

# HAMILTON COUNTY

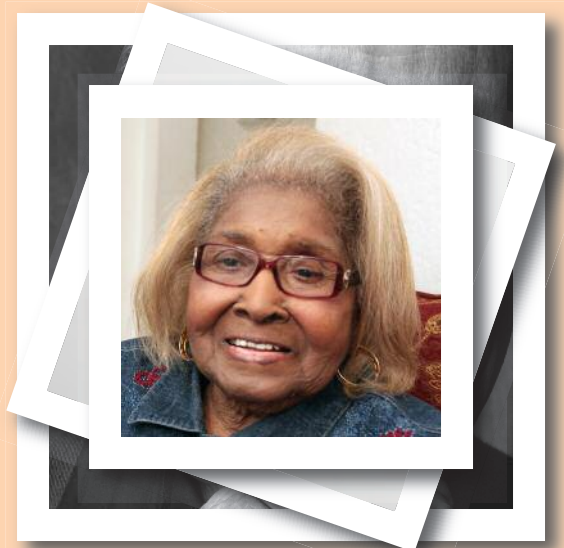
## Elderly Services Program



### 2011 Annual Report



**Independence.**



**Dignity.**



**Peace of mind.**

## The Elderly Services Program is provided by:

### Hamilton County Commissioners



From left to right, Hamilton County Commissioners:  
Greg Hartmann, Chris Monzel, Todd Portune

### Hamilton County Elderly Services Program Advisory Council (as of 12/31/11)

**Michael Eyman, *Chair***  
**Jim Ashmore, *Vice Chair***  
**Judy Singleton, *Secretary***

Rocky Boiman  
Warren Falberg  
Jacqueline Kebede  
Brian McIntosh  
Rebecca Ritchie  
David Tramontana

Tracey Collins  
Virginia Fox  
Jack Maybury  
Catherine Mills  
Michael Robinson  
Deanna Webster

Jonathan Dever  
Andrea Herzig  
Ann McCracken  
Vincent Palmer  
Jason Tonne  
Cynthia Wright (ex-officio)

### Program Administrator:



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

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

Dear Friends,

On behalf of the Hamilton County Elderly Services Program Advisory Council, it is my pleasure to present our annual report for 2011. Inside, you will read about the highlights of the year and enjoy stories about the older adults and families we help.

We served 7,259 seniors in 2011, helping many to avoid unnecessary nursing home placement and supporting family caregivers who, with our help, are able to keep their older loved ones at home.

After establishing a waiting list in 2010, we were glad to begin enrolling clients again in 2011. The waiting list ended by spring. Two main factors made the temporary waiting list necessary: rapid growth that threatened to outpace funding; and a pause in enrollment during a transition period when Council on Aging took over responsibility for care managing clients who received home-delivered meals as their only service. Previously, these clients did not receive care management.

In 2011, we also continued phasing in eligibility changes that are designed to keep enrollment within bounds as our population ages. While the need for publicly funded in-home care will continue to grow, we know that there are limits to the public's ability to pay. Hamilton County ESP is now available only to the frailest adults ages 60 and older – those most at risk of nursing home placement. Eligibility changes have slowed the program's growth and we are projecting only modest increases over the next five years.

At this writing (spring, 2012), we are preparing for our next tax levy. The current levy expires at the end of 2012 and a levy must go before the voters in November 2012 if the program is to continue. More than 90 percent of the funding for the Hamilton County Elderly Services Program comes from the county senior services levy.

All these efforts are focused on one thing: to sustain a program that helps older adults remain independent within their homes. Our program is living proof that advanced age and disability need not automatically consign people to institutions. Sixty-two percent of our clients are age 80 or older. Nearly one-fifth are age 90 or older.

Helping people "age in place" extends hope, compassion and quality of life. Making that possible is a mission in which our entire community can take pride.

*Michael Eyman, Chair*  
Hamilton County Elderly Services Program Advisory Council



*Michael Eyman*

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

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

## The Elderly Services Program

The Hamilton County Elderly Services program helps older adults remain independent within the familiar surroundings of their own homes for as long as possible.

Nursing homes are often necessary, but most people do not want to go there before their time. With the help of services such as home-delivered meals and personal care, many older adults can delay or prevent nursing home placement.

Of all the options for long-term care, services in the home are also the least expensive. It costs about \$349 a month per client in Hamilton County ESP, compared to \$4,200 a month for nursing home care.

