

WARREN COUNTY

Elderly Services Program



2011 Annual Report



Independence.



Dignity.



Peace of mind.

The Elderly Services Program is provided by:

Warren County Commissioners



From left to right, Warren County Commissioners:
Tom Ariss, Pat South, David G. Young

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

Chuck Peckham, Chair
Dr. Don Juszczuk, Vice Chair
Ann Munafo, Secretary

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Dear Friends,

On behalf of the Warren 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.

Our big news, of course, was the overwhelming passage of the Warren County senior services tax levy by 72 percent of the vote. It was wonderful to experience this strong community support and we are grateful to the volunteers who spent many hours educating the public about the importance and value of the levy. The program could not exist without the levy, because local taxes provide about 93 percent of the funding.



Chuck Peckham, Jr.

Our levy was a renewal, so we will need to ensure that enrollment stays within bounds, despite the aging of our population. Over the five-year levy period, we are projecting only modest growth. Compared with that of surrounding counties, Warren County's population remains young, but it is aging like everywhere else. By 2020, the Scripps Gerontology Center projects that 17 to 19 percent of Warren County's population will be age 60 and older, up from the current 12 to 16 percent.

In 2011, we served 2,380 clients, which is a two percent increase over 2010 and within our projections. One interesting trend: an increasing percentage of our clients are age 80 or older. It was 53 percent in 2009, 56 percent in 2010, and 59 percent in 2011.

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. This goal is not only compassionate; it's also cost-effective. It costs taxpayers about \$311 a month per client in our program, compared with \$4,200 a month for Medicaid services in a nursing home.

ESP also helps families and caregivers – thousands of Warren County citizens – who provide most of the care for their older loved ones. They simply need supplemental help so they can continue to work and raise their children.

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.

Chuck Peckham, Jr., Chairperson
Warren County Elderly Services Program Advisory Council

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

(513) 695-2271

The Elderly Services Program

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

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

Of all the options for chronic care, services in the home are also the least expensive. It costs about \$311 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 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 \$311 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 \$20,377 a year, from which she pays \$3,390 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 | Marcella

At age 76, Marcella has no intention of leaving her Goshen home of more than 50 years. It's tidy, just the way she likes it, and she can decorate it however she wants.

"I have no intention of going to a nursing home. You can forget that," she wasted no time in proclaiming.

Marcella grew up just down the road and comes from a "good, honest, hard working family." At age five, she was put to work in the family garden, picking bugs off potato plants and putting them into glass jars.

That work instilled in her a love of gardening and a desire to share the bounties of her work and help others anyway she could. When a neighbor confessed he was having trouble feeding his family, she went to the basement and shared her supply of canned vegetables.

Married at 16, Marcella and her husband Jerry started a family. Marcella went to college and worked as a dietician in hospitals and nursing homes. She and Jerry – an ex-Marine – founded and commanded the local Disabled American Veterans auxiliary and volunteered at the VA Hospital in Cincinnati. Those experiences strengthened her desire to provide the best possible care for her family and keep them – and herself – out of nursing homes.

When her husband and son were ill, she took care of them. Now, her oldest and only surviving child, Darlene, helps take care of her.

About a year ago, Darlene read an article about the Warren County Elderly Services Program. Marcella had scoliosis and arthritis and had been in and out of the hospital because of falls.

"Everyday stuff got to be too much," Darlene said. "And you know, you need help. I've tried to get her to sell this place but she's not going to do it. It's wonderful to have this alternative [ESP]."

With help from Darlene and ESP, Marcella is comfortable and safe in her home. ESP recently installed a ramp to her back door and put grab bars in her bathroom. She receives Meals on Wheels and help with housekeeping and personal care. She also wears an emergency response necklace, in case she falls again.

It's clear though that Darlene is the light in Marcella's life. *"She's good for me and I'm good for her,"* Marcella said. *"I'm well taken care of."*



Independence. Dignity. Peace of mind.

