

HAMILTON COUNTY

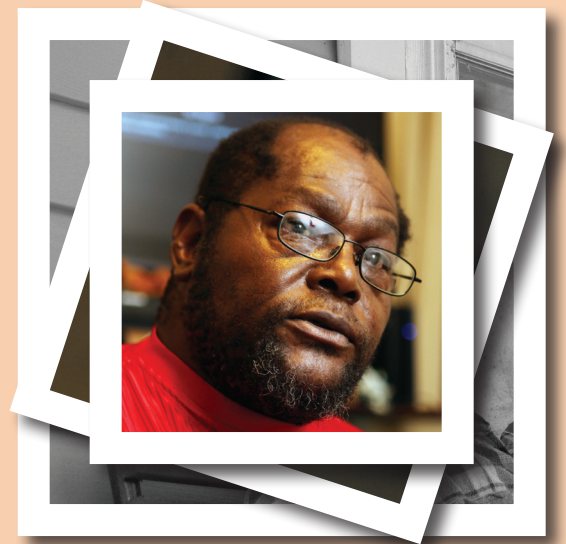
Elderly Services Program



2013 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 12/31/13)

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Cyndy Wright – Ex-Officio

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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

Dear Friends and Supporters,

On behalf of Hamilton County Citizens for Elderly Services, it is my pleasure to present our 2013 Annual Report.

In 2013, we helped 6,831 older adults to remain independent in their homes with services such as home-delivered meals, transportation, and housekeeping.



Michael Eyman

Many of these seniors have significant chronic conditions and disabilities that would force them to move to a nursing home if it were not for the Elderly Services Program. Because of the program, they can remain in their communities and close to their families – often in the homes where they have lived for decades and raised their children.

Some of those children are now caring for their aging parents. ESP supplements their efforts as they juggle the demands of caregiving with those of work and family. The program even helps spouses stay together despite disabilities that might otherwise force them to live apart. For many seniors though, ESP provides the only regular help available because they have no family nearby.

Unfortunately, Hamilton County ESP has a waiting list, which we started in June, 2013. Enrollment and financial projections showed us to be at risk of incurring a deficit within the current levy period (2012-17) if we did not take action to reduce our client census and our costs. You will see in this report that we served several hundred fewer clients in 2013 than in 2012. Managed enrollment is the reason.

As our population ages, we expect to see need for the Elderly Services Program begin to climb. According to the 2010 U.S. Census:

- 13 percent of Hamilton County's population is age 65 and older.
- Nearly one quarter of Hamilton County households now includes at least one person who is age 65 or older.
- Among this 65+ age group, 37 report having one or more disabilities.
- Among our own clients in 2013, the largest proportion (40%) were between the ages of 80 and 89 and 16 percent were age 90 or older.

This report tells the story of the Elderly Services Program through the words and photos of two of our clients along with information such as client demographics, names of contracted providers, program outcomes, and expenses. We watch the program closely for trends and manage accordingly so that it will continue to provide compassionate, high-quality service while delivering good value for taxpayers.

We thank the people of Hamilton County for supporting the Elderly Services Program. Personally, I'm very proud to live in a county that supports elders in need of assistance.

Michael Eyman, Chair

Hamilton County Elderly Services Program Advisory Council

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, in-home care is also the least expensive. It costs about \$413 a month per client in Hamilton County ESP, compared to almost \$5,000 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.

It costs about \$413 a month per client in Hamilton County's Elderly Services Program, compared with almost \$5,000 a month for nursing home care.

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

COA works with the Hamilton County Elderly Services Program Advisory Council, a volunteer community advisory council.

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 and factory workers, homemakers, nurses, and civic volunteers – in short, the backbone of our community. Today, the Elderly Services Program helps them preserve their independence and dignity.

Our typical client is a woman in her 80s. She lives alone on a modest income of about \$19,356 a year, from which she pays \$2,784 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 | Dee

Tucked onto a bookshelf in Dolores' snug apartment is an envelope with the nickname "Dee" written in large script and embellished with swirls and curlicues. Inside is a handwritten note from a graduate student in Speech-Language Pathology at University of Cincinnati Medical Center. "You have shown amazing determination," the note says, "and continue to improve on all your skills." It ends with some quotes meant to inspire Dee to keep going: "The only limits you have are the limits you believe."