Hamilton County's Elderly Services Program is supported by 1) a local tax levy, 2) funds distributed by Council on Aging of Southwestern Ohio (COA) from Title III of the Older Americans Act, and 3) co-payments from participants who are able to contribute to the cost of their care. Donations are also accepted for home-delivered meals.

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

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

*It costs about \$349 a month per client in Hamilton 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 \$18,788 a year, from which she pays \$3,120 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.



## Hamilton County ESP Client Profile | Clarita

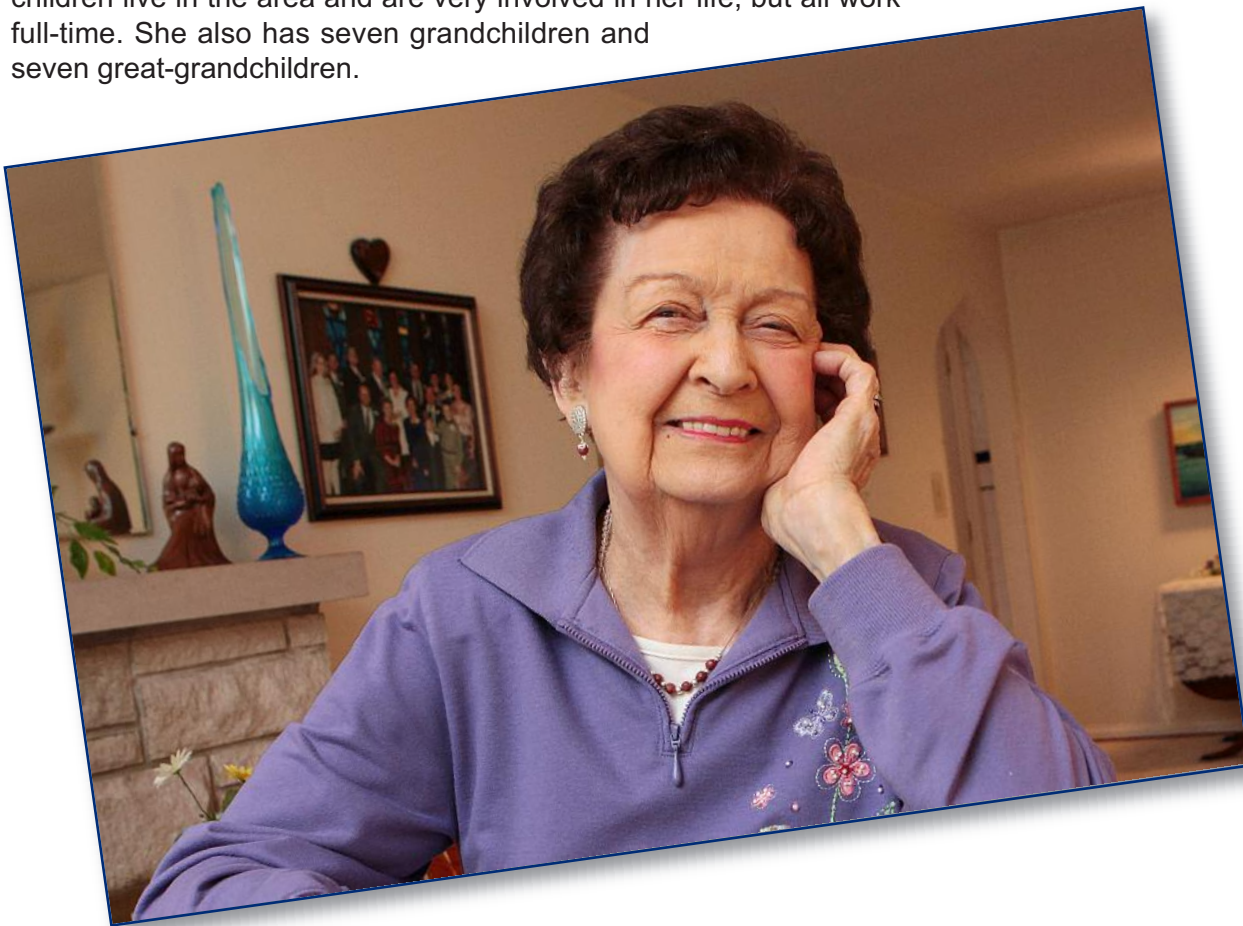
Clarita takes great pride in her home and loves to tell how it came to be. On their wedding day, as they ate breakfast together, her husband-to-be, Jack, presented her with a small box. Inside was a rosary and the keys to a house he had built with his own hands. "So you see, Clarita said, "I can never leave my home. It was my wedding gift."

