

Warren County

Elderly Services Program

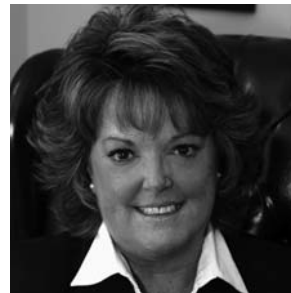
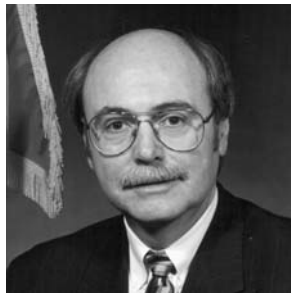
Esp

2010 Annual Report



Warren County Elderly Services Program is provided by:

Warren County Commissioners



*From left to right, Warren County Commissioners (as of 12/31/10)
C. Michael Kilburn, Pat South, David G. Young
Tom Ariss has replaced C. Michael Kilburn as of 1/1/11*

Warren County Elderly Services Program Advisory Council (as of 12/31/10)

Dave Gully: *Chair*
Nick Nelson: *Vice Chair*
Mark Clark
Dr. Don Juszczyk
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
(513) 695-2271
www.wccsi.org

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 2010. During this year, we served 2,335 clients with in-home services.

Enrollment in the Elderly Services Program (ESP) experienced its strongest growth in two years, with a 5.6 percent increase over 2009. Since voters approved the last senior services levy in November 2006, our program has grown by 26 percent. One interesting trend: an increasing percentage of our clients are over the age of 80. It was 53 percent in 2009 and 56 percent in 2010. In addition, we had five clients in 2010 who were age 100 or older. Demand and need for the program remain strong, as most older adults want to “age in place” for as long as possible and avoid an unnecessary move to a nursing home.



Dave Gully

Helping seniors stay in their homes is the mission of our program. This is not only compassionate; it's also cost-effective. It costs taxpayers about \$316 a month per client in our program, compared with \$4,200 a month for Medicaid services in a nursing home. The Elderly Services Program is designed to help those in our community of modest means who do not qualify for Ohio's PASSPORT in-home care program, but cannot afford to hire in-home 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. 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.

2011 will be an important year for seniors and their families because the senior services levy will expire and must be placed before the voters in order for the program to exist. 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

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 long-term care, services in the home are also the least expensive. It costs about \$316 a month per client in Warren County ESP, compared to \$4,200 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 \$316 a month per client in Warren 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 \$20,376 a year, from which she pays \$3,660 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 - Hope and John

About ten years ago, Hope and John made a difficult decision that turned out to be a wise one.

“We wrote a letter to our children telling them we were thinking about leaving our beloved Greenville, South Carolina and coming back north to be nearer to them,” Hope said. “We said we didn’t want to intrude on their lives, but they said, ‘Come back.’”



Pictured from left: Warren County ESP Care Manager, Jen, and Warren County ESP clients John and Hope

After raising their family in Cleveland, they had moved to Greenville and lived there 20 years. Hope took the move as a time to retire from her work as a lawyer, and John continued his work as an electrical engineer. But they took time for their dream, traveling around the country in an RV.

In 2001, not long after returning to Cincinnati, John, now 89, had a stroke and other health problems began to mount up. They found a home in Morrow, not far from their son, and Hope took on the role of caregiver. John eventually lost half of one lung, had heart bypass surgery and was diagnosed with Alzheimer’s.

Hope, 84, took care of him, but had some health problems of her own. “Our daughter (who lives in Virginia) pushed the issue and kept after me,” Hope said. “She said there must be some help I could get.”

Through Warren County Community Services, Hope learned about the Elderly Services Program and she and John enrolled in 2006. Their services include emergency response system, home-delivered meals, and medical transportation.

Their son comes by weekly to handle yard work and chores and their neighbors have been kind, especially over the winter when they shoveled the driveway and front walk with every snowfall.

“The help has been so wonderful,” Hope said. “It’s kept us in our home. Without the services I would be in real trouble. It takes an hour and a half just to get John ready in the morning and then the same again at night. We’d probably have to put him in a nursing home, so the program is really doing its job.”

Assistance

Warren County ESP Client Profile - Ruth



Warren County ESP Client Ruth, with her daughter, Sarah

Ruth and her daughter, Sarah, have a close bond. Each has cared for the other through difficult times.

