

# WARREN COUNTY

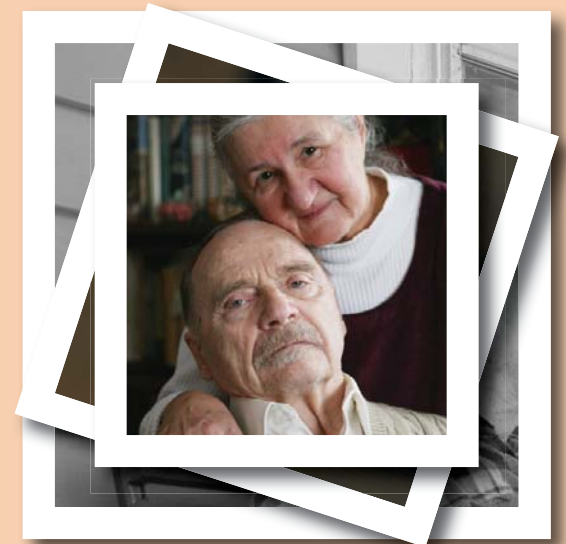
## Elderly Services Program



### 2012 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 12/31/12)

**Chuck Peckham – Chairman**  
**Dr. Don Juszczuk – Vice Chairman**  
**Ann Munafo – Secretary**

Tom Ariss  
Mark Clark  
Dave Gully  
Nick Nelson

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



570 North State Route 741  
Lebanon, Ohio 45036  
(513) 695-2271  
[www.wccsi.org](http://www.wccsi.org)

## Dear Friends,

On behalf of the Warren County Elderly Services Program Advisory Council, it is my pleasure to present our Annual Report for 2012. Inside, you will read about the highlights of the year and enjoy stories about the older adults and families we help.

As projected, our program continues to have modest growth. In 2012, we served 2,402 clients, which is an increase of about one percent over 2011.

Because our five year levy was a renewal (in November 2011), we must ensure that enrollment stays within bounds, despite the aging of our population. Compared with that of surrounding counties, Warren County's population remains young, but it is aging like everywhere else. The Scripps Gerontology Center projects that by 2030, 19 percent of Warren County's population will be age 65 and older, up from 11 percent in 2010.



**Chuck Peckham**

Fortunately, most people do not need long-term care until they are in their 80s or older. In the Elderly Services Program, more than half of the clients in 2012 were age 80 or older.

Demand and need for the program remain strong, as most older adults want to "age in place" for as long as possible and avoid an unnecessary move to a nursing home. This goal is not only compassionate; it's also cost-effective. It costs taxpayers an average \$317 a month per client in our program, compared with nearly \$5,000 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. The story in this report about our client, Janet, illustrates so well how family and friends combine with our services to make an enormous difference in the quality of an older person's life.

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, Chairman**

**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 long-term care, in-home care is also the least expensive. It costs about \$317 a month per client in Warren County ESP, compared to almost \$5,000 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.

*It costs about \$317 a month per client in Warren County's Elderly Services Program, compared with almost \$5,000 a month for nursing home care.*

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 council.

Warren County Community Services, 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 \$21,042 a year, from which she pays \$3,872 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 | Shirley

Shirley first used the Elderly Services Program in 2007 when she needed help with medical transportation. Then she went off the program for several years, but came on again in 2012.

*"I've had a lot of health problems in the past year," Shirley said. "I've always had a lot of pep, so it's been hard. But it's why I called for more services. I didn't want my kids to have to leave their work to take care of me."*

Internal bleeding, shingles, and liver failure sent Shirley to the hospital emergency department four times in the past year. Her ESP services include home-delivered meals, an emergency response device and medical transportation.

**Home-delivered meals have been a real help, Shirley said, but she wants to continue to do her own housekeeping for as long as she can. *"It's good for me to run the sweeper," she said. "It keeps me moving."***



It's important to Shirley to have her own home. Her childhood was not easy and she had to make her own way in the world. Her father left the family when she and her sister were babies. After their mother died of tuberculosis, the sisters moved from one relative's home to another's. Shirley received a scholarship to attend the University of Cincinnati, where she studied accounting. She worked at a bank for four years and later did child care for several families.

