

Butler County

Elderly
Services
Program
ESP

2010 Annual Report



The Elderly Services Program is provided by:

Butler County Commissioners



*From left to right, Butler County Commissioners as of 12/31/10: Charles R. Furmon, Donald L. Dixon and Gregory V. Jolivet
Cindy Carpenter has replaced Gregory V. Jolivet as of 1/1/11*

Butler County Citizens for Elderly Services, Inc. (as of 12/31/10)

Dr. Jane Straker: *President*
Douglas Alder: *Vice President*
Bart J. Drake: *Secretary*
Daniel Solazzo: *Treasurer*

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Dr. Harry M. Davin
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Helen Smith (ex-officio)

Kathlyn Campbell
Charles Eberwine
Kevin Kurpieski
David Stiles

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 2010 Annual Report.

In a year when the economy remained in recession and many were without jobs, the Butler County Elderly Services Program was a bright spot of hope in our community. Despite the hard times, voters once again approved the tax levy that makes our program possible. Their support demonstrated how much they value the services that help keep older adults in their homes. People understand it is both compassionate and cost effective to make this option available to people who might otherwise be in a nursing facility.



Dr. Jane Straker

The Butler County Elderly Services Program served nearly 4,000 clients in 2010, about the same as in 2009. After three years of growth, enrollment leveled off in 2010, but as you'll read on page 10 of the report, the county's population is aging and demand for the program could increase in the years ahead.

One interesting demographic trend within our program is a growing proportion of clients over the age of 80. In 2009, 55 percent of our clients were age 80 or older and in 2010, 59 percent. That includes 18 clients age 100 or older.

These are all people with a significant level of disability who are nevertheless able to remain at home with the help of services that cost an average of \$325 per month, compared with about \$4,200 per month for care in a nursing home. I encourage you to learn more about the kinds of people we serve by reading the stories about our clients in this report.

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 homes. 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.

Jane Straker, President
Butler County Citizens for Elderly Services, Inc.

Butler County Elderly Services Program

Helping older adults maintain independence and dignity in Butler County

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

The 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 \$325 a month per client in Butler County ESP, compared to \$4,200 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 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 \$325 a month per client in Butler County's Elderly Services Program, compared to \$4,200 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 \$19,172 a year, from which she pays \$3,054 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 – Dorothy and Robert



Butler County ESP clients Dorothy and Robert

The past year has been difficult for Dorothy and Robert. A diabetic, Robert had a wound on his right leg that refused to heal and eventually had to have the leg amputated. While he was recuperating in a nursing home, Dorothy was always there, even if it meant she had to walk all the way home.

Robert now has to go to dialysis three days a week. Dorothy, who doesn't drive because of poor vision, would struggle to help get him out the door so he could be transported to the appointments. That was until the Elderly Services Program got them a portable ramp. Dorothy keeps it tucked beneath a table in the living room and is quite proud of how quickly she can set it up and take it down.

"That ramp is a Godsend," she said. "I try to do as much for (Robert) as I can by myself, to keep from aggravating anyone else."

The two met and married about 30 years ago. Both had come to Hamilton from the South, Robert as a young boy and Dorothy as an 18-year-old mother of an infant. Dorothy found work in a clothing factory and then worked at the former Champion Paper Co. Robert worked in a foundry and at General Motors. He also had his own business as a DJ - something

he'd started as a teenager by building his own equipment - and he was in demand for dances and wedding receptions. Health problems have slowed them down, but they still rise every day at 4:30 or 5.

They enrolled in the Elderly Services Program in 2003, at first getting only home-delivered meals. Now, their services include medical transportation, homemaking, and an independent living assistant who helps with their personal paperwork because both have poor vision.

"If it wasn't for the Elderly Services Program, I don't want to talk about what we would do," Dorothy said. "It would be pretty bad for us...I don't mind taking care of him. That's my job. But it makes a difference to have the help."

Robert echoed the appreciation: "You all do so much. Everyone who helps us is so nice. It's just Co-Co Puff steady."

"If it wasn't for the Elderly Services Program, I don't want to talk about what we would do. It would be pretty bad for us...I don't mind taking care of him. That's my job. But it makes a difference to have the help."

