Systems (UTS)
International Quality Healthcare Corp.	V&N Services, Inc.
Jewish Family Service	Valued Relationships, Inc. (VRI)
Lifeline Systems Company	Visiting Nurse Association of Greater Cincinnati and Northern Kentucky
	Warren County Community Services, Inc.

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



Answers on Aging



“We are so very grateful for the Elderly Services Program and all of the help we get from Lauren. Though we would like to, we can’t do all of it ourselves anymore.” ~ Mitchel, Warren County ESP client

Pictured left to right: Lauren, Warren County ESP care manager; Mitchel and Rudy, Warren County ESP clients; Dave Gully, Warren County Administrator and Chairman of the Warren County ESP Advisory Council

Assistance. Advocacy. Answers on Aging.

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