



Butler County's Elderly Services Program



2014 Annual Report



About the Butler County 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 \$306 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 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, but not required, for home-delivered meals.

COA administers the program under contract with Butler County Commissioners and 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.

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 home care assistance (housekeeping help, personal care), electronic monitoring systems, and transportation.



Butler County's Elderly Services Program Helping older adults maintain independence in their homes

(513) 868-9281

(800) 215-5305

Credits: This report was produced by the Communications Department of Council on Aging of Southwestern Ohio. Data compiled and provided by Council on Aging's Business Intelligence and Accounting departments.

The Elderly Services Program is provided by:

Butler County Commissioners:



From left to right: Cindy Carpenter, Donald L. Dixon, T.C. Rogers

Butler County Citizens for Elderly Services, Inc.:

Butler County Citizens for Elderly Services is a volunteer community advisory council whose members are appointed by Butler County Commissioners to help with oversight of the program. Members as of 12/31/2014:

David Mancuso – President

Cynthia Stever – Vice President

Barton J. Drake – Treasurer

Kevin Kurpieski – Secretary

Katy Abbott

Mag Baker

Katherine Becker

Marc Bellisario

Don Eberwine

Kim Gay

Debbie Hauenstein

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Elizabeth Patterson

Mindy Wendling

Program Administrator:



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

Intake and Care Management:



1900 Fairgrove Avenue
Hamilton, Ohio 45011
(513) 868-9281
www.lifespanohio.org

Dear Friends and Supporters,

On behalf of Butler County Citizens for Elderly Services, I'm pleased to present our 2014 Annual Report.

The Butler County Elderly Services Program (ESP) is a community program of which we can be proud. It is paid for by the citizens of Butler County for the benefit of our senior residents and their families.

In 2014, we helped 3,846 older adults to remain independent in their homes with services such as home-delivered meals, transportation, and home care assistance. Many of these elders have chronic conditions that would force them out of their homes and into institutional settings if not for ESP.



David Mancuso

A recent independent evaluation of Butler County ESP by Miami University's Scripps Gerontology Center concluded that in the context of comparable counties, Butler County's ESP design is "solid." Scripps also noted that we collect comprehensive satisfaction data from our participants to help ensure that high quality services are being delivered. The Scripps report goes on to say that "the effort to collect and use consumer satisfaction data places ESP in a leadership role in this area in the state and nationally." (Cummins, Applebaum, McGrew, and Nelson)

Our Elderly Services Program is unusual. While some communities throughout the country do have tax levies that benefit older adults in various ways, relatively few have taxpayer-supported programs that are devoted almost entirely to in-home care services for frail elders.

So unusual is this, in fact, that a documentary filmmaker for Public Television came to our area in late 2014 to learn about the levy programs. She interviewed a caregiver, Kathi Truster, whose parents both benefitted from Butler County ESP. She filmed Kathi's father, Ed, receiving care from a home health aide and home-delivered meals from Middletown Area Senior Services. The documentary, "Caring for Mom and Dad," will air on Mother's Day, 2015. What a compliment this was to our program.

I am also proud to report that the program administrator, Council on Aging, and Butler County Commissioners continue efforts to stretch our tax dollars. For example, in 2014, the program used a bidding process to reduce the number of electronic monitoring system providers from six to one. The estimated savings is more than \$800,000 over five years.

Finally, we look to 2015 as a levy election year. We anticipate the senior services levy will go before the voters on the November 2015 ballot. We also expect the voters - our neighbors - will continue to support this vital program as they have since 1996. Speaking for all of us who serve on the program's advisory council, I am proud to live in a county that helps its older, vulnerable residents to remain in their homes.

David Mancuso, MGS, LNHA
President, Butler County Citizens for Elderly Services, Inc.



“This is a full-time job and I already have a job and a family. It’s a leaky bucket and every day, there’s another leak. I couldn’t do it without support, including the Elderly Services Program. Whenever I call, they are very responsive. I can tell that they appreciate what I am trying to do.”

Kathi Truster, caregiver for her mother and father, Edna and Edwin, who received care through the Butler County Elderly Services Program. This photo was taken in 2012. Both of Kathi’s parents have since passed away. Kathi and her father are featured in the documentary, “Caring for Mom and Dad,” set to air on PBS this spring.

2014 Program Highlights

Cost savings through competitive bidding: Council on Aging implemented new contracts for two services that resulted in significant cost savings for the program and more consistent service delivery for clients. Through a competitive bidding process, COA reduced the number of contracted providers for emergency monitoring systems from six to one. In Butler County, the estimated cost savings is more than \$860,000 over five years. In addition, Council on Aging combined four home care services into one (called home care assistance), sought bids based on cost and quality, and ultimately reduced costs by an estimated \$345,800 annually. Cost savings do not accrue to Council on Aging, but instead enable the program to serve more seniors.

