

BUTLER COUNTY

Elderly Services Program



2011 Annual Report



Independence.



Dignity.



Peace of mind.

The Elderly Services Program is provided by:

Butler County Commissioners



From left to right, Butler County Commissioners:
Cindy Carpenter, Donald L. Dixon and Charles Furmon

Butler County Citizens for Elderly Services (as of 12/31/11)

Dr. Jane Straker, President
Douglas Alder, Vice President
Daniel Solazzo, Treasurer
Barton J. Drake, Secretary

Katherine Becker
Dr. Harry M. Davin
Debbie Hauenstein
Geraldine Bess Maddox
Tyrone Spears
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Program Administrator:



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, it is my pleasure to present our 2011 Annual Report.

As you know, in 2010, voters approved the tax levy that funds 90 percent of the cost of the Elderly Services Program (ESP). Projecting modest growth, we asked for a renewal because we did not want to seek an increase in taxes if it was not absolutely necessary.

Fortunately, as projected for 2011, the program increased enrollment, but at a modest amount of a little over two percent compared with 2010. We served 4,029 clients in 2011, compared with 3,933 in 2010.

In the remaining years of this levy period, I anticipate that Council on Aging, our advisory council, and Butler County Commissioners will consider what measures should be taken, if any, to keep program growth within bounds as our population ages.

The Elderly Services Program in Hamilton County, for example, has already undergone eligibility changes designed to control growth. The program now serves only the most frail older adults – those most at risk of nursing home placement. This measure has helped the program avoid having to place people on a waiting list.

You can have confidence that the program is closely watched for trends and managed accordingly so that it continues to provide compassionate, high-quality service to seniors while delivering the best value for the taxpayers.

As you review our annual report, you will find detailed information about our clients, our services and our spending. Stories about two of our clients show how people with significant levels of disability can remain in their own homes with the help of family and ESP. Fifty-nine percent of our clients are over the age of 80, including 14 clients age 100 or older.

Not only does ESP enhance the lives of seniors, but it also benefits thousands of Butler County residents who are caring for older loved ones while also working and raising children. It supplements the work of family caregivers and helps spouses stay together despite disabilities that might otherwise force them to live apart.

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

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



Dr. Jane Straker

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

(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 long-term care, services in the home are also the least expensive. It costs about \$327 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, a volunteer community advisory council.

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

It costs about \$327 a month per client in Butler County's Elderly Services Program, compared with \$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 \$19,771 a year, from which she pays \$2,951 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 | Betty and Lloyd

For many years, Betty and Lloyd were fixtures in Oxford. She grew up there – two streets away from where she lives now. For a long time, they both worked at a Miami University fraternity house, Lloyd as a janitor and handyman and Betty as a cook, like her father before her. Betty also did child care in their home, babysitting for 40 children over the years, and Lloyd worked 33 years for the Talawanda School District.

Now, at age 75, Betty is homebound and in a wheelchair much of the time because of numerous health problems. At 85, Lloyd is healthier than his wife, but was in the hospital last fall, which was hard on both of them.

“When he was in the hospital, I had to just sit here and felt useless,” Betty said. “We are used to doing for each other.”



At one time, caregiving was at the center of Betty's life. When her mother became ill, she quit high school to take care of her and her siblings. After her own children reached school age, Betty went back to classes herself and completed her high school degree. She's always loved to read and these days her books and word puzzles help take her mind off the chronic pain of arthritis and fibromyalgia.

About five years ago, Betty and Lloyd heard about the Butler County Elderly Services Program from their daughter, who works in a hospital. They now receive home-delivered meals, homemaking help twice a week, and have emergency response devices. In addition, Betty receives help with bathing three times a week and receives transportation to medical appointments once a month. Their two daughters who live in the area also help a lot, and friends and relatives really stepped in when Lloyd lost his job and they got behind on bills.