The two had met at a youth club, but Clarita had dreams of becoming a Sister of Charity. That was not to be though, and after returning from service in the Navy, Jack continued to court her, while vowing all the time that he was going to build a house. Clarita had her doubts, but Jack managed to buy some farmland in what is now Bridgetown and got to work. The result was a lovely ranch house with a stone fireplace where the two eventually raised three children.

Because of health problems, Clarita and her husband enrolled in the Hamilton County Elderly Services Program in 2004. Then, in December 2010, Jack died. On the morning of his funeral, Clarita had a heart attack and was rushed to the hospital.

"I was in the hospital five weeks," Clarita said. "I came home and, I tell you, I had to have five different people helping me. After I got out of rehab, I could barely walk into the house. But now I'm much better and I'm down to one person."

Clarita's ESP aide comes three times a week to help with shopping, cleaning and laundry. Clarita also has an emergency response device and daily therapeutic home-delivered meals. Her children live in the area and are very involved in her life, but all work full-time. She also has seven grandchildren and seven great-grandchildren.



*"I am very glad to be here," Clarita said. "All the people who help me, I call my angels."*

*Independence. Dignity. Peace of mind.*

## Hamilton County ESP Client Profile | Margaret and Ollie

Margaret and Ollie have been close all their lives. They shared a career and a business and now, they're growing old together in the same home.

The two had a beauty shop together in Madisonville for many years, which Ollie – now 96 – kept going even after Margaret developed allergies to the chemicals and had to leave. “It was such a pretty shop,” Margaret said, “and we had so many customers we couldn’t take them all.”

When Ollie’s husband died, Margaret and her husband asked her to come live with them. Then Margaret’s husband died three years ago.

“It’s good to be together because it’s just the two of us now,” said Margaret, 88. “Only two of us left out of nine (siblings).”

Through the Elderly Services Program, they get home-delivered meals and weekly help with house-keeping and laundry. “Most of the time the meals are good and we get them hot,” Margaret said. “My care manager is the nicest person; she’s there for you. She tries to do things that keep you uplifted.” Additional help comes from Margaret’s children and grandchildren.



*“Ollie tells me, ‘If I need to go to a nursing home, I’ll go,’” Margaret said. “But as long as we have children to help us, she’ll be staying right here with me.”*

## Looking ahead: Hamilton County senior services levy expires in 2012

The five-year levy that funds the Hamilton County Elderly Services Program will expire at the end of 2012 and will need to go before the voters in November if the program is to continue.

In 2011, the levy provided \$20 million for the program, which is nearly 90 percent of the funding. Other revenue comes from federal, state, and grant sources (through Council on Aging), client donations, and client co-payments.

Hamilton County voters passed the first levy in 1992 and approved it again in 1997, 2002, and 2007. In 2007, the levy passed by a margin of nearly 70 percent.

“The people of Hamilton County have supported this program for nearly 20 years, said Council on Aging CEO Suzanne Burke. “Without the levy, the program could not exist and there is no community-wide service to replace it or fill in. People have shown how they value the program and consider it important to help seniors remain independent in their homes.”

## Role of Council on Aging in the Hamilton County Elderly Services Program

As administrator of the Elderly Services Program in Hamilton County, Council on Aging 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 Hamilton County seniors

As the state-designated Area Agency on Aging, Council on Aging provides additional services besides the Elderly Services Program to Hamilton 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](http://www.help4seniors.org)

**Assisted Living Waiver** – Intermediate level of care for low-income older adults. Served 241 Hamilton County residents in FY 2011, an increase of 35 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 2,066 Hamilton County seniors in FY 2011, an increase of 4 percent over 2010.

**Older Americans Act – Title III** – COA administers this federal funding for senior centers 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 544 Hamilton County seniors in 2011.



