



Warren County's Elderly Services Program



2015 Annual Report



About the Warren County 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 \$335 a month per client in Warren County ESP, compared to more than \$4,000 a month for Medicaid 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, but not required, for home-delivered meals.

COA administers the program under contract with Warren County Commissioners and works with Warren County Citizens for Elderly Services, Inc., a volunteer community advisory council. Warren County Community Services, 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.



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

(513) 695-2271

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:

Warren County Commissioners:



From left to right: Tom Grossmann, Pat South, David G. Young

Warren County Citizens for Elderly Services, Inc.:

Warren County Citizens for Elderly Services is a volunteer community advisory council whose members are appointed by Warren County Commissioners to help with oversight of the program. Members as of 12/31/2015:

Chuck Peckham, Chair

Dr. Don Juszczyk, Vice Chair

Ann Munafo, Secretary

Mark Clark

Tom Grossmann

Matt Nolan

Robert Olson

Dave Gully - advisory, non-voting

Program Administrator:



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

Intake and Care Management:



570 North State Route 741
Lebanon, Ohio 45036
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Dear Friends and Supporters,

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

In 2015, we helped **2,478** 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).

ESP is a community program of which we can be proud. It is paid for by the citizens of Warren County for the benefit of our senior residents and their families. We are very grateful for this support!



Chuck Peckham

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, Warren 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 Warren County Community Services, Inc. and Otterbein Lebanon Adult Day 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.

2016 is an important year for the program. The senior services levy will expire at the end of 2016 and we anticipate it will be on the ballot in November. We have enjoyed strong support from the voters since the first levy passed in 2002.

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.

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.

Chuck Peckham, Chairman
Warren County Citizens for Elderly Services, Inc.



Four years ago, to ease her dying father's mind, Kay promised she would do her best to keep her mother, Mildred, out of a nursing home. A network of care, including services via the Warren County Elderly Services Program, has helped her keep that promise.

*"I do not know what I would do without them. I don't think I *could* do it without them. I promised my Dad I would take care of Mom. As long as I can do it, she's going to stay here. This is her home."*

Read about Kay and Mildred on page 6 of this report.

2015 Program Highlights

Levy year – 2016: At the end of 2016, the tax levy that funds the Warren County ESP will expire and must go before the voters by November in order for the program to continue. Voters have shown strong support for the levy, approving it every time it has appeared on the ballot since the program began in 2002. In 2015, the levy raised \$6.7 million at a cost to homeowners of \$35.59 per \$100,000 of real estate value.

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.

New enrollments: In 2015, the Warren County Elderly Services Program had 547 new enrollments. This means that more than 20 percent of the total number of seniors served in 2015 were new to the program. Overall, 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.

Kay and Mildred: keeping a promise

Before her father, Oran, died more than four years ago, Kay made a promise: "I promised him Mom wouldn't go to a rest home." Every day since then has been a struggle, but Kay has kept her promise.

At the time, Oran and her mother, Mildred, were already living with Kay. But Kay's caregiving journey started when her parents lived independently. Oran had begun showing signs of dementia in the 1970s. As her parents aged, their care needs increased.

"That's really where my journey started," Kay said. "Anything I needed, I had to go looking for." Kay learned from her parents' neighbor, that with a referral from their physician, the health department could provide help with personal care. An STNA (state tested nursing assistant), Sue, began coming twice a week to give Oran a bath.

Through Sue, the family learned about the Warren County Elderly Services Program. In 2007, the couple started receiving home-delivered meals. As their physical and cognitive health needs changed, additional services were added, including home care assistance, an emergency response system, and medical transportation.

When Oran took a fall in January 2012, his doctors recommended a move to a nursing home. He was 88 and even with help from the health department and ESP, it was no longer safe for Oran and Mildred to live alone without supervision.

Kay decided to move her parents into her Lebanon home. Over the next five months, Oran's health declined and he began receiving hospice care. It was during that time, in an effort to put her father's mind at ease, that Kay made her promise.

Mildred, 93, still lives with Kay. Joking about their living arrangement, Kay says they are "the Golden Girls."

As is common with many caregivers, Kay's own health has declined in the years she has cared for her parents. At 69, she has recurring sciatica and COPD. A nurse – covered through private insurance – visits regularly to monitor Kay's health.