Dolores – or Dee as she prefers to be called – had a stroke in early 2012 which left her barely able to speak. Through a lot of effort, her speech has returned, but she has aphasia, a condition caused by damage to the brain which limits the ability to articulate thoughts. Dee's sentences often pour out in a confusing jumble. She's a gregarious person though, kind and friendly, and taken to calling people, "honey."

"I used to be pretty smart," she said, sweeping her arm toward a wall of books. "But, honey, not so much now."

Referred by hospital social workers after her stroke, Dee enrolled in the Hamilton County Elderly Services Program. She receives homemaking help and not long ago, her care manager arranged transportation so she could visit her 98-year-old mother who lives in a nursing home.

The help is a comfort, especially to Dee's two daughters, who live in other cities. "I can't say enough good things about Council on Aging," said Dee's daughter, Vicky. "I don't know what we would have done without your organization."

Although she doesn't receive a lot of services, it's enough to keep Dee in the apartment where she has lived for years, a place crammed with her special things and decorated with plaid curtains and matching chair cushions she sewed herself.

Her artistic side, in fact, is something she'd like to return to. Showing off a few sketches, she said, "I would like to get to the drawing again, honey. I just want to do something. If you've worked all your life, you don't want to sit around. I won't be able to do everything I did before, but so, I'm 80 years old – I still have a chance."



"I could barely say A, B, C after the stroke, but now I'm much better."

Hamilton County ESP Client Profile | Willie

Willie's a quiet, unassuming person until he flicks on his DJ set up. Stacked in a corner, the equipment dominates his tiny living room. He fiddled with the dials and switches. A string of lights blinked on, a red-yellow-green traffic light began to pulse and Pharrell Williams' hit song, "Happy", filled the room. Smiling, Willie picked up his microphone and, with a resounding "Hello, everybody," invited his visitors to leave their seats and hit the imaginary dance floor.

"It's just my hobby now," Willie said. "I sit here and play and I talk into the microphone."

Willie used to DJ at bars and parties, but along with that came heavy drinking and hard times. He became homeless and spent four months at the Drop Inn Center in Over-the-Rhine. After a "rude awakening" when he fell asleep in his car which he had managed to park, but left running, Willie got his life under control and moved to the West End apartment where he now lives.

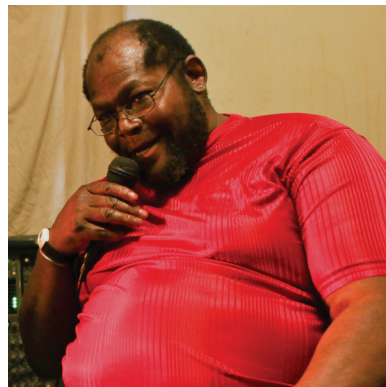
"When I got here, I knew there were places that help senior citizens and I started asking, 'How do I get myself some of that help?'" Willie said.

Though he's only 65, Willie has had a variety of health problems that make it difficult for him to move around, including prostate cancer and radiation treatments that caused distressing side effects. The Elderly Services Program provided transportation for his weeks of treatment and continues to provide housekeeping help and assistance with his medical paperwork and finances. He has also received some safety equipment for his bathroom.

Early in 2013, Willie was assigned to his present ESP care manager, Nancy, because he is a patient at the Crossroad Health Center on Liberty Street, where Nancy is a care coordinator. Nancy's work is part of a pilot project developed by Council on Aging and Crossroad to test a new model of care management, one in which health care and long-term care services are coordinated out of a physician's office.

"For some older patients, there is a gap from the doctor's office to their home," Nancy said. "I fill that gap, making sure patients understand and can carry out their treatment orders, including their medications, and I also connect them to community resources and in-home care services."