Warren County ESP Client Profile | Levi



Levi and Mallie have always managed on their own. After Levi's first wife died nearly 30 years ago, he lived alone with his guide dog. He knew Mallie - also a widow - from church, and considered her a friend. He had even encouraged her to "hunt you up a good man and get married!" Mallie told him there were no good men left to be found.

At the time, neither of them could imagine that they would one day marry. A Valentine's Day party at their church sealed the deal. The couple recently celebrated 20 years together.

Levi and Mallie moved to Franklin about six years ago and it wasn't long before Levi contacted Warren County ESP for help. Everyday tasks like housekeeping and grocery shopping had gotten more difficult. Mallie had given up driving and was receiving help through PASSPORT, Ohio's Medicaid in-home care program.

By chance, Levi discovered Sherman Glen Apartments, a senior apartment building operated by Warren County Community Services, Inc. He liked the place so much, he filled out an application without mentioning it to Mallie.

They love their home and they have access to more services. Hot lunch is served five days a week in the building's community room and other activities are always going on. Jean Frasher, Levi's ESP care manager, is a service coordinator in the building. She manages the care of 40 ESP clients in the building and helps other residents connect to community services and supports.

There's no TV in the apartment, but that's OK. "That's our TV," said Mallie, pointing to a large window overlooking the building's backyard. Mallie tells Levi about everything that goes on outside that window.

A few months ago, Mallie woke up in the middle of the night disoriented and blacked out. She ended up in the hospital, on a ventilator and then in a nursing home. It did not seem likely that she would return home.

With his "eyes" gone, Jean arranged for someone to help Levi read his mail and sort through paperwork. The service is called Independent Living Assistance, and for Levi, it makes all the difference. Levi also receives medical transportation and his home health aide has become a dear friend to the family.

Thankfully, Mallie recovered and was able to return home after nearly two months away. "I came through that door and this place felt like a mansion," she said. Levi is eager to help her as much as he can - he warms meals in the microwave, makes coffee and the bed.

When Levi needs help, he knows where to turn. "When I need her [Jean], I just hunt her up," he said. Levi and Mallie compare their life to a puzzle that God has been slowly putting together for them. Their life at Sherman Glen is the last piece of the puzzle, they say. "The Lord just worked it out for us," Levi said.

Warren County senior services levy passed

On Election Day Nov. 8, 2011, the Warren County Senior Services levy passed by a resounding 72 percent of the vote.

The levy was a renewal of the current 1.21 mills and will raise a total of about \$32.5 million through 2016. It provides more than 90 percent of the funding for the Elderly Services Program. Other revenue comes from federal and state sources (via Council on Aging), client donations and co-payments.

The cost to Warren County taxpayers is \$36.14 per \$100,000 of property valuation.

“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,” said Council on Aging CEO Suzanne Burke. “Warren County is the kind of compassionate community that offers its elderly citizens another option.”

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

As administrator of the Elderly Services Program in Warren 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.

These services:

- 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 Warren County seniors

As the state-designated Area Agency on Aging, Council on Aging provides additional services besides the Elderly Services Program to Warren 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 69 Warren County residents in FY 2011, an increase of 50 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 257 Warren 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 248 Warren County seniors in 2011.