When Kay had knee replacement surgery in 2014, her ESP Care Manager, Brooke, worried that Kay would not follow her doctor's orders to rest. Brooke temporarily increased Kay and Mildred's services so Kay could focus on her recovery and therapy, and not worry about her mother.

"If I have a problem, I know who to call," says Kay. "I have [Brooke] on speed dial."

Through Warren County ESP, Kay and Mildred receive home-delivered meals, home care assistance, and an emergency response system for Mildred, who often forgets to use her walker and is prone to getting up in the middle of the night.

Kay also receives a few hours of respite each week so she can run errands, tend to her own health, or just have a few hours alone. The health department continues to help with bathing.

Kay says she would be trapped were it not for the network of care she and her mother receive. "I do not know what I would do without them," Kay says. "I don't think I could do it without them. I promised my Dad I would take care of Mom. As long as I can do it, she's going to stay here. This is her home."



Top photo: Warren County Community Services employee, Jackie (right), delivers daily meals for Kay and Mildred.

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

As administrator of the Elderly Services Program in Warren 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 funding supports food commodities distribution through Warren County Community Services.

Other services available through COA for Warren County residents

As the state-designated Area Agency on Aging, Council on Aging provides additional services to Warren 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, 509 Warren 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, Warren County received \$647,452 in federal Title III funding.

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. 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.

Ruby's story

Ruby is small and quiet with a smile that sparkles just like her name. Shy at first, she quickly comes out of her shell to reveal a funny great-grandmother who loves pretty hair bows and visiting with her neighbors.

"I'm 19 Plus!" Ruby said when asked her age. She is 83.

Ruby grew up near Knoxville, the youngest of seven kids, and married her childhood sweetheart, Frank, at 19. Because Ruby's parents were strict, the couple kept the marriage a secret until after the fact.

"Mom come to the edge of the porch when she saw us coming, wanting to meet her son-in-law," Ruby recalled. "I remember the first thing she said to Frank. She said, 'Don't let her tell you what to do!'"

On their wedding night, Ruby and Frank took a bus to Dayton, Ohio where Frank had gotten a job. The trip was long and Ruby got a bad case of motion sickness that lasted all through the next day. The couple stayed with Frank's Aunt Ethel, who apparently eyed Ruby's sickness suspiciously.

"I suspect she thought I was getting over a hangover or pregnant," Ruby joked.

Eventually, the couple found an apartment, had three children, and saved enough to buy their own place near Lebanon. Ruby and Frank were married 53 years when he died in 2003.

After Frank's death, Ruby did not feel safe living alone. She needed insulin for diabetes, suffered from arthritis and flare ups of gout, and had back surgery. She was also prone to falls.

In 2008, she enrolled in the Warren County Elderly Services Program. ESP provided diet-appropriate meals, help with housekeeping, and an emergency response system Ruby could activate if she fell or needed help.

Then, Ruby's daughter learned about Bentley Woods, a new subsidized senior apartment building in Lebanon operated by Warren County Community Services. Ruby moved into Bentley Woods in 2010 and her ESP services came with her.

"[The Elderly Services Program] helped me a lot," Ruby said. "I don't know what would have happened to me. I might have had to go to a nursing home because my kids work."

Ruby enjoys life at Bentley Woods. She visits with neighbors and tries to walk a mile each day – eight laps of the halls. Her home health aide helps with cleaning, but Ruby prefers to do her own laundry and make her own bed, while she's still able.

Ruby and her ESP care manager, Shirley, have a great rapport and enjoy visiting and joking with each other.

"How old are we, Ruby?" Shirley asked.

Ruby replied, "We're not old...we're ancient!"

Shirley, a nurse, had been retired for some time when she learned about the opening for an ESP care manager at Warren County Community Services. "I'm just tickled that I can do what I do at the age that I am. I have fun," Shirley said. In addition to Ruby, Shirley has 22 other ESP clients at Bentley Woods.

"Shirley's my buddy. She's a keeper," Ruby said.



Top: Ruby (left) with her Warren County ESP care manager, Shirley

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 \$21,549 a year, from which she pays \$3,877 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.

