

WARREN COUNTY

Elderly Services Program



2013 Annual Report



Independence.



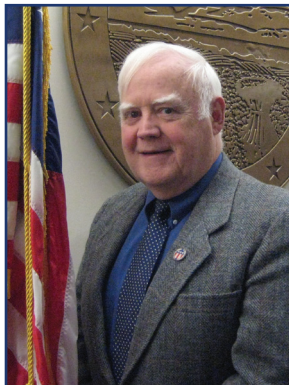
Dignity.



Peace of mind.

The Elderly Services Program is provided by:

Warren County Commissioners

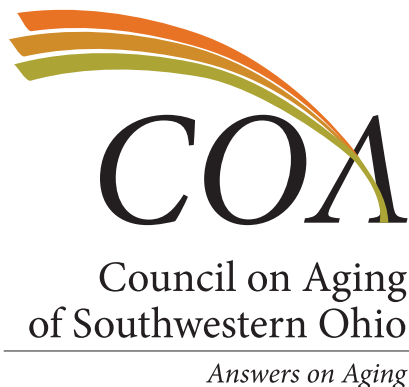


From left to right, Warren County Commissioners:
Tom Ariss, Pat South, David G. Young

Warren County Elderly Services Program Advisory Council (as of 12/31/13)

Chuck Peckham – Chairman
Dr. Don Juszczuk – Vice Chairman
Ann Munafo – Secretary
Tom Ariss
Mark Clark
Dave Gully
Nick Nelson
Robert Olson

Program Administrator



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

Intake and Care Management



570 North State Route 741
Lebanon, Ohio 45036
(513) 695-2271
www.wccsi.org

Dear Friends and Supporters,

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

In 2013, we helped 2,471 older adults to remain independent in their homes with services such as home-delivered meals, transportation, and housekeeping.



Chuck Peckham

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.

Although our county has a relatively younger population than some of our neighboring counties, we expect to see the need for the Elderly Services Program begin to climb as our population ages. According to the 2010 U.S. Census:

- 11 percent of Warren County's population is age 65 and older.
- Nearly one in five of Warren County households now includes at least one person who is age 65 or older.
- Among this 65+ age group, 33 percent report having one or more disabilities.
- Among our own clients in 2013, the largest proportion (42%) were between the ages of 80 and 89 and 13 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 Warren County for supporting the Elderly Services Program. Personally, I'm very thankful to live in a county that supports elders in need of assistance.

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 \$323 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 \$323 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. Organizations 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.

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 \$21,124 a year, from which she pays \$3,984 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 | Ronald and Joyce

Joyce doesn't know exactly when the home was built, the large white vintage farmhouse sitting beside a bright red barn and overlooking the four-and-a-half acres where she has lived with her husband Ronald since 1980. The tax records date as far back as 1885, but it's the home's last 34 years that matter most to the couple and the three children they raised there.

Ronald, 72, and Joyce, 71, have been married for more than 50 years. They moved to the area from Rockcastle County, Kentucky when Ronald landed a job as a truck driver with a local company. He worked there for 31 years until he retired because of weakness from a muscle disease known as inclusion body myositis.

Joyce knew it would be difficult to take care of Ronald when he lost all mobility and needed to use a wheelchair, but with 40 years of experience as a nurse in nursing home facilities, she was committed to keeping the two of them together in their home. "I wasn't afraid of the challenge," she said. "I felt confident in knowing how to take care of him."

"It's been a blessing having her here for me," Ronald said.

In spite of her experience, her own chronic back pain means Joyce needs help with caregiving.

Since 2007 the couple has received assistance from the Warren County Elderly Services Program. Each morning an aide visits and helps get Ronald out of bed, bathed, dressed and into his chair. When this is finished, the aide spends the rest of her scheduled time visiting with Ronald, which means as much to him as the physical care.

"If you've never been down that road, I can tell you it means a lot," he said. "Just to have somebody different to talk to."

The program also provides the couple with daily home-delivered meals. The meal provides relief to Joyce who donates so much of her energy to taking care of Ronald. She also finds relief in talking to Jennifer, Ronald's care manager since 2009. She values the bond that they have formed with Jennifer and the fact that she has always done everything she can to ensure they receive the care they need.

