Clinton County's
Elderly Services Program

ESP

2015 Annual Report

About the Clinton County Elderly Services Program

The Clinton 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 $273 a month per client in Clinton County ESP, compared to more than $4,000 a month for Medicaid nursing home care.

Clinton 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 Clinton County Commissioners and also provides intake and 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 housekeeping help, personal care, electronic monitoring systems, and transportation.

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

(800) 252-0155
(513) 721-1025

The Elderly Services Program is provided by:

Clinton County Commissioners:

From left to right: Mike Curry, Patrick Haley, Kerry Steed

Program Administrator:

COA

Council on Aging

175 Tri County Parkway
Cincinnati, Ohio 45246
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www.help4seniors.org

Dear Friends and Supporters,

On behalf of Clinton County Citizens for Elderly Services, it is my pleasure to present our 2015 Annual Report.

In 2015, we helped **439** older adults to remain independent in their homes with services such as home-delivered meals, transportation, and homemaking help. 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 Clinton County for the benefit of our senior residents and their families. We are very grateful for this support!

Suzanne Burke

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, Clinton 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, such as Clinton County Community Action Program, Inc. 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.

As administrator of the program, Council on Aging provides many services to the county and brings in additional resources that save local tax dollars. These include federal Older Americans Act funds. In 2015, Clinton County received more than $350,000 in these funds, about half of which went to Clinton County Community Action, for senior center services (see page 7).

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.

Suzanne Burke, CEO
Council on Aging of Southwestern Ohio

"Music has been my whole life. I told myself, when I turn 80, I'll give it up. But I changed my mind. I got to be 80 quicker than I thought."

Two years ago, Wayne moved into senior housing built and operated by Clinton County Community Action Program. There he receives services from the Clinton County Elderly Services Program. Read Wayne's story on page 8 of this report.

2015 Program Highlights

Waiting list ended; many new enrollments: After assuming care management responsibilities for the program in February 2014, Council on Aging (COA) tackled the waiting list which had been in existence since 2009. By early 2015, the waiting list was eliminated. In 2015, the program had 104 new enrollments. This means that nearly one quarter of the total number of seniors served in 2015 were new to the program. The overall growth rate is much lower however, because people continually disenroll, primarily because they have died or need more intensive services in a nursing home or other program.

Service improvement – home-delivered meals: Via a bidding process for home-delivered meals contracts, 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.

Setting standards for quality: Council on Aging is one of 10 organizations selected by the National Committee for Quality Assurance (NCQA) to participate in a national project to establish quality standards for the coordination of Long Term Services and Supports with general medical care.

Gladys' story

Living alone on the outskirts of a small town, Gladys might easily be isolated and lonely but her friendly nature and wry, teasing humor keeps friends and neighbors stopping by.

"This house – it's nothing beautiful, but I've lived here since I was 26 and I'm 88 now," she said. "I'm OK here. I like it. I've got all kinds of help – Meals on Wheels, housekeeping – and real good neighbors."

Born in Kentucky, Gladys came to Clinton County as a teenager when she decided her family needed to buy a farm. "I looked in the paper and found a place and I called the people up," she said.

She married young and had a son. In her working days, she was a hostess in the dining facilities at Wilmington College and worked for a catering company where, she said, "you run into all kinds of people."

Two themes have run through Gladys' life and she talks about them often: religion and loss. Her husband died 33 years ago and her son died in his twenties. The grief was like a mountain, she said, "and you just go up it and put one foot after the other." Her father and brother were both ministers and she was active at church herself until, "I just couldn't sing any more of them sad songs."

So, she joined the Springfield Friends Meeting, a Quaker congregation, and attends every week when friends take her.

"I like to go to church because God makes a difference in your life," Gladys said. "If you don't go to church, things don't turn out so well for you."

Gladys enrolled in the Clinton County Elderly Services Program in 2010. She receives homemaking help, medical transportation, home-delivered meals, and emergency response service. The program has also provided her with a walker, lift chair, hospital bed, and minor home repairs needed for safety.

Brenda, her Council on Aging care manager, worked with the pastors of Springfield Friends Meeting to repair the plumbing in Gladys' kitchen.

"I love Brenda," Gladys said. "Some people you just connect with."