Willie welcomes Nancy's help and stays in touch when he has questions. "I know if she can help me with something, she will," he said. "I try to stay positive. I call people to give me some outlook on things and I keep God in my life. I'm not too smart and I don't have too much education, but I can put two and two together. If it ain't good for me, I let it go."



"I know if she (Nancy, Care Manger) can help me with something, she will," Willie said. "I try to stay positive."

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

As administrator of the Elderly Services Program in Hamilton County (as well as Butler, Clinton 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

Other services available through Council on Aging for Hamilton County residents

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

Aging and Disability Resources Center (800-252-0155 or www.help4seniors.org) – COA's call center and "front door" to services and community resources.

Assisted Living Waiver – Intermediate level of care for low-income older adults. We served 345 Hamilton County residents in FY 2013, a 30 percent increase over 2012.

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 2,199 Hamilton County seniors in FY 2013.

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.

Ohio Home Care Waiver – In-home long-term care option for financially-eligible children and adults who have significant disabilities and/or mental health needs.



In 2013 COA's Call Center responded to nearly 35,000 requests for information about services and resources for seniors and caregivers. Call Center staff are certified Information and Referral Specialists.

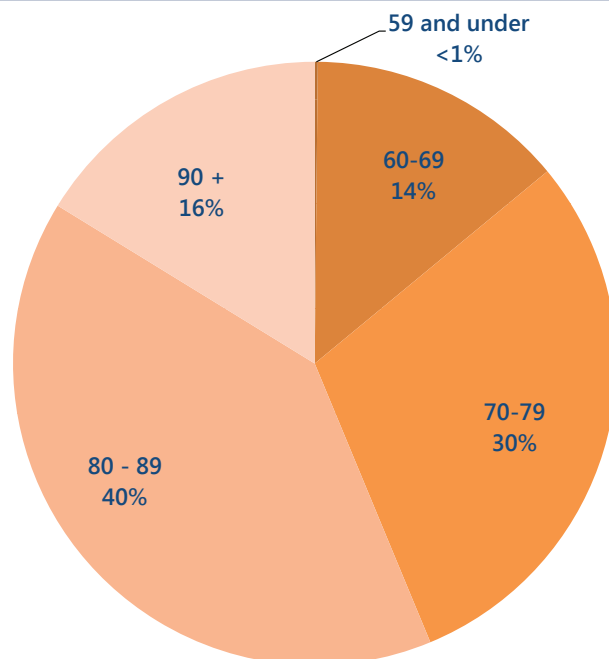
Elderly Services Program Client Profile

Our typical client is an 81-year-old woman living alone on a modest income. Total clients served in 2013: 6,831. 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.

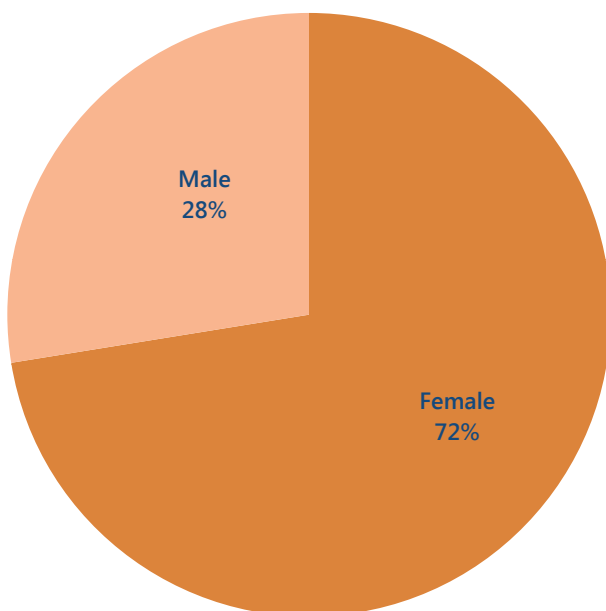
Age

The average age of the Hamilton County ESP client in 2013 was 81 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	11
Age 60 – 69	946
Age 70 – 79	2,031
Age 80 – 89	2,734
Age 90+	1,109