The feeling of admiration is mutual, and when Jennifer transitioned into a different role within the county's Elderly Services Program, she made sure that she was able to keep a few of her original clients, including Ronald. She does admit, though, the value of having Joyce around to help see to his care. "She really does take good care of him," she said. "They are special people."





Warren County ESP Client Profile | *Emmit*

Ask Emmit about his relationship with Mike, his son, and he launches into stories about serving as Cub Scout pack leader with his wife, Dorothy, who was den mother, and hosting meetings with 14 children crowded into a tiny old kitchen. Or he might talk about being president of the booster club for Mike's high school marching band. He can even show you a picture of the band and point to Mike standing tall in the back row holding a saxophone.

Ask Emmit what it means to be able to live today with Mike in the Warren County home they've shared for the last 11 years and he's quick to tell you.

"It means a lot. It means we can keep each other company and he can be there to help me out."

Emmit and Mike have lived together alone since Dorothy passed away in 2009. Emmit and Dorothy were married for 62 years, but their story goes back to when, at 16-years-old, she gave him a photograph of herself before he left for the Army and a stint as a quartermaster in England during World War II. He was 20 at the time. They were married when he returned after the war. He still proudly displays that photograph.

Now 91, Emmit suffers from chronic back, knee and leg pain. A series of heart conditions causes limited endurance and shortness of breath. Mike himself has Parkinson's disease, which he began experiencing nearly 20 years ago. Still, Mike is able to work and the pair relies on Warren County Elderly Services Program to help Emmit remain independent in their home.

The program provides Emmit with home-delivered meals for lunch each day, an aide who helps with homemaking once per week and an emergency response system.

Emmit chuckled while telling the story of how he found out just how well that system works. He recounted that while sleeping one night he apparently hit the button on his wrist band which was on his nightstand. The system's monitor asked if he needed help, but hearing no answer from him, the company immediately dispatched help.

"We had no idea what had happened until just a few minutes later when the police came banging on the door," he said. "It was embarrassing, but it does make me feel more secure. I know if I fall or have a problem during the day, I can just push the button and they will be here."

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

Other services available through Council on Aging for Warren County residents

As the state-designated Area Agency on Aging, Council on Aging provides additional services besides the Elderly Services Program to Warren 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. We responded to nearly 35,000 inquiries in FY 2013.

Assisted Living Waiver – Intermediate level of care for low-income older adults. We served 76 Warren County residents in FY 2013.

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 236 Warren 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.



Warren County Community Services provides much-needed transportation services for seniors in the county with the help of Title III funding allocated by Council on Aging.

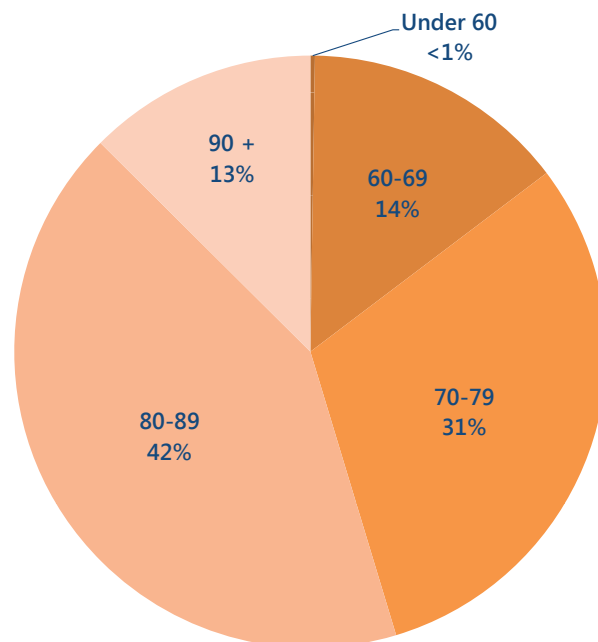
Elderly Services Program Client Profile

Our typical client is an 80-year-old woman living alone on a modest income. Total clients served in 2013: 2,471. 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.

