



Butler County's Elderly Services Program



2015 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 \$302 a month per client in Butler County ESP, compared to more than \$4,000 a month for Medicaid 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. Photos by Lyons Photography, COA staff, and COA providers.

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 12/31/2015:

Cynthia Stever, President

David Mancuso, Vice President

Mindy Wendling, Treasurer

Kim Gay, Secretary

Dr. Katherine Abbott

Margaret Baker

Katherine Becker

Marc Bellisario

John Freeman

Cheryl Guyton

Kevin Kurpieski

Geraldine Bess Maddox

Cheryl Marischen

Dr. Elizabeth Patterson

Christy Quincy

Program Administrator:



175 Tri County Parkway
Cincinnati, Ohio 45246
(513) 721-1025
(800) 252-0155
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, it is my pleasure to present our 2015 Annual Report.

In 2015, we helped **3,787** older adults to remain independent in their homes with services such as home-delivered meals, transportation, and home care assistance. Many of these seniors have chronic conditions that would force them into a nursing home if it were not for the 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. We are very grateful for this support always, but especially in 2015 when the voters responded overwhelmingly in favor of the senior services levy. The levy provides more than 90 percent of the program's funding, so it was very exciting to see the levy pass by a margin of more than 74 percent!



Cynthia Stever

As you will see in this report, our program serves people of modest means who cannot afford to pay for care, but who are not poor enough to qualify for Medicaid. Because of this program, Butler County is in a better position to serve the aging population than many other places around our country.

The benefits of our Elderly Services Program ripple throughout the county. It uses and helps strengthen local organizations that have contracts to provide services. It even indirectly helps businesses whose employees are caring for aging parents and need support with those tasks in order to remain productive in their jobs.

This report tells the story of the Elderly Services Program through the words and photos of one 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.

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.

Cynthia Stever
President, Butler County Citizens for Elderly Services, Inc.

2015 Program Highlights

Senior services levy passes: In November, 2015, voters overwhelmingly approved a renewal of the levy that provides more than 90 percent of the funding for the Elderly Services Program. See story on page 6.

Service improvement – home-delivered meals: Via a bidding process for home-delivered meals contracts, Council on Aging (COA) required providers to offer therapeutic meals for clients with medical dietary needs. This is especially beneficial for people coming home from the hospital. Therapeutic meals were once available in a limited area through one provider, but are now available throughout COA's five-county region. In addition, providers must now offer hot meals as an option, or a driver who can heat a meal for a client who needs that service.

Audit finds program in compliance: To assure taxpayers that their investment is sound, Butler County conducted an audit of COA's management of the Butler County Elderly Services Program. The 2015 Fiscal Review and Compliance Monitor Report yielded no findings and reported that COA's operations comply with its Butler County contract and appear to have strong internal controls.

New enrollments: In 2015, the Butler County Elderly Services Program had 855 new enrollments. This means that more than 20 percent of the total number of seniors served in 2015 were new to the program. Overall, however, enrollment is moderated because people continually disenroll from the program. This is primarily because they have died or need more intensive services in a nursing home or other program.

"I can do my laundry down there, as well as ironing and even continue to use my freezer. These are things I couldn't do by myself without the lift." **Rosemary**

The Butler County Elderly Services program helps older adults, like Rosemary, continue to live independently in their own homes, even when physical limitations make daily activities such as doing laundry in the basement a challenge. Read Rosemary's story on page 8 of this report.



Butler County senior levy passes by largest margin ever

On November 3, 2015, for the fifth time in 19 years, the voters of Butler County approved a senior services tax levy to provide assistance that helps frail older adults stay in their homes. The 1.3-mill renewal levy passed by the largest margin ever: 74.4 percent.

"Clearly, the people of Butler County have shown that they care about seniors and keeping them in the community," said David Mancuso, Director of Development and Community Relations for LifeSpan, Inc. and chairman of the levy campaign. "It was wonderful to have such a strong show of support."

The levy provides more than 90 percent of the funding for Butler County's Elderly Services Program.