## Elderly Services Program Client Profile

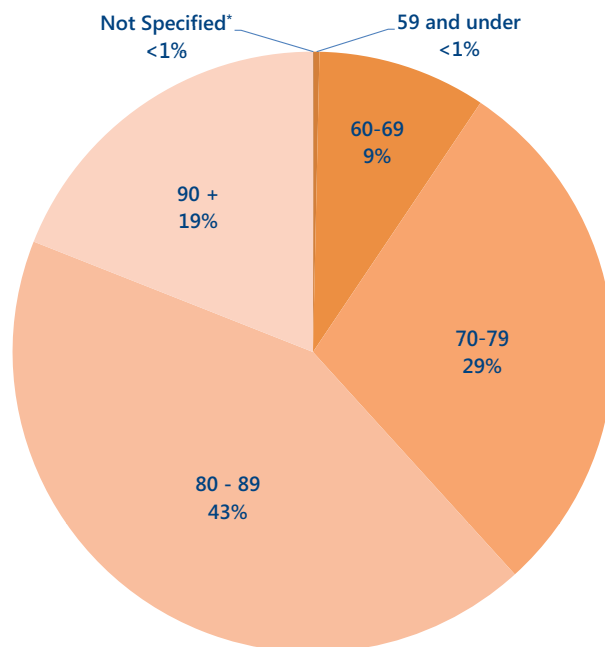
Our typical client is an 82-year-old disabled woman, living alone on a modest income. Total clients served in 2011: 7,259. Pages 8-9 show the detail of our client demographics. Client totals on these pages may vary due to different data reporting requirements in each demographic category. Percentages may not equal 100 due to rounding.

### Age

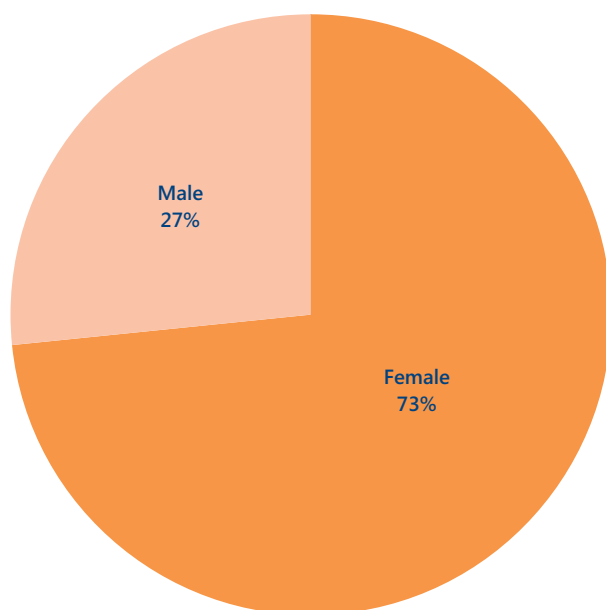
The average age of the Hamilton County ESP client in 2011 was 82 years old. Eligibility for the program starts at age 60. Some services are also available to clients under age 60 who have dementia, including Alzheimer's disease.

Under Age 60	22
Age 60 – 69	659
Age 70 – 79	2,094
Age 80 – 89	3,101
Age 90 and Older	1,380
Age Not Specified*	3