She eventually had five children of her own, one of whom died, and now has 10 grandchildren and two great grandchildren. She dotes on her family and is grateful for their help. She also enjoys the children who live in her apartment complex, especially the little daughter of a neighbor who moved away but sent her a special card.

*"I like children," she said. "I have a lot of patience with them."*

*"I know at some point I won't be able to live by myself," Shirley said. "Who's to say? My liver could go any day. But for now, I like having my own place. I can do my own thing. They say you do better if you stay in your own place."*



## Warren County ESP Client Profile | Janet

In September 2008 during the huge windstorm that knocked out power to thousands of people, Janet fell in her Franklin home and broke her hip. For four hours, she inched herself along the floor toward the phone until her niece stopped by to check on her and got her to the hospital.

When she completed rehabilitation and finally came home nearly two months later, she knew she would not be able to remain in her home without more help. She enrolled in the Warren County Elderly Services Program and met two people who would make a big difference in her life: Her care manager, Cheryl, and the program's case aide, Virginia.

"I really enjoy Janet," Cheryl said. "She has a beautiful spirit."

Now 76 and retired, Janet had a busy life working and volunteering. She worked 20 years on the assembly line at NCR in Dayton. She later worked at Sugar Creek Packing (where she came to appreciate fresh bacon); and Gayston Manufacturing where she made baseball bats. There were stints at Arby's and McDonald's followed by volunteering at her church and teaching reading at the library and two elementary schools.



ESP client Janet with care manager Cheryl (top left) and case aide Virginia

Mounting health problems finally began to slow her down. A bout with cancer required the removal of part of one lung and she has congestive heart failure, bad arthritis in her knees, and diabetes.

Once Janet was on ESP, Cheryl arranged for homemaking help several hours a week and an emergency response device. A big problem, however, was the terrible condition of the floor in Janet's old house.

"She is in a wheelchair and I could see that one reason she didn't get up and walk around was because the floor was so uneven and scraped up," Virginia said. "A lot of (linoleum) tiles had come up and the subflooring was exposed. She was afraid of falling again."

Virginia went to work to help Janet qualify for funding that would pay for replacement flooring. Janet was thrilled with the new floor, but not long after the work was finished, she had another problem: bedbugs.

"It's a shock for anyone, but it's even harder for those who can't do all the prep work before the extermination," Virginia said. "It was hard on Janet. Resignation is the word that comes to mind. She seemed depressed and overwhelmed."

Now Janet's house is free of bedbugs, but she got rid of her couch and chair and has little furniture left. But she is just happy to be able to remain in her home. In addition to receiving ESP services and connections to resources such as HEAP (home energy assistance), Janet has a lot of help from her daughter and son-in-law. Her daughter does the laundry and takes Janet to the doctor and her son-in-law has repaired her roof, built an access ramp, installed bathroom grab bars and helped with countless other chores.

*"I'm going to stay here till they drag me out kicking and screaming – that is if I can still kick," Janet said. "I don't want to be in a rest home. If I can take care of myself, I want to do it. I get depressed sometimes, but I talk myself out of it. I call my friends, work puzzles, and count my blessings. I have wonderful helpers and wonderful family and friends. Me and Callie (her calico cat) are getting along fine."*

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

As administrator of the Elderly Services Program in Warren County (as well as Butler, Clinton and Hamilton 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 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 (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 75 Warren County residents in FY 2012, a nine percent increase 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 241 Warren County seniors in FY 2012.

**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. We helped 150 Warren County seniors in FY 2012.



Title III funding distributed via Council on Aging to Warren County Community Services provides much-needed transportation services for seniors in the county.