Clinton County Community Action Program has also helped her, including installing a new front door. Neighbors have fixed her kitchen cabinets and help care for several stray cats that stay in a covered porch off the back of Gladys' house. The neighbors stop by often to visit or take her out to eat at Bob Evans.

"I have to do things and get out," Gladys said. "You can't just wallow (in grief). You only hurt yourself. I ain't that lonesome anyway. I think I got a pretty good life."

Middle photo: Gladys receives a meal from Freddie, a home-delivered meals driver with Clinton County Community Action

Bottom photo: Gladys with her COA care manager, Brenda

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

As administrator of the Elderly Services Program in Clinton 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 county commissioners
- **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 funding helps provide transportation services to Clinton County older adults

Other services available through COA for Clinton County residents

As the state-designated Area Agency on Aging, Council on Aging provides additional services to Clinton 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, 150 Clinton 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, Clinton County organizations spent $350,100 in Title III funds allocated by COA. Nearly half of this amount went to Clinton County Community Action Program (senior center services), and the bulk of the remainder went to the levy program (meals and in-home care services), and Pro Seniors (legal services).

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 Clinton Memorial Hospital in Wilmington. 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.

Wayne's story

He may need help carrying his musical equipment and it is hard now to stand and play, but Wayne plans to keep on doing what he loves.

"Music has been my whole life.," he said. "I told myself, when I turn 80, I'll give it up. But I changed my mind. I got to be 80 quicker than I thought."

Now 84, Wayne continues to play in a band called The Riverrest Trio and Friends, named for a place in Florida where he and his wife used to live for part of the year after they retired. They have keyboards, a trumpet, bass guitar, banjo and Wayne's saxophone. "We just play the old stuff," Wayne said. "The crowds we play for, they're our age."

Whenever he is able to, Wayne plays with the band at nursing facilities, the Wilmington Senior Center, weddings, and last year they played a concert at the nearby historic Jamestown Theatre.

The music began when Wayne was a child and pulled his mother's old saxophone out of storage. His father played the marimba and the two had great fun playing together. Later, Wayne joined the U.S. Air Force and played in military bands as he traveled around the country.

Former vice president of the First National Bank in Lebanon, Wayne retired in 1994. He and his wife, Marjorie – whom he had known since kindergarten – spent many years as "snowbirds" in Florida, but her health declined and she eventually had to move to a nursing home where she passed away. Wayne has three children, seven grandchildren, and five great-grandchildren, with a sixth on the way.

Bottom photo: Wayne with his COA care manager, Karisa.

Wayne enrolled in the Clinton County Elderly Services Program in July 2011. Two back surgeries have left him with limited mobility and he uses a walker. He receives homemaking help, an emergency response device, and personal care.

Two years ago, Wayne moved into senior housing built and operated by Clinton County Community Action Program.

"I just love it here," he said. "The people I've met – we get along so well. My kids are going to buy me a glider for my porch. People stop and come up on my porch to talk and I like that."