Many volunteers worked hard to spread the word about the levy and rally voters.

"Placing yard signs, delivering ESP literature, speaking to community groups, and other activities reflected the grassroots support for the Elderly Services Program," said Cynthia Stever, board president of Butler County Citizens for Elderly Services, the volunteer community group that advises and supports the program.

Vote YES on Issue 13

It Won't Increase Your Taxes
The renewal levy will cost homeowners \$39.81 a year per \$100,000 of tax valuation. That's the same amount taxpayers are paying now.

Preserve Independence and Dignity
Butler County's Senior Services levy helps our elderly family members and neighbors remain in their homes. Your support for basic services such as Meals on Wheels, medical transportation, and personal care can make the difference between a senior being able to live at home or having to move to a nursing facility.

Save Money on Vital Services
Once in a nursing home, most people quickly deplete their savings. They enroll in Medicaid at a cost to taxpayers that is as much as 11 times the cost of in-home care (average \$4,000 per month for nursing home care vs. \$360 per month for home delivered services).

For more info and to get involved visit HelpOurElderly.org

Paid for by Citizens Supporting Our Elderly, an incorporated entity separate from the Official Committee Creating the Bond.
Bryan Reynolds, Treasurer 123 Main St., Harrisburg, PA 17101

The Elderly Services Program is about the freedom to live life with dignity and on your own terms, in your own home.

Help Our Elderly
Vote YES
Issue 13
It won't raise your taxes!

The Nuxhall Family, campaign leaders

- ✓ Preserves independence and dignity
- ✓ It won't raise your taxes

As the levy's honorary campaign leaders, the Nuxhall family appeared on billboards and levy education materials, such as the mailer shown here.



Photos from levy events (L to R): Middletown Mayor, Larry Mulligan, Jr., speaks at a levy kickoff event at Central Connections; Butler County resident displays her yard sign in support of the levy; volunteers get into the Halloween spirit at a levy honk-in event.

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

As administrator of the Elderly Services Program in Butler County, 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** 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**, via informational materials, public relations, participation in community events, and community presentations



Title III of the Older Americans Act provides funding for congregate meals, such as this one at the Partners in Prime Hamilton club.

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 41,000 inquiries for help in FFY 2015. Reach the Call Center via 800-252-0155 or www.help4seniors.org.

Home and Community-based Services via Medicaid Waivers: Low-income residents and taxpayers alike benefit from Medicaid-funded in-home care services that prevent unnecessary nursing home placement. Programs include PASSPORT, Assisted Living, Ohio Home Care and MyCare Ohio waivers. In 2015, 1,340 Butler County residents received help through these programs.

Title III of the Older Americans Act: COA administers this federal funding for services delivered by senior centers and other organizations that provide services such as transportation, congregate meals, caregiver support, legal help, and wellness education. Title III funding also goes to the tax levy-funded Elderly Services Program in each county. This frees up local dollars so the levy programs can serve more seniors. In 2015, various organizations spent \$989,827 in Title III funds allocated by COA for Butler County residents.

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 in Butler County, Mercy Health – Fairfield Hospital and UC Health – West Chester. In 2015, more than 7,500 patients were accepted into COA's Care Transitions program and received a visit from a health coach. The hospital readmission rate for program participants is approximately 11 percent. This is about half the 2010 average national baseline for 30-day hospital readmissions.

Rosemary's story

Give her the right tools and Rosemary will use them to empower others. For years, it was the organ at church where she shared her faith and talent with friends, neighbors and family. She's still active at church, but has traded the organ for the quilting needles. With those, she made items for a fundraiser to help send veterans to visit the monuments to their service in Washington, D.C. through Honor Flight TriState.

Rosemary once joined her late husband, a World War II veteran who served in the Pacific, on a return visit to Pearl Harbor so she knows the impact of empowering veterans through Honor Flight.

"It means a lot to let them know they are appreciated," she said.