2015 is a levy year: At the end of 2015, the tax levy that funds Butler County ESP will expire and must go before the voters by November if the program is to continue. Looking after the needs of the county’s older residents, voters have generously approved the senior services levy every time it has been on the ballot since the program began in 1996.

Clavilia and Forrest's story

When Forrest met Clavilia more than 30 years ago, he was a widower, sitting on his Hamilton porch stoop in the middle of the day wearing a rumpled shirt, a brown paper bag in his hand. She was a single mother, working full time, and active at church. She didn't have time for a man who smoked and drank.

But, determined to win her, Forrest quit his bad habits, cleaned himself up, and returned to church. The two married in 1983 and Clavilia moved to the Hamilton home they share today.

Sitting together at the breakfast table – Forrest's favorite spot – Clavilia enjoys talking about their many good years together. Clavilia put her heart and soul into her work with the church choir and Forrest was her biggest supporter.

For Forrest, however, those memories began to fade about 10 years ago. His needs and her own health problems led to Clavilia's decision to retire at age 72 after long careers with the Social Security Administration and a local bank.

Always the "go to" person for her friends and family, Clavilia gladly took on the full-time task of caring for a husband with Alzheimer's disease. She managed fine for awhile, but as Forrest's disease progressed, Clavilia knew it was time to ask for help.

In 2012, Clavilia learned about Butler County ESP and called for help.

"I am so used to doing things for myself and not having to bug people," she said. "I was in tears when I had to come to you guys."

Through ESP, the couple receives home-delivered meals, help with housekeeping, and respite care for Forrest so Clavilia can have a few hours to herself each week.

ESP also provided an electronic monitoring system, which has been particularly helpful. The system includes special features for people with Alzheimer's. It alerts Clavilia if the front door is opened or if Forrest gets out of bed in the middle of the night – a recent problem for the couple.

Despite suggestions from doctors that Forrest be placed in a nursing home, Clavilia has firmly said no. "God didn't tell me yet. Until I feel it in my heart, it's not going to happen."



Council on Aging's role in the Butler County Elderly Services Program

As administrator of the Elderly Services Program in Butler County, 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 through competition and contract management
- Provide a central point of access to information and resources
- Help service providers improve quality and efficiency via performance reviews, client satisfaction surveys, and a centralized client database
- Report program performance and trends to the public, including quarterly reports and presentations to the program's community advisory council
- Ensure stewardship of taxpayer dollars, including collection of client donations (for home-delivered meals) and client co-payments
- Raise and sustain public awareness and confidence, including program brochure, participation in community events, and community presentations

To better serve older adults and people with disabilities in Butler County, COA opened an office at 870 N. Washington Avenue in downtown Hamilton in 2014.

The new office provides work space for COA staff who spend most of their time "in the field," visiting Butler County clients in their homes. It is also permanent workspace for COA staff working with plan members of Molina Health Care who are receiving services via the state's new managed care system, called MyCare Ohio. The office is open 8am-4pm, Monday-Friday.

Other services available through COA for Butler County residents

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

Aging and Disability Resources Center: COA's call center and "front door" to services and community resources. COA responded to more than 37,000 inquiries for help in FFY 2014. Reach the Call Center via 800-252-0155 or www.help4seniors.org.

PASSPORT and Assisted Living Waiver: PASSPORT provides in-home care for low-income adults age 60 and older. The Assisted Living Waiver provides an intermediate level of care for low-income adults. On average, these programs provide care for a fraction of the cost of a nursing home. COA administers these programs which served 741 Butler County residents in FFY 2014.

MyCare Ohio: MyCare Ohio is a managed care program for Ohioans who receive BOTH Medicare and Medicaid. The program is administered by the Ohio Department of Medicaid. The goal is to deliver better care for lower cost by coordinating health care, behavioral health services, and long-term care services and supports for high-need, low-income consumers. People enrolled in MyCare Ohio are served by two health plans selected by the state for our region: Aetna Better Health of Ohio and Molina Healthcare of Ohio. COA provides care coordination for MyCare Ohio members via contracts with these plans. MyCare Ohio went into effect in June, 2014. COA served 667 Butler County MyCare Ohio members in FFY 2014 (between June 1 - September 30, 2014).

Ohio Home Care Waiver: In-home care for financially eligible children and adults who have significant disabilities and/or mental health needs. COA provided case management to 103 Butler County residents in FFY 2014.