\*Special services individuals - age reporting not required

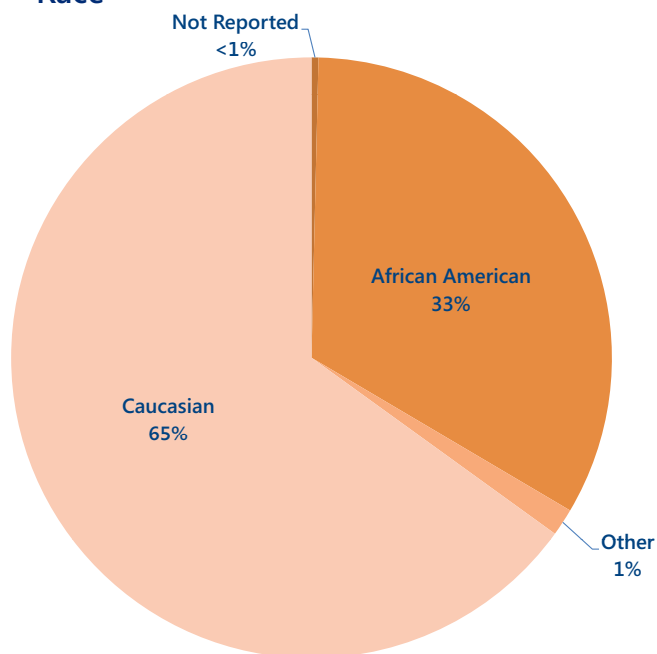


### Gender



Female	5,327
Male	1,932

### Race



Caucasian	4,721	Other Race	107
African American	2,404	Not Reported	27

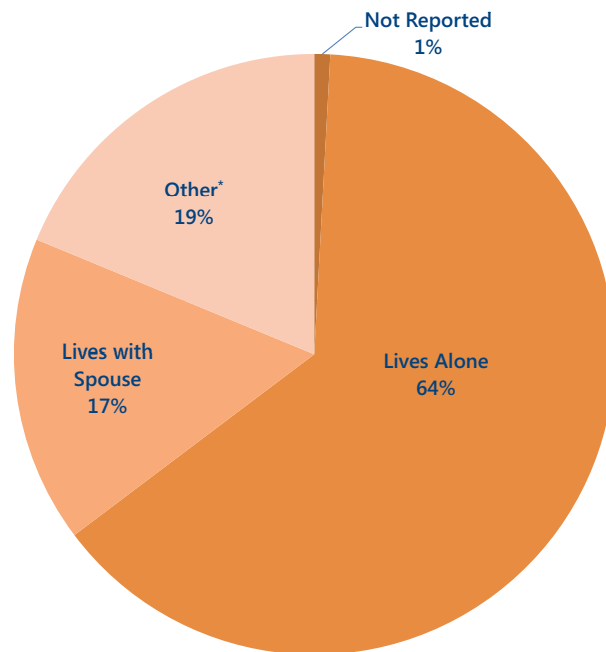


## Elderly Services Program Client Profile

### 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	4,636
Lives with Spouse	1,199
Other*	1,362
Not Reported	62



\*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.

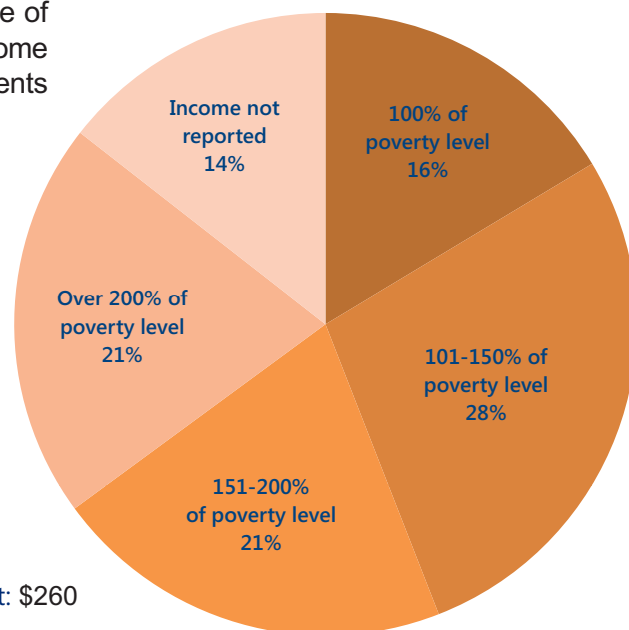
Clients with a co-payment\*: 30%

Clients with annual incomes at or below \$21,780\*\*: 65%

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

Average monthly income of clients\*\*: \$1,566

Average monthly out-of-pocket medical costs per client: \$260



\*Co-payment excludes 1,049 clients who receive only home-delivered meals (HDM only). No co-payment is required for this service, though some clients make a voluntary donation.