~Dorothy, Butler County ESP client

Butler County ESP Client Profile - Lois and Sam

When Lois and Sam go out to dinner, people sometimes stare at them or try to intervene. Simply getting out of the van is a contortionist act, but they've got a routine. Lois lies on her back across the seats while Sam boosts crutches up under her, pulls her forward and positions her feet. Then she can scoot to her destination, inch by inch. As far as they're concerned, it's just life. No use crying about it.



Sam and Lois with their Butler County ESP care manager, Mary

On June 7, 1958, shortly after her 27th birthday, Lois was using gasoline to clean something in her house. The pilot light from a space heater ignited the fumes and in seconds, the house became an inferno. Lois was burned over 70 percent of her body and was not expected to live. She was in the hospital for two years while doctors worked on skin grafts. When she finally emerged, scarring had essentially fused her hips and spine, she had lost the little finger on her right hand, and her right arm was locked at an angle.

At the time, Sam was working in the water department for the city of Middletown and he and Lois had two children, in kindergarten and first grade. "The kids had it rough," Sam said. "They were small. When Lois got hurt, what are you going to do – shoot yourself? Our feeling was, let's forget it and move on. And that's what we've done."

Raised in a coal mining family in Virginia, Sam understands hardship. His father died when Sam was 14. "If we ate, it was because we raised it," he said. "I learned to do with what I had and that's what has worked for me and Lois."

Moving on after the accident meant taking pride in small victories. Sam's pals would laugh when he began a savings account by putting aside 50 cents a week and their neighbor said she could barely watch when Lois would insist on raking leaves by herself, slowly pushing them into a garbage can laid on its side. "I got enjoyment out of it," Lois said. "I even painted the bathroom by myself, except I couldn't get the corners, and I painted our little storage shed. Even if it's real slow, you want to accomplish something."

In 2007, Lois fell and broke her leg. Doctors had to implant a titanium rod. After recuperating in a nursing facility, she returned home, carried on a stretcher. Today, she is unable to do more than scoot herself forward with the help of a platform walker.

Lois called the Middletown Senior Center to ask about getting Meals on Wheels. That's when she learned about the Elderly Services Program and the possibility of getting more help.

In addition to the home-delivered meals, Lois now has homemaking help and personal care (help with bathing) twice a week. But the most wonderful thing was the completion in December of a roll in shower with safety bars. For the first time since 1995, Lois was able to take a shower instead of sponge baths.

"I felt like I had died and gone to heaven," she said. "You don't realize what a good bath means until you can't have one."

continued on next page

Client profile continued

Lois' LifeSpan care manager, Mary, also arranged for Lois and Sam to receive a monthly food box from Shared Harvest. They love it, especially Sam, who is convinced that the regular supply of juice has improved his health.

Even so, Sam said he couldn't handle all his caregiving tasks without help. Their daughter is "our lifeline," he said, and, at 86, he's ready to admit he can't do it all. "We're doing pretty good," he said. "We get by. But without help, I don't know. We'd be hurting, that's for sure."

Mental health services relieve depression

In its first year, a mental health program for older adults in Butler County has significantly relieved depression among nearly 60 percent of its participants.

Called Uplift, the program helps seniors understand that while depression is common among older adults, it is not a normal part of aging. Treating depression can help a person feel like themselves again and even improve physical health.

The program is offered as public service at little to no charge to eligible older adults. It is a joint effort of Council on Aging of Southwestern Ohio and the Butler County Mental Health Board. In-home therapy and other services are provided by Community Behavioral Health, a treatment agency based in Hamilton. Those eligible are age 60 or older and need help with activities of daily living, such as homemaking or personal care. Clients of the Elderly Services Program are eligible and, in fact, have comprised 71 percent of the participants over the past year.

According to data gathered by Community Behavioral Health, 158 people participated in the program from October 2009 through December 2010. Nearly 40 percent of them had symptoms of moderately severe to severe depression. The remainder had mild to moderate depression. After 17 weeks in the program, tests showed that nearly 60 percent of participants improved.

Butler senior services levy passed

On Election Day, Nov. 2, 2010 the Butler County Senior Services levy passed by a resounding 65.9 percent of the vote.

"The people of Butler County have supported this program for over 14 years," said Council on Aging CEO Suzanne Burke. "They place a high value on helping the frail elderly to remain in their homes with the help of basic services such as Meals on Wheels and transportation to the doctor."