Care Transitions: Health coaching for older adults who have been hospitalized for serious and usually chronic conditions, such as heart failure. The goal is to prevent unnecessary and costly hospital readmissions and emergency department visits. COA has a contract with the U.S. Centers for Medicare and Medicaid Services to deliver Care Transitions to patients at nine regional hospitals, including Mercy Health - Fairfield Hospital and UC Health - West Chester Hospital in Butler County. Since June 2012, more than 10,000 patients have participated in the program with a readmission rate to participating hospitals of 10.5 percent (compared to the 2010 national average of 21.3 percent).

Title III of the Older Americans Act: COA administers this federal funding for services delivered by senior centers (in Butler County: Middletown Area Senior Center, Partners in Prime, and Oxford Seniors) and other organizations that provide services such as transportation, congregate meals, caregiver support, legal help, and wellness education.

John's story

Fridays are the high point of John's week. That's when "a ray of sunshine" comes to his apartment in Oxford and settles in for a visit. Brittney is a student at Miami University earning money for her education by working part-time as a home health aide. The two have become unlikely friends. For John, a gregarious man whose life has centered on helping others, Brittney has helped fend off the loneliness that can come since his wife moved to a nursing home. While Brittney provides housekeeping help to John, it's the companionship he values most.

"It's easy to get depressed in these circumstances," John said. "A lot of older folks would say the same thing. For me, having Brittney visit is worth the work that she does and more. She listens, and we share some common interests. It's encouraging for an old geezer like me."

For Brittney, the time with John is rewarding and very different from her life as a busy student. "People are so connected to their phones and other devices that they have forgotten what it's like to have a conversation," she said. "But John and I can sit here and just talk."

An engineer at General Electric for 30 years, John changed course in his early 50s when he enrolled in the Earlham School of Religion. After earning a master's degree, he and his family moved to Minnesota where he took over as pastor of a small church. Surrounded by lakes and forests, John and his wife Cynthia loved the Finnish community where they settled. They stayed there 26 years, leaving only when their daughter persuaded them to move to Oxford to be closer to her as they aged.

Cynthia enrolled in the Butler County Elderly Services Program as her health declined and Brittney was her aide. Not long after Cynthia moved to a nursing home, John began to have more health problems himself, including a heart attack and problems with falling. He enrolled in Butler County ESP which provides an electronic monitoring system and home care assistance (housekeeping help and companion service).

"I've adopted a hobby of falling down," he joked. "I don't do falling up any more."

But John stays as active as he can. He eats lunch every day at the Oxford Senior Center across the street from his apartment and he rides with a Meals on Wheels driver to help with the deliveries.

"I just turned 90," John said, "but I'm not infirm."



Profile of a typical Elderly Services Program client

Because of health problems and disability, ESP 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 the community. Today, the Elderly Services Program helps them preserve their independence and dignity.

The typical ESP client is a woman in her 80s. She lives alone on a modest income of about \$20,956 a year, from which she pays \$2,960 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 electronic monitoring system, 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.

Total clients served in 2014: 3,846. Since 2009, enrollment in the program has been steady and has not increased. Every day, clients leave the program for various reasons and new clients enroll.

In addition to the client stories presented in this report, the data on the following pages provide more detail about the type of person who receives care through Butler County ESP and how tax dollars are spent. Client totals on these pages may vary due to different data reporting requirements in each category. Also, percentages may not equal 100 due to rounding.

