

# BUTLER COUNTY

## Elderly Services Program



### 2012 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, T.C. Rogers

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

**Kevin Kurpieski – President**  
**Don Eberwine – Vice President**  
**David Mancuso – Treasurer**  
**Barton J. Drake – Secretary**  
**Dr. Jane Straker – Ex-Officio**

Katherine Becker  
Geraldine Bess Maddox  
Tyrone Spears  
James White

Debbie Hauenstein  
Christy Quincy  
David Stiles  
Gene Willeke

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)

Intake and Care Management



1900 Fairgrove Avenue  
Hamilton, Ohio 45011  
(513) 868-9281  
[www.lifespanohio.org](http://www.lifespanohio.org)

**Dear Friends,**

On behalf of Butler County Citizens for Elderly Services, it is my pleasure to present our 2012 Annual Report.

Growth in our program has been modest since the tax levy passed in 2010 and the number of people served was essentially even from 2011 to 2012. Remember, however, that a significant number of our clients go off the program every month (due to death, move to nursing home, etc.), so even though we have not been growing in absolute numbers, we continually have new people enrolling. We served 4,021 clients in 2012, compared with 4,029 in 2011.



**Kevin Kurpieski**

As our population ages, we expect to see need for the Elderly Services Program begin to climb. According to the 2010 U.S. Census, 11.5 percent of Butler County's population is age 65 and older. Between 2000 and 2010, this older population increased by nearly 20 percent. More than one in five Butler County households now includes at least one person who is age 65 or older. Among our own clients, more than 13 percent were age 90 or older in 2012, including 13 clients who were age 100 or older.

We watch the program closely for trends and manage accordingly so that it will continue to provide compassionate, high-quality service to seniors while delivering the best value for taxpayers.

As you review our annual report, you will find detailed information about our clients, services, and 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.

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. The program 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.

**Kevin Kurpieski, President**  
**Butler County Citizens for Elderly Services, Inc.**

*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, in-home care is also the least expensive. It costs about \$322 a month per client in Butler County ESP, compared to almost \$5,000 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 South-western 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.

*It costs about \$322 a month per client in Butler County's Elderly Services Program, compared with almost \$5,000 a month for nursing home care.*

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.

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### 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 \$20,425 a year, from which she pays \$3,136 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 | Maxine

Maxine is learning how to use her new e-reader, a Christmas gift from her daughter. She uses email and Facebook and serves on the social activity committee at the senior building where she lives in Middletown. She reads book after book and loves watching criminal trial shows on TV “because they are so far from my own lifestyle.”

Now 80, she worked until five years ago. Because of health problems, a series of falls, hip replacement, and a sense that she is growing a bit frail, Maxine has reluctantly slowed down.

Five years ago, Maxine enrolled in the Butler County Elderly Services Program after she was injured in a fall and hospitalized. The program provided a walker and some other medical equipment and now provides homemaking help five hours a week. That includes light housekeeping, laundry and grocery shopping. Maxine prefers to prepare her own meals and always ends the day with an ice cream bar.

Although she spent most of her career working with older adults, including serving as director of nutrition and transportation at Middletown Area Senior Citizens, Inc., Maxine admits that she “never thought I would some day be a senior myself. I thought I would live exactly like I was until I died. The reason I retired was that I just couldn’t keep up. It really bothers me that I can’t keep up mentally any more. I knew I never could physically, but I always could mentally.”

With help from ESP, her family, services in her building, and her own determination, Maxine keeps the independence that is so important to her.

*“If it wasn’t for ESP, I would try to figure something out,” Maxine said. “I don’t know what, but I’m not about to go to a nursing home. I did go to a rehab unit after my hip replacement and it was a good experience but I was very glad to come home.”*



Butler County ESP client Maxine, with her care manger, Lois.

## Butler County ESP Client Profile | *Brenda and Berry*

It always looks a little like Christmas at Brenda and Berry's home. A lighted town display stays up year round. The dining table is always set with colorful dishes, as if ready for guests at any moment. Glass ornaments and cat figurines perch on every surface. Brenda laughs about it, but she loves the cozy place she has created at the Middletown home where they've lived for 34 years.

A native of Middletown, she used to live in Dayton and is retired from AT&T. She met Berry through her sister, who is married to his twin. Berry, who is from Alabama but came to Dayton in 1952, worked in various positions at the Veteran's Administration Center there, including cook and baker's helper. He is also a veteran of the Korean War.