“It's hard to accept the help at first,” Betty said. “I've learned so much, though. I've learned that I could get used to having someone give me a bath. I never thought I'd be in this shape. But since I am, it's wonderful to be able to count on somebody to be here when you need them. It's all been a blessing to us and makes us feel humble.”

Independence. Dignity. Peace of mind.

Butler County ESP Client Profile | *Edna and Edwin*

From the bed where she spends her days, Edna can look out to a driveway leading to a farm that was once alive with animals and crops. All that's gone now, except for 145 head of Black Angus cattle, raised by her daughter's family.

Edna has Parkinsonism and is very frail. Her husband, Edwin, helps take care of her, though years of farm work have taken a toll on his body and he moves with difficulty. And yet, with a lot of help, the two remain together in the old farmhouse south of Middletown where they raised three sons and a daughter.

"My father has said, 'Don't put us away, please, honey,'" said Edna and Edwin's daughter, Kathy. "That's what he calls going to a nursing home – putting us away. He says, 'I'll do whatever you tell me, whatever I need to do to make it work.' It brings tears to my eyes when he says that."

Kathy well remembers the day more than 20 years ago when she first noticed signs of her mother's progressively debilitating disease. They were at a picnic and as they walked together over the grass, Kathy saw that her mother kept tripping over her left foot. Now, though her mind is sharp, Edna's body has wasted and she needs round-the-clock care.

It has been hard for Kathy to watch her parents' decline. They were a team, with Edwin farming all day and then working the second shift at General Motors, and Edna keeping their home and raising the children. "When dad came in from farming, he would get ready for work but there wasn't much time so mom had all his clothes laid out in the order he needed to put them on," Kathy said. "She waited up for him and had a cold beer ready when he got home after midnight."

They are still a team today, but with Kathy as the force that holds everything together. A hospice nurse provides skilled care, bathing and grooming. An aide from the Butler County Elderly Services Program provides help with housekeeping and respite for Edwin and they also get home-delivered meals. With some help from family, Kathy handles everything else.



Edna and Edwin continued...

"This is a full time job and I already have a job and a family," said Kathy, who teaches at Butler Tech. "It's a leaky bucket and every day, there's another leak. I couldn't do it without support, including the Elderly Services Program. I can't say enough good things about it. Whenever I call, they are very responsive. I can tell that they appreciate what I'm trying to do."

Despite the challenges, there are blessings. Her parents are gracious and thankful for all she does and her two grown sons have seen what it means to sacrifice for those you love, Kathy said. "They have seen how my life has been altered and that no matter what, you take care of family. That's a good thing."

Role of Council on Aging in the Butler County Elderly Services Program

As administrator of the Elderly Services Program in Butler County (as well as Clinton, Hamilton and Warren counties), Council on Aging (COA) ensures that frail seniors receive the highest quality services at the lowest cost in order to serve as many seniors as possible with the tax dollars available.

COA's responsibilities include: program design and development, contracting and provider services, data analysis and reporting, financial services and oversight, information technology, quality improvement, and community engagement.

Through these services, COA is able to:

- Design and change programs to fit community needs and manage costs
- Keep costs down and quality up via competition and contract management
- Provide single points of access to information and resources
- Help service providers improve quality and efficiency
- Report program performance and trends to the public
- Ensure stewardship of taxpayer dollars
- Raise and sustain public awareness and confidence

Other services available through Council on Aging for Butler County seniors

As the state-designated Area Agency on Aging, Council on Aging provides additional services besides the Elderly Services Program to Butler County seniors and their families. These include:

Aging and Disability Resources Center – COA's call center and "front door" to services and community resources. Responded to nearly 24,000 requests for help for seniors in 2011. 800-252-0155 or www.help4seniors.org

Assisted Living Waiver – Intermediate level of care for low-income older adults. Served 296 Butler County residents in FY 2011, an increase of 24 percent over 2010.

PASSPORT – In-home care for low-income adults age 60 and older. On average, PASSPORT is about one-third the cost of a nursing home. Served 546 Butler County seniors in FY 2011, an increase of 14 percent over 2010.