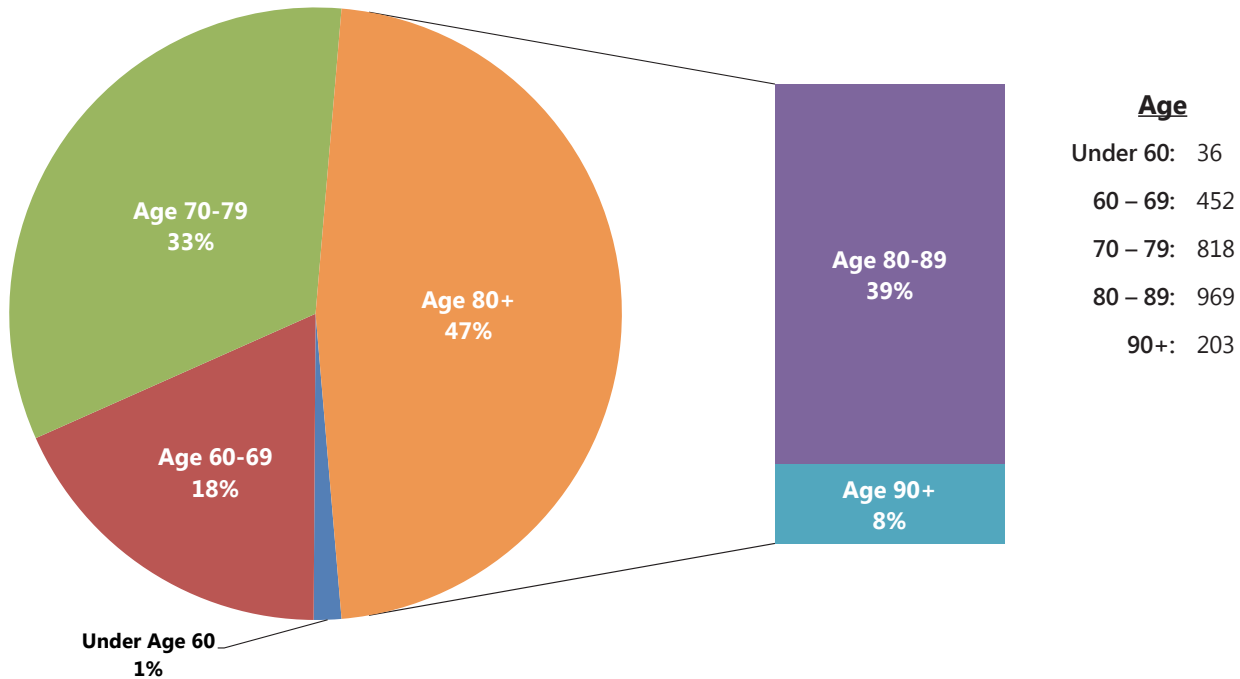
Total clients served in 2015: 2,478. In addition to the client stories presented in this report, the data on the following pages provide more detail about the type of person who receives care through Warren County ESP and how tax dollars are spent. Client totals on these pages may vary due to different data reporting requirements in each category. Also, percentages may not equal 100 due to rounding.

Where Clients Live

Jurisdiction	Clients Served	Jurisdiction	Clients Served
Lebanon	299	Carlisle	80
Mason	272	Wayne Township	71
Franklin	270	Morrow	57
Deerfield Township	224	Salem Township	52
Turtle Creek Township	215	Waynesville	48
Franklin Township	208	Harlan Township	40
Hamilton Township	166	Union Township	37
Springboro	112	Middletown	34
South Lebanon	95	Maineville	25
Clearcreek Township	83	All Other	90
Total Clients Served in Warren County			2,478