Rosemary is grateful for the services she's received through the Butler County Elderly Services Program (ESP) which help her to remain in her home. She and her husband bought it 25 years ago after they had raised four children in a larger home they no longer needed.

Five years ago, Rosemary was injured in a fall and asked for help from ESP. A care manager brought her a walker, which she affectionately named "four wheeler," so she could continue to get outside with her dog and go to the park with her granddaughter.

"It's a wonderful piece of equipment and I don't know what I would do without it," she said.

To help protect her if she does fall again, Rosemary also received an emergency response device.

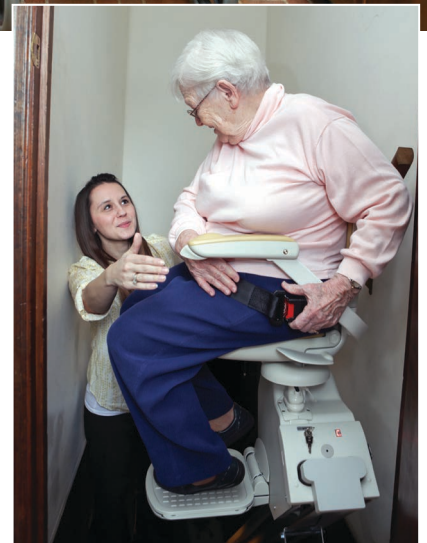
For the last four years, Rosemary has worked with her current care manager, Sarah. When Rosemary realized she could no longer safely get to and from her basement, Sarah worked with the program's Home Modification specialist and Rosemary's doctor to install a stair lift.

Now Rosemary can ride up and down the basement stairs, often with her wicker laundry basket on board.

"I can do my laundry down there, as well as ironing and even continue to use my freezer," she said. "These are things I couldn't do by myself without the lift."

Rosemary stays in touch with Sarah, knowing that she has her support and that of the Elderly Services Program to empower her to remain at home and independent.

"She's a wonderful person," she said about Sarah, "and I feel secure knowing I am taken care of. I don't have to worry."



Top photo: Rosemary with her ESP Care Manager, Sarah. **Bottom photos:** Rosemary uses her stair lift to access her home's basement where she does laundry.

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 late 70s. She lives alone on a modest income of about \$21,924 a year, from which she pays \$2,760 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 2015: 3,787. 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.

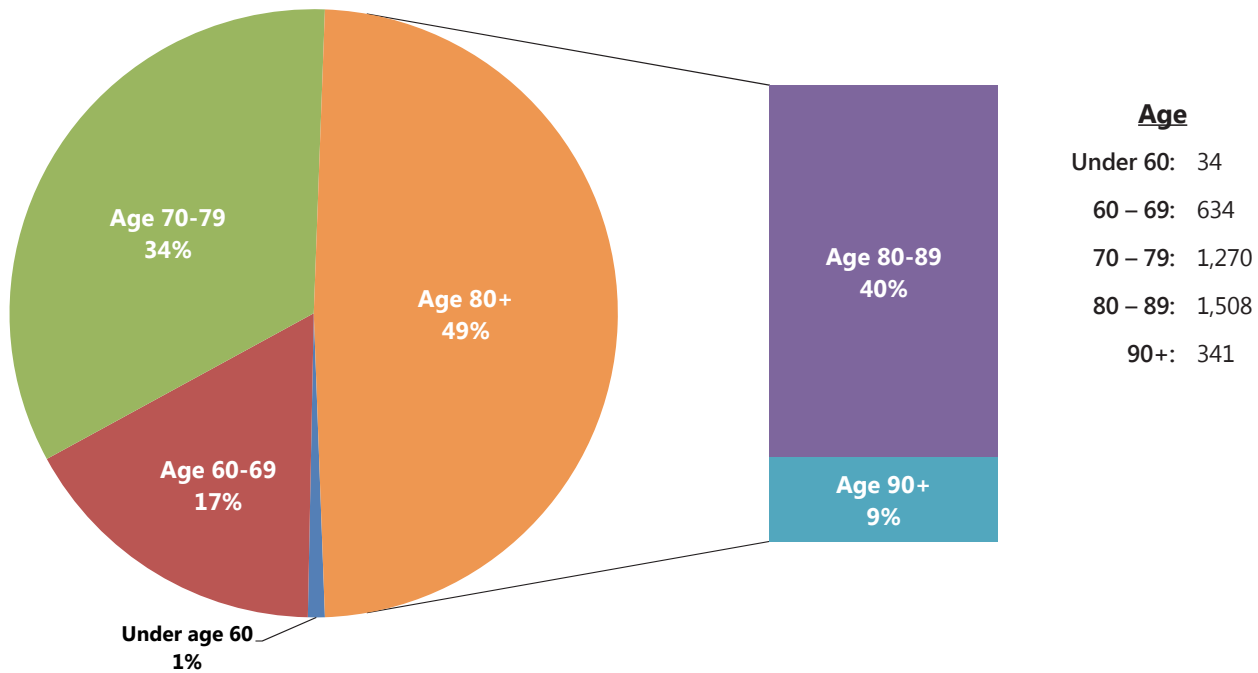
The data on the following pages provide more detail about the type of person who receives care through Butler County ESP and how tax dollars are spent. Client totals on these pages may vary due to different data reporting requirements in each category. Also, percentages may not equal 100 due to rounding.