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 $18,864 a year, from which she pays $2,340 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.
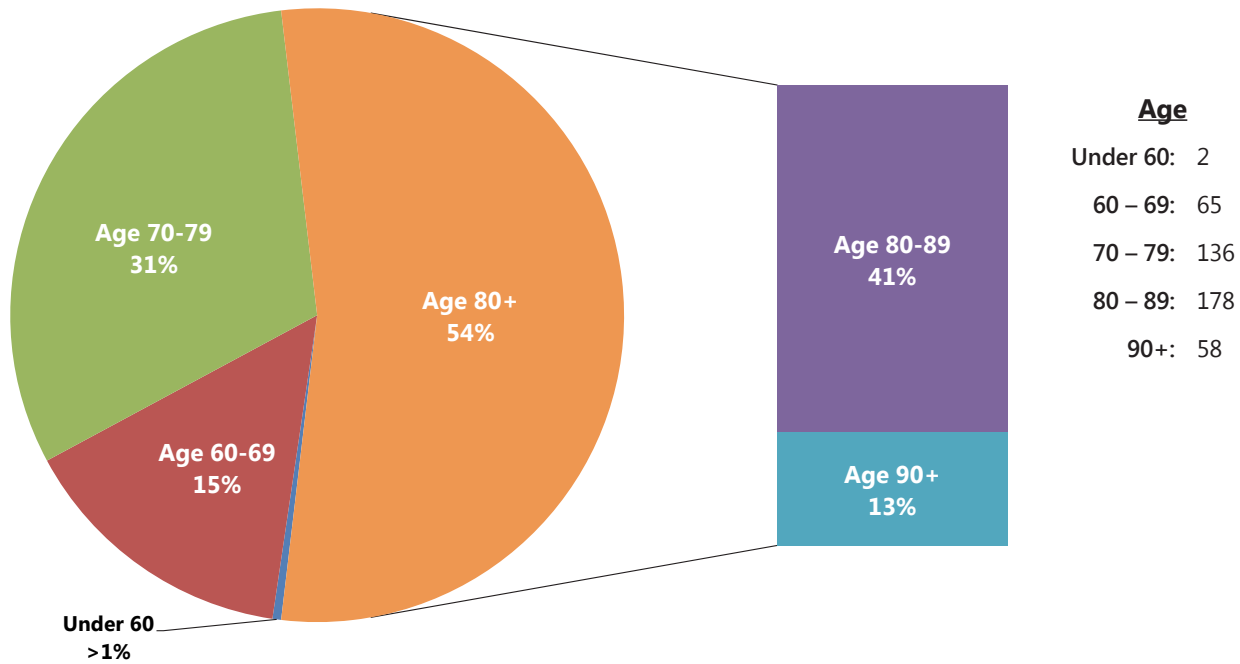
Total clients served in 2015: 439. In addition to the client stories presented in this report, the data on the following pages provide more detail about the type of person who receives care through Clinton County ESP and how tax dollars are spent. Client totals on these pages may vary due to different data reporting requirements in each category. Also, percentages may not equal 100 due to rounding.

Where Clients Live

| Jurisdiction	Clients Served	Jurisdiction	Clients Served
Union Township	180	Liberty Township	12
Wilmington	69	Washington Township	12
Marion Township	52	Chester Township	10
Richland Township	22	New Vienna	9
Sabina	21	Adams Township	6
Vernon Township	17	Clark Township	6
Green Township	13	Other	10
Total Clients Served in Clinton County			439

Client Age

The average age of Clinton County ESP clients in 2015 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 half of ESP clients are age 80 or older.**

Age 70-79
31%

Age 80+
54%

Age 60-69
15%

Under 60
>1%

Age 80-89
41%

Age 90+
13%

Age

Under 60: 2
60 – 69: 65
70 – 79: 136
80 – 89: 178
90+: 58

Gender

Nearly three-quarters of clients enrolled in the Clinton County Elderly Services Program are women.

Male
26%

Female
74%

Gender

Female: 325
Male: 114
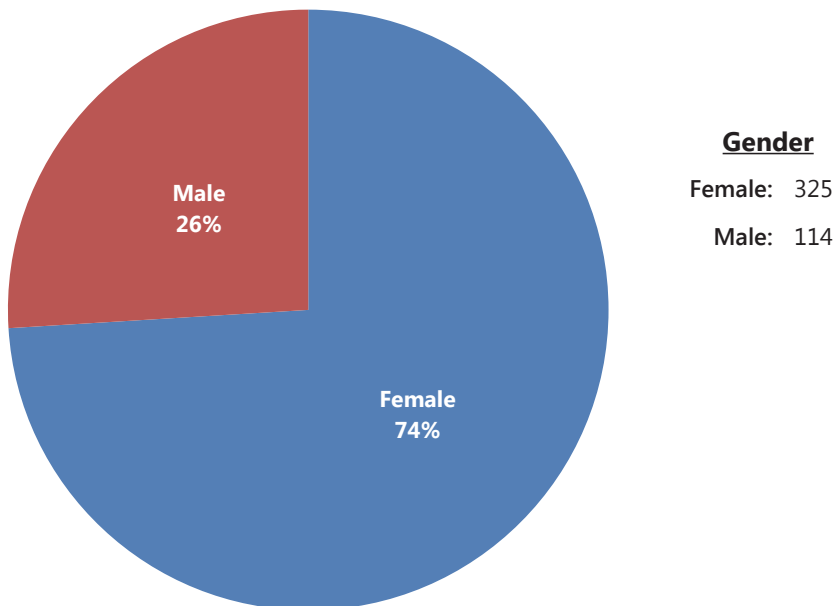
Living Arrangements