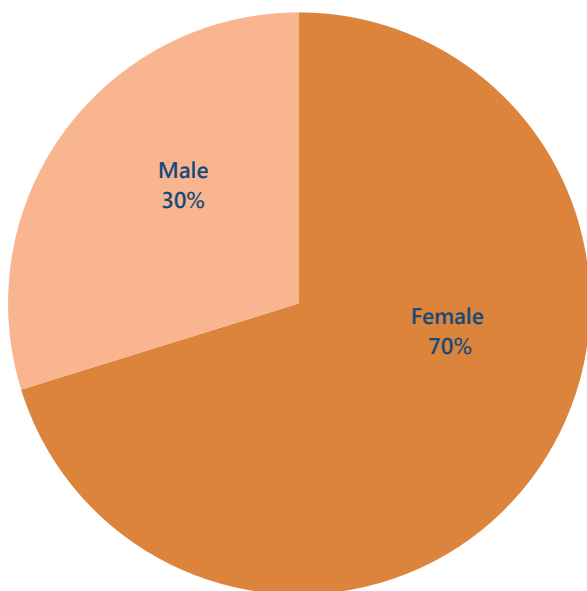
Age

The average age of Warren County ESP clients in 2013 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	6
Age 60 – 69	357
Age 70 – 79	757
Age 80 – 89	1041
Age 90+	310

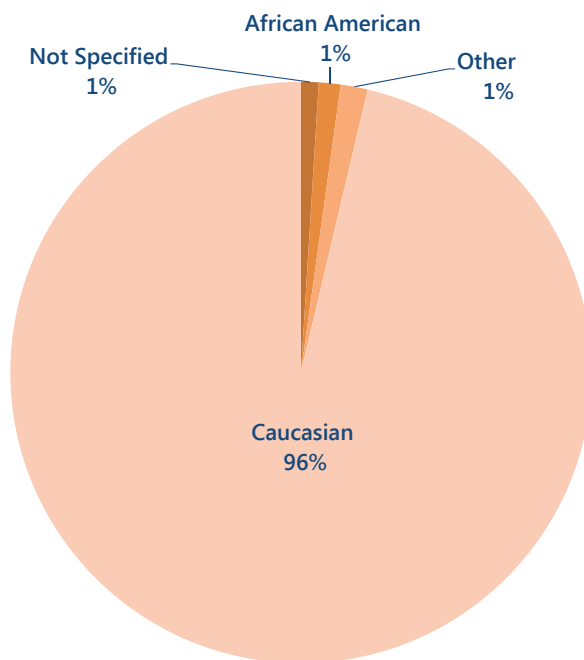


Gender



Female	1,735
Male	736

Race



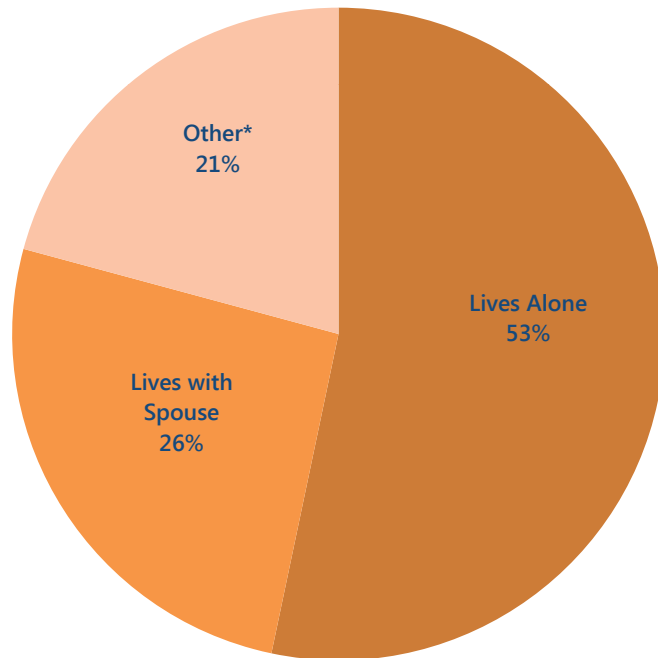
Caucasian	2,380	African American	30
Other Race	37	Not Specified	24

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.