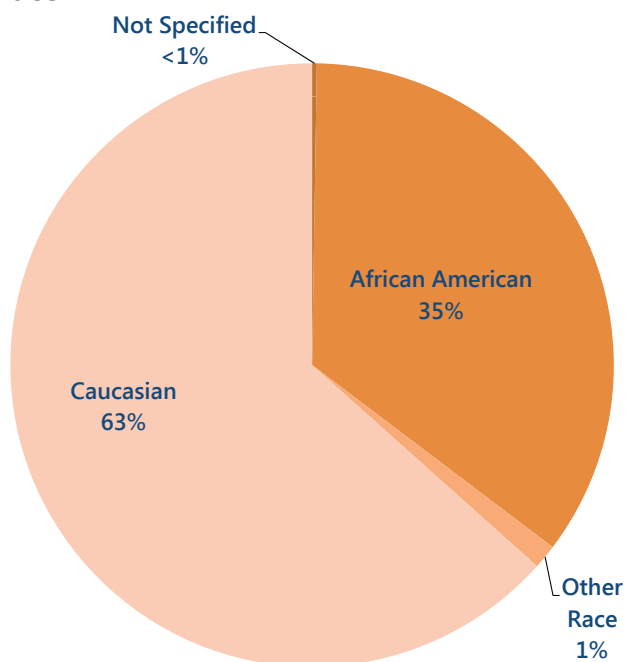


Gender



Female	4,949
Male	1,882

Race



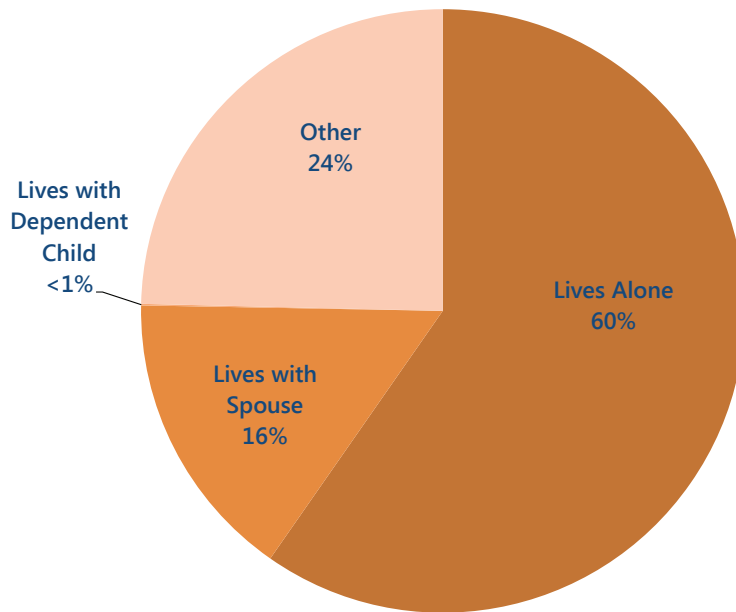
Caucasian	4,330	African American	2,395
Other Race	89	Not Specified	17

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.

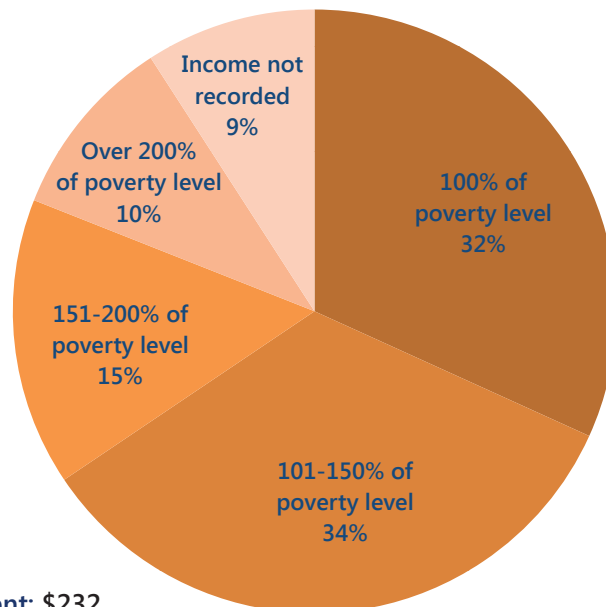
Live Alone	4,077
Live with Spouse	1,066
Live with Dependent Child	6
Other*	1,682