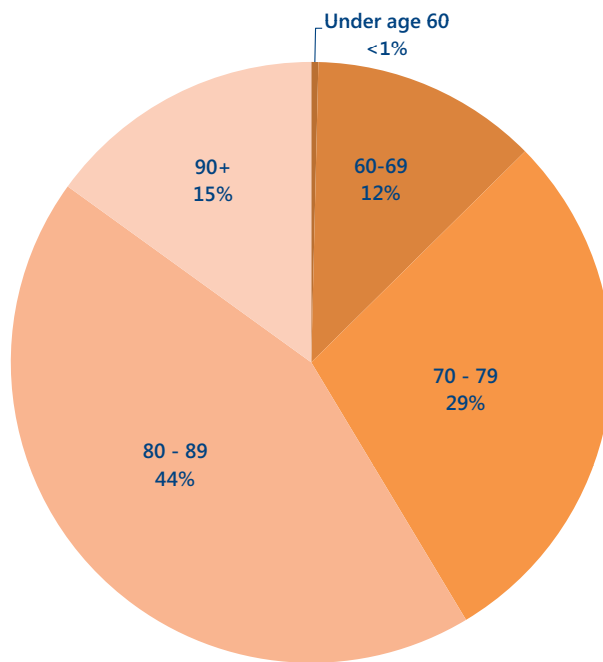
Elderly Services Program Client Profile

Our typical client is an 80-year-old disabled woman, living alone on a modest income. Total clients served in 2011: 2,380. 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.

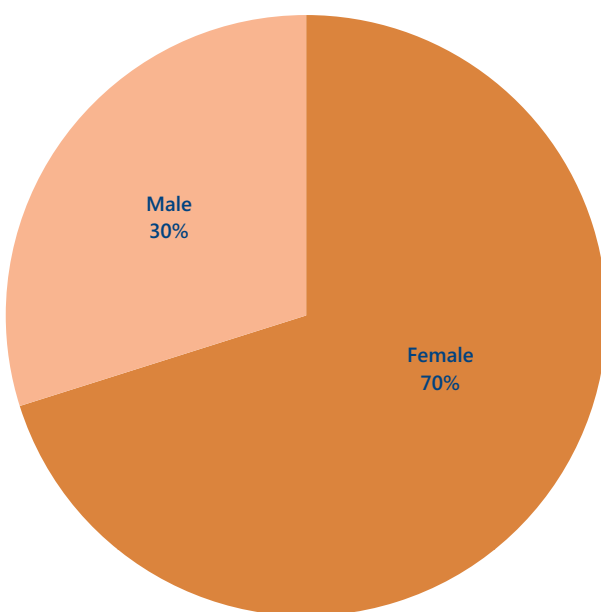
Age

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

Under Age 60	9
Age 60 – 69	291
Age 70 – 79	685
Age 80 – 89	1,037
Age 90 and Older	358