At 83, Berry is nearly 20 years Brenda's senior, and has a number of health problems, including COPD which requires him to use oxygen at night. Brenda has Parkinson's Disease, which is beginning to diminish her strength. Concerned about her ability to care for Berry and herself, she began to look for help. She knew about the Elderly Services Program because her mother is enrolled.

"We especially needed help with medical transportation," Brenda said. "I do limited driving and (Berry's) heart doctor is in Centerville. I have lots of family here and they call and check on us all the time. But no one can really help us because they all need help themselves!"

Enrolled in ESP since 2008, Berry and Brenda have received medical equipment, Uplift (mental health services), and respite care in the past. Now they receive home-delivered meals and medical transportation. Berry especially enjoys bantering about sports with Marty, who delivers their meals.

*"We do everything we can for ourselves," Brenda said, "but we really appreciate having the help."*



**Top:** Brenda and Berry  
**Bottom:** Berry and Marty, a Meals on Wheels driver

## 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 a central point 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

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## 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** (800-252-0155 or [www.help4seniors.org](http://www.help4seniors.org)) – COA's call center and "front door" to services and community resources. We responded to nearly 30,000 requests for help for seniors in FY 2012.

**Assisted Living Waiver** – Intermediate level of care for low-income older adults. We served 340 Butler County residents in FY 2012, an increase of 15 percent over 2011.

**PASSPORT** – In-home care for low-income adults age 60 and older. On average, PASSPORT is about one-fifth the cost of a nursing home. We served 590 Butler County seniors in FY 2012, an increase of 8 percent over 2011.

**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. We helped 315 Butler County seniors in FY 2012.



Title III funds at work:  
*Partners in Prime Chair Volleyball*

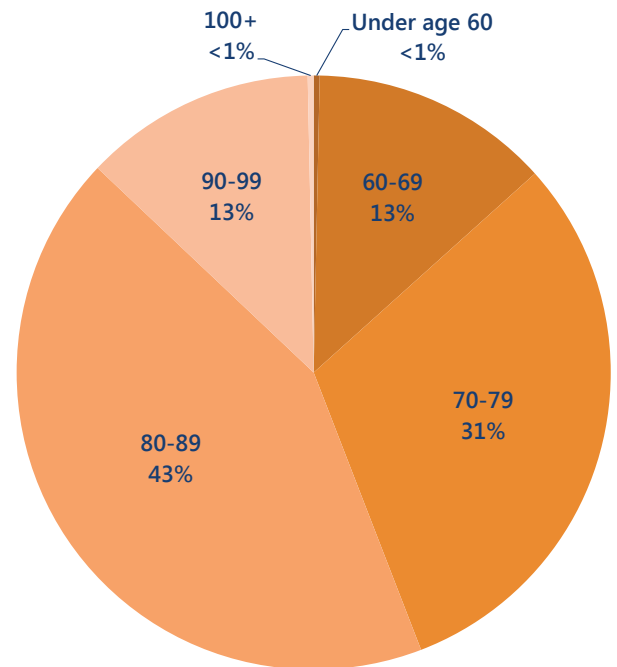
## Elderly Services Program Client Profile

Our typical client is an 81-year-old woman living alone on a modest income. Total clients served in 2012: 4,021. 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.

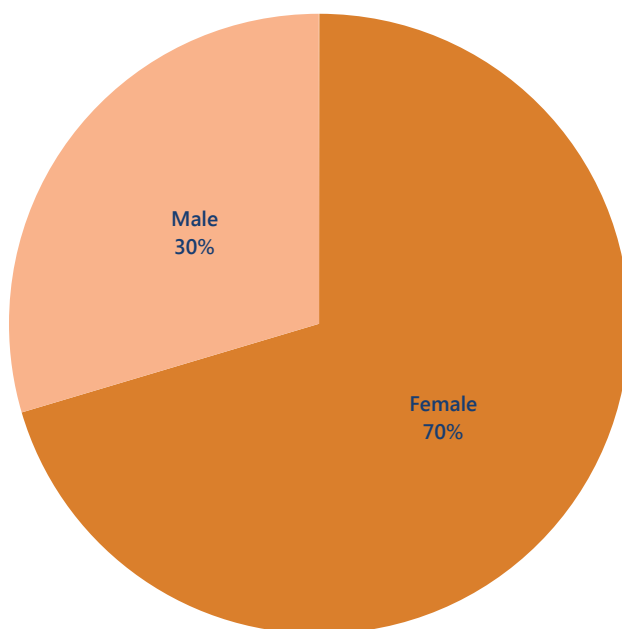
### Age

The average age of the Butler County ESP client in 2012 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 have a disability. Some services are also available to clients under age 60 who have dementia, including Alzheimer's disease.