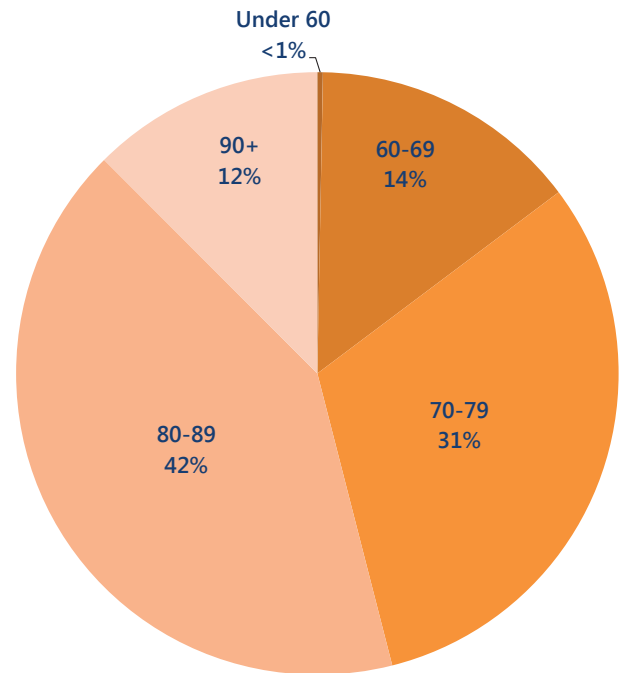
## Elderly Services Program Client Profile

Our typical client is an 80-year-old woman living alone on a modest income. Total clients served in 2012: 2,402. 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.

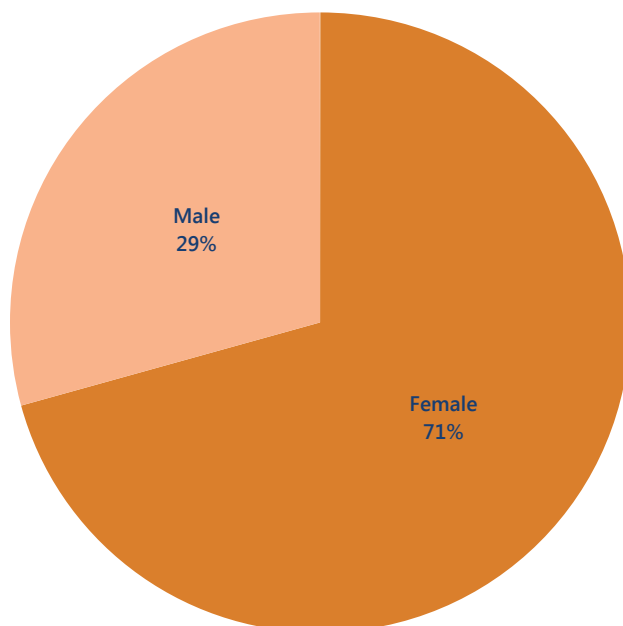
### Age

The average age of Warren County ESP clients in 2012 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 60	7
Age 60 – 69	347
Age 70 – 79	751
Age 80 – 89	997
Age 90+	300