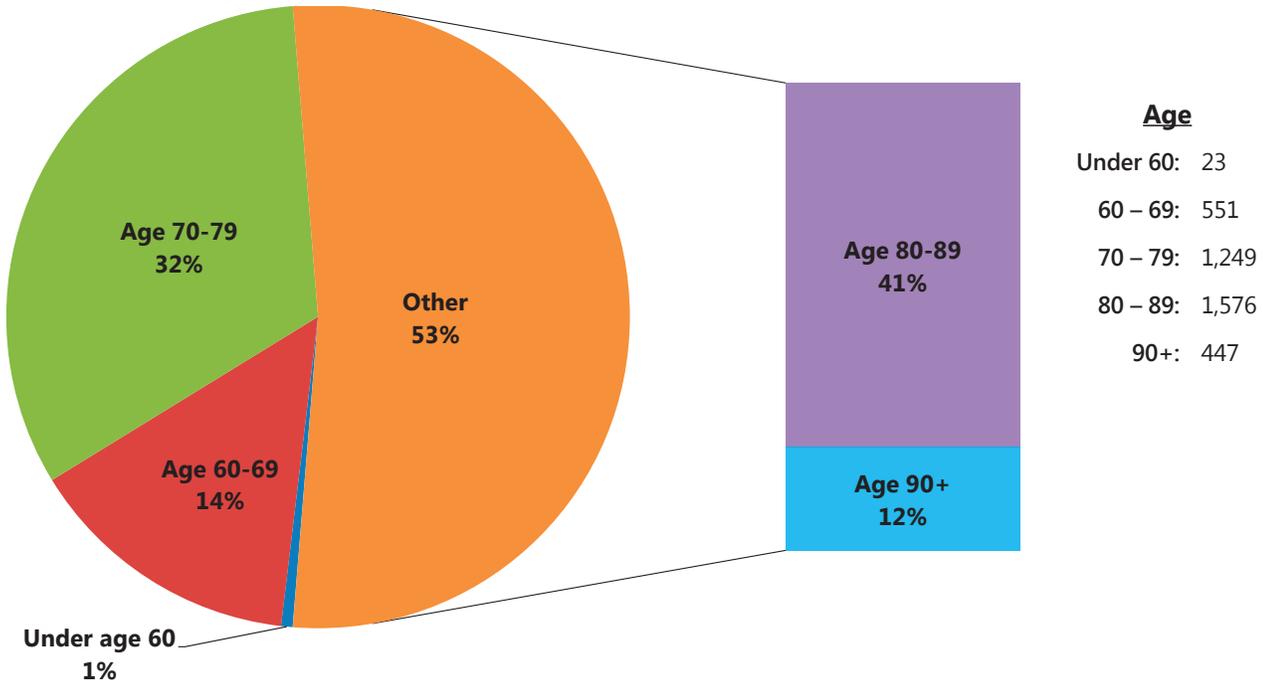
Where Clients Live

Jurisdiction	Clients Served	Jurisdiction	Clients Served
Hamilton	1,025	Hanover Township	91
Middletown	996	Monroe	72
Fairfield (City)	394	Madison Township	71
West Chester	347	Ross Township	56
Trenton	156	St. Clair Township	53
Fairfield Township	147	Wayne Township	43
Liberty Township	117	Morgan Township	41
Oxford	96	Other	141
Total Clients Served in Butler County			3,846



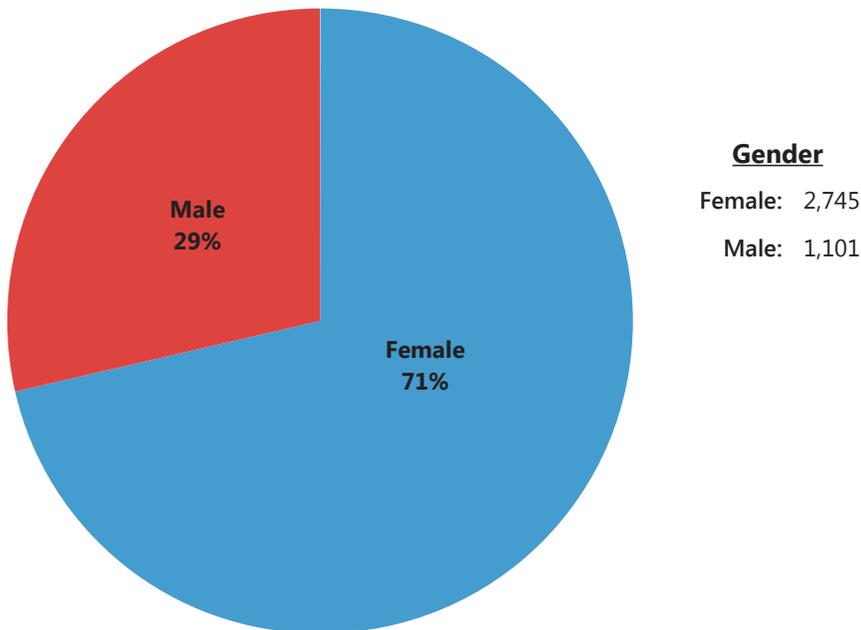
Client Age

The average age of Butler County ESP clients in 2014 was 80. Eligibility for the program starts at age 65, but due to federal funding requirements, clients may receive home-delivered meals beginning at age 60, if eligible. Some services are also available to clients under age 60 who have dementia, including Alzheimer's disease. The chart below shows that more than 50 percent of ESP clients are age 80 or older.