Where Clients Live

| Jurisdiction | Clients Served | Jurisdiction | Clients Served |
|---------------------------------------|----------------|--------------------|----------------|
| Hamilton | 1,040 | Hanover Township | 89 |
| Middletown | 973 | Monroe | 75 |
| Fairfield (City) | 390 | St. Clair Township | 63 |
| West Chester | 336 | Madison Township | 59 |
| Fairfield Township | 144 | Ross Township | 58 |
| Trenton | 133 | Morgan Township | 43 |
| Liberty Township | 110 | All Others | 165 |
| Oxford | 109 | | |
| Total Clients Served in Butler County | | | 3,787 |

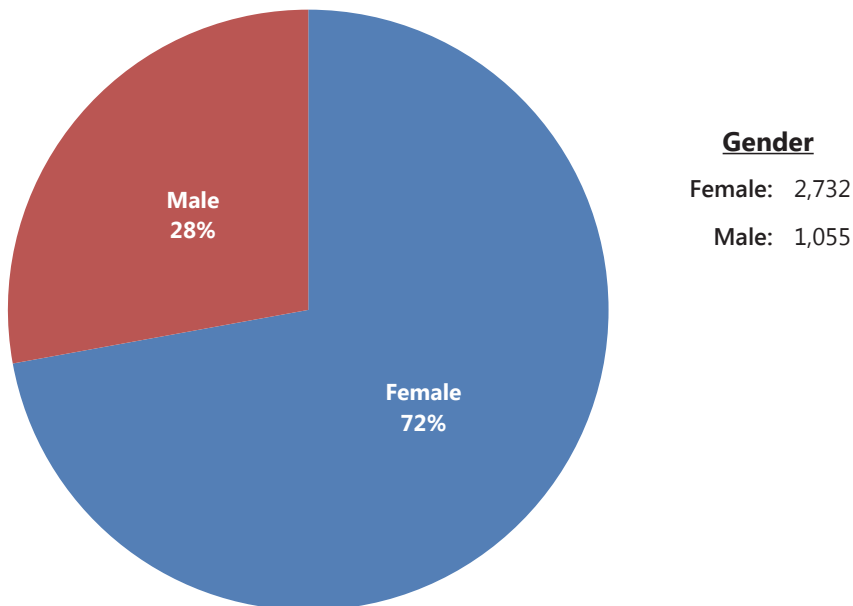
Client Age

The average age of Butler County ESP clients in 2015 was 79. 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 nearly 50 percent of ESP clients are age 80 or older, including nine clients who are over 100 years old.