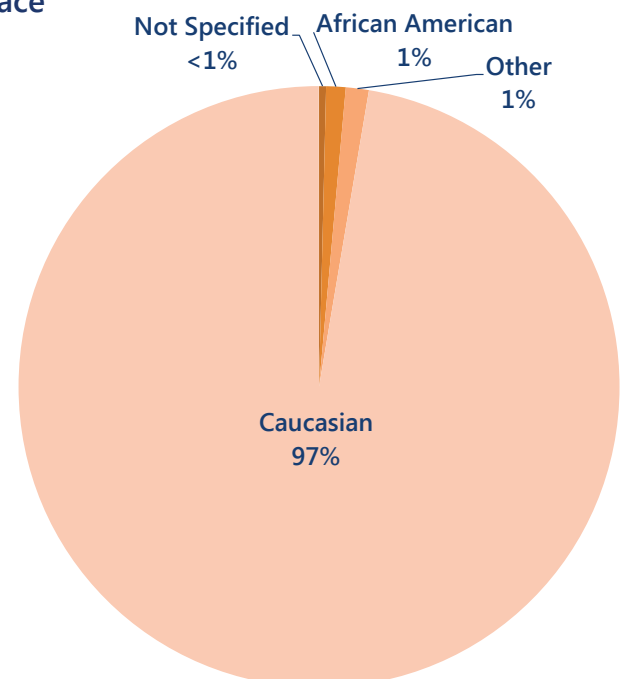


### Gender



Female	1,698
Male	704

### Race



Caucasian	2,338	African American	25
Other Race	30	Not Specified	9

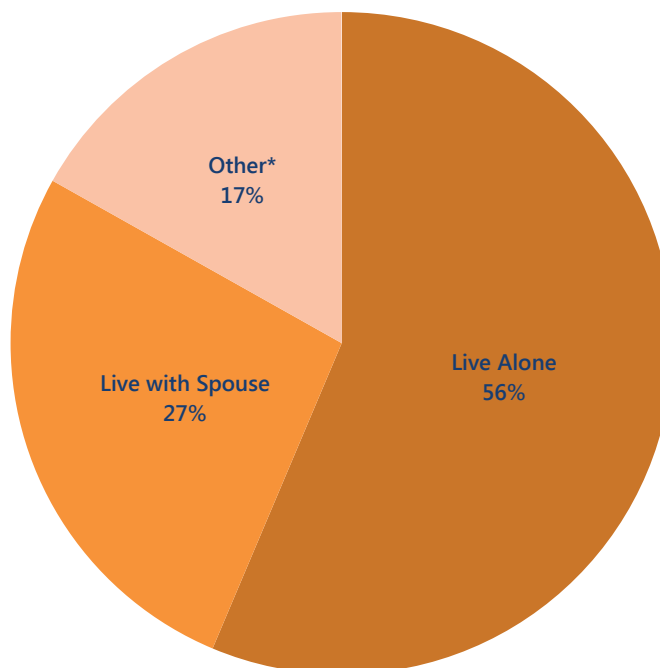


## Elderly Services Program Client Profile

### 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.

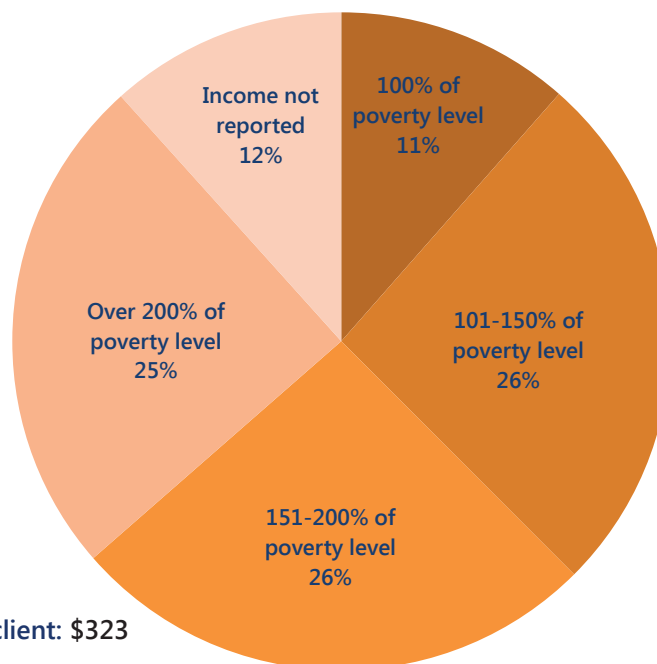
Live Alone	1,354
Live with Spouse	643
Other*	405



\*Other may include living arrangements not specified, or arrangements such as living with other family member, friend or caregiver.

### 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\*: \$1,753

Average monthly out-of-pocket medical costs per client: \$323

Clients with annual incomes at or below \$22,340\*\*: 63%

Clients with annual incomes above \$22,340\*\*: 25%

Clients with a co-payment\*: 34%

\*Co-payment excludes 280 clients who receive only home-delivered meals (HDM only). No co-payment is required for this service, though some clients make a voluntary donation.