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 ESP clients live alone.**
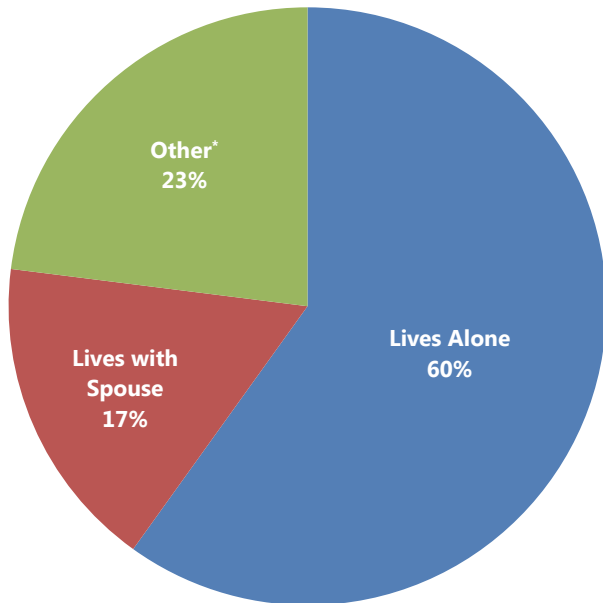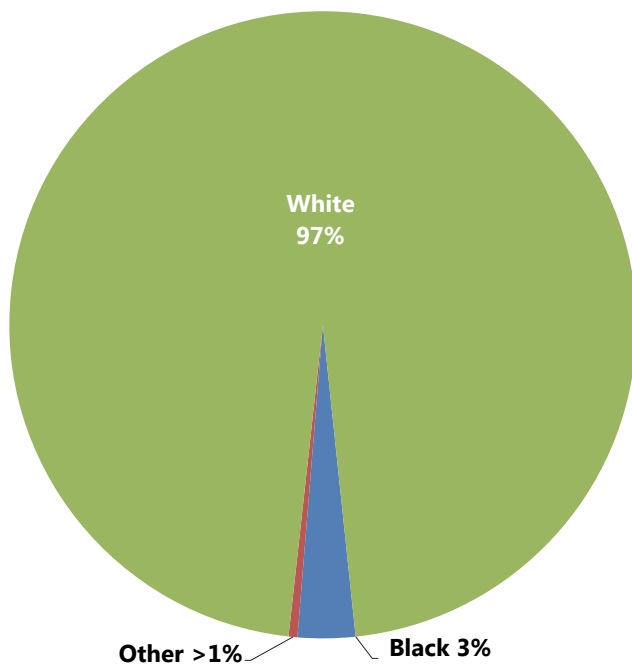
Living Arrangements

Lives Alone: 263
Other*: 101
Lives with Spouse 75

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

Race

Most clients enrolled in the Clinton County Elderly Services Program identified themselves as White or Caucasian, which reflects the county demographics.