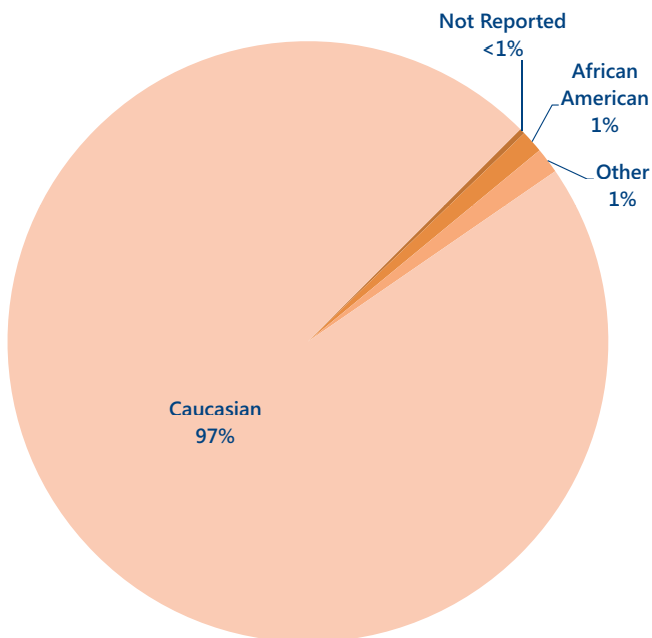


Gender



Female	1,669
Male	711

Race



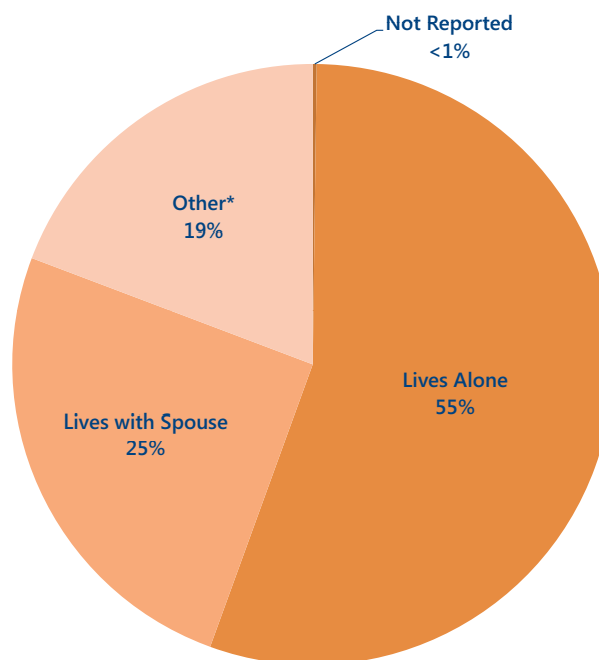
Caucasian	2,311	African American	29
Other Race	33	Not Reported	7

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.

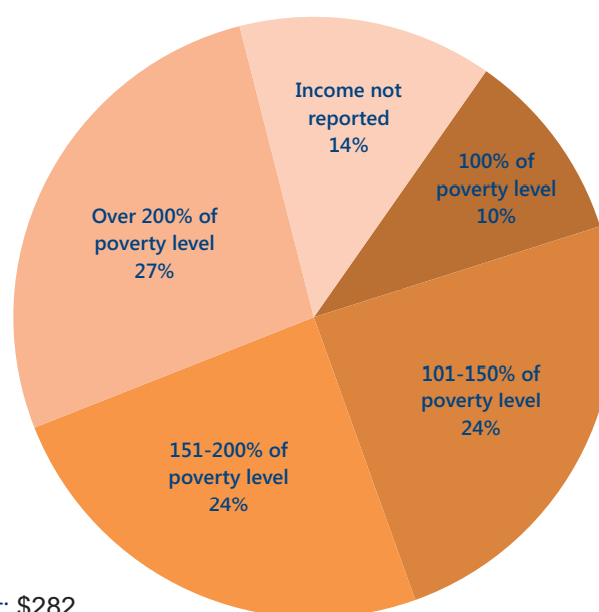
Lives Alone	1,317
Lives with Spouse	600
Other*	458
Not Reported	5



*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*: 33%

Clients with annual incomes at or below \$21,780**: 58%

Clients with annual incomes above \$21,780**: 27%

Average monthly income of clients**: \$1,698

Average monthly out-of-pocket medical costs per client: \$282

*Co-payment excludes 326 clients who receive only home-delivered meals (HDM only). No co-payment is required for this service, though some clients make a voluntary donation.