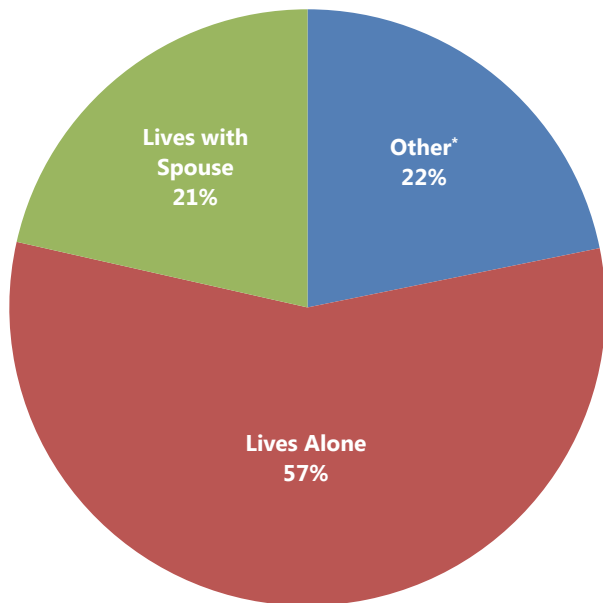
Gender

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.**



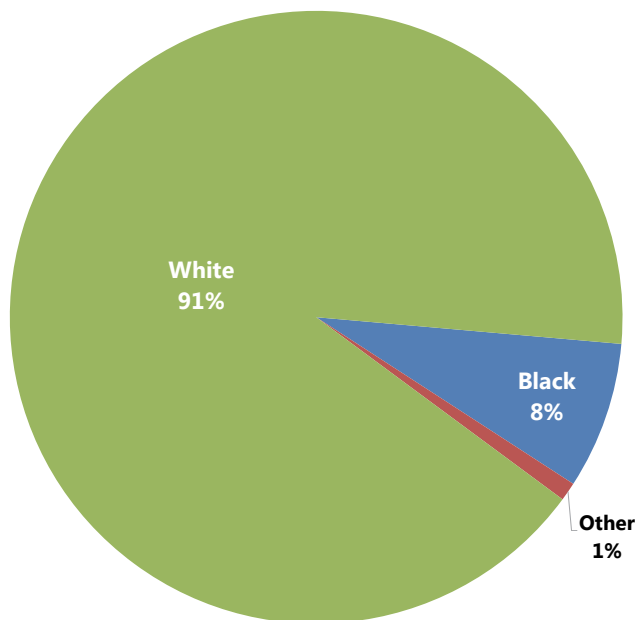
Living Arrangements

| | |
|-------------------|-------|
| Lives Alone: | 2,148 |
| Other*: | 826 |
| Lives with Spouse | 813 |

*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: | 3,456 |
| Black: | 294 |
| Other Race: | 37 |