The levy will provide over 10 million for the program, which is 90 percent of the funding. Other revenue comes from federal, state and grant sources (through Council on Aging), client donations and client co-payments.

"For many, the loss of the levy would have meant a premature move to a nursing home where they may have spent the rest of their days (and a greater cost to the taxpayers,)" Burke said. "Butler County is the kind of compassionate community that offers its elderly citizens a better option."



The Nuxhall family served as honorary co-chairs during the levy campaign

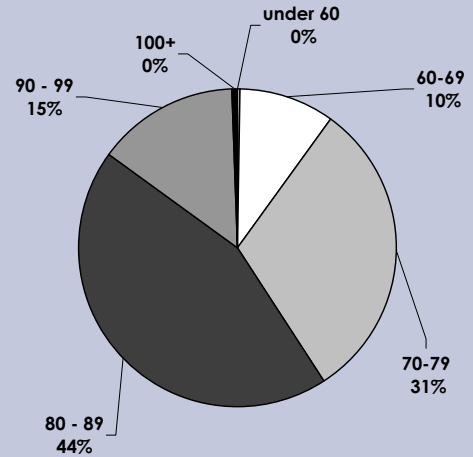
Elderly Services Program Client Profile

Our typical client is an 81-year-old disabled woman, living alone on a modest income. Total clients served in 2010: 3,933. 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

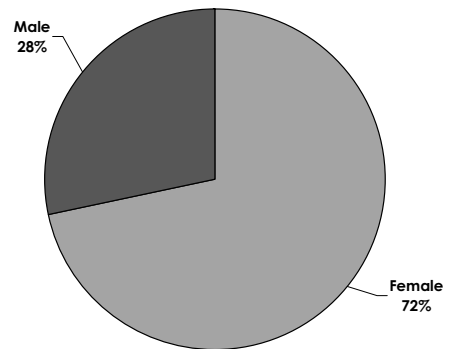
The average age of the Butler County ESP client in 2010 was 81 years old. Eligibility for the program starts at age 65, but clients may receive home-delivered meals beginning at age 60, if they are disabled. Some services are also available to clients under age 60 who have dementia, including Alzheimer's disease.

Age under 60	7
Age 60 – 69	390
Age 70 – 79	1,213
Age 80 – 89	1,730
Age 90 – 99	575
Age 100+	18



Gender

Female	2,821
Male	1,112



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.



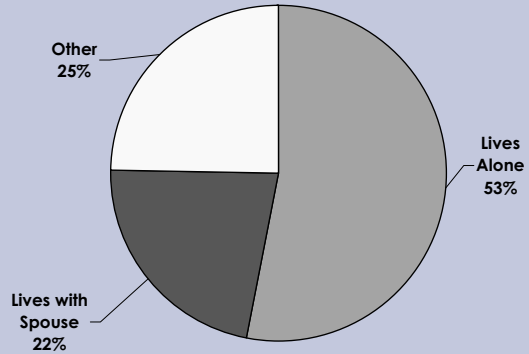
Elderly Services Program Client Profile

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.

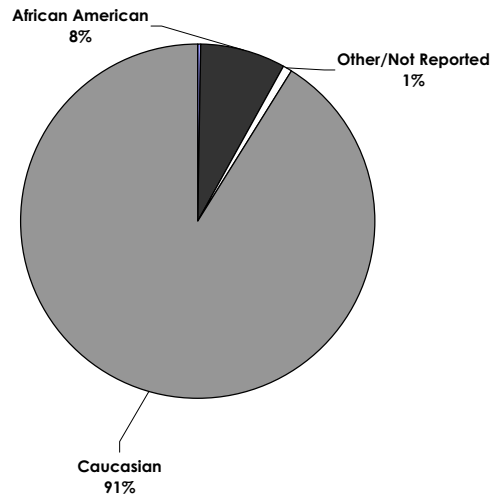
Lives Alone	2,089
Lives with Spouse	873
Other*	971