Older Americans Act – Title III – COA administers this federal funding for senior centers (in Butler County: Middletown Area Senior Center, Partners in Prime, and Oxford Seniors) and organizations who provide services such as transportation, congregate meals, caregiver support, legal help and wellness education.

HOME Grant – COA administers funds from the Ohio Department of Development that provide home repairs and accessibility upgrades to eligible seniors. Helped 485 Butler County seniors in 2011.

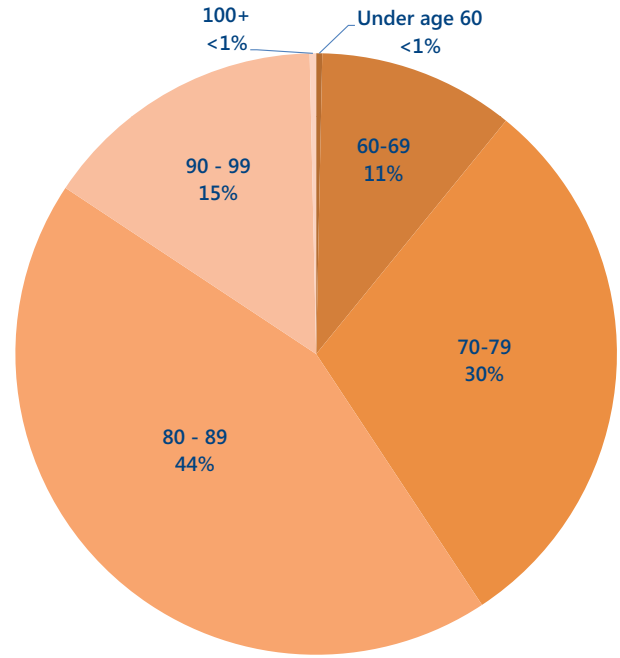
Elderly Services Program Client Profile

Our typical client is an 81-year-old woman living alone on a modest income. Total clients served in 2011: 4,029. Pages 8-9 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.

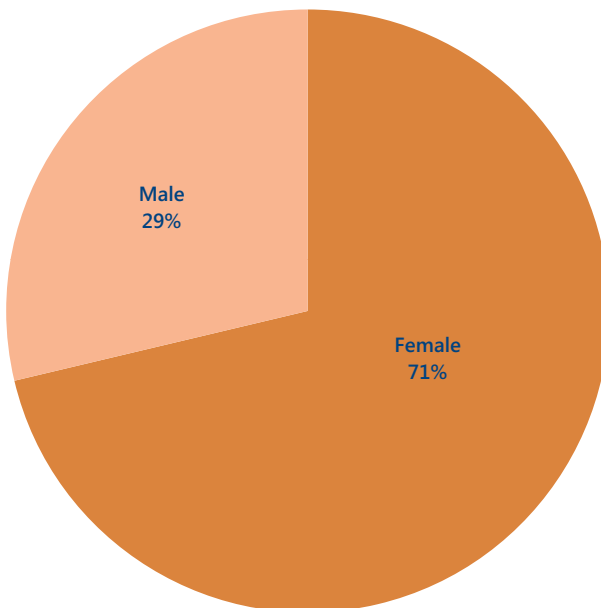
Age

The average age of the Butler County ESP client in 2011 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.

Under Age 60	13
Age 60 – 69	425
Age 70 – 79	1,202
Age 80 – 89	1,757
Age 90 – 99	618
Age 100+	14