*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 2013 Federal Poverty Guideline for one person was an annual income of \$11,490 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**: \$1,613

Average monthly out-of-pocket medical costs per client: \$232

Clients with annual incomes at or below \$22,980**: 81%

Clients with annual incomes above \$22,980**: 10%

Clients with a co-payment*: 32%

*Co-payment excludes 624 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 excludes HDM only clients who are not required to report income.

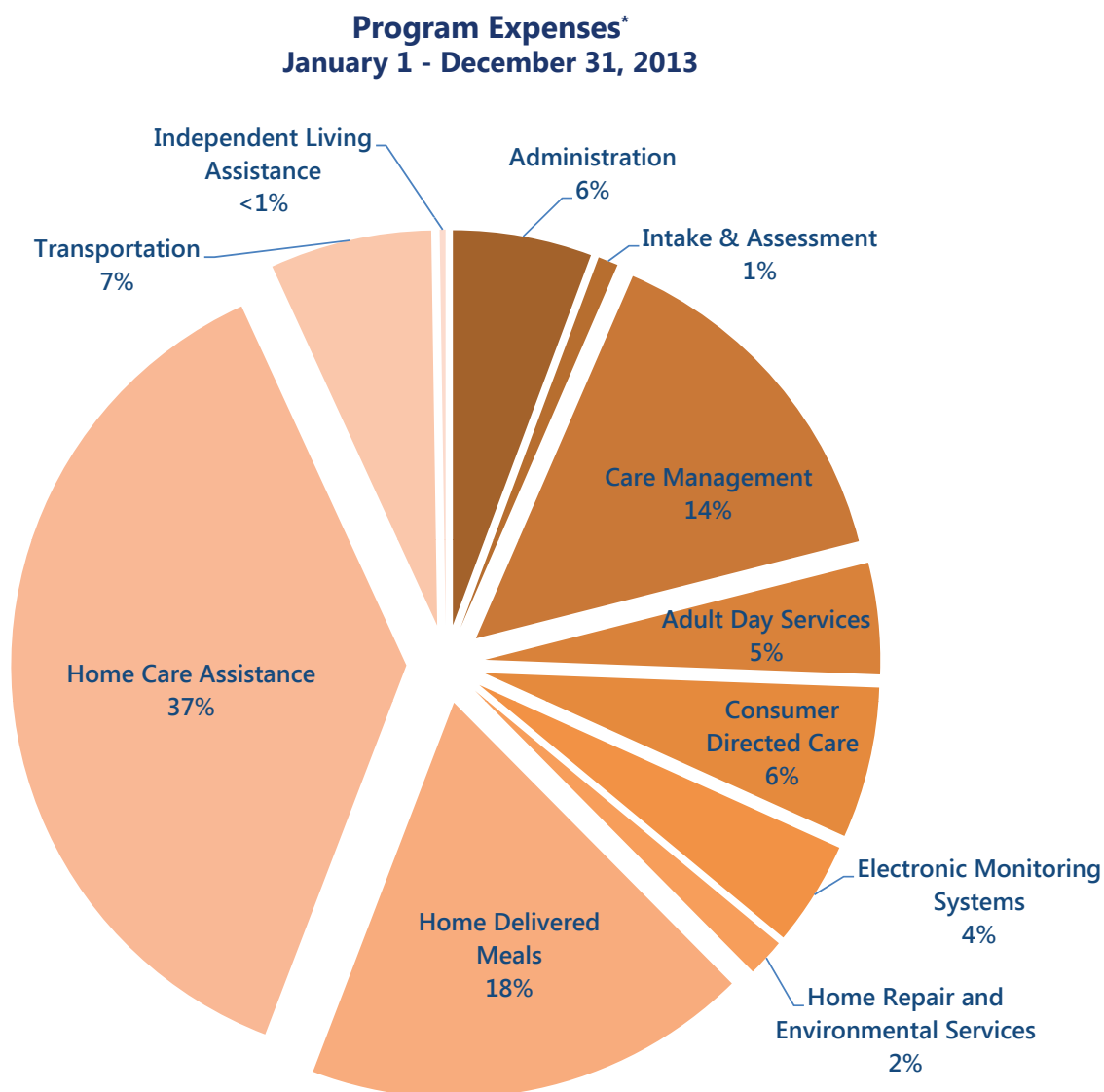
Independence. Dignity. Peace of mind.