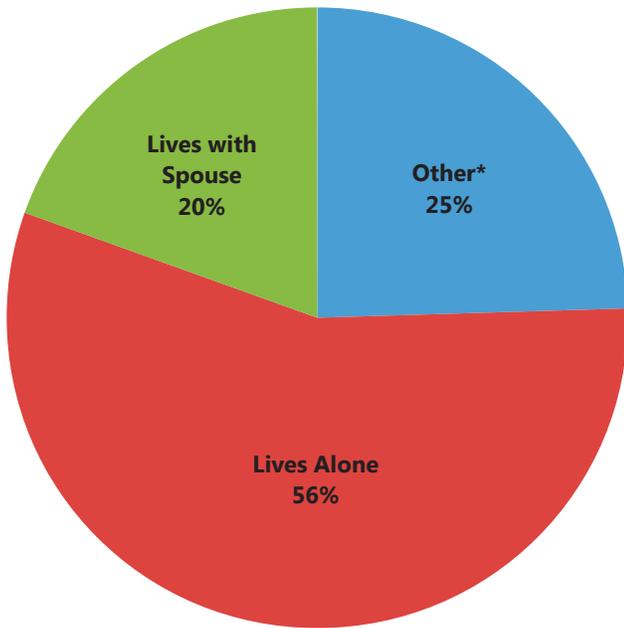
Gender

Nearly three out of every four clients enrolled in the Butler County Elderly Services Program are women.



Living Arrangements

ESP is intended to supplement care already provided by family and friends. Many clients, however, do not have anyone who helps them regularly other than through the program. **More than half of our clients live alone.**



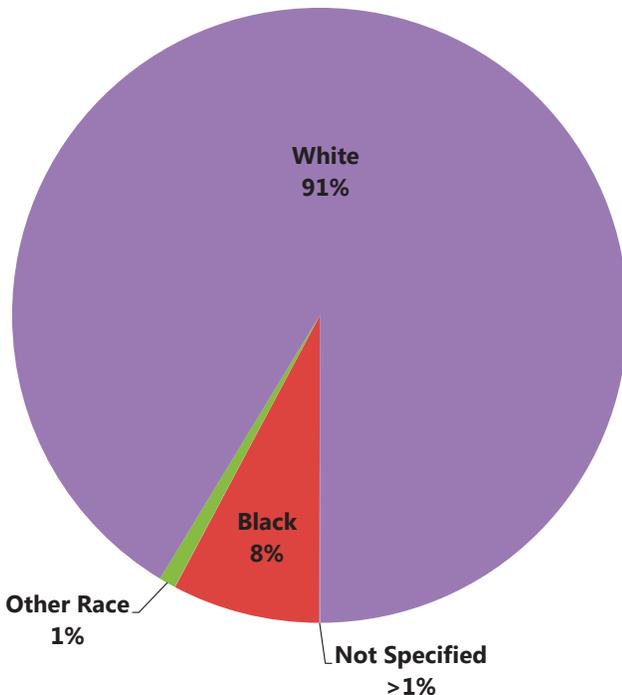
Living Arrangements

Lives Alone:	2,153
Other*:	943
Lives with Spouse	750

*Other includes arrangements such as living with other family member, friend, caregiver, or unspecified.

Race

Nine out of 10 clients enrolled in the Butler County Elderly Services Program identified themselves as White or Caucasian. This racial make up is approximately the same as that of Butler County as a whole.



Race

White:	3,512
Black:	299
Other Race:	34
Not Specified:	1

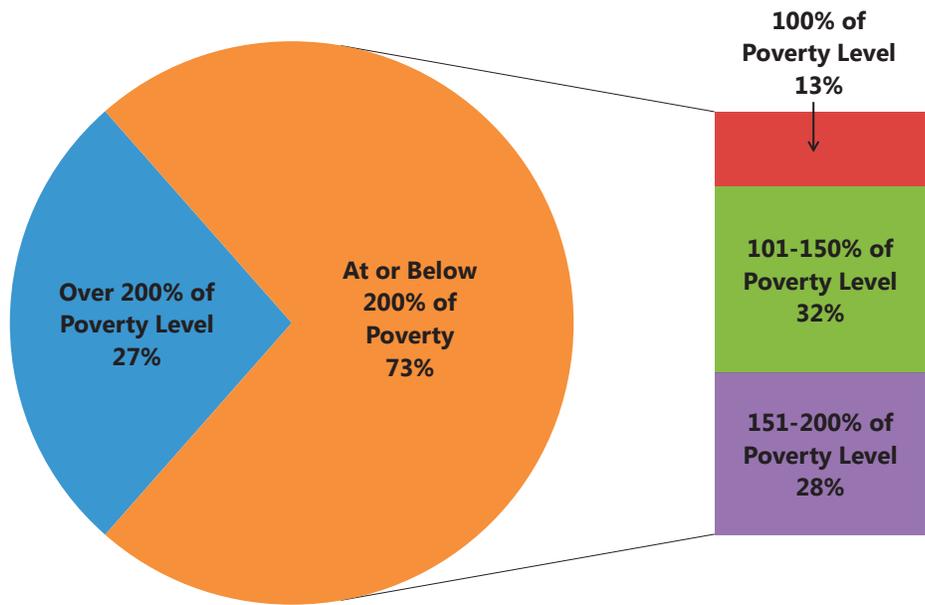
Client Income and Expenses*

As the adjacent chart demonstrates, most ESP clients have modest incomes. Nearly three-quarters of our clients have annual incomes of \$23,340 or less (200% of the 2014 Federal Poverty Guideline for one person which is \$11,670 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.