Sarah was only three when her father died, killed in Germany during WWII. To support the two of them, Ruth took a job as a hairdresser and worked at a beauty salon in Mason. While her mother worked, Sarah often stayed with her grandparents on the family farm in Mason where her mother grew up.

Ruth later remarried, but was again widowed. For years, she lived quietly in an apartment above the home of a school classmate, but when the friend's son decided to take his mother home with him to Florida, Ruth had nowhere to go.

Sarah took her in and Sarah's husband had the idea of adding an apartment onto their house where Ruth could live out her days.

"It's very nice," Ruth said. "I wanted to be close to my daughter. She's all I've got left."

When Ruth moved in with her daughter and son-in-law 20 years ago, she was active and still driving. But in her 80s, her health began to decline. Now, at 95, she is frail.

"She had a stroke and when she got home from the hospital in 2009, I took her to therapy three times a week," Sarah said. "But it was far away and the trip was wearing her out. By the time we'd get there, she would be too tired to do any therapy. I was getting worn out too because I'd be up with her every two to three hours through the night. I was afraid I wasn't going to be able to hold up, but I didn't want to think about her going someplace else."

Through her mother's doctor in Mason, Sarah heard about Warren County Community Services and the Elderly Services Program. Today, Ruth receives home care assistance from an aide who comes in three days a week, plus home-delivered meals and an emergency response device.

"It has really worked out very well," Sarah said.

Event helps keep local seniors safe

Warren County's Senior Safety Symposium was held on June 19 at Bethesda Medical Center at Arrow Springs in Lebanon. Held in conjunction with Elder Abuse Awareness Day, the event was an opportunity to educate seniors, caregivers and families on various issues and increase awareness of elder abuse. Several workshops were held throughout the day focusing on topics such as identity theft, scams and fraud, and home safety and accessibility. Health screenings and a drop off for expired prescriptions were also held during the event.

Warren County Sheriff Larry Sims presented the Community Advocate Award to Warren County Prosecutor (now Judge) Rachel Hutzel.

The event was sponsored by Bethesda Medical Center at Arrow Springs, AT&T, Council on Aging of Southwestern Ohio, and Mental Health Recovery Services of Warren and Clinton counties.

Bid process brings savings to Elderly Services Program

A process to improve efficiency and quality in the Hamilton and Warren County Elderly Services Programs has significantly reduced the number of providers who have contracts with Council on Aging and saved an estimated \$250,000 annually in each county.

Earlier this year, COA issued a Request for Proposals to provide ESP home-delivered meals, home care assistance and independent living assistance in the two counties. The bidding process for Warren County included two major changes from previous years: 1) providers bid for established geographic zones in each county and are required to serve ALL clients within their awarded zone; and 2) combined several different services into one category called home care assistance, to improve flexibility in deploying home health aides.

"Our goal was to contract with the highest quality providers at the lowest possible price to serve as many clients as possible with the tax dollar," said COA CEO Suzanne Burke.

Some Warren County highlights:

- The total number of contracted providers dropped from 17 to 13.
- In 12 senior housing complexes, the number of providers serving the complex was reduced to a single provider for each of the services: home-delivered meals, home care assistance, and independent living assistance. This is a major efficiency boost because in many buildings, clients were receiving services from numerous providers.
- The change affected 528 clients who needed to transfer at least one service to another provider. To help explain the change to clients living in senior housing, staff from COA and provider agencies held group meetings in the buildings.

"Many clients are uncomfortable with changing their home care aide, and that's understandable," Burke said. "But we have seen the heads nodding when we explain the need to make the program more efficient so the tax dollars can be stretched to serve more clients."

The estimated annual savings amounts to providing services to an additional 60 clients in each county for a year.

Looking ahead: Warren senior services levy expires in 2011

The five-year levy that funds Warren County's Elderly Services Program will expire at the end of 2011 and will need to go before the voters again if the program is to continue. County commissioners will make that determination.

In 2010, the levy provided nearly \$6 million for the program, which is 91 percent of the funding. (See page 9.) Other revenue comes from federal, state and grant sources (through Council on Aging), client donations, and client co-payments.

Warren County voters passed the first levy in May, 2002, by 60 percent of the vote. Four years later, with a waiting list of 300 people who needed services, county commissioners decided to seek voter approval of a 1.21-mill levy a year early. Voters did approve it by 55 percent of the vote and by spring of 2007, the waiting list was gone.