How Your Tax Dollars Are Spent

Without the support of Hamilton 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 (32 percent of clients qualify for a co-payment, based on their income and medical expenses).

The table on page 11 shows the number of clients who received each type of service, the number of service units they received (hours, trips, etc.) and the total cost for those units. The chart below shows that our three greatest expenses are for 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.



*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	4,052	439,943 hours	\$9,025,367
Emergency Response System	3,464	33,200 months of rentals	\$691,165
Home-delivered Meals	3,197	681,601 meals	\$4,406,416
Medical Transportation	1,423	51,117 one-way trips	\$1,509,055
Home Medical Equipment	1,272	1,962 equipment rentals	\$343,194
Consumer Directed Care	375	3,991 months of service	\$1,492,324
Minor Home Repairs	309	338 repairs	\$319,894
Independent Living Assistance**	265	2,642 hours	\$58,552
Adult Day Service	258	17,289 hours	\$968,634
Non-Medical Transportation	208	3,217 one-way trips	\$88,873
Adult Day Transportation	124	64,816 miles	\$130,808
Environmental Services***	50	208 jobs	\$54,376
Care Management	6,831	N/A	\$3,515,142
Intake and Assessment	N/A	N/A	\$197,604
Administration	N/A	N/A	\$1,373,205
Total Expenses			\$24,174,609
Revenue			
Federal and State			\$1,049,846
Client Donation			\$39,045
Client Co-payment			\$811,189
Hamilton County Elderly Services Levy			\$22,274,529
Total Revenue			\$24,174,609

In 2013, COA and Crossroad Health Center in Over-the-Rhine developed a pilot project to test a model of care management in which patients' health care and long-term care services are coordinated out of a physician's office. Hamilton County Elderly Services Program care manager Nancy Dombek is based at Crossroad and works with the staff, including Clinical Coordinator Kyle Vath, to help older patients.

*Services are listed in order of number of clients served

**Help with benefit applications and organizing personal and household records

***Pest control, major housekeeping and waste removal



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The State of Aging in Hamilton County

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 U.S. Census, nearly one quarter of all Hamilton County households now includes at least one person who is 65 or older.**

According to the 2010 U.S. Census, **13 percent of Hamilton County's population is age 65 and older.** Scripps Gerontology Center at Miami University projects **this age group will grow by 43 percent by 2030.** With age comes an increasing risk of disability (and need for care). **Among Hamilton County residents age 65 and older, 37 percent have a disability.** (U.S. Census)