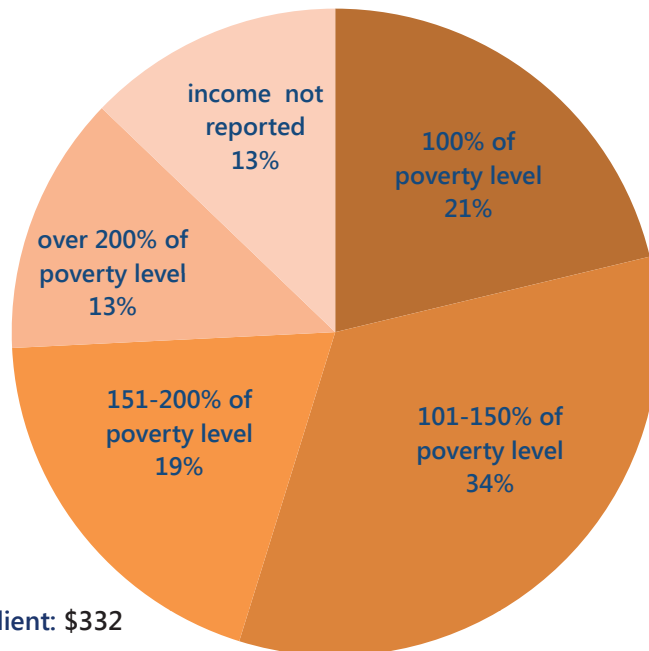
Live Alone	1,314
Live with Spouse	639
Other*	518



*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**: \$1,760

Average monthly out-of-pocket medical costs per client: \$332

Clients with annual incomes at or below \$22,980**: 74%

Clients with annual incomes above \$22,980**: 13%

Clients with a co-payment*: 35%

*Co-payment excludes 317 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.

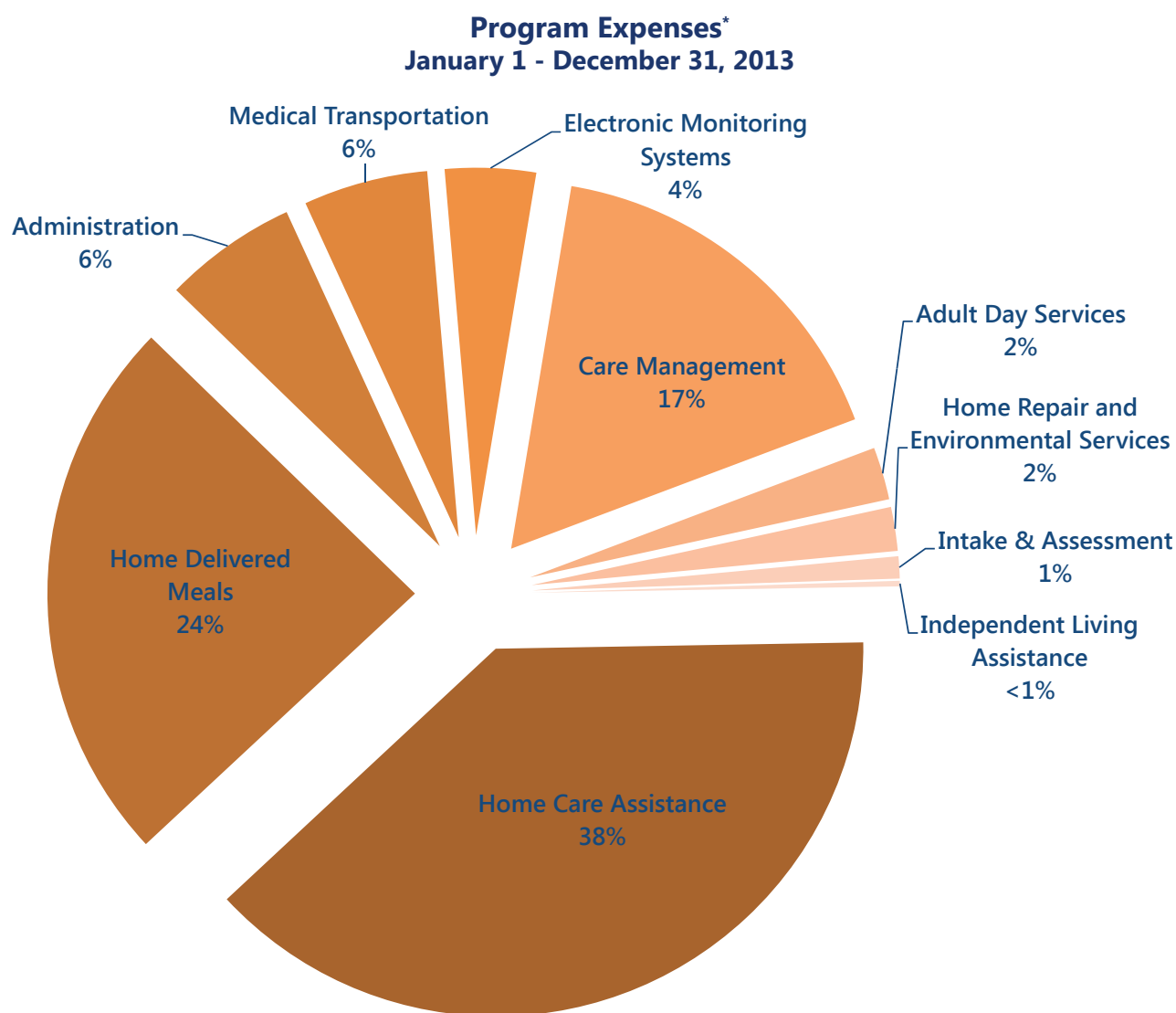
Independence. Dignity. Peace of mind.