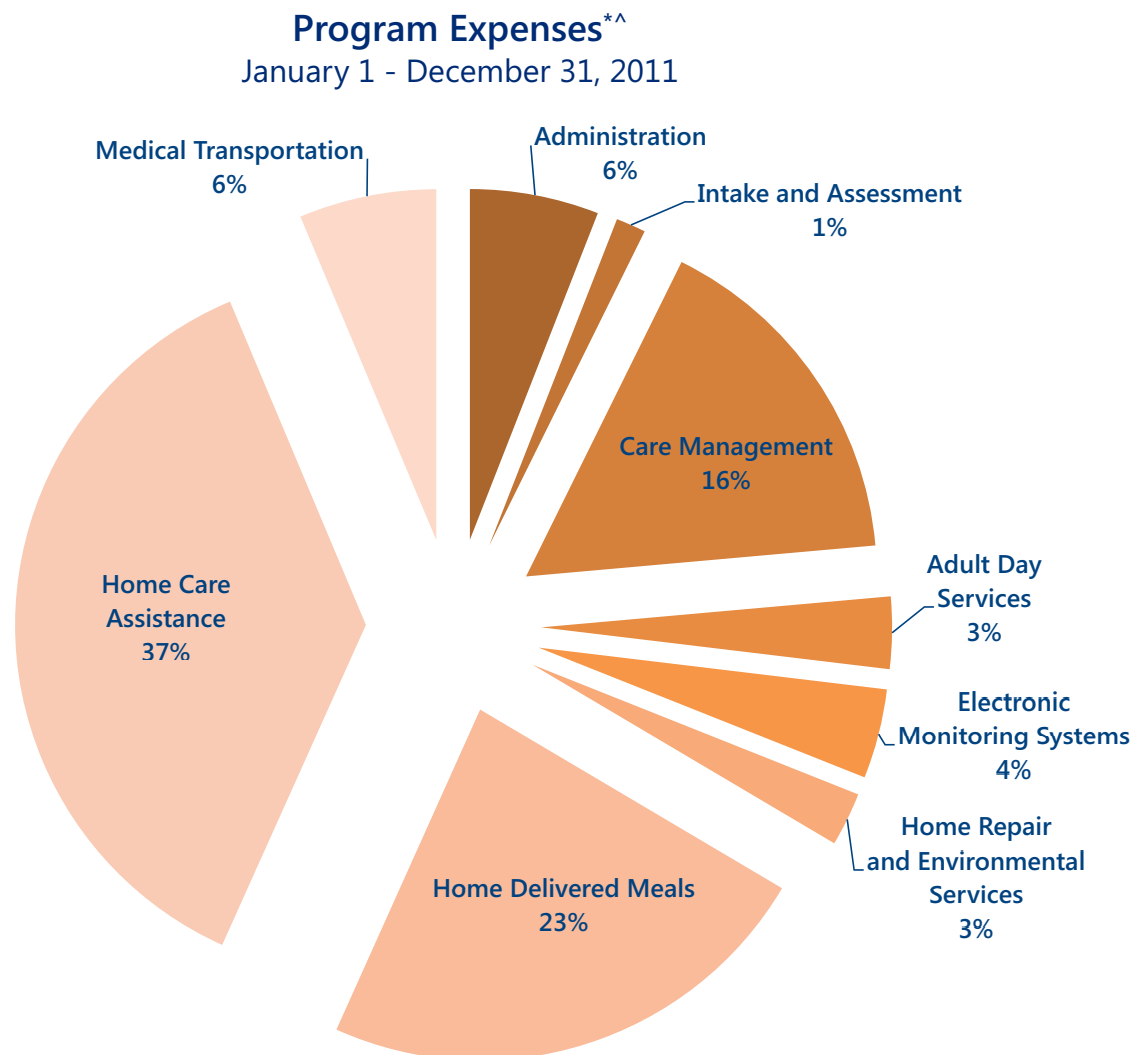
**Calculation includes HDM only clients who are not required to report income.

How Funds Are Used

Without the support of Warren 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 33 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 Warren 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
Emergency Response System Monthly Rental	1,335	12,368 <i>months of rentals</i>	\$271,651
Home Care Assistance	1,310	109,960 <i>hours</i>	\$2,425,513
Home-delivered Meals	1,305	231,349 <i>meals</i>	\$1,528,891
Medical Transportation	360	9,308 <i>trips</i>	\$417,112
Minor Home Repairs	153	187 <i>repairs</i>	\$144,924
Adult Day Service	69	3,654 <i>hours</i>	\$189,667
Independent Living Assistance	34	312 <i>hours</i>	\$7,692
Adult Day Transportation	21	12,913 <i>miles</i>	\$28,678
Environmental Services	13	61 <i>jobs</i>	\$18,081
Care Management	2,380	N/A	\$1,071,999
Intake and Assessment	N/A	N/A	\$90,416
Administration	N/A	N/A	\$391,070
Total Expenses			\$6,585,694
Revenue			
Federal and State			\$270,891
Client Donation			\$37,618
Client Co-payment			\$166,937
Warren County Elderly Services Levy			\$6,110,248
Total Revenue			\$6,585,694