Client's average monthly income: \$1,746

Client's average monthly out-of-pocket medical costs: \$247

Clients with a co-payment: 34.5%

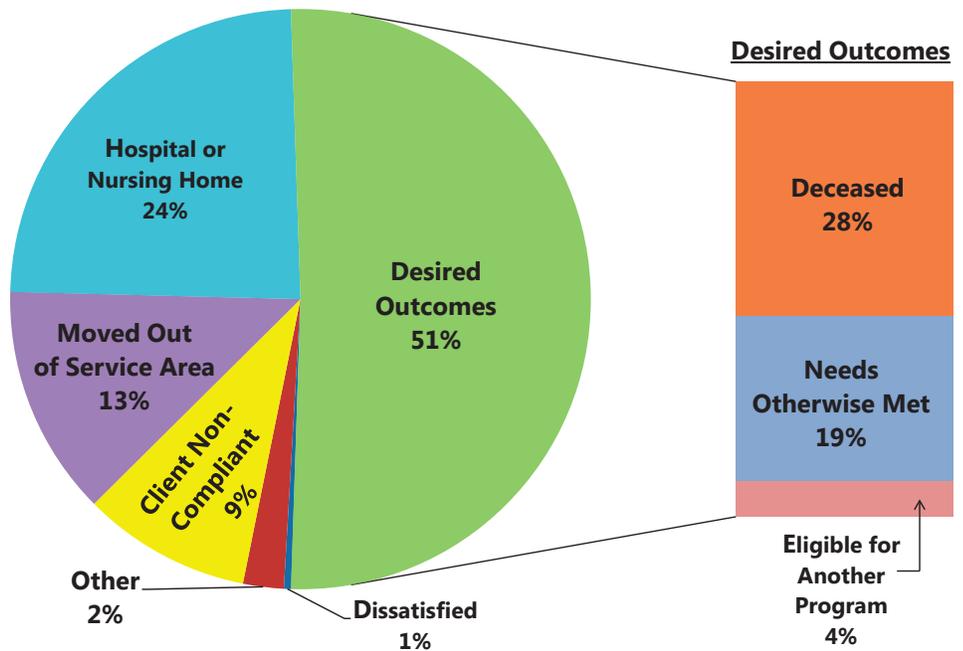


*Client income and expenses data excludes 388 clients who receive only home-delivered meals and are therefore not required to provide income and expense information. Calculations for the data shown above and in the corresponding pie chart are based on 3,458 total clients served.

Outcomes - 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 (less than 1%). The adjacent chart shows that more than half of clients leave the program because of "desirable outcomes." In 2014:

- 28% remained on the program, receiving care in their homes, until they died.
- 19% had their needs met in some other way: family or friends may have stepped in, their condition improved, or they entered Hospice care.
- 4% became eligible for another program such as PASSPORT, the Assisted Living Waiver, or MyCare Ohio.



Client Non-Compliant examples include: client behavior unresolved, delinquent co-payment balance, refused/declined services, refused to provide financial information or to pay co-payment, unable to contact.

The state of aging in Butler County

It's a fact: 70 percent of us will need some form of long-term care during our lifetimes. In general, three factors play a role in determining whether or not we will need care: age, disability, and income.

We are living longer, but the older we get, the more likely it is that we will have some form of disability or chronic illness that requires us to get help with everyday activities such as cooking, bathing, or going to the doctor. We also run the risk of out-living our financial resources, especially if we have to pay for care for an extended period of time.

As you have seen in this report, most of the seniors served by the Butler County Elderly Services Program are older, frail, and have modest incomes. Without ESP, many of our clients would be faced with a difficult decision: pay out-of-pocket for in-home care, or go straight to a nursing home. Either way, the likely outcome is Medicaid enrollment.