How Your Tax Dollars Are Spent

Without the support of Warren County taxpayers, the Elderly Services Program would not exist. Local tax dollars cover 90 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 (35 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	1,421	122,240 <i>hours</i>	\$2,725,322
Emergency Response System	1,371	12,985 <i>months of rentals</i>	\$283,875
Home-delivered Meals	1,356	257,177 <i>meals</i>	\$1,719,102
Medical Transportation	344	9,064 <i>one-way trips</i>	\$389,160
Minor Home Repairs	128	137 <i>repairs</i>	\$116,869
Adult Day Service	54	2,690 <i>hours</i>	\$149,730
Independent Living Assistance**	51	678 <i>hours</i>	\$17,060
Adult Day Transportation	19	5,615 <i>miles</i>	\$14,502
Environmental Services***	16	55 <i>jobs</i>	\$20,045
Care Management	2,471	N/A	\$1,183,199
Intake and Assessment	N/A	N/A	\$69,094
Administration	N/A	N/A	\$418,695
Total Expenses			\$7,106,653
Revenue			
Federal and State			\$450,935
Client Donation			\$23,363
Client Co-payment			\$189,597
Warren County Elderly Services Levy			\$6,442,758
Total Revenue			\$7,106,653

*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 Warren 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 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.**

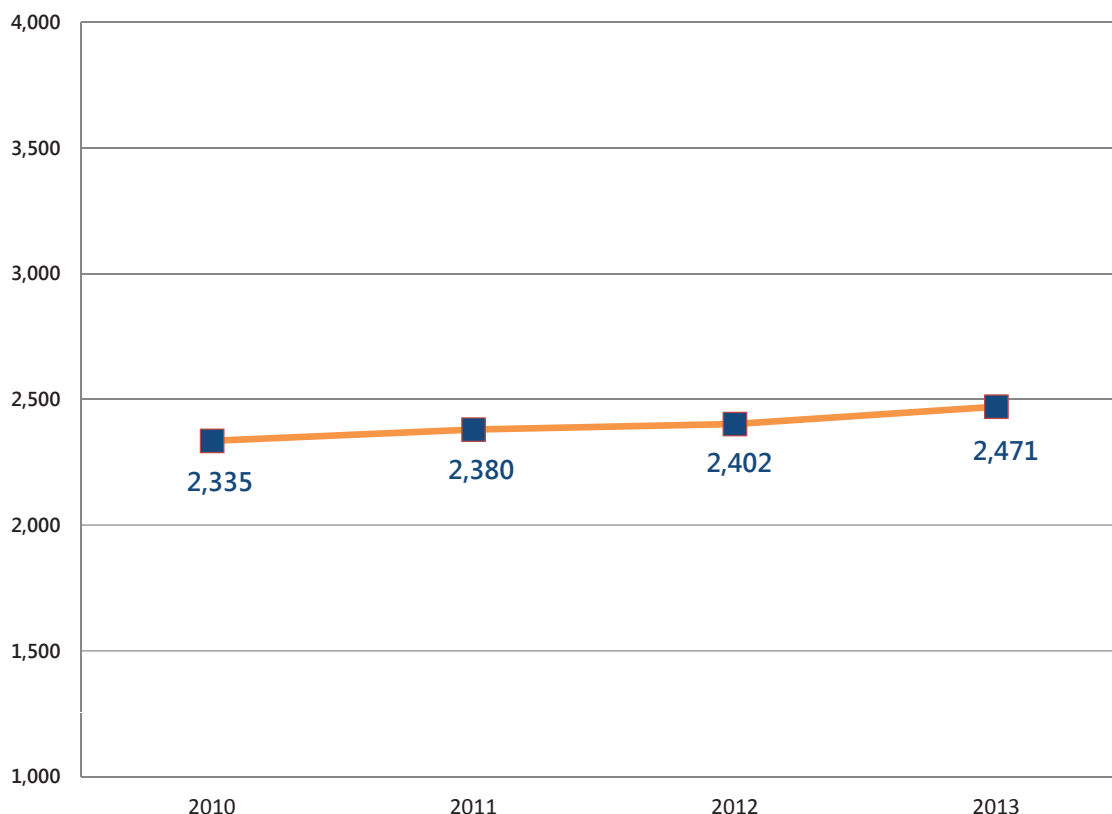
With advanced age comes an increased risk of disability (and need for care). **Among Warren County residents age 65 and older, 33 percent have a disability.** (U.S. Census)