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Where Clients Live

Jurisdiction	Clients Served	Jurisdiction	Clients Served
Lebanon	328	Wayne Township	74
Mason	284	Carlisle	72
Franklin (City)	270	Union Township	58
Deerfield Township	204	Salem Township	56
Franklin Township	203	Morrow	49
Turtle Creek Township	177	Middletown	42
Hamilton Township	149	Waynesville	35
Springboro	102	Harlan Township	33
Clearcreek Township	89	Maineville	26
South Lebanon	77	Other	52
Total			2,380

State of Aging | Warren 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 Warren County: **from 2000 to 2010, Warren County's 65+ population increased by more than 54 percent, and nearly one in five Warren 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, 10.8 percent of Warren County's population is 65 and older. Looking at the population of people age 60 and older (the age at which eligibility begins for Warren County ESP and PASSPORT, the state's in-home care program for the poor), Scripps estimates that 15.7 percent of the county's population falls into this age group.

Though many older adults will be healthy, the risk of disability (and need for care) increases with age. **The "oldest old" – those age 85 and older – are the fastest growing portion of the 65+ population. In Warren County, this group increased by more than 65 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 Warren County's Elderly Services Program.

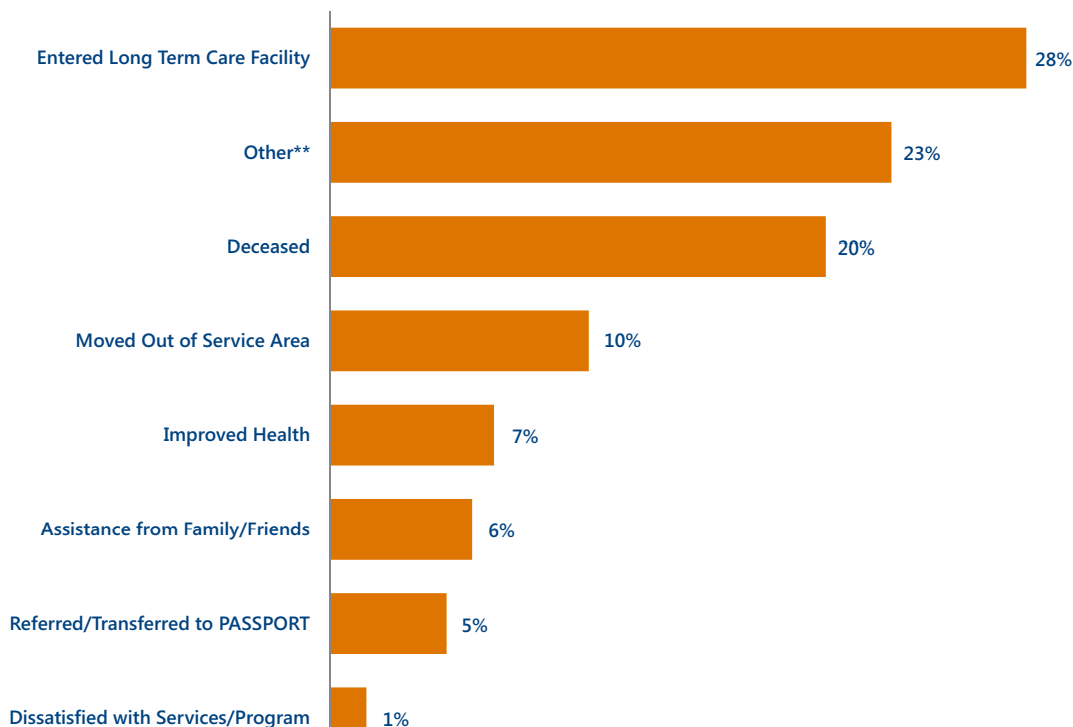
This is a large group. Most are people with modest resources. Many of the long-lived will deplete their assets as they age. According to census data, **nearly 16 percent of Warren County's 65+ population live below or near the federal poverty level** (2011 - \$10,890/year for one person).