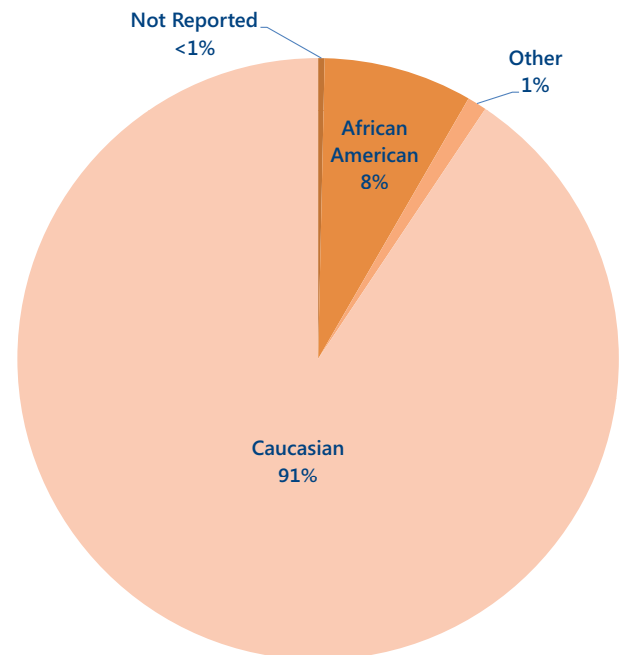


Gender



Female	2,872
Male	1,157

Race



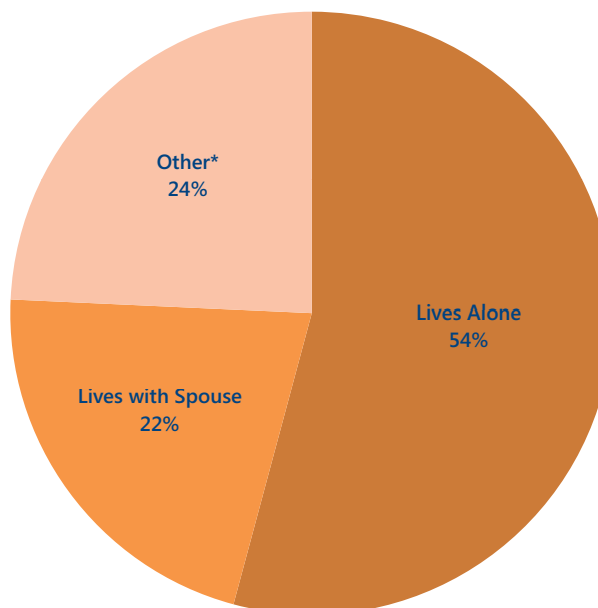
Caucasian	3,651	African American	322
Other Race	42	Not Reported	14

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.

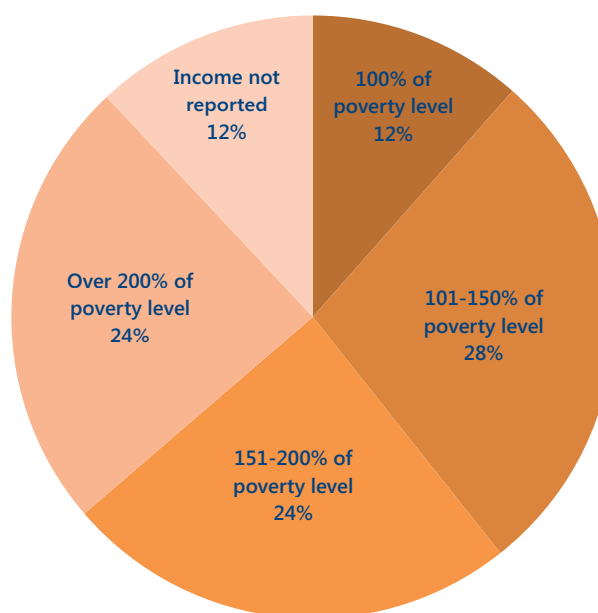
Lives Alone	2,183
Lives with Spouse	868
Other*	978



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

Income and Expenses

Most ESP clients have modest incomes. The 2011 Federal Poverty Level for one person was an annual income of \$10,890 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*: 32%

Clients with annual incomes at or below \$21,780**: 64%

Clients with annual incomes above \$21,780**: 24%

Average monthly income of clients*: \$1,648

Average monthly out-of-pocket medical costs per client: \$246

*Co-payment excludes 483 clients who receive only home-delivered meals (HDM only). No co-payment is required for this service, though some clients make a voluntary donation.