"The people of Warren County have supported this program for more than eight years," said Council on Aging CEO Suzanne Burke. "Without the levy, this entire program would go away. People understand how it helps seniors and their families and caregivers. Many also realize how much more cost effective it is for people to receive care in their homes, instead of nursing homes."

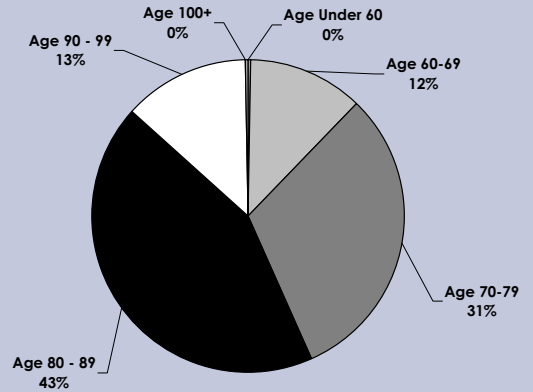
Warren County ESP Client Profile

Our typical client is an 80-year-old disabled woman, living alone on a modest income. Total clients served in 2010: 2,335. 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

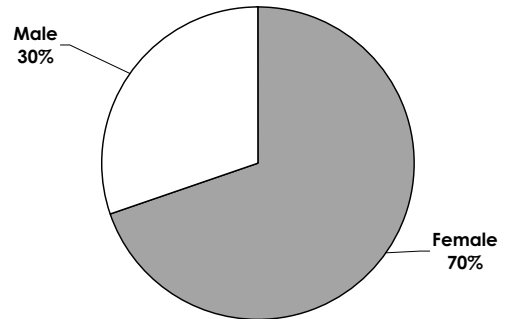
The average age of the Warren County ESP client in 2010 was 80 years old. Eligibility for the program starts at age 60. Some services are also available to clients under age 60 who have dementia, including Alzheimer's disease.

| | |
|--------------|-------|
| Age under 60 | 8 |
| Age 60 – 69 | 279 |
| Age 70 – 79 | 726 |
| Age 80 – 89 | 1,010 |
| Age 90 – 99 | 307 |
| Age 100+ | 5 |



Gender

| | |
|--------|-------|
| Male | 705 |
| Female | 1,630 |



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.



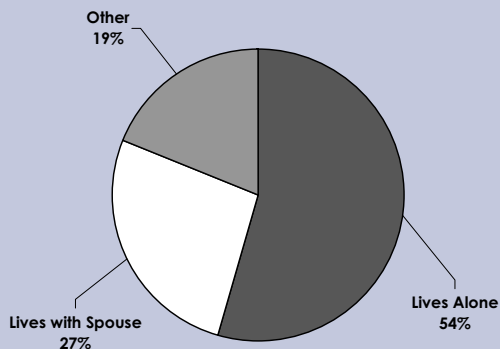
Warren County ESP Client Profile

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.

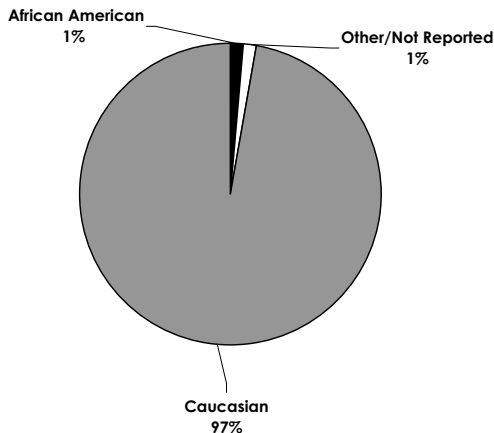
| | |
|-------------------------|--------------|
| Live with spouse | 621 |
| Live alone | 1,272 |
| Other* | 440 |

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



Race

| | |
|---------------------------|--------------|
| Caucasian | 2,268 |
| African American | 30 |
| Other/Not Reported | 35 |