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.

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.

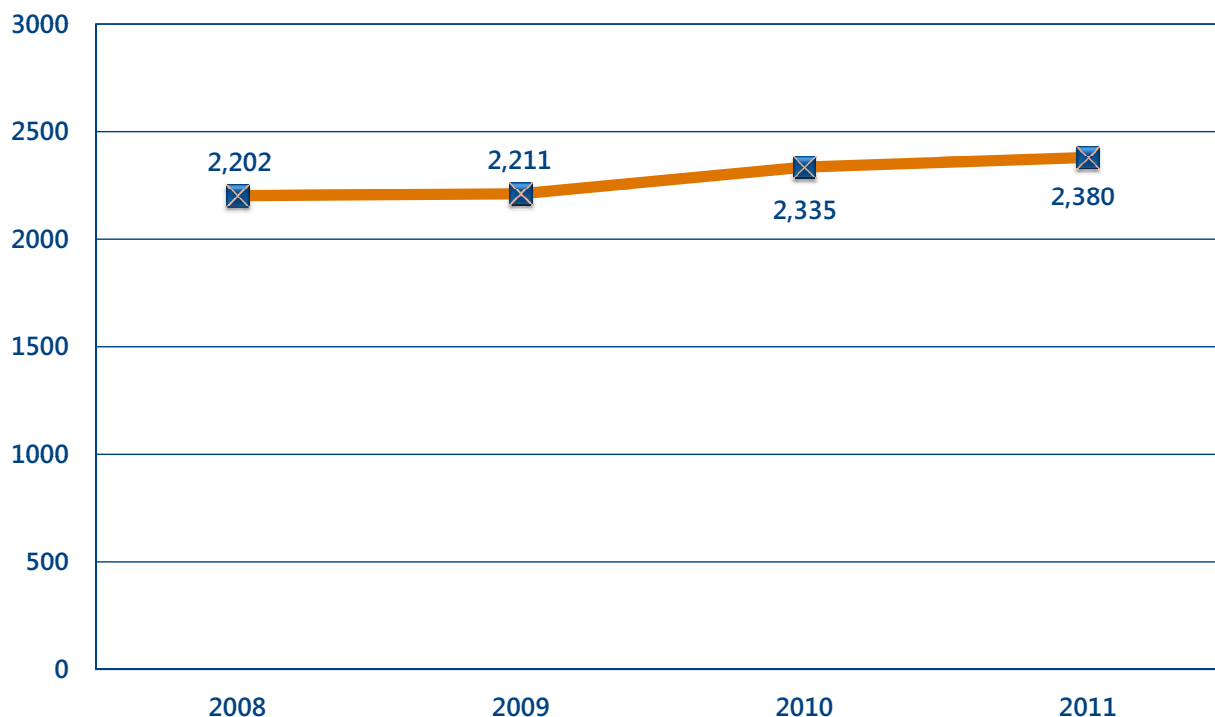
Reasons Why Clients Leave

We are proud of the fact that only a tiny fraction of ESP clients leave because they are dissatisfied with the program. Twenty percent 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.



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

Number of Clients Served



Provider List*

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

*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.



Friends before they married, Levi once told Mallie she ought to “*hunt you up a good man and get married.*” Mallie thought there were no good men left to be found. Twenty years later, Levi and Mallie are each other’s support system. With help from the Warren County Elderly Services Program and PASSPORT (the state’s Medicaid in-home care program), the couple can stay in their home at Sherman Glen Apartments in Franklin.

~ Levi, who is legally blind, is a client of the Warren County Elderly Services Program. His wife, Mallie is disabled and receives services through PASSPORT.



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