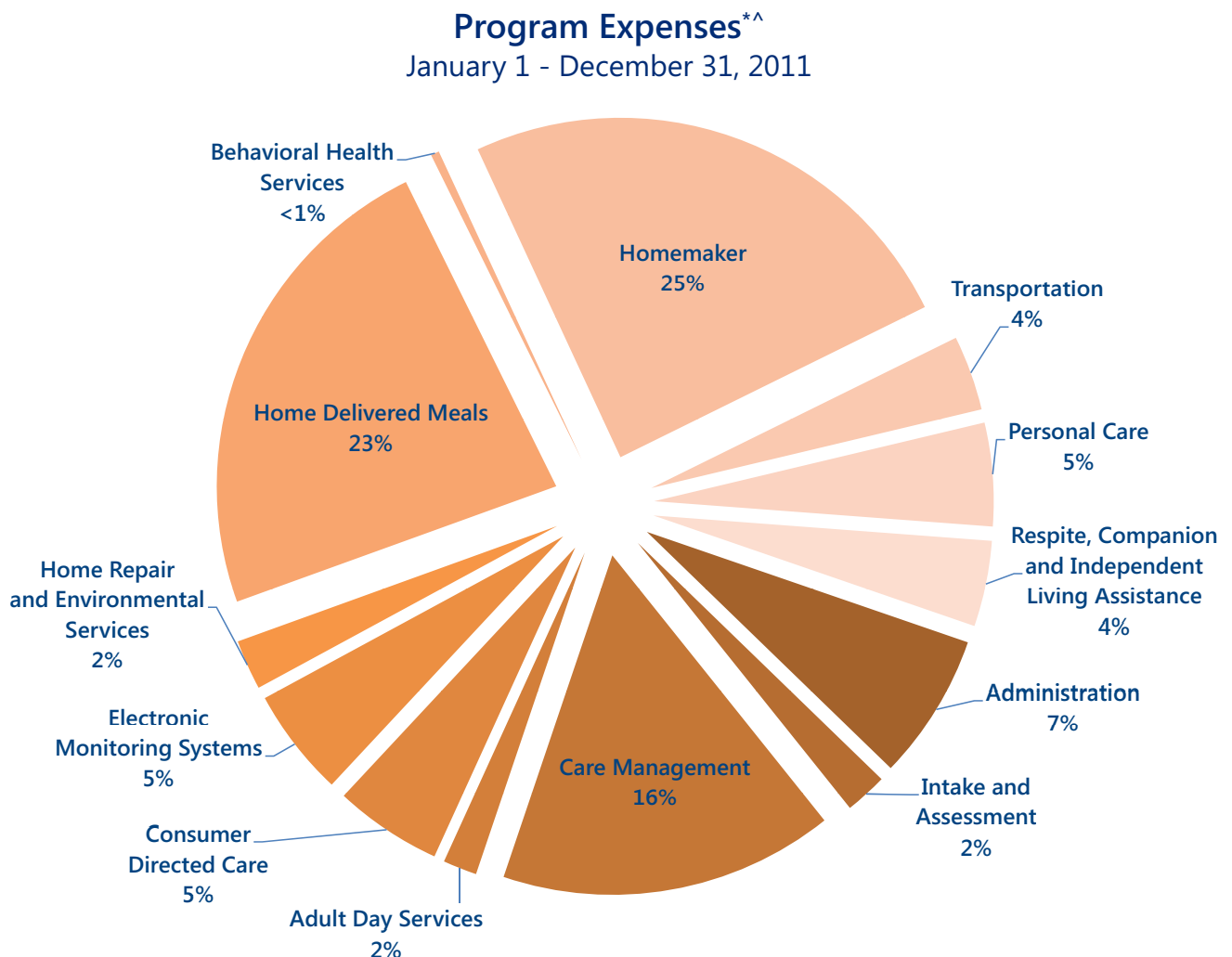
**Calculation includes HDM only clients who are not required to report income.