The chart above shows how Butler County compares to the surrounding counties in terms of age, disability, and poverty status. With so many seniors at risk for needing care, the Butler County Elderly Services Program offers a compassionate and cost-effective alternative to nursing home care. It can prevent or delay the need for institutional care and helps keep people off Medicaid. **For seniors who can't afford to pay for private care, yet don't qualify for Medicaid, Butler County ESP is a lifeline.**

Characteristics of People Age 65+ in COA Service Area				
County	Households with ≥ 1 person 65+	Total % of Population	With a Disability	Below 150% Poverty Level*
Butler	22.3%	11.5%	35.7%	15.4%
Clermont	22.1%	11.8%	36.1%	14.9%
Clinton	25.2%	13.5%	38.2%	$\geq 15.1\%^{\wedge}$
Hamilton	23.4%	13.3%	35.4%	19.4%
Warren	20.9%	10.8%	32.4%	12%

Source: US Census. *2014 Federal Poverty Level: \$11,670 for one person. 150% of Poverty Level = \$17,505. [^]Clinton County poverty level is based on 0-125% of Federal Poverty Level.

Butler County Elderly Services Program Providers

With valid contracts 1/1/14 - 12/31/14

Among the ESP clients who receive home care assistance, nearly 90 percent are served by providers with a home or satellite office in Butler County.

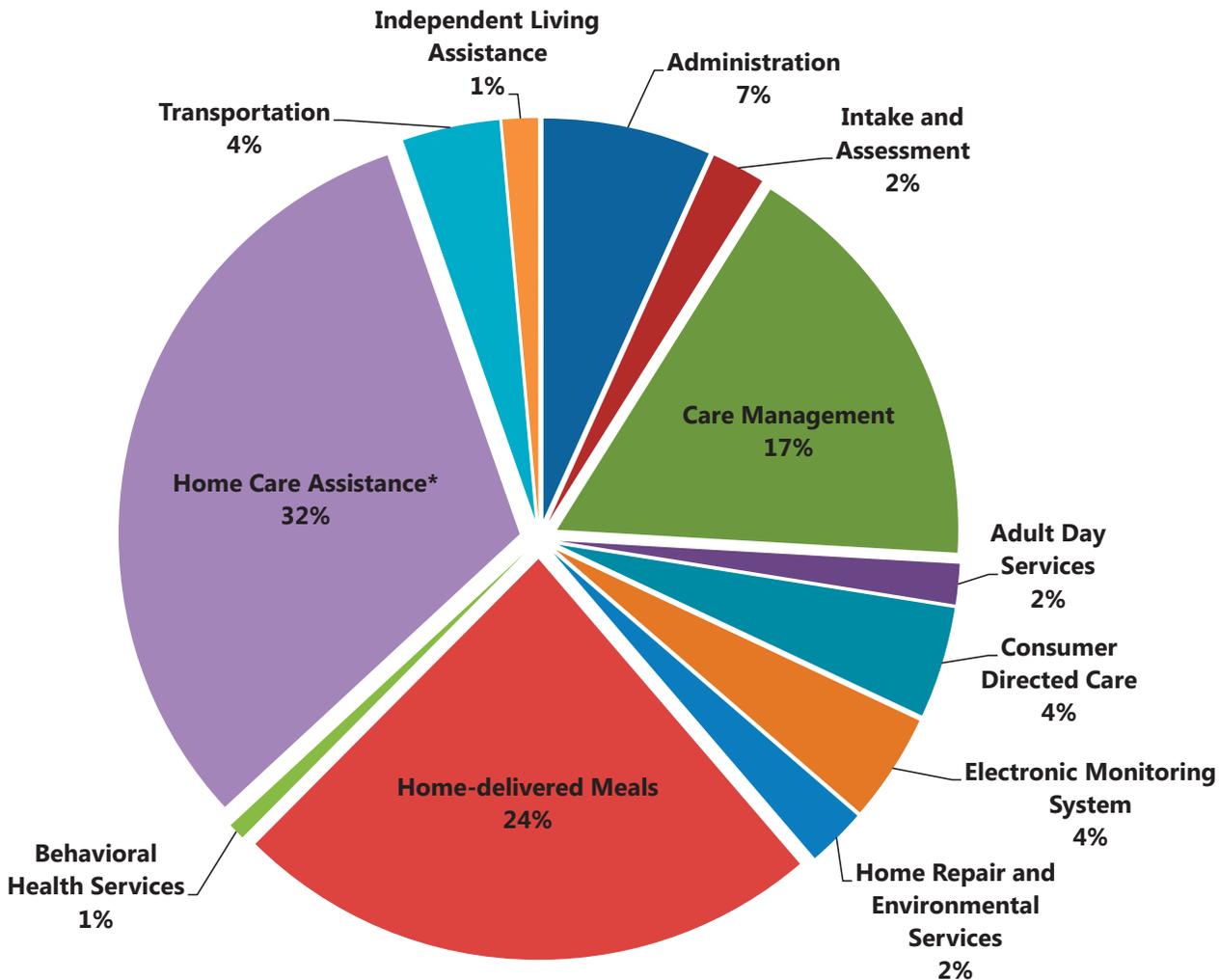
A Miracle Home Care	Oxford Senior Citizens, Inc.
Active Day of Ohio, Inc.	Oxford Seniors Community Adult Day Service
Assisted Care by Black Stone	Partners in Prime
Bernens Medical	Pennington Construction
Butler County Care Facility Adult Day Services	Personal Touch Home Care of Ohio, Inc.
Emerson Heating & Cooling Company	Prime Home Care, LLC
Helping Hands Healthcare, Inc.	Senior Independence
Home First	Senior Resource Connection
Interim HomeStyles of Greater Cincinnati, Inc.	Sycamore Senior Center
Jewish Family Service	The Visiting Nurse Association
LifeSpan	Twin Towers Residential Care
Middletown Area Senior Citizens, Inc.	VRI
Nova Home Care	Warren County Community Services, Inc.
Nurses Care, Inc.	Wesley Community Services
Otterbein Lebanon Adult Day Service	