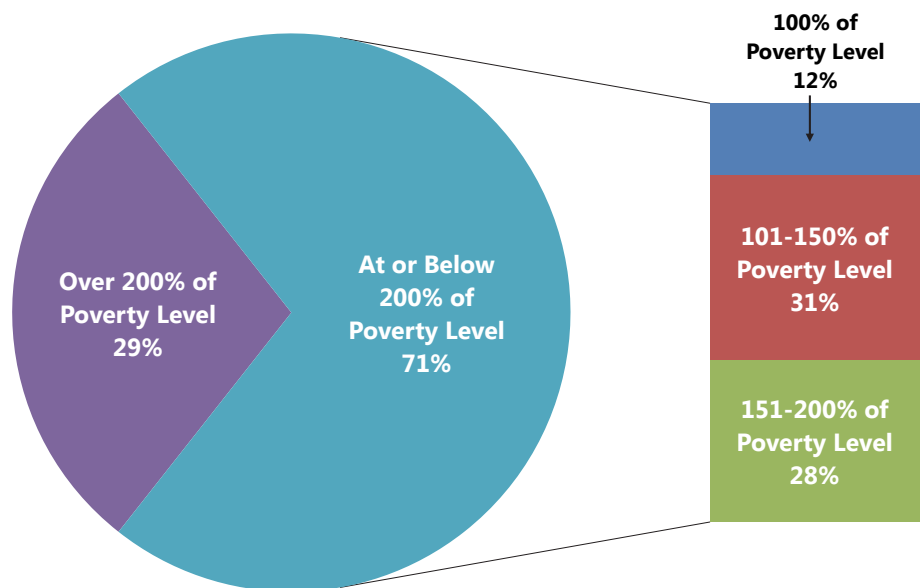
Client Income and Expenses*

As the adjacent chart demonstrates, most ESP clients have modest incomes. **More than 70 percent of ESP clients have annual incomes of \$23,540 or less** (200% of the 2015 Federal Poverty Guideline for one person which is \$11,770 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.

Clients' average monthly income: \$1,827

Clients' average monthly out-of-pocket medical costs: \$230

Clients with a co-payment: 36.5%

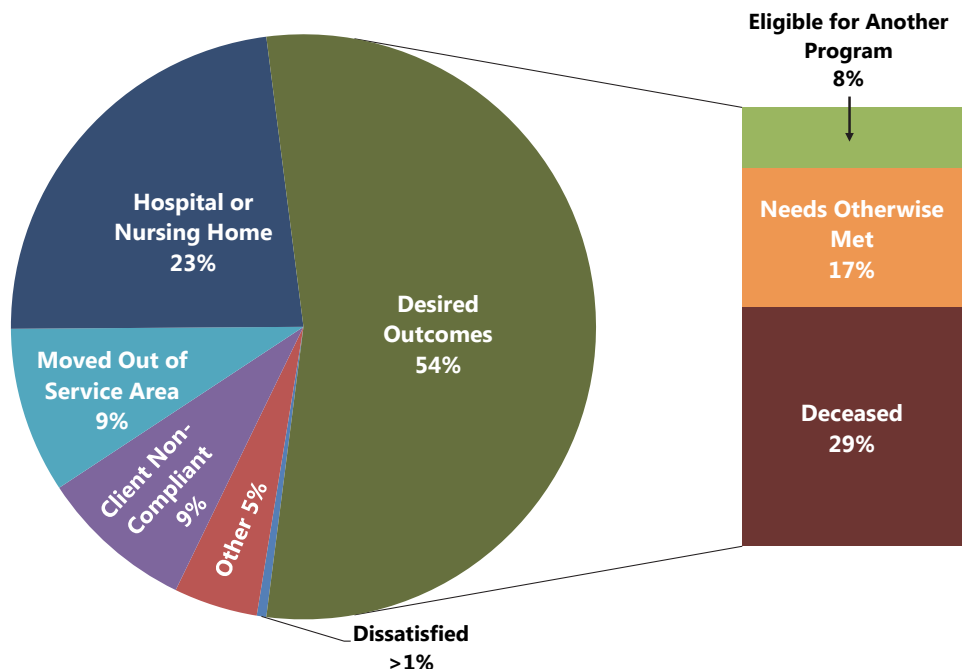


*Client income and expenses data excludes 354 clients who receive only home-delivered meals and are therefore not required to provide income and expense information. Calculations for the data shown above and in the corresponding pie chart are based on 3,433 total clients served.

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 2015:

- 29% remained on the program, receiving care in their homes, until they died.
- 17% had their needs met in some other way: family or friends may have stepped in, their condition improved, or they entered Hospice care.
- 8% 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% | ≥15.1%^ |
| Hamilton | 23.4% | 13.3% | 35.4% | 19.4% |
| Warren | 20.9% | 10.8% | 32.4% | 12% |

Source: US Census. *2015 Federal Poverty Level: \$11,770 for one person. 150% of Poverty Level = \$17,655. ^Clinton County poverty level is based on 0-125% of Federal Poverty Level.