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



Race

Caucasian	3,578
African American	308
Other/Not Reported	47



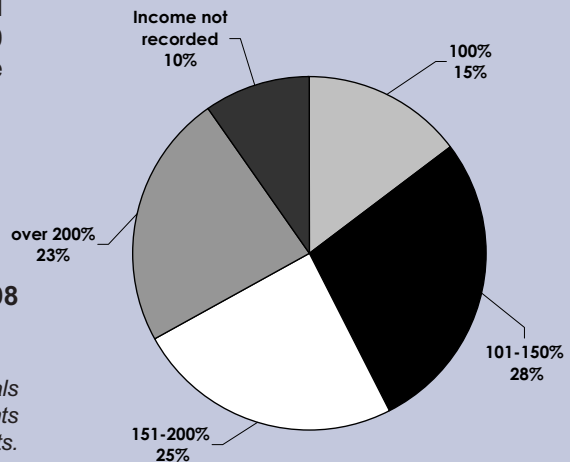
Income and Expenses

Most ESP clients have modest incomes. The 2010 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*	27%
Clients with annual incomes at or below \$21,660**:	68%
Clients with annual incomes above \$21,660**:	23%
Mean gross monthly income of clients**:	\$1,598
Average monthly out-of-pocket medical costs per client:	\$254

*Co-payment excludes 604 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 2010 Federal Poverty Level



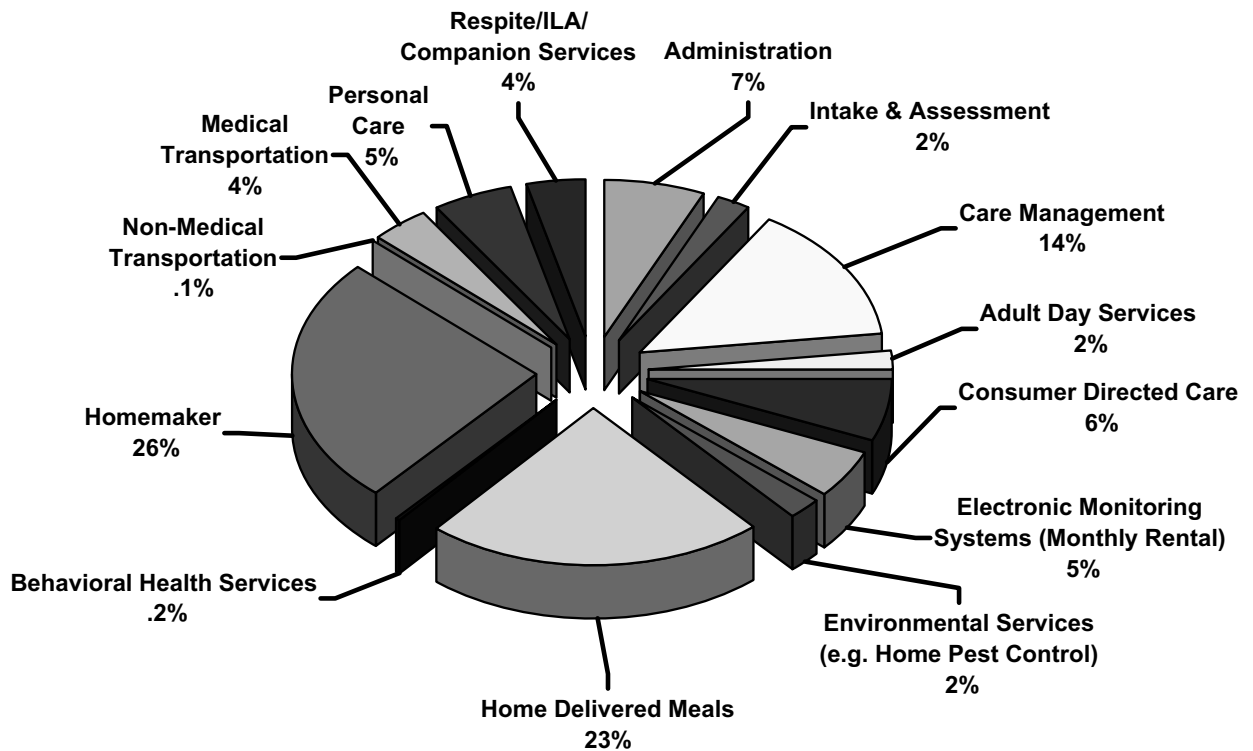
How Funds Are Used

Without the support of Butler County taxpayers, the Elderly Services Program would not exist. Local tax dollars cover 90 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 one fourth 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, 2010