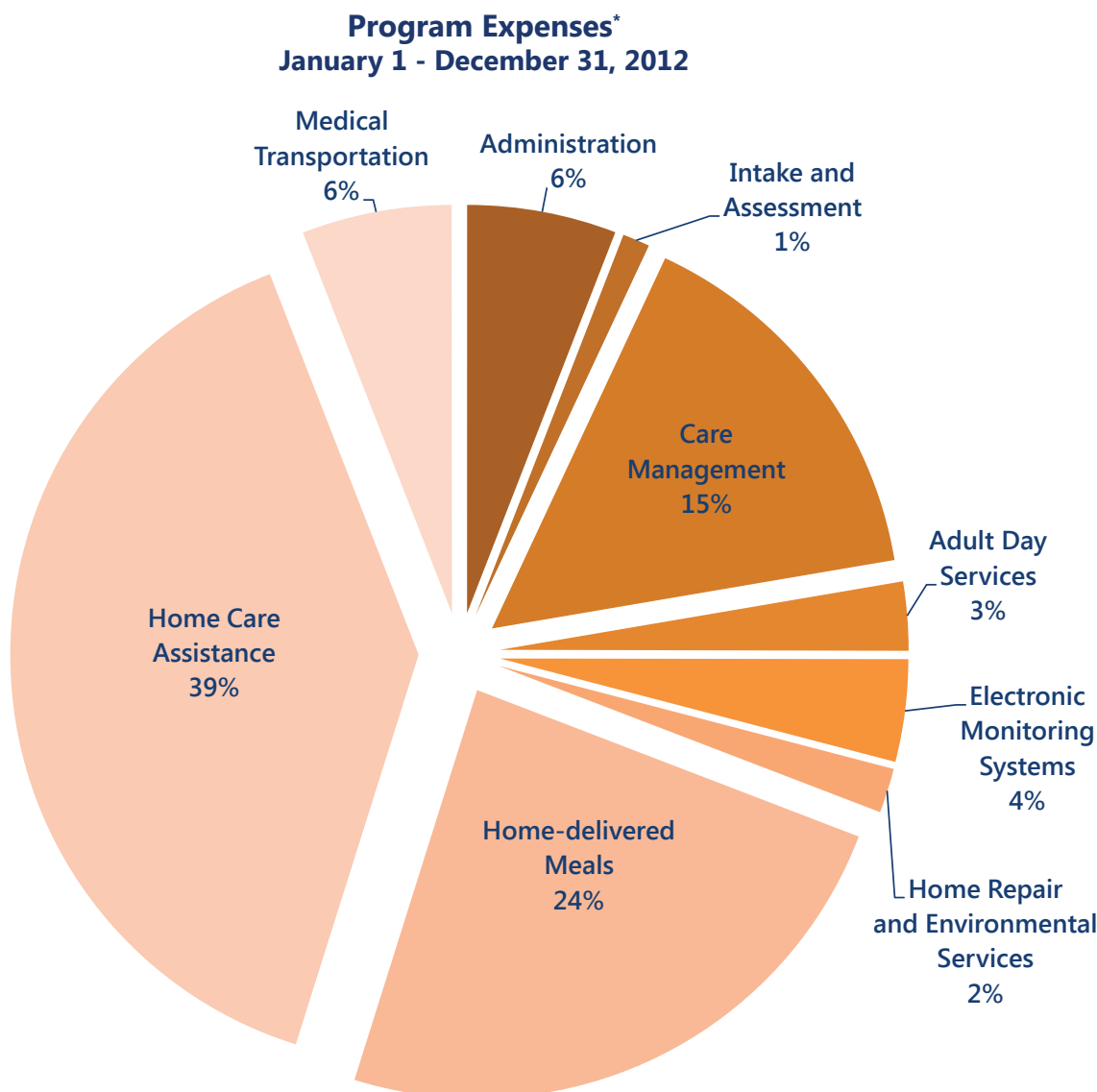
\*\*Calculation includes HDM only clients who are not required to report income.

## How Your Tax Dollars Are Spent

Without the support of Warren 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 (34 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.

## How Your Tax Dollars Are Spent

Expenses			
Service	Clients Served	Service Units	Cost
Home Care Assistance	1,382	121,759 <i>hours</i>	\$2,691,471
Emergency Response System	1,344	12,683 <i>months of rentals</i>	\$278,612
Home-delivered Meals	1,341	248,740 <i>meals</i>	\$1,656,302
Medical Transportation	347	9,398 <i>one-way trips</i>	\$409,514
Minor Home Repairs	117	128 <i>repairs</i>	\$93,776
Adult Day Service	57	3,149 <i>hours</i>	\$168,309
Independent Living Assistance	34	495 <i>hours</i>	\$12,290
Environmental Services	27	63 <i>jobs</i>	\$27,565
Adult Day Transportation	16	7,439 <i>miles</i>	\$18,656
Care Management	2,402	N/A	\$1,058,146
Intake and Assessment	N/A	N/A	\$74,070
Administration	N/A	N/A	\$406,500
Total Expenses			\$6,895,211
Revenue			
Federal and State			\$303,215
Client Donation			\$26,988
Client Co-payment			\$204,022
Warren County Elderly Services Levy			\$6,360,986
Total Revenue			\$6,895,211

Independence. Dignity. Peace of mind.