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 2013, 236 were served by PASSPORT (Ohio's Medicaid in-home care program), while more than 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	323	Wayne Township	66
Mason	286	Salem Township	54
Franklin (City)	274	Morrow	54
Deerfield Township	227	Springboro	49
Franklin Township	209	Springboro-Clearcreek Township	46
Turtle Creek Township	201	Waynesville	44
Hamilton Township	166	Union Township	44
Carlisle	92	Middletown	31
Clearcreek Township	84	Harlan Township	29
South Lebanon	83	Other	109
Total			2,471

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-seven 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:

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:

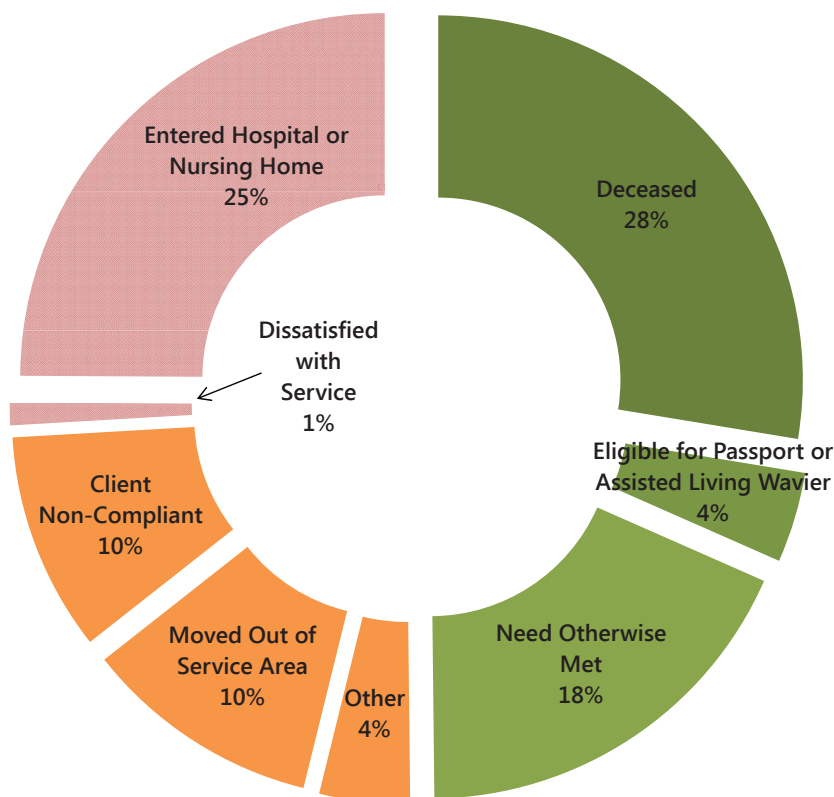
- Client behavior unresolved
- Delinquent balance
- Refused or declined service
- Refused to provide financial information or pay co-payment
- Unable to contact