*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>
Home-delivered Meals	2,253	434,173 meals	\$2,566,356
Electronic Monitoring	2,272	20,868 rental months	\$423,756
Homemaker	1,779	126,251 hours	\$2,930,091
Home Medical Equipment	667	1,372 equipment items	\$145,350
Medical Transportation	585	15,512 trips	\$440,153
Personal Care	483	25,454 hours	\$592,310
Independent Living Assistance	364	5,190 hours	\$152,151
Home Safety Modification	281	317 repairs	\$217,013
Consumer Directed Care	197	3,788 months of service	\$725,166
Senior Companion	187	6,600 hours	\$115,465
Respite	114	7,943 hours	\$182,534
Adult Day Services	81	4,364 hours	\$218,624
Non-Medical Transportation	43	242 trips	\$7,058
Environmental Services (e.g. pest control)	34	106 jobs	\$28,445
Adult Day Care Transportation	19	5,558 miles	\$13,283
Behavioral Health	N/A	N/A	\$26,988
Care Management	N/A	N/A	\$1,617,283
Intake and Assessment	N/A	N/A	\$242,422
Administration	N/A	N/A	\$771,721
TOTAL EXPENSES			\$11,416,169
REVENUE			
Federal and State			\$810,671
Client Donation			\$57,166
Client Co-Payment			\$248,067
Butler County Elderly Services Levy			\$10,300,265
TOTAL REVENUE			\$11,416,169

Where Clients Live

<i>Jurisdiction</i>	<i>Clients Served</i>	<i>Jurisdiction</i>	<i>Clients Served</i>
Middletown	1,112	Liberty Township	82
Hamilton	1,047	Madison Township	78
Fairfield (city)	410	Monroe	68
West Chester	289	St. Clair Township	62
Fairfield Township	166	Ross Township	54
Trenton	149	Morgan Township	48
Oxford	99	Other	172
Hanover Township	97		
Total Clients Served: 3,933			

State of Aging in Butler County

Almost 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 decade.**

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 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.

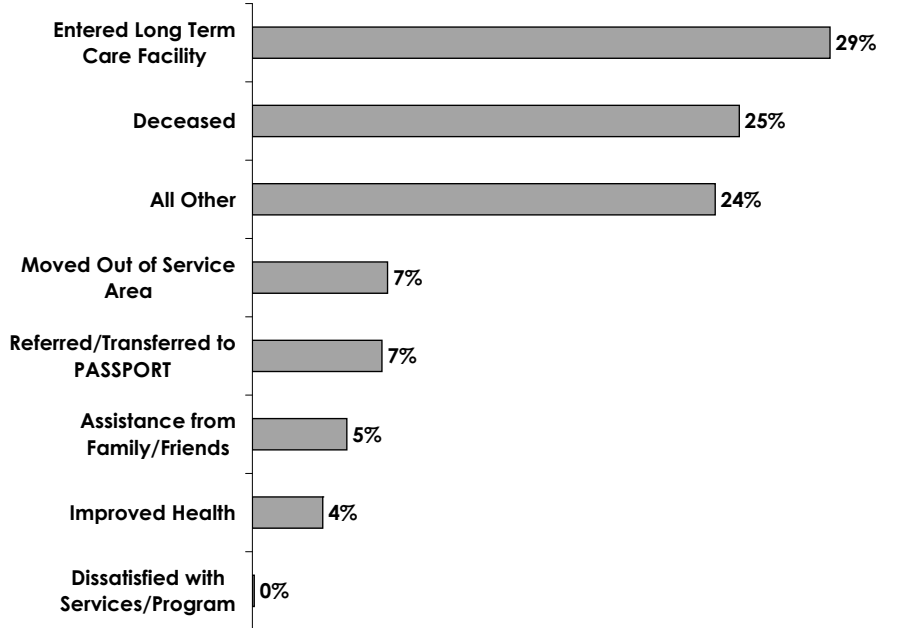
This is a large group. Most are people with modest resources. Many of the long-lived will deplete their assets as they age. **According to Scripps, more than four out of every 10 Butler County residents age 60+ live below or near the federal poverty level** (2010 - \$10,830/year for one person).