Under Age 60	13
Age 60 – 69	524
Age 70 – 79	1,237
Age 80 – 89	1,727
Age 90 – 99	507
Age 100+	13

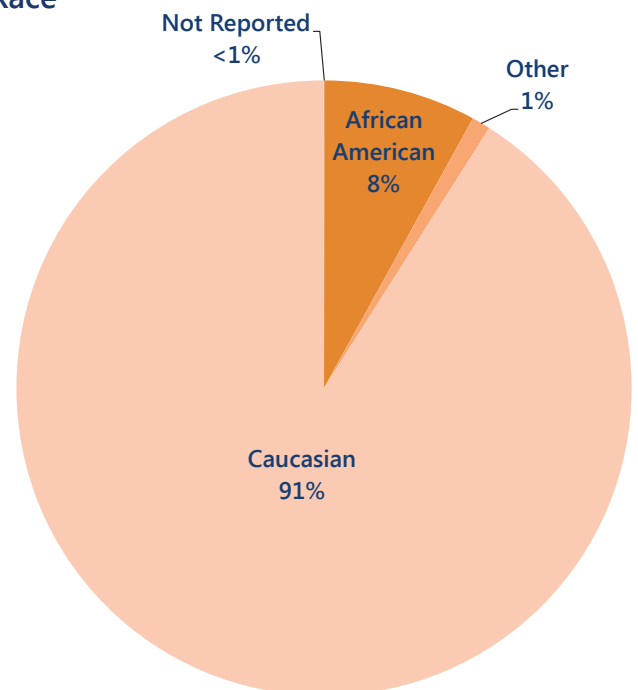


### Gender



Female	2,830
Male	1,191

### Race



Caucasian	3,659	African American	322
Other Race	39	Not Reported	1

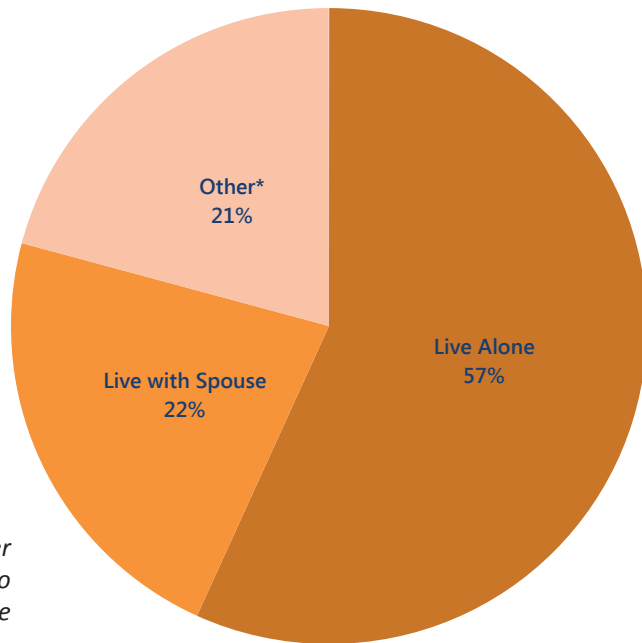


## Elderly Services Program Client Profile

### 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.

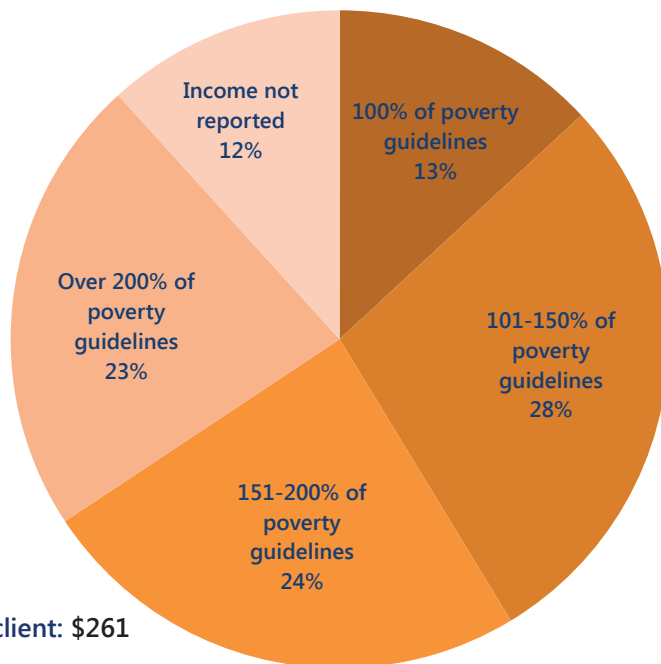
Live Alone	2,284
Live with Spouse	900
Other*	837



\*Other may include arrangements such as living with other family member, friend or caregiver. This category also includes clients (107) for whom living arrangements were not specified.