## The State of Aging in 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. According to the 2010 U.S. Census, **11 percent of Warren County's population is age 65 and older and nearly one in five Warren County households includes at least one person who is 65 or older.** But by 2030, projections from Miami University show this population growing by more than 160 percent. (Scripps Gerontology Center at Miami University and U.S. Census)

Though their numbers are much smaller, the “oldest old” – those age 85 and older – are poised for a population explosion. **From 2010-2020, Warren County's 85+ age group will grow by about 60 percent. Looking farther out to 2030, Scripps projects growth of more than 150 percent.**

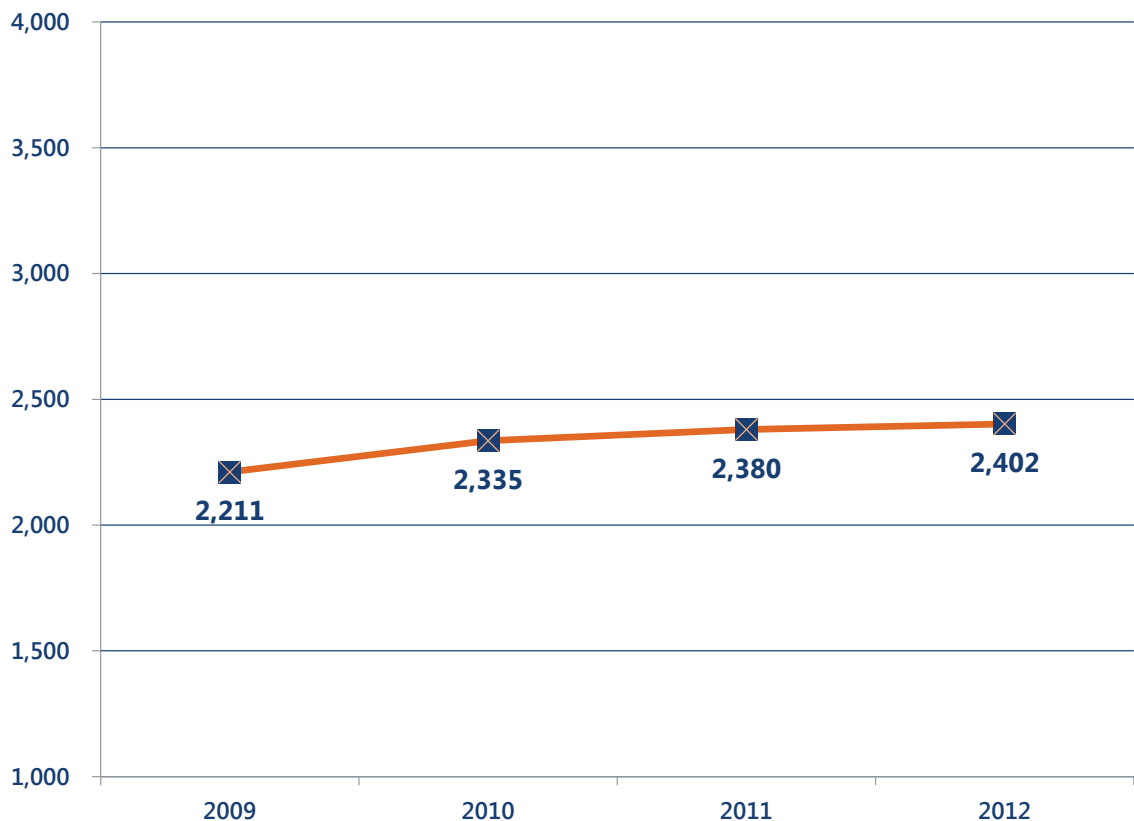
With advanced age comes an increased risk of disability (and need for care). **Among Warren County residents age 65 and older, 33 percent have a disability.** (U.S. Census)

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 Warren County Elderly Services Program is a lifeline.** This is a large group. Among Warren County seniors who received publicly-funded in-home care services in 2012, 241 were served by PASSPORT (Ohio's Medicaid in-home care program), while nearly 10 times as many received care through Warren County ESP.