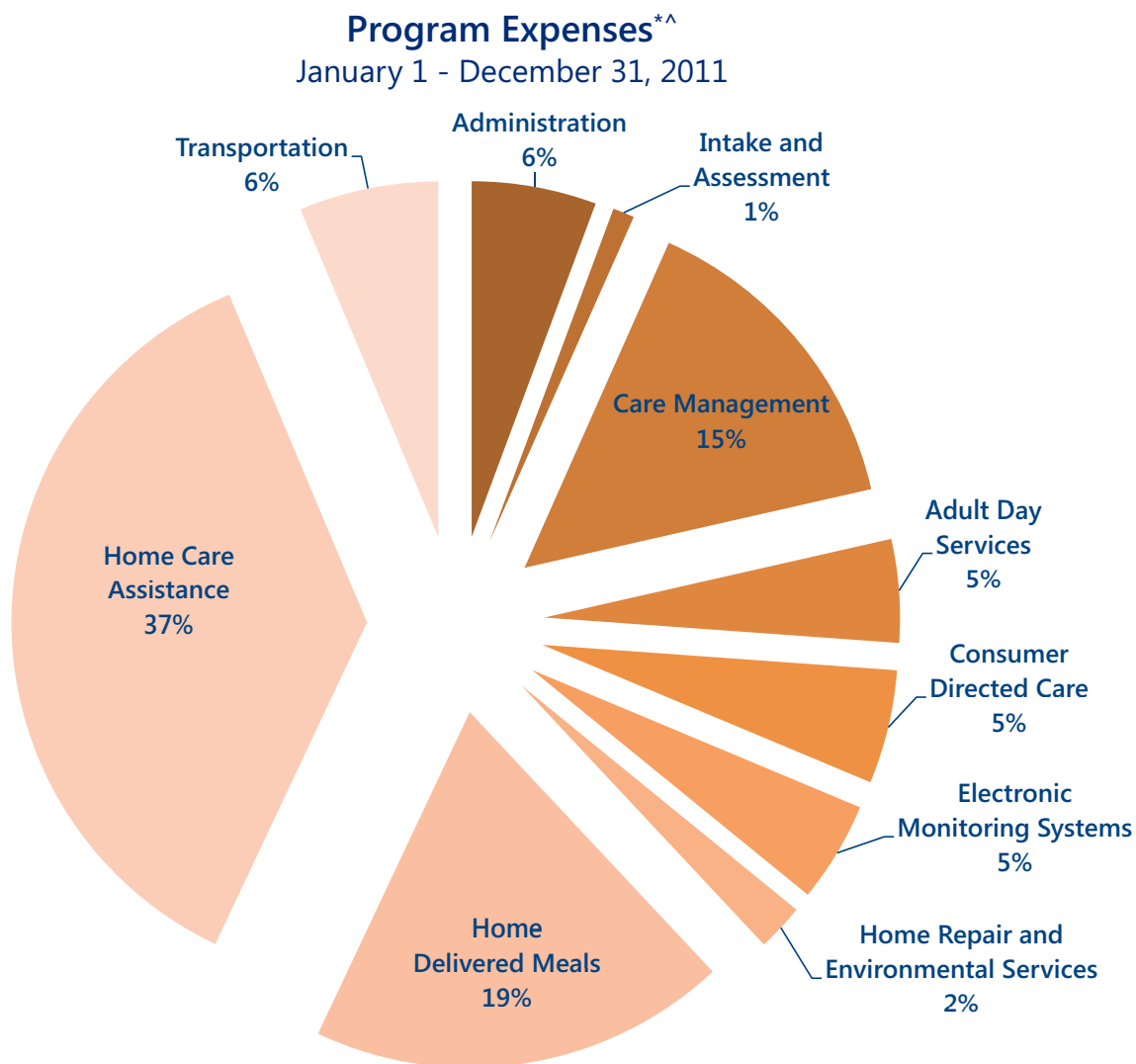
\*\*Calculation includes HDM only clients who are not required to report income.

## How Funds Are Used

Without the support of Hamilton County taxpayers, the Elderly Services Program would not exist. Local tax dollars cover 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 30 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 home care assistance (personal care, homemaker, companion, etc.), 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 Hamilton County.



<sup>\*</sup>Some services were consolidated for formatting purposes. Detailed expense information for each service can be found on the adjacent page.

<sup>^</sup>Total does not equal 100 due to rounding.

## How Funds Are Used

Expenses			
Service	Clients Served	Service Units	Cost
Home Care Assistance	4,226	403,300 <i>hours</i>	\$8,318,963
Emergency Response System Monthly Rental	3,589	32,903 <i>months of rentals</i>	\$685,851
Home-delivered Meals	3,404	673,171 <i>meals</i>	\$4,331,028
Home Medical Equipment	1,433	2,128 <i>equipment rentals</i>	\$357,307
Medical Transportation	1,269	45,700 <i>trips</i>	\$1,437,960
Minor Home Repairs	386	451 <i>repairs</i>	\$426,659
Consumer Directed Care	342	6,416 <i>months of service</i>	\$1,179,322
Adult Day Service	283	18,245 <i>hours</i>	\$953,043
Independent Living Assistance	166	1,702 <i>hours</i>	\$37,365
Adult Day Transportation	134	58,806 <i>miles</i>	\$116,547
Environmental Services	49	191 <i>jobs</i>	\$60,161
Non-Medical Transportation	42	267 <i>trips</i>	\$7,234
Care Management	7,259	N/A	\$3,374,058
Intake and Assessment	N/A	N/A	\$223,529
Administration	N/A	N/A	\$1,293,064
Total Expenses			\$22,802,091
Revenue			
Federal and State			\$885,552
Client Donation			\$75,075
Client Co-payment			\$734,898
Hamilton County Elderly Services Levy			\$21,106,566
Total Revenue			\$22,802,091

Independence. Dignity. Peace of mind.