### Income and Expenses

Most ESP clients have modest incomes. The 2012 Federal Poverty Guidelines for one person was an annual income of \$11,170 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.



Average monthly income of clients\*: \$1,702

Average monthly out-of-pocket medical costs per client: \$261

Clients with annual incomes at or below \$22,340\*\*: 65%

Clients with annual incomes above \$22,340\*\*: 23%

Clients with a co-payment\*: 33%

\*Co-payment excludes 472 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.

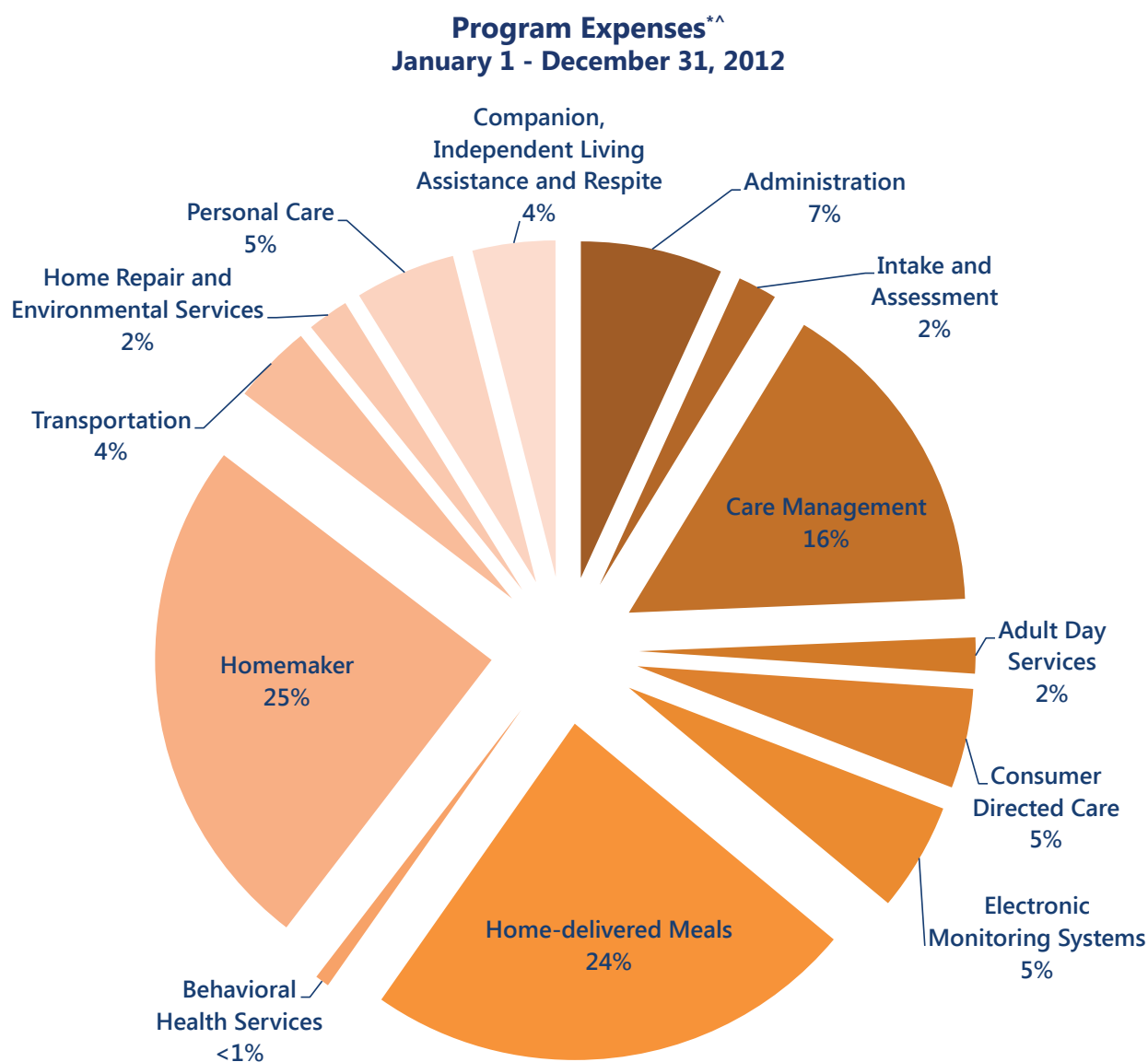
Independence. Dignity. Peace of mind.