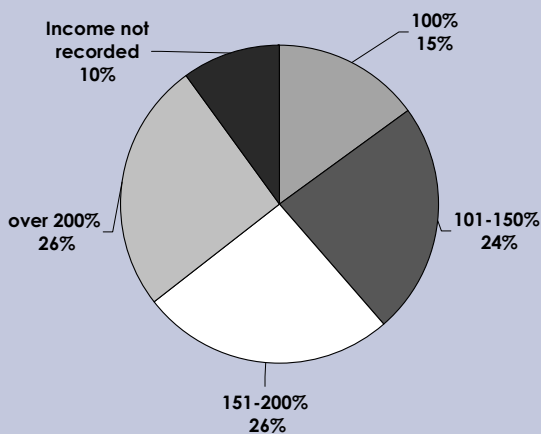
Income and Expenses

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**: | 65% |
| Clients with annual incomes above \$21,660**: | 26% |
| Average monthly income of clients**: | \$1,698 |
| Average monthly out-of-pocket medical costs per client: | \$305 |

*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 2010 Federal Poverty Level



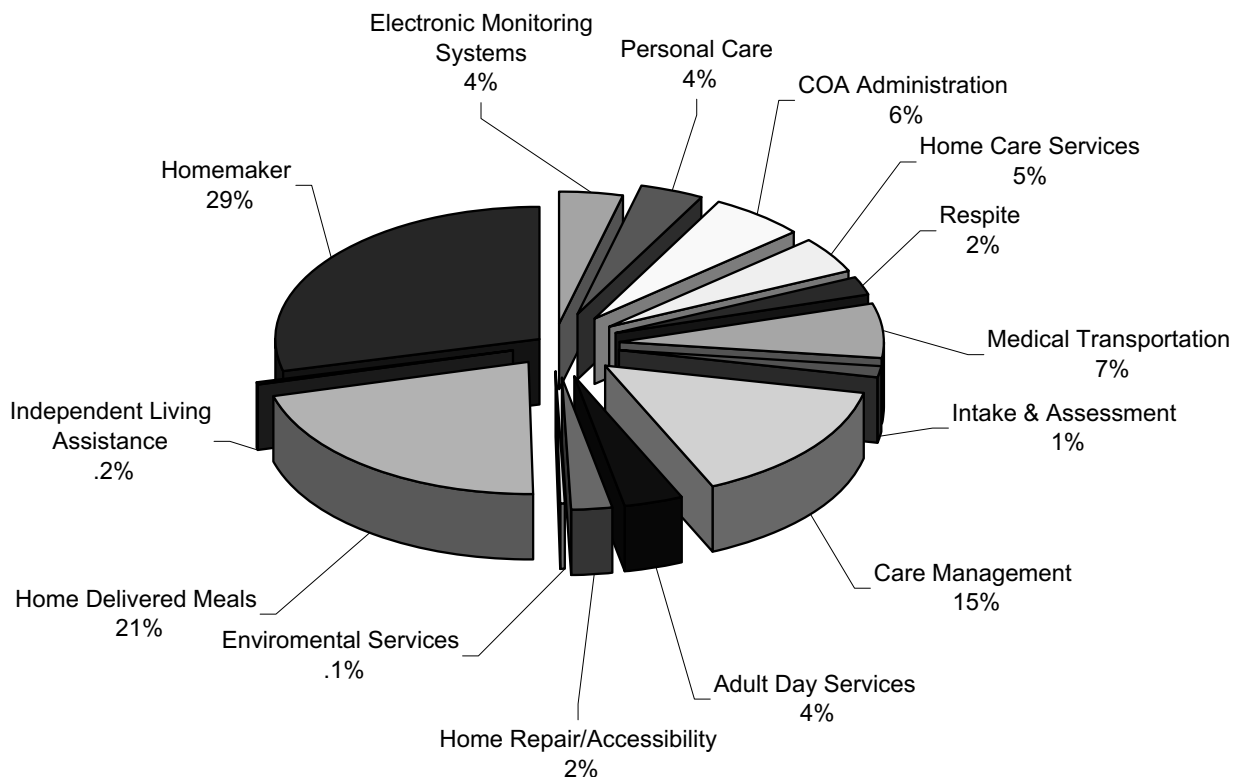
How Funds Are Used

Without the support of Warren County taxpayers, the Elderly Services Program would not exist. Local tax dollars cover 91 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 27 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, 2010