How Funds Are Used

Without the support of Butler County taxpayers, the Elderly Services Program would not exist. Local tax dollars cover 92 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 32 percent of clients qualify for a co-payment, based on their income and medical expenses).

The table on page 11 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 14) deliver these services under contract with Council on Aging. 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.



^{*}Some services were consolidated for formatting purposes. Detailed expense information for each service can be found on the adjacent page.

[^]Total does not equal 100 due to rounding.

How Funds Are Used

Expenses			
Service	Clients Served	Service Units	Cost
Home Delivered Meals	2,425	461,991 <i>meals</i>	\$2,759,192
Emergency Response System	2,386	21,808 <i>months of rentals</i>	\$451,592
Homemaker	1,802	126,388 <i>hours</i>	\$2,925,752
Home Medical Equipment	706	1,514 <i>equipment items</i>	\$160,716
Medical Transportation	600	14,522 <i>trips</i>	\$412,728
Personal Care	491	25,247 <i>hours</i>	\$583,982
Independent Living Assistance	359	4,394 <i>hours</i>	\$126,383
Minor Home Repairs	305	367 <i>repairs</i>	\$264,891
Senior Companion	211	6,534 <i>hours</i>	\$125,336
Consumer Directed Care	169	3,222 <i>months of service</i>	\$610,620
Respite	113	10,229 <i>hours</i>	\$234,223
Non-Medical Transportation	75	426 <i>trips</i>	\$11,648
Adult Day Service	72	3,658 <i>hours</i>	\$184,081
Environmental Services	34	77 <i>jobs</i>	\$18,267
Adult Day Transportation	13	3,594 <i>miles</i>	\$7,865
Behavioral Health Services	130	N/A	\$47,189
Care Management	4,029	N/A	\$1,893,879
Intake and Assessment	N/A	N/A	\$238,899
Administration	N/A	N/A	\$828,640
Total Expenses			\$11,885,883
Revenue			
Federal and State			\$630,225
Client Donation			\$47,009
Client Co-payment			\$234,487
Butler County Elderly Services Levy			\$10,974,162
Total Revenue			\$11,885,883

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Where Clients Live

Jurisdiction	Clients Served	Jurisdiction	Clients Served
Hamilton	1,105	Hanover Township	90
Middletown	1,090	Monroe	72
Fairfield (City)	416	Madison Township	68
West Chester	300	Ross Township	63
Fairfield Township	172	St. Clair Township	55
Trenton	159	Morgan Township	49
Oxford	120	Other	163
Liberty Township	107		
Total			4,029

State of Aging | *Butler County*

In just a few years – by 2015 – for the first time in US history, people age 65 and older will outnumber children under age five. This is just one of the many ways the aging of our population will affect society. We are already beginning to see those effects in Butler County: **from 2000 to 2010, Butler County's 65+ population increased by nearly 20 percent, and more than one in five Butler County households now includes at least one person who is 65 or older.** (Scripps Gerontology Center at Miami University and U.S. Census)

According to the 2010 census, 11.5 percent of Butler County's population is 65 and older. Looking at the population of people age 60 and older (the age at which eligibility begins for PASSPORT, the state's in-home care program for the poor), Scripps estimates that 16.8 percent of the county's population falls into this age group.

Though many older adults will be relatively healthy, the risk of disability (and need for care) increases with age. **Of Butler County residents age 65-74, approximately 2,200 have two or more types of disability. Among residents age 75 and older, the number increases to more than 6,300, a 184 percent increase.** (U.S. Census)

The "oldest old" – those age 85 and older – are the fastest growing portion of the 65+ population. In Butler County, this group grew 37.5 percent from 2000 to 2010. (Scripps)

When help is needed, the most cost-effective place for older adults to receive long-term care is within their own homes. Medicare covers only short-term rehabilitation in the home. Some seniors will be able to pay for private care; some will get all the help they need from their families; some will qualify for PASSPORT; and some will be caught in the middle. It's the middle group that is served by Butler County's Elderly Services Program.