## How Your Tax Dollars Are Spent

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 (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 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 Your Tax Dollars Are Spent

Expenses			
Service	Clients Served	Service Units	Cost
Home-delivered Meals	2,380	465,140 <i>meals</i>	\$2,793,296
Emergency Response System	2,321	22,013 <i>months of rentals</i>	\$458,422
Homemaker	1,765	127,949 <i>hours</i>	\$2,945,204
Home Medical Equipment	615	1,351 <i>equipment items</i>	\$154,504
Medical Transportation	554	14,826 <i>one-way trips</i>	\$435,542
Personal Care	411	24,654 <i>hours</i>	\$567,377
Independent Living Assistance	349	4,603 <i>hours</i>	\$126,365
Minor Home Repairs	270	310 <i>repairs</i>	\$193,576
Senior Companion	192	5,814 <i>hours</i>	\$119,899
Consumer Directed Care	155	2,945 <i>months of service</i>	\$562,979
Respite	120	9,784 <i>hours</i>	\$223,076
Non-Medical Transportation	71	522 <i>one-way trips</i>	\$14,501
Adult Day Service	66	3,724 <i>hours</i>	\$195,797
Environmental Services	39	142 <i>jobs</i>	\$41,073
Adult Day Transportation	14	3,788 <i>miles</i>	\$9,219
Behavioral Health Services	186	N/A	\$80,118
Care Management	4,021	N/A	\$1,844,166
Intake and Assessment	N/A	N/A	\$221,357
Administration	N/A	N/A	\$803,491
Total Expenses			\$11,789,962
Revenue			
Federal and State			\$704,803
Client Donation			\$42,578
Client Co-payment			\$235,961
Butler County Elderly Services Levy			\$10,806,620
Total Revenue			\$11,789,962

Independence. Dignity. Peace of mind.

## The State of Aging in 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 and it’s already happening 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 U.S. Census, **11.5 percent of Butler County’s population is age 65 and older.** The “oldest old” – those age 85 and older – are the fastest growing portion of the 65+ population. Scripps projects this age group will grow by 84 percent from 2010 to 2030.