Butler County Elderly Services Program Providers

With valid contracts January 1 - December 31, 2015

A Miracle Home Care
 Active Day of Cincinnati
 Advanced Medical Equipment, Inc.
 AL-ADHAM Construction and Restoration
 Algo Termite & Pest Control
 All Gone Termite & Pest Control, Inc.
 American Ramp Systems
 Assisted Care by Black Stone
 Bernens Medical
 Butler County Care Facility Adult Day Services
 Central Connections
 Custom Home Elevator & Lift Co. Inc.
 Emerson Heating & Cooling Company
 Guardian Medical Monitoring, Inc.
 Hardy Plumbing
 Helping Hands Healthcare, Inc.
 Home First
 Interim HomeStyles of Greater Cincinnati, Inc.
 Jewish Family Service

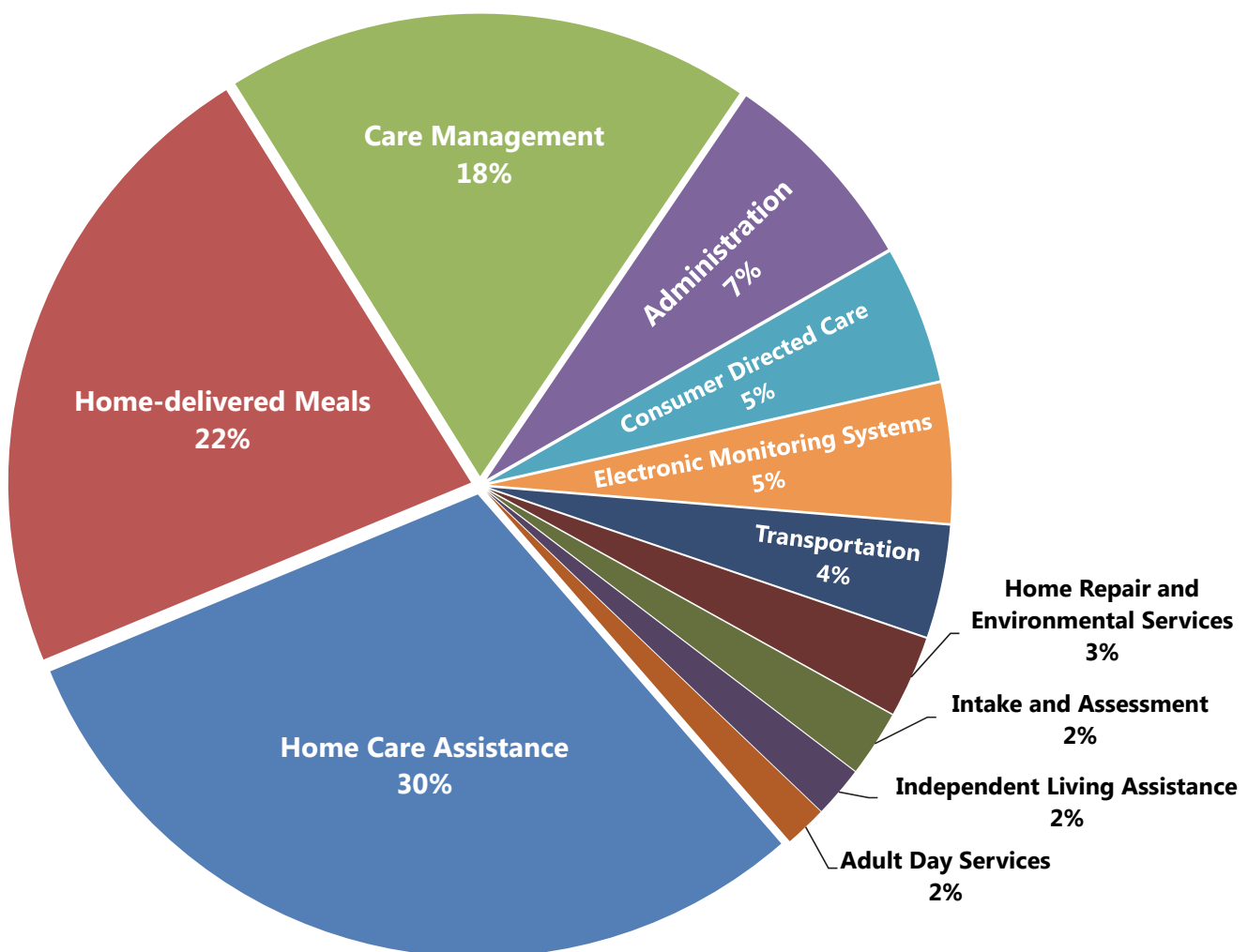
Meda-Care Transportation, Inc.
 MedAdapt Ltd.
 Milt's Termite & Pest Control
 Mullaney's Pharmacy & Home Health Care
 Nova Home Care Co.
 Otterbein Lebanon Adult Day Service
 Oxford Senior Citizens, Inc.
 Oxford Seniors Community Adult Day Service
 Partners in Prime
 Pennington Construction
 Personal Touch Home Care of Ohio, Inc.
 Senior Independence
 Senior Resource Connection
 Sycamore Senior Center
 The Visiting Nurse Association
 UTS
 Warren County Community Services, Inc.
 Wesley Community Services