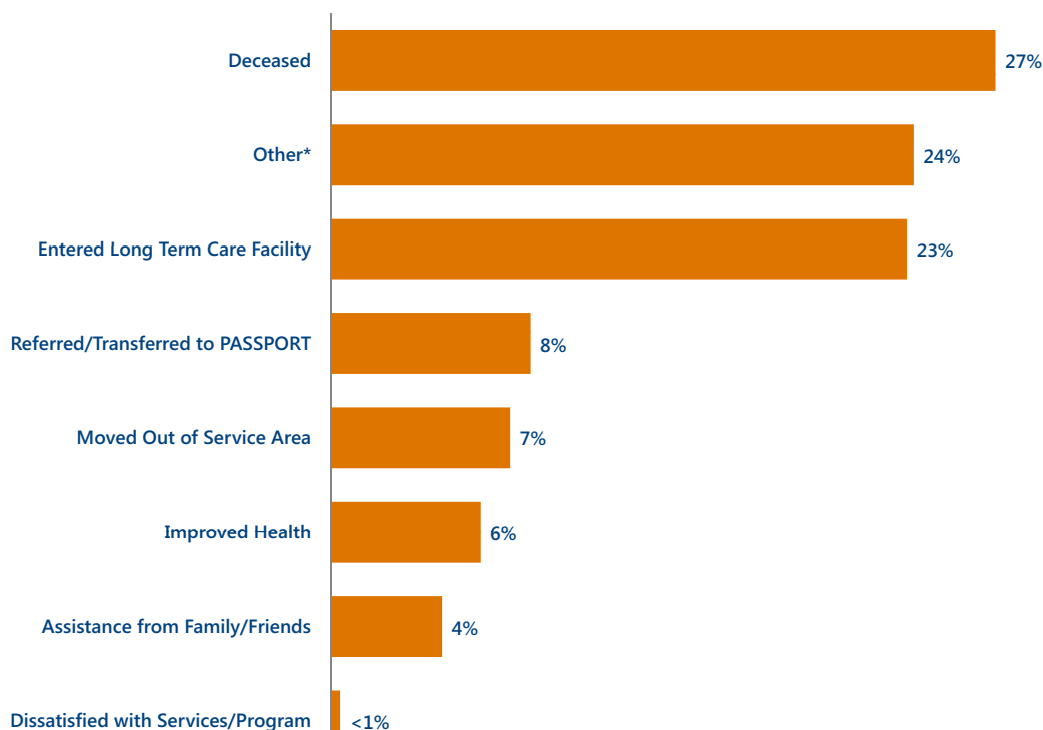
This is a large group. Most are people with modest resources. Many of the long-lived will deplete their assets as they age. According to census data, **nearly 20 percent of Butler County's 65+ population live below or near the federal poverty level** (2011 - \$10,890/year for one person).

While age and disability are increasing, the number of potential caregivers has been decreasing. Family and friends will continue to provide long-term care, but families today are smaller, more spread out, and often unable to provide the level of care needed by their aging loved ones.

Butler County is fortunate to have a program that goes a long way toward meeting the community need to help people of modest means with compassionate, cost-effective home-based care.