Race
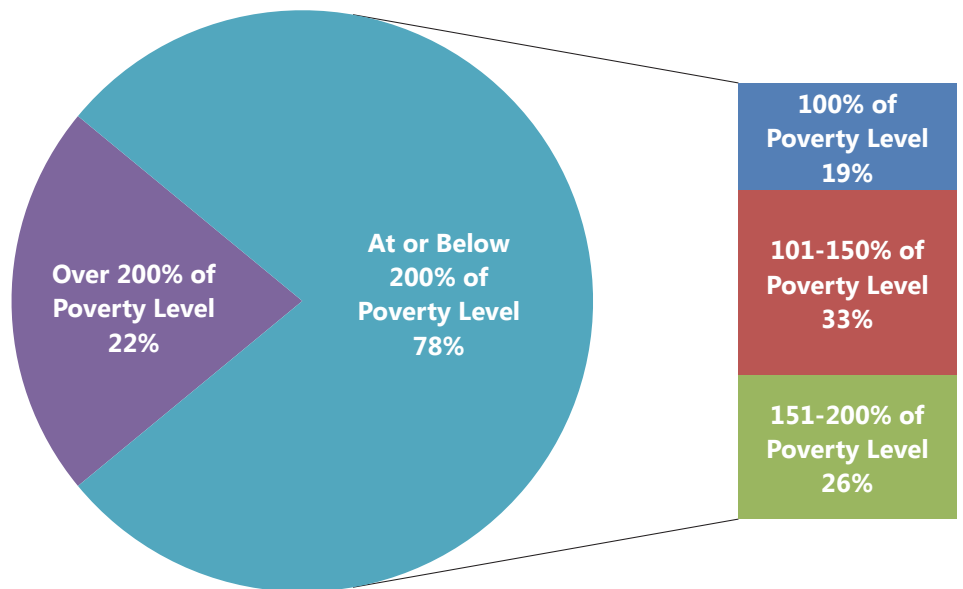
White: 424
Black: 13
Other Race: 2

Client Income and Expenses[*]

As the adjacent chart demonstrates, most ESP clients have modest incomes. **More than three-quarters 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: $1,572
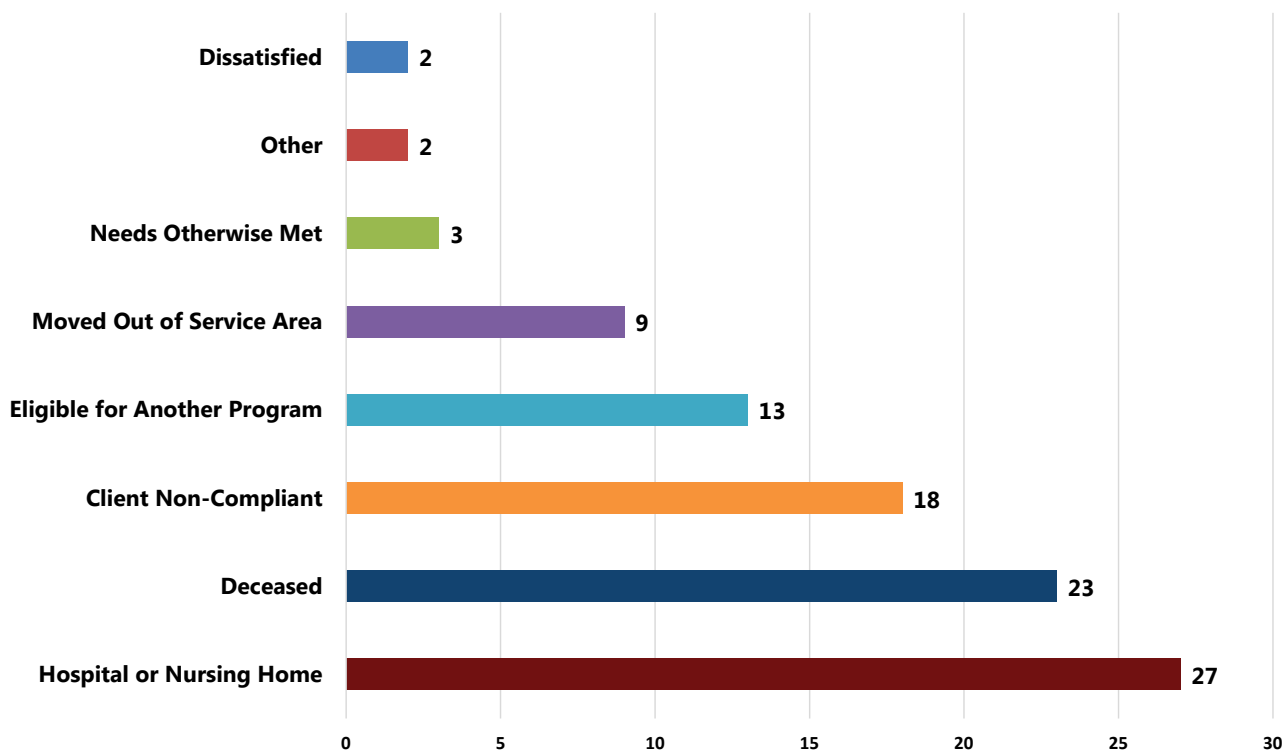
Clients' average monthly out-of-pocket medical costs: $195

Clients with a co-payment: 34%

Over 200% of Poverty Level 22%

At or Below 200% of Poverty Level 78%

100% of Poverty Level 19%

101-150% of Poverty Level 33%

151-200% of Poverty Level 26%

[*]Client income and expenses data excludes 38 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 401 total clients served.