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.

### Number of Clients Served





## Where Clients Live

Jurisdiction	Clients Served	Jurisdiction	Clients Served
Lebanon	332	South Lebanon	84
Mason	276	Wayne Township	68
Franklin (City)	273	Morrow	52
Deerfield Township	210	Union Township	49
Franklin Township	205	Salem Township	48
Turtle Creek Township	179	Waynesville	44
Hamilton Township	159	Middletown	43
Clearcreek Township	92	Harlan Township	28
Springboro	91	Other	80
Carlisle	89		
<b>Total</b>			<b>2,402</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. More than a quarter of our clients remain on the program until they die. Forty-three percent of 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:

**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:

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

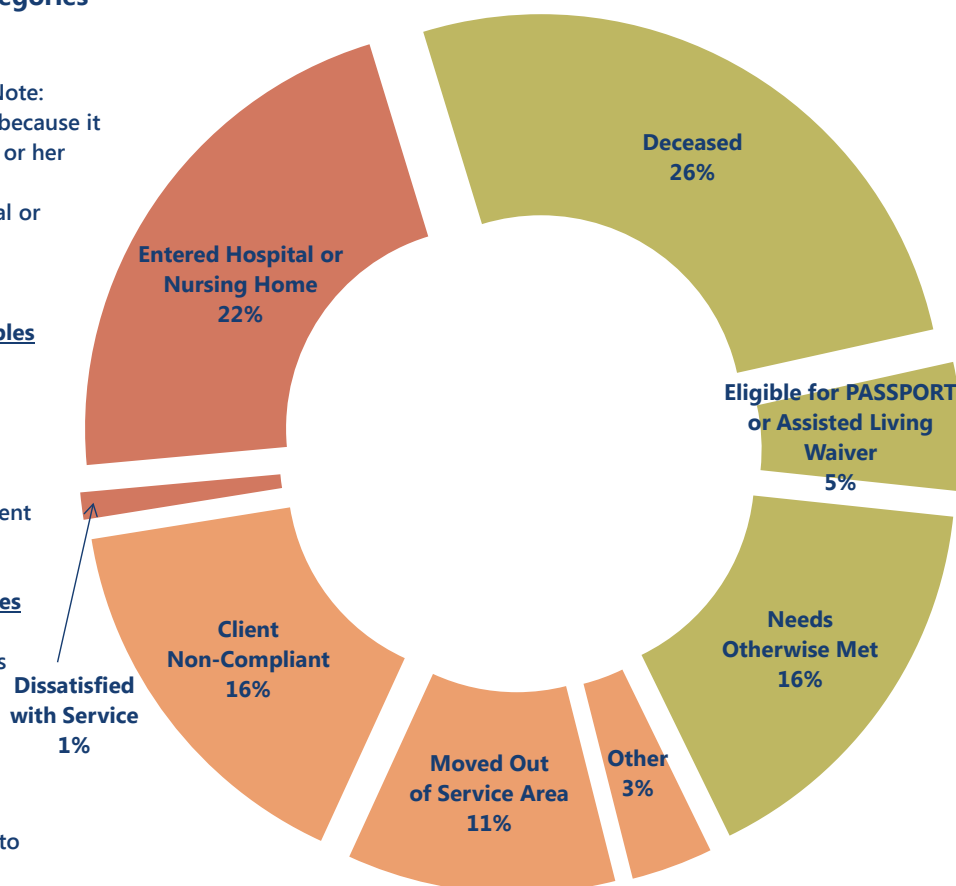
#### Need Otherwise Met examples

##### include:

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.

## Warren County Elderly Services Program Providers

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

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  
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.  
Tri-State Maintenance  
Universal Transportation Systems (UTS)  
VRI  
Warren County Community Services, Inc.

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



Left: Shirley with her ESP care manager, Jean

*“I’ve had a lot of health problems in the past year,” Shirley said. “I’ve always had a lot of pep, so it’s been hard. But it’s why I called for more services. I didn’t want my kids to have to leave their work to take care of me.”*

Shirley has received in-home care services through Warren County ESP off and on since 2007.  
Read her story on Page 5.



Warren County  
Elderly Services Program  
(513) 695-2271



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