*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> |
| Emergency Response System Monthly Rental | 1,274 | 11,566 months of rentals | \$255,742 |
| Home-delivered Meals | 1,223 | 216,861 meals | \$1,396,368 |
| Homemaker | 1,123 | 74,779 hours | \$1,896,480 |
| Home Care Assistance* | 982 | 13,598 | \$296,823 |
| Medical Transportation | 344 | 10,302 trips | \$440,573 |
| Personal Care | 255 | 9,673 hours | \$252,988 |
| Home Repair/Accessibility | 174 | 189 jobs | \$160,752 |
| Respite | 69 | 5,711 hours | \$140,587 |
| Adult Day Services | 69 | 3,873 hours | \$199,117 |
| Independent Living Assistance | 34 | 402 hours | \$10,814 |
| Adult Day Services Transportation | 21 | 15,670 miles | \$40,445 |
| Environmental Services (Pest Control) | 9 | 22 jobs | \$8,715 |
| Care Management | N/A | N/A | \$993,684 |
| Intake and Assessment | N/A | N/A | \$91,550 |
| Administration | N/A | N/A | \$378,508 |
| TOTAL EXPENSES | | | \$6,563,146 |
| REVENUE | | | |
| Federal, State and Other | | | \$409,984 |
| Client Donation | | | \$34,616 |
| Client Co-Payment | | | \$149,392 |
| Warren County Elderly Services Levy | | | \$5,969,154 |
| TOTAL REVENUE | | | \$6,563,146 |

*Home Care Assistance began in the fall of 2010 as a combination of the following services: Personal Care, Companion, Homemaker and Respite.

Where Clients Live

| <i>Jurisdiction</i> | <i>Clients Served</i> | <i>Jurisdiction</i> | <i>Clients Served</i> |
|------------------------------------|-----------------------|---------------------|-----------------------|
| Lebanon | 309 | Springboro | 73 |
| Mason | 275 | South Lebanon | 71 |
| Franklin (city) | 247 | Union Township | 68 |
| Deerfield Township | 220 | Salem Township | 53 |
| Franklin Township | 202 | Harlan Township | 44 |
| Turtle Creek Township | 174 | Morrow | 43 |
| Hamilton Township | 145 | Middletown | 41 |
| Clearcreek Township | 85 | Waynesville | 33 |
| Wayne Township | 78 | Maineville | 29 |
| Carlisle | 75 | Other | 70 |
| Total Clients Served: 2,335 | | | |

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 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, 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.

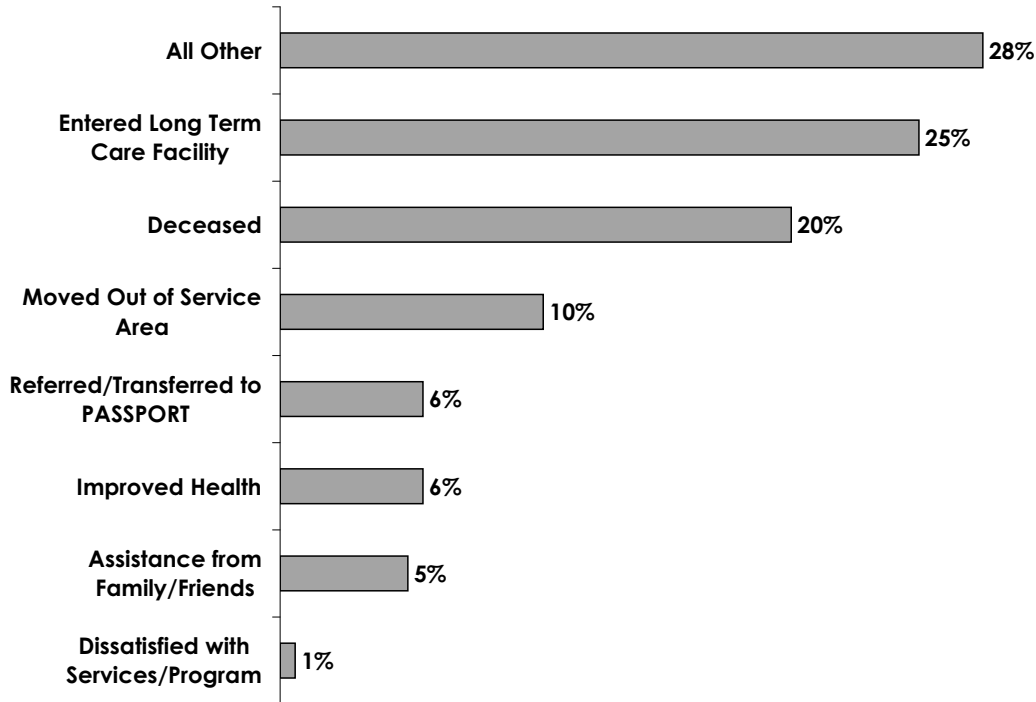
This is a large group. Most are people with modest resources. Many of the long-lived will deplete their assets as they age. **According to Scripps, almost 24 percent of Warren County residents age 60+ live below or near the federal poverty level** (2010 - \$10,830/year for one person).