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*

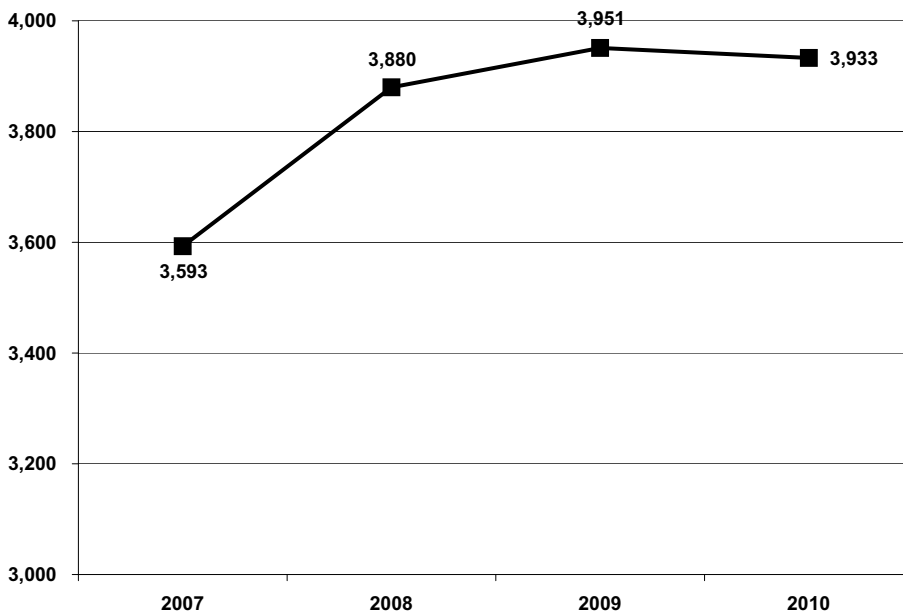
We are proud of the fact that only a tiny fraction of ESP clients leave because they are dissatisfied with the program. Almost a quarter of our clients remain on the program until they die. About 40 percent leave the program because their health changes - either improving or deteriorating and requiring 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



Provider List*

Acare Home Health	Meda-Care Transportation, Inc.
Active Day of Cincinnati	MedAdapt LTD
Advanced Medical Equipment, Inc.	Middletown Area Senior Citizens, Inc.
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
Alzheimer's Association of Greater Cincinnati	Nurses Care, Inc.
American Ramp Systems	Otterbein Lebanon Adult Day Service
American-Mercy Home Care, LLC	Oxford Senior Citizens, Inc.
Assisted Care by Black Stone	Partners in Prime
Bathblest Renovations	Personal Touch Home Care of Ohio, Inc.
Bernens Medical	Private Home Care, Inc.
Butler County Care Facility	RHC
Caring Hearts Home Health Care, Inc.	Rural/Metro Helpline
Catholic Charities of Southwestern Ohio	Safeway Safety Step, LLC
Charter Home Services	Saint Joseph Construction
Cincinnati Area Senior Services	Senior Independence
Colonial Community Services	Senior Resource Connection
Comfort Keepers #178	SP Contracting
Comfort Keepers #200	Superior Home Care, Inc.
Comprehensive Health Care Services, Inc.	Sycamore Senior Center
Deaconess Lifeline	Thermal-Shield, Inc.
Derringer Company**	Trenton Heating & Air Conditioning, Inc.
Emerson Heating & Cooling Company	Tri State Maintenance
Guardian Medical Monitoring	Universal Transportation Systems (UTS)
Helping Hands Healthcare, Inc.	V&N Services, Inc.
Home First	Valued Relationships, Inc. (VRI)
Interim HomeStyles of Greater Cincinnati, Inc.	Visiting Nurse Association of Greater Cincinnati and Northern Kentucky
International Quality Healthcare Corp.	Warren County Community Services
Jewish Family Service	Wesley Community Services
Lifeline Systems Company	
LifeSpan, Inc.	

*Providers with a valid contract between 1/1/10 - 12/31/10.

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

Answers on Aging



“We’re doing pretty good. We get by. But without help, I don’t know. We’d be hurting, that’s for sure.”

~ Lois and Sam, Butler County ESP clients

Assistance. Advocacy. Answers on Aging.

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