## Where Clients Live

Jurisdiction	Clients Served	Jurisdiction	Clients Served
Cincinnati	3,073	Harrison (City)	128
Green Township	449	Cheviot	116
Colerain Township	396	Reading	115
Anderson Township	267	Sycamore Township	111
Mount Healthy	246	North College Hill	102
Springfield Township	237	Sharonville	82
Delhi Township	213	Blue Ash	79
Springdale	172	Deer Park	76
Norwood	155	Silverton	76
Forest Park	152	Other	1,014
Total Clients Served			7,259

### State of Aging | Hamilton County

In just a few years – by 2015 – for the first time in 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 Hamilton County. According to the U.S Census, **nearly one in every four Hamilton County households now includes at least one person who is 65 or older.**

According to the 2010 Census, 13.3 percent of Hamilton County's population is 65 and older. Looking at the population of people age 60 and older (the age at which eligibility begins for Hamilton County ESP and PASSPORT, the state's in-home care program for the poor), Scripps Gerontology Center at Miami University estimates that 18.5 percent of the county's population falls into this age group.

While the county's 65+ population declined slightly from 2000 to 2010, **the "oldest old" – those age 85 and older – increased by over 8 percent.** (Scripps) Though many older adults will remain healthy, the risk of disability (and need for care) increases with age. **Of Hamilton County residents age 65-74, approximately 5,000 have two or more types of disability. Among residents age 75 and older, the number jumps to more than 15,600, a 213 percent increase.** (U.S. Census)

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 Hamilton County Elderly Services Program.

This is a large group. Most are people with modest resources. Many of the long-lived will deplete their assets as they age. According to census data, **nearly 22 percent of Hamilton County's 65+ population live below or near the federal poverty level** (2011 - \$10,890/year for one person).

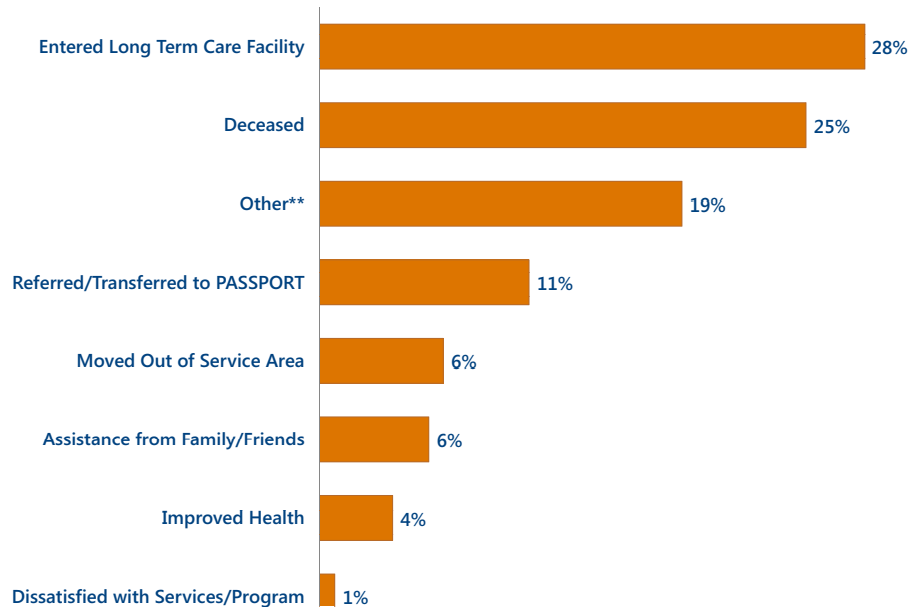
While age and disability are increasing, the number of potential caregivers has been decreasing. Family and friends will continue to provide long-term care, but families today are smaller, more spread out, and often unable to provide the level of care needed by their aging loved ones.