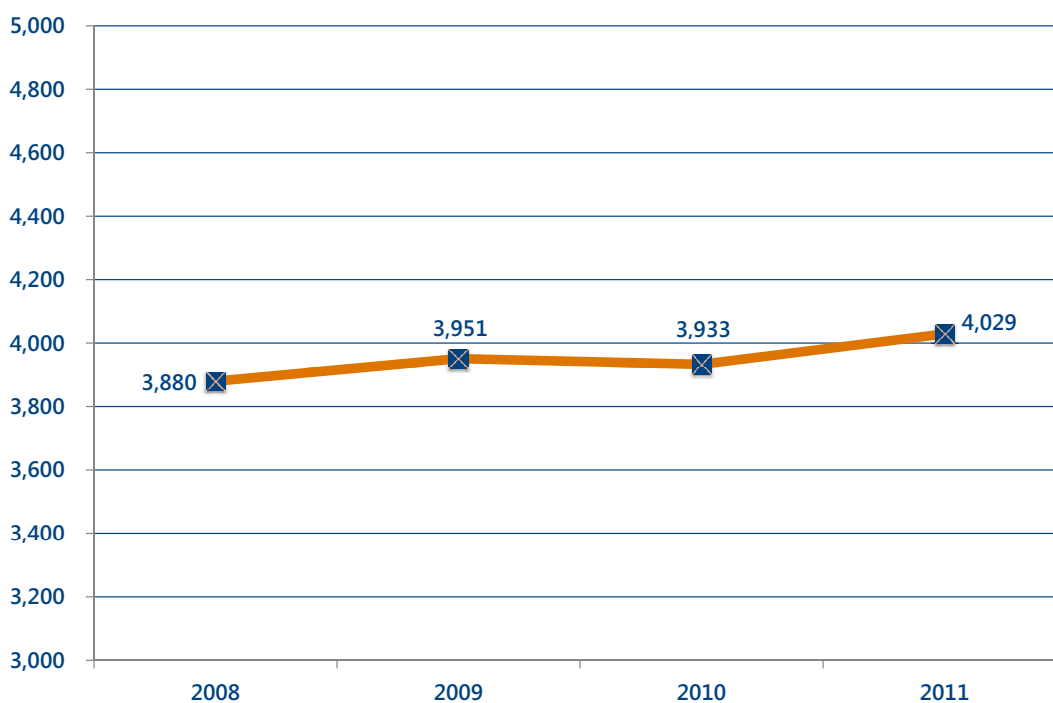
Reasons Why Clients Leave

We are proud of the fact that only a tiny fraction of ESP clients leave because they are dissatisfied with the program. More than one quarter of our clients remain on the program until they die. About 37 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.



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

Number of Clients Served



Provider List*

A Miracle Home Care	LifeSpan
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, Inc.	Milt's Termite & Pest Control
Alternative Home Health Care	Mullaney's Pharmacy & Home Health Care
Alzheimer's Association of Greater Cincinnati	Nurses Care, Inc.
American Mercy Home Care, LLC	Oxford Senior Citizens, Inc.
American Ramp Systems	Oxford Seniors Community Adult Day Service
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	Rural/Metro Helpline
Caring Hearts Home Health Care, Inc.	Safeway Safety Step
Catholic Charities of Southwestern Ohio	Senior Independence
Charter Home Services	Senior Resource Connection
Colonial At Home - Community Services	Superior Home Care, Inc.
Comfort Keepers #178	Sycamore Senior Center
Comfort Keepers #200	The Deaconess Foundation
Comprehensive Health Care Services	The Visiting Nurse Association of Gr. Cinti & Northern KY
Emerson Heating & Cooling Company	Thermal-Shield, Inc
Guardian Medical Monitoring, Inc.	Trenton Heating & Air Conditioning, Inc.
Helping Hands Healthcare, Inc.	Tri-State Maintenance
Home First Non-Medical	Universal Transportation Systems (UTS)
Interim HomeStyles of Greater Cincinnati, Inc.	VRI
Jewish Family Service	Warren County Community Services, Inc.
Lifeline Systems Company	Wesley Community Services

*Providers with a valid contract between 1/1/11 - 12/31/11.



“This is a full time job and I already have a job and a family,” said Kathy, a teacher at Butler Tech and caregiver for her parents, Edwin and Edna. “It’s a leaky bucket and every day, there’s another leak. I couldn’t do it without support, including the Elderly Services Program. I can’t say enough good things about it. Whenever I call, they are very responsive. I can tell that they appreciate what I’m trying to do.”

~ Thanks to the help they receive from their daughter, Kathy; their other children; other services; and the Butler County Elderly Services Program, Edwin and Edna are able to remain in their home, despite serious health problems.



Butler County
Elderly Services Program
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