How your tax dollars are spent

Without the support of Butler County taxpayers, the Elderly Services Program would not exist. Local tax dollars cover 91 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 37 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 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.



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

EXPENSES

| <u>Service¹</u> | <u>Clients Served</u> | <u>Service Units</u> | <u>Cost</u> |
|--------------------------------------------|-----------------------|---------------------------------|---------------------|
| Care Management | 3,787 | N/A | \$1,927,882 |
| Electronic Monitoring System | 2,485 | 23,623 <i>months of rentals</i> | \$341,473 |
| Home-delivered Meals | 1,918 | 389,597 <i>meals</i> | \$2,350,591 |
| Home Care Assistance | 1,899 | 149,684 <i>hours</i> | \$3,167,026 |
| Home Medical Equipment | 653 | 1,380 <i>equipment items</i> | \$168,742 |
| Medical Transportation | 527 | 13,237 <i>one-way trips</i> | \$393,215 |
| Independent Living Assistance ² | 479 | 6,566 <i>hours</i> | \$186,356 |
| Minor Home Repairs | 258 | 315 <i>repairs</i> | \$266,332 |
| Consumer Directed Care | 155 | 1,514 <i>months of service</i> | \$499,113 |
| Non-Medical Transportation | 97 | 684 <i>one-way trips</i> | \$18,143 |
| Adult Day Service | 56 | 2,678 <i>hours</i> | \$143,817 |
| Environmental Services ³ | 39 | 115 <i>jobs</i> | \$31,255 |
| Adult Day Transportation | 14 | 4,181 <i>miles</i> | \$10,749 |
| Behavioral Health Services | 161 | N/A | \$58,763* |
| Administration | N/A | N/A | \$760,320 |
| Intake and Assessment | N/A | N/A | \$241,361 |
| Total Expenses | | | \$10,506,375 |

REVENUE

| | |
|------------------------------------------|---------------------|
| Federal and State (via Council on Aging) | \$631,634 |
| Client Donation | \$27,878 |
| Client Co-payment | \$239,914 |
| Butler County Elderly Services Levy | \$9,606,949 |
| Total Revenue | \$10,506,375 |

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: \$224,231

*Cost shown for Behavioral Health Services is an estimate only and is not included in Total Expenses as shown on this page or in the pie chart on the opposite page. The estimate is due to an invoicing delay from the provider.

¹Services are listed in order of number of clients served

²Help with benefit applications and organizing personal and household records

³ Pest control, major housekeeping, and waste removal



"I appreciate the services so much. It's just a blessing to be able to stay in my home with [ESP's] help. I don't know what I'd do without it."

Ruth, Butler County Elderly Services Program client, with her ESP Care Manager, Sarah



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www.butlercountycommissioners.org



Butler County
Elderly Services Program
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(800) 215-5305
www.butlercountyohio.org/elderservices



Council on Aging of Southwestern Ohio
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