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.

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.

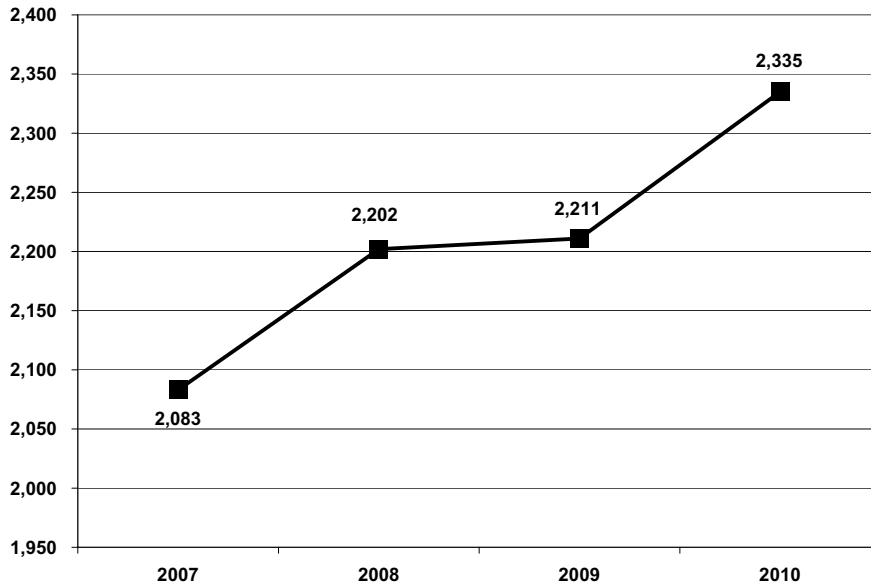
Reasons Why Clients Leave**

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 for 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*

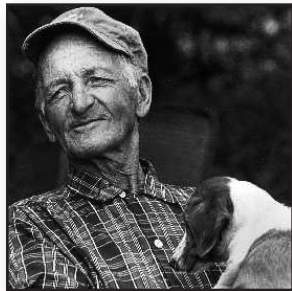


*Warren County voters passed a 1.21-mill tax levy in Nov. 2006. At the time of the levy, nearly 300 people were on a waiting list for services. By spring 2007, everyone who still needed services was enrolled and the waiting list was gone. Since 2007, the program has grown by 12 percent.

Provider List*

| | |
|--|--|
| Acare Home Health | Lifeline Systems Company |
| Active Day of Cincinnati | Meda-Care Transportation, Inc. |
| Algo Termite & Pest Control | MedAdapt LTD |
| All Gone Termite & Pest Control | Middletown Area Senior Citizens, Inc. |
| American Ramp Systems | Milt's Termite & Pest Control |
| Assisted Care by Black Stone | Otterbein Lebanon Adult Day Service |
| Bathblest Renovations | Personal Touch Home Care of Ohio, Inc. |
| Caring Hearts Home Health Care, Inc. | RHC |
| Charter Home Services | Rural/Metro Helpline |
| Cincinnati Area Senior Services | Safeway Safety Step, LLC |
| Clinton County Adult Day Center, Inc. | Senior Independence |
| Comfort Keepers #178 | Senior Resource Connection |
| Comprehensive Health Care Services, Inc. | SP Contracting |
| Deaconess Lifeline | Thermal-Shield, Inc. |
| Emerson Heating & Cooling Company | Trenton Heating & Air Conditioning, Inc. |
| Guardian Medical Monitoring | Tri State Maintenance |
| Helping Hands Healthcare, Inc. | Universal Transportation Systems (UTS) |
| Home First | V&N Services, Inc. |
| Interim HomeStyles of Greater Cincinnati, Inc. | Valued Relationships, Inc. (VRI) |
| Jewish Family Service | Warren County Community Services, Inc. |

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



Answers on Aging



“It’s kept us in our home...the program is really doing its job.”

~ Hope, Warren County ESP client, Morrow

Hope and John, Warren County ESP clients

Assistance. Advocacy. Answers on Aging.

Warren County Elderly Services Program
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