Outcomes - Why Clients Leave the Program

In 2015, 97 clients disenrolled from Clinton County ESP. We are proud of the fact that only a small fraction of clients left because they were dissatisfied with the program. Nearly a quarter of clients remained on the program, receiving care in their homes, until they died. Others left because they needed care in a nursing home or hospital; received help from family, qualified for hospice, or their condition improved; or they were eligible for care through another program such as PASSPORT, the Assisted Living Waiver, or MyCare Ohio.

Category	Value
Dissatisfied	2
Other	2
Needs Otherwise Met	3
Moved Out of Service Area	9
Eligible for Another Program	13
Client Non-Compliant	18
Deceased	23
Hospital or Nursing Home	27

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 Clinton 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.

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.

As you have seen in this report, most of the seniors served by the Clinton 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 Clinton County compares to the surrounding counties in terms of age, disability, and poverty status. With so many seniors at risk for needing care, the Clinton 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, Clinton County ESP is a lifeline.**

Clinton County Elderly Services Program Providers
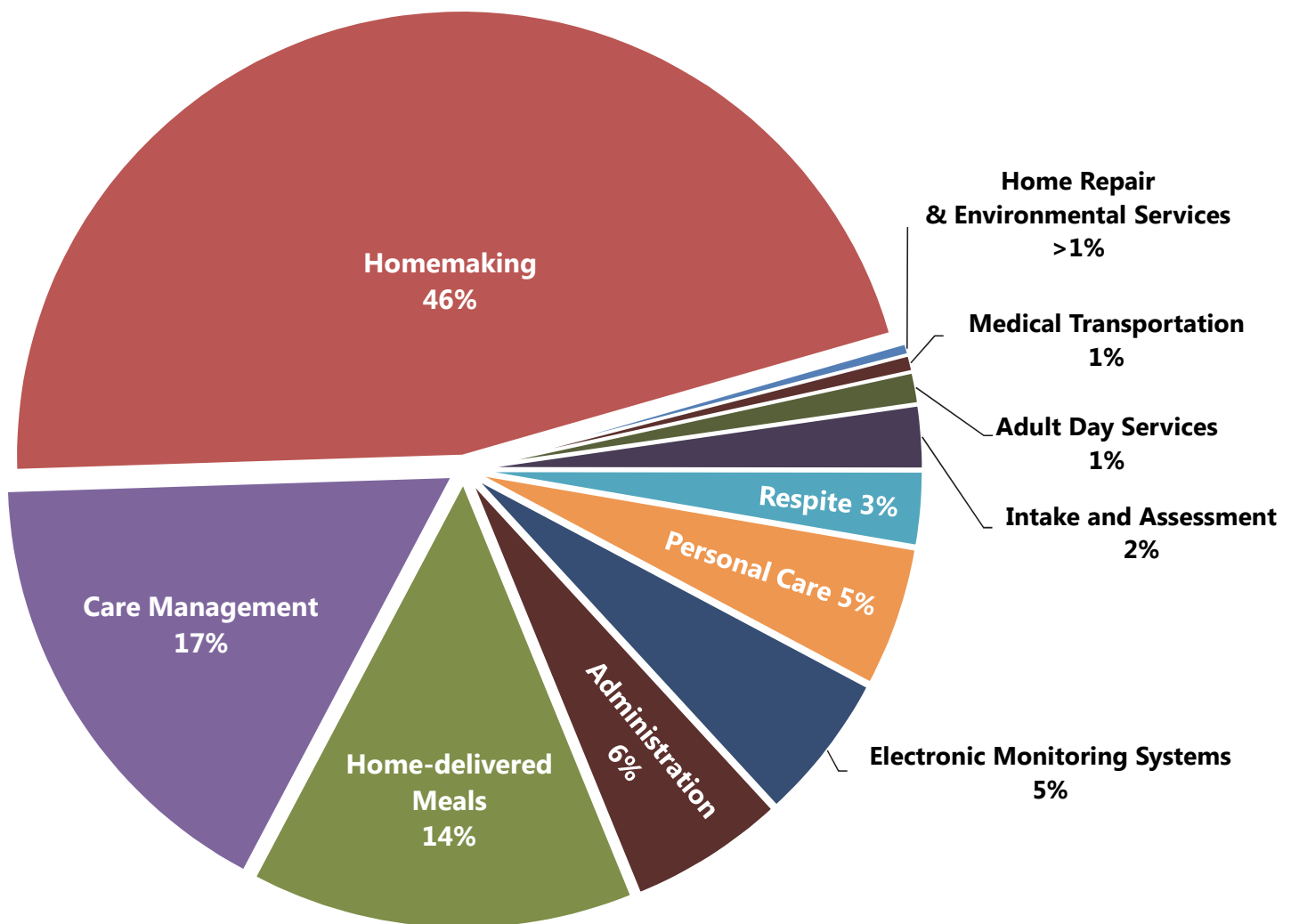*With valid contracts January 1 - December 31, 2015*