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



## Reasons Why Clients Leave

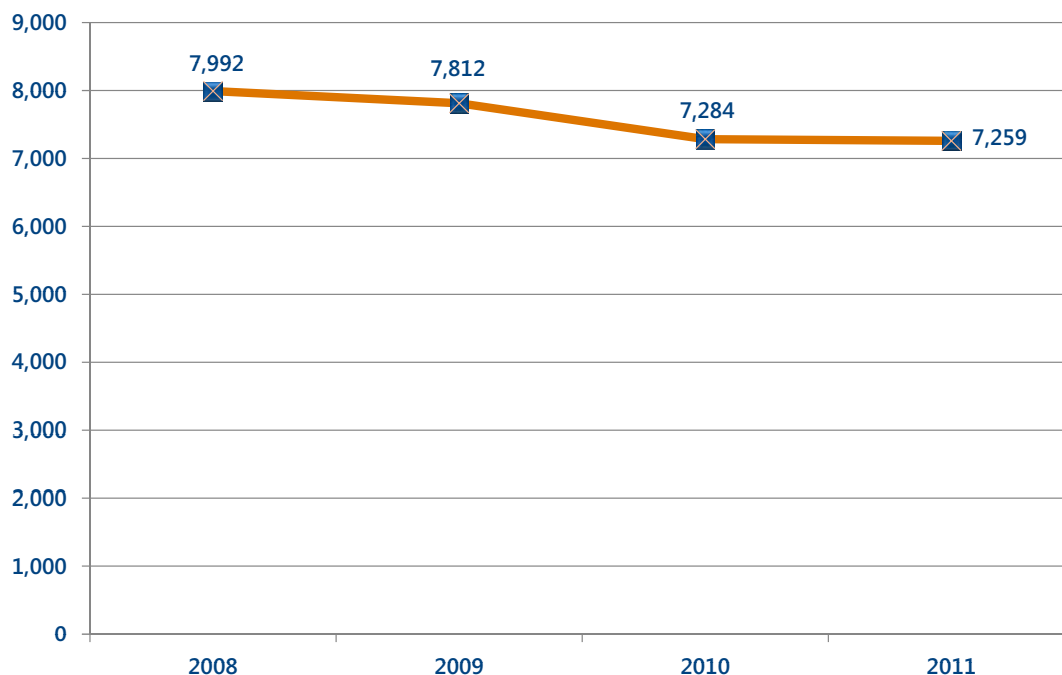
We are proud of the fact that only a tiny fraction of ESP clients leave because they are dissatisfied with the program. One quarter of our clients remain on the program and at home until they die. About 43 percent leave the program because their health changes - either improving or deteriorating and 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

**Important note:** Data shown in this chart can be deceiving. In fact, Hamilton County ESP is now a growing program and projections anticipate modest enrollment increases over the next five years. The enrollment declines shown here were brought about by actions Council on Aging took to keep the program within the bounds of its funding. After the 2007 levy, the program experienced rapid growth. Left unchecked, the growth would have caused a funding deficit. So, COA started a waiting list and adjusted eligibility to restrict the program to the most frail seniors. COA ended the waiting list in the spring of 2011. Eligibility changes are permanent in order to restrain growth to modest levels.



## Provider List\*

A Miracle Home Care	Interim HomeStyles of Greater Cincinnati, Inc.
Active Day of Cincinnati	Jewish Family Service
Advanced Medical Equipment, Inc.	Jewish Vocational Service of Cincinnati
Algo Termite & Pest Control	Lifeline Systems Company
All Gone Termite & Pest Control, Inc.	Mayerson JCC (Jewish Community Center)
Alzheimer's Association of Greater Cincinnati	Meda-Care Transportation, Inc.
American Ramp Systems	MedAdapt Ltd.
Assisted Care by Black Stone	Milt's Termite & Pest Control
Bathblest Renovations	Mullaney's Pharmacy & Home Health Care
Bayley Adult Day	North College Hill Senior Center
Bernens Medical	Private Home Care Inc.
Caring Hearts Adult Day	Quality Care
Caring Hearts Home Health Care, Inc.	Rural/Metro Helpline
Charter Home Services	S.P. Contracting
Cincinnati Area Senior Services, Inc.	Safeway Safety Step
Clifton Senior Center	Saint Joseph Construction
Comfort Keepers #172	Santa Maria Community Services
Comfort Keepers #200	Senior Independence
Comprehensive Health Care Services	Superior Home Care, Inc.
Day Share Senior Services	Sycamore Senior Center
Derringer Company**	The Deaconess Foundation
Deupree Community Meals on Wheels	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.
Harmony Court Day by Day	Tri-State Maintenance
Helping Hands Healthcare, Inc.	Twin Towers Adult Day Stay
Hillebrand Home Health	Universal Transportation Systems (UTS)
Home First Non-Medical	VRI
Hyde Park Center	Wesley Community Services

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

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



*"I took her to the doctor in October just because I thought I should – she hadn't been in 16 months," said Mary of her 108-year-old mother-in-law, Hulda. "Her doctor thinks she's amazing. She's flourishing. I think she could have another 10 years."*

*~ Hulda, center, is a client of the Hamilton County Elderly Services Program. At 108 years old, she is the oldest client on any of Council on Aging's programs. She lives with her son, Donald, and daughter-in-law, Mary.*



Hamilton County  
Elderly Services Program  
(513) 721-1025  
(800) 252-0155



Council on Aging of Southwestern Ohio  
175 Tri County Parkway  
Cincinnati, Ohio 45246  
(513) 721-1025  
(800) 252-0155  
[www.help4seniors.org](http://www.help4seniors.org)



*Torch*  
AWARD  
2010 WINNER