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



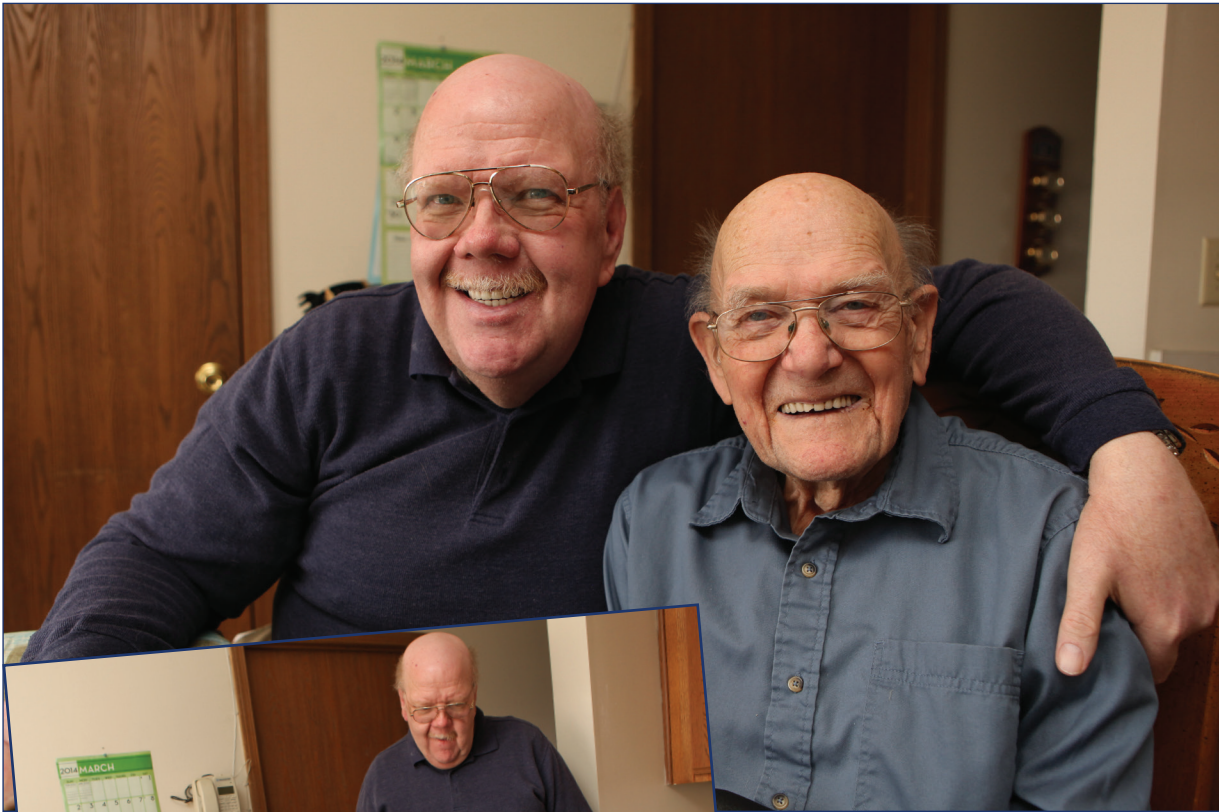
*Total does not equal 100 due to rounding.

Warren County Elderly Services Program Providers

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

A Miracle Home Care
Active Day of Cincinnati
Algo Termite & Pest Control
All Gone Termite & Pest Control, Inc.
Assisted Care by Black Stone
Charter Home Services
Comfort Keepers #178
Comprehensive Health Care Services
Custom Home Elevator & Lift Company, Inc.
Deaconess Medical Monitoring
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
Meda-Care Transportation, Inc.
MedAdapt Ltd.
Middletown Area Senior Citizens, Inc.
Milt's Termite & Pest Control
Nurses Care, Inc.
Otterbein Lebanon Adult Day Service
Pennington Construction
Personal Touch Home Care of Ohio, Inc.
Philips Lifeline
Rural/Metro Helpline
S P Contracting
Senior Independence
Senior Resource Connection
Thermal-Shield, Inc
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.



Above: Emmit on the right with his son Mike



Ask Emmit what it means to be able to live today with Mike in the Warren County home they've shared for the last 11 years and he's quick to tell you. "It means a lot. It means we can keep each other company and he can be there to help me out."

Emmit has received in-home care services through Warren County ESP since 2006.
Read his story on Page 6.



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Elderly Services Program
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