Advanced Medical Equipment, Inc.

AL-ADHAM Construction and Restoration

American Ramp Systems

Assisted Care by Black Stone

Bernens Medical

Caring Hearts Adult Day Care

Clinton County Adult Day Center, Inc.

Clinton County Community Action Program

Custom Home Elevator & Lift Co. Inc.

Emerson Heating & Cooling Company

Guardian Medical Monitoring, Inc.

Home First

Milt's Termite & Pest Control

Mullaney's Pharmacy & Home Health Care

Pennington Construction

How your tax dollars are spent

Without the support of Clinton County taxpayers, the Elderly Services Program would not exist. Local tax dollars cover 88 percent of the total cost of the program. As the Area Agency on Aging for southwestern Ohio, including Clinton County, Council on Aging is able to leverage state and federal funding to cover approximately 9 percent of program expenses. Additional funding comes from client donations (requested, but not required, for home-delivered meals), and client co-payments (about 34 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 homemaking, 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 care management, intake and assessment, 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 Clinton County.

Homemaking 46%

Home Repair & Environmental Services >1%

Medical Transportation 1%

Adult Day Services 1%

Respite 3%

Intake and Assessment 2%

Personal Care 5%

Care Management 17%

Administration 6%

Home-delivered Meals 14%

Electronic Monitoring Systems 5%

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

EXPENSES

Service[1]	Clients Served	Service Units	Cost
Care Management	439	N/A	$189,311
Electronic Monitoring Systems	310	3,011 *months of rentals*	$42,971
Homemaking	279	18,523 *hours*	$520,744
Home-delivered Meals	111	21,403 *meals*	$157,316
Home Medical Equipment	57	122 *equipment items*	$17,955
Personal Care	56	2,181 *hours*	$57,252
Medical Transporation	15	211 *one-way trips*	$6,765
Respite	11	1,165 *hours*	$30,453
Adult Day Services	7	220 *hours*	$10,536
Minor Home Repairs	4	4 *repairs*	$4,537
Adult Day Transportation	3	1,259 *miles*	$2,416
Environmental Services[2]	2	2 *jobs*	$250
Intake and Assessment	N/A	N/A	$25,954
Administration	N/A	N/A	$63,987
Total Expenses			**$1,130,447**

REVENUE

Federal and State (via Council on Aging)	$105,247
Client Donation	$1,893
Client Co-payment	$23,421
Clinton County Elderly Services Levy	$999,886
Total Revenue	**$1,130,447**

[1] Services are listed in order of number of clients served
[2] Pest control, major housekeeping, and waste removal

"This house – it's nothing beautiful, but I've lived here since I was 26 and I'm 88 now. I'm OK here. I like it. I've got all kinds of help – Meals on Wheels, housekeeping – and real good neighbors." **Gladys**

Gladys can stay in her home thanks to help she receives from the Clinton County Elderly Services Program. Read her story on page 6 of this report.

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Clinton County
Elderly Services Program
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