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. As the Area Agency on Aging for southwestern Ohio, including Butler County, Council on Aging is able to leverage state and federal funding to cover approximately 6 percent of program expenses. Additional funding comes from client donations (requested, but not required, for home-delivered meals), and client co-payments (about 35 percent of clients qualify for a co-payment, based on their income and medical expenses).

The table on page 15 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 (a new service that combines personal care, homemaking, companion, and respite services), 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 13) deliver these services under contract with Council on Aging. COA handles contracting, program policy development, financial administration, information technology, quality improvement, communications, and 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.



*In October 2014, four services were merged into one service category called home care assistance. The combined services include: companion, homemaking, personal care, and respite.

Some services were consolidated in this chart for formatting purposes. Detailed expense information for each service can be found on page 15.

EXPENSES

<u>Service</u> ¹	<u>Clients Served</u>	<u>Service Units</u>	<u>Cost</u>
Electronic Monitoring System	2,340	19,274 <i>months of rentals</i>	\$325,173
Home-delivered Meals	2,019	418,496 <i>meals</i>	\$2,669,761
Homemaking	1,661	102,296 <i>hours</i>	\$2,358,636
Home Care Assistance ²	1,415	23,462 <i>hours</i>	\$496,807
Home Medical Equipment	649	1,420 <i>equipment items</i>	\$163,163
Medical Transportation	542	14,340 <i>one-way trips</i>	\$426,130
Independent Living Assistance ³	435	5,697 <i>hours</i>	\$160,350
Personal Care	357	17,239 <i>hours</i>	\$399,132
Minor Home Repairs	291	336 <i>repairs</i>	\$213,592
Consumer Directed Care	148	1,268 <i>months of service</i>	\$503,903
Senior Companion	139	3,181 <i>hours</i>	\$65,349
Respite	118	10,259 <i>hours</i>	\$233,570
Non-Medical Transportation	74	555 <i>one-way trips</i>	\$15,239
Adult Day Service	66	3,130 <i>hours</i>	\$168,143
Environmental Services ⁴	43	165 <i>jobs</i>	\$56,625
Adult Day Transportation	18	5,686 <i>miles</i>	\$14,401
Behavioral Health Services	155	N/A	\$76,048
Care Management	3,846	N/A	\$1,913,876
Intake and Assessment	N/A	N/A	\$243,419
Administration	N/A	N/A	\$760,320
Total Expenses			\$11,263,637

REVENUE

Federal and State (via Council on Aging)	\$649,331
Client Donation	\$43,664
Client Co-payment	\$234,662
Butler County Elderly Services Levy	\$10,335,980
Total Revenue	\$11,263,637

Additional Expenses

To provide additional help to older adults in the county, including protection from fraud, scams, and abuse, Butler County Commissioners distributed Elderly Services levy funds to the following Butler County organizations:

- Butler County Job and Family Services - Adult Protective Services Unit: \$300,000
- Butler County Prosecutor's Office: \$229,479

¹ Services are listed in order of number of clients served

² In October 2014, four services were merged into one service category called home care assistance. The combined services include: companion, homemaking, personal care, and respite.

³ Help with benefit applications and organizing personal and household records

⁴ Pest control, major housekeeping, and waste removal



"It's easy to get depressed in these circumstances. A lot of older folks would say the same thing. For me, having Brittney visit is worth the work that she does and more. She listens, and we share some common interests. It's encouraging for an old geezer like me."

John, 90, Butler County Elderly Services Program client, with his home health aide, Brittney



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