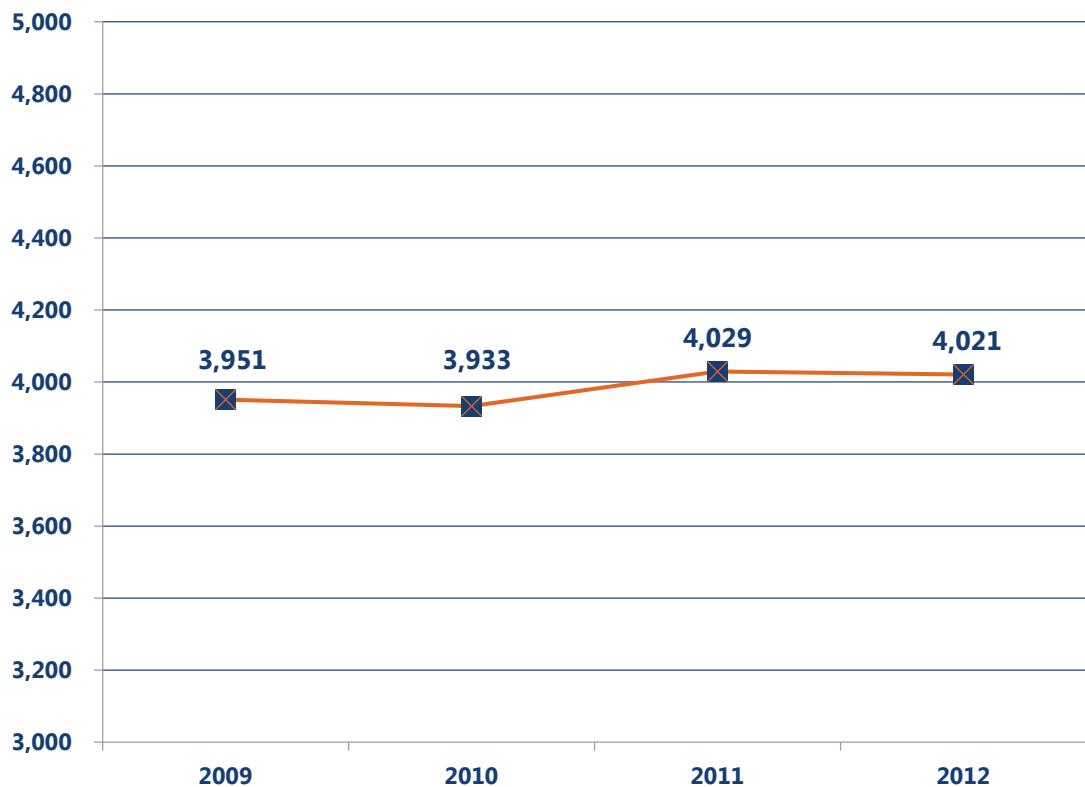
With age comes an increasing risk of disability (and need for care). **Among Butler County residents age 65 and older, 35 percent have a disability.** (U.S. Census)

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.

When help is needed, in-home care is the most compassionate and cost-effective choice. **For seniors who can’t afford to pay for private care, yet don’t qualify for Medicaid, the Butler County Elderly Services Program is a lifeline.** This is a large group. Among Butler County seniors who received publicly-funded in-home care services in 2012, 590 were served by PASSPORT (Ohio’s Medicaid in-home care program), while more than 4,000 received care through Butler County ESP.

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.

Number of Clients Served





## Where Clients Live

Jurisdiction	Clients Served	Jurisdiction	Clients Served
Hamilton	1,092	Hanover Township	84
Middletown	1,035	Monroe	79
Fairfield (City)	434	Ross Township	60
West Chester	333	Madison Township	58
Fairfield Township	161	St. Clair Township	54
Trenton	158	Wayne Township	43
Liberty Township	116	Other	206
Oxford	108		
<b>Total</b>			<b>4,021</b>

## Outcomes\*

### Reasons why clients leave the program

We are proud of the fact that only a tiny fraction of ESP clients leave because they are dissatisfied with the program. Nearly a quarter of our clients remain on the program until they die. More than half of ESP clients leave the program because of changes in their health or how/where they receive care. Some of these clients improve to a point where they no longer require services or can receive care from a family member or friend, while others need more intensive services and move to a program such as PASSPORT, hospice or into a nursing home.

### What the Colors and Categories Mean:

#### Mean:

**Green:** Desired outcomes. (Note: Deceased is a good outcome because it means the client stayed in his or her home until death.)

**Orange:** Less desirable, neutral or unspecified outcomes.

**Red:** Undesirable outcomes.

#### Client Non-Compliant examples include:

##### include:

- Client behavior unresolved
- Delinquent balance
- Refused or declined service
- Refused to provide financial information or pay co-payment
- Unable to contact