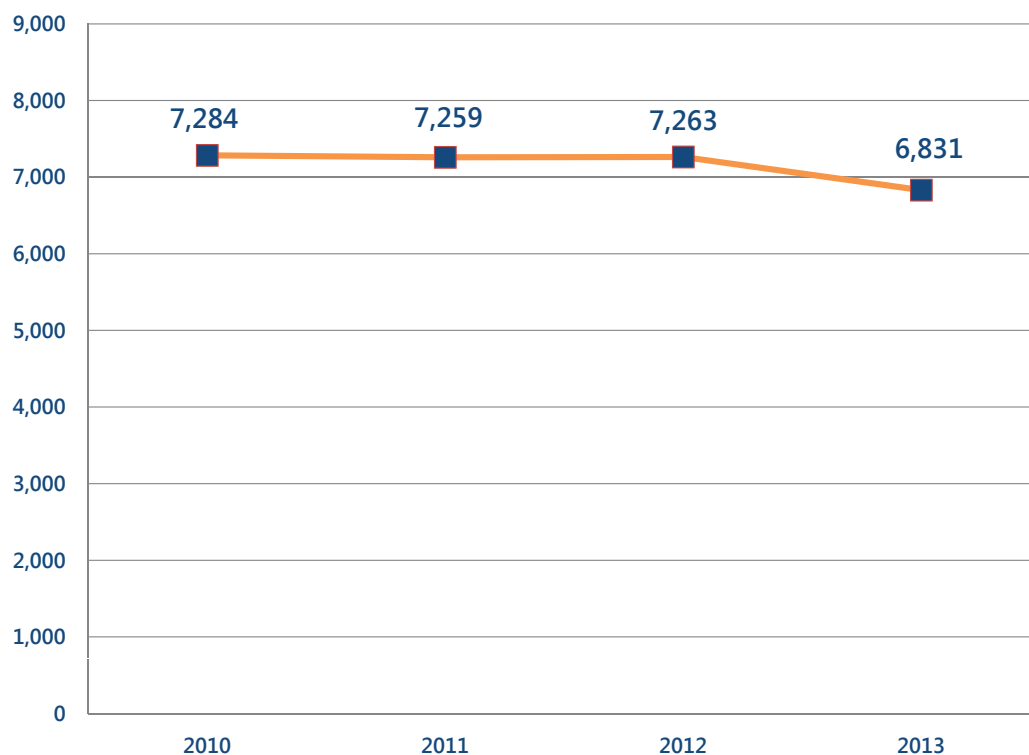
While age and disability are increasing, the number of potential caregivers has been decreasing. Family and friends will continue to provide long-term care, but families today are smaller, more spread out, and often unable to provide the level of care needed by their aging loved ones.

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 Hamilton County Elderly Services Program is a lifeline.** This is a large group. Among Hamilton County seniors who received publicly-funded in-home care services in 2013, 2,199 were served by PASSPORT (Ohio's Medicaid in-home care program), while nearly 7,000 received care through Hamilton County ESP.

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.

Number of Clients Served

Important note: The enrollment declines shown here have been brought about by actions Council on Aging has taken to keep the program within the bounds of its funding. Actions include periodic waiting lists and adjustments to eligibility so that the program is restricted to the most frail seniors. Currently, the program has a waiting list.



Where Clients Live

Jurisdiction	Clients Served	Jurisdiction	Clients Served
Cincinnati	2,696	Norwood	121
Green Township	373	Harrison (City)	118
Colerain Township	347	Reading	100
Anderson Township	218	North College Hill	95
Mount Healthy	208	Sycamore Township	92
Springfield Township	204	Blue Ash	74
Delhi Township	194	Silverton	71
Forest Park	163	Deer Park	69
Springdale	156	Sharonville	65
Cheviot	123	Other	1,344
Total			6,831

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. A quarter of our clients remain on the program until they die. Just over one half 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:

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:

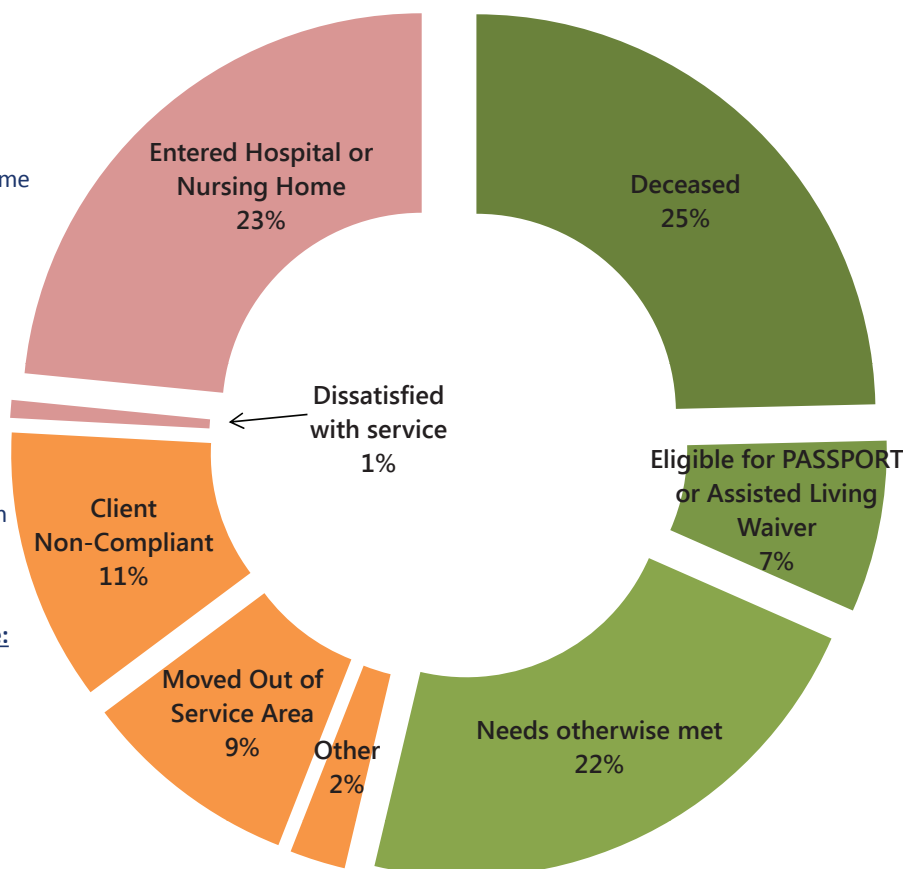
- Client behavior unresolved
- Delinquent balance
- Refused or declined service
- Refused to provide financial information or pay co-payment
- Unable to contact

Need Otherwise Met examples include:

- Assistance from family/friends
- Condition improved
- Entered hospice
- Transferred/enrolled in PACE (TriHealth Senior Link)

Other

Disenrollment reason unique to individual



*Total does not equal 100 due to rounding.

Hamilton County Elderly Services Program Providers

With valid contracts between 1/1/13- 12/31/13

A Miracle Home Care	Hyde Park Center
Active Day of Cincinnati	Interim HomeStyles of Greater Cincinnati, Inc.
Advanced Medical Equipment, Inc.	Jewish Family Service
Algo Termite & Pest Control	Mayerson JCC
All Gone Termite & Pest Control, Inc.	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	Pennington Construction
Caring Hearts Adult Day Care	Philips Lifeline
Cincinnati Area Senior Services, Inc.	Quality Care
Comfort Keepers #172	Rural/Metro Helpline
Comfort Keepers #200	S.P. Contracting
Comprehensive Health Care Services	Saint Joseph Construction
Custom Home Elevator & Lift Company Inc.	Senior Deserved Day
Day Share Senior Services	Senior Independence
Deaconess Medical Monitoring	Superior Home Care, Inc.
Derringer Company*	Sycamore Senior Center
Deupree Community Meals on Wheels	The Visiting Nurse Association
Emerson Heating & Cooling Company	Thermal-Shield, Inc
Guardian Medical Monitoring, Inc.	Twin Towers Adult Day Stay
Helping Hands Healthcare, Inc.	Universal Transportation Systems (UTS)
Hillebrand Home Health	VRI
Home First Non-Medical	Wesley Community Services

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



Willie with his Council on Aging Care Manager, Nancy

Willie was assigned to his present ESP care manager, Nancy, because he is a patient at the Crossroad Health Center on Liberty Street, where Nancy is a care coordinator. Nancy's work is part of a pilot project developed by Council on Aging and Crossroad to test a new model of care management, one in which health care and long-term care services are coordinated out of a physician's office.

"For some older patients, there is a gap from the doctor's office to their home," Nancy said. "I fill that gap, making sure patients understand and can carry out their treatment orders, including their medications, and I also connect them to community resources and in-home care services."

**Willie, Hamilton County Elderly Services Program client.
Read Willie's story on Page 6.**



Hamilton County
Elderly Services Program
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