#### Need Otherwise Met examples include:

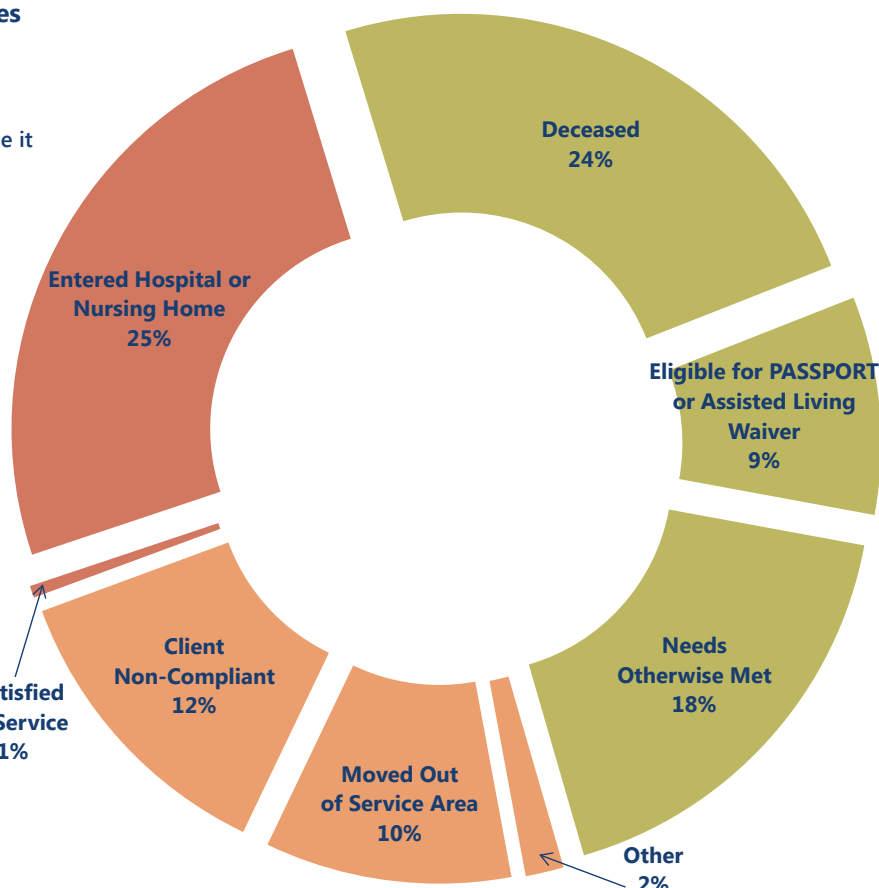
##### include:

- Assistance from family/friends
- Condition improved
- Entered hospice
- Transferred/enrolled in PACE

#### Other

- Disenrollment reason unique to individual

\*Total does not equal 100 due to rounding.



## Butler County Elderly Services Program Providers

*With valid contracts between 1/1/12 - 12/31/12*

A Miracle Home Care  
Acare Home Health  
Active Day of Cincinnati  
Advanced Medical Equipment, Inc.  
Algo Termite & Pest Control  
All Gone Termite & Pest Control, Inc.  
Alternative Home Health Care  
Alzheimer's Association of Greater Cincinnati  
American Mercy Home Care, LLC  
American Ramp Systems  
Assisted Care by Black Stone  
Bathblest Renovations  
Bernens Medical  
Butler County Care Facility  
Catholic Charities of Southwestern Ohio  
Charter Home Services  
Colonial At Home - Community Services  
Comfort Keepers #200  
Comprehensive Health Care Services  
Emerson Heating & Cooling Company  
Guardian Medical Monitoring, Inc.  
Hardy Plumbing  
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.  
Millenium Nursing Agency  
Milt's Termite & Pest Control  
Mullaney's Pharmacy & Home Health Care  
Nurses Care, Inc.  
Oxford Senior Citizens, Inc.  
Partners in Prime  
Personal Touch Home Care of Ohio, Inc.  
Rural/Metro Helpline  
Safeway Safety Step  
Senior Independence  
Senior Resource Connection  
Superior Home Care, Inc.  
Sycamore Senior Center  
The Deaconess Foundation  
The Visiting Nurse Association  
Thermal-Shield, Inc  
Tri-State Maintenance  
Universal Transportation Systems (UTS)  
VRI  
Warren County Community Services, Inc.  
Wesley Community Services



*“I’ll go to 25 different places today,” Marty said. “For some people, I’m the only human being they will see all day. I have different topics I chat about with every client. With Berry, we talk sports.”*

**Butler County ESP client Berry, right, cuts up with Meals on Wheels driver, Marty**



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Elderly Services Program  
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175 Tri County Parkway  
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