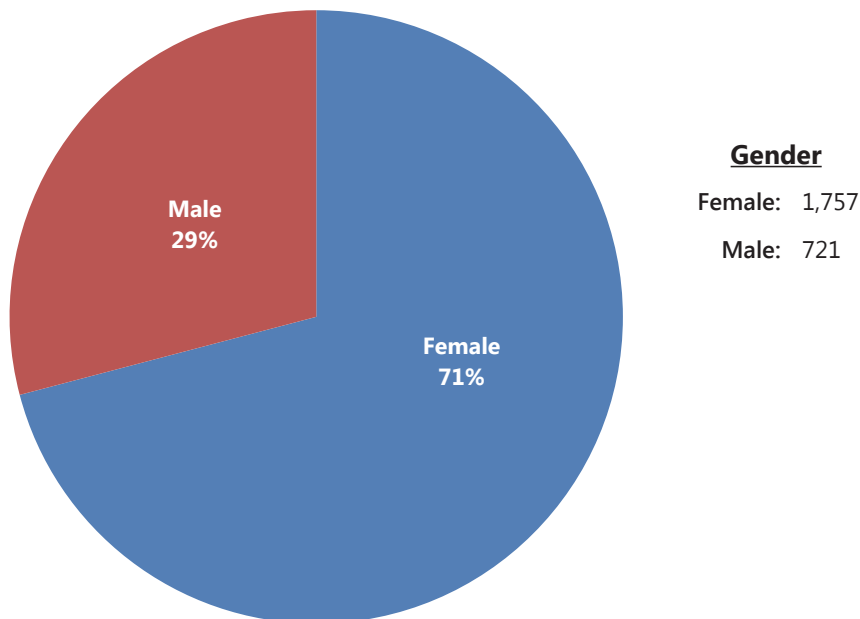
Client Age

The average age of Warren County ESP clients in 2015 was 78. 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. The chart below shows that nearly half of ESP clients are age 80 or older.



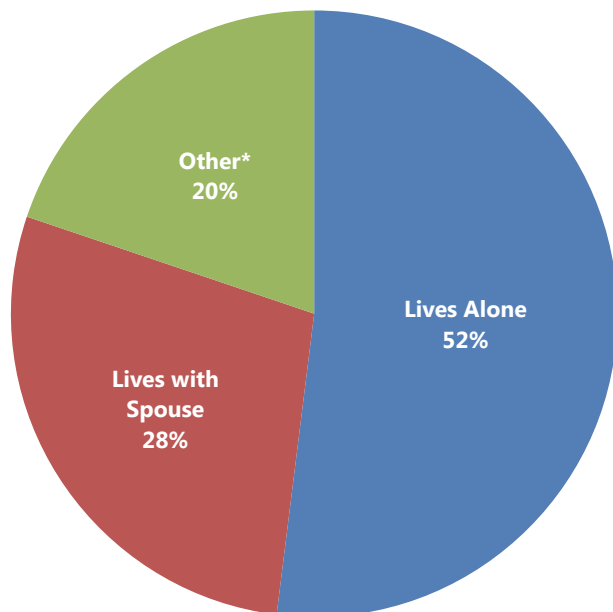
Gender

More than 70 percent of clients enrolled in the Warren 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 ESP clients live alone.**



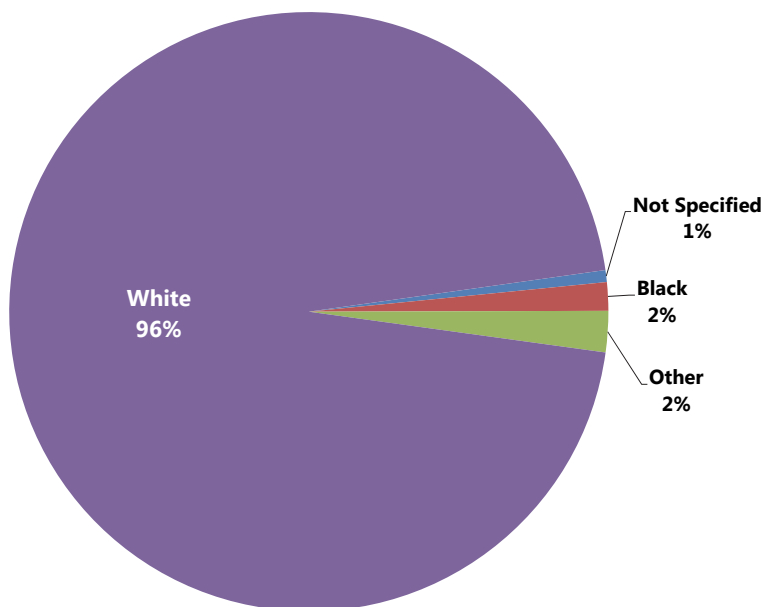
Living Arrangements

Lives Alone:	1,288
Lives with Spouse	699
Other*:	491

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

Race

Most clients enrolled in the Warren County Elderly Services Program identified themselves as White or Caucasian.



Race

White:	2,369
Black:	38
Other Race:	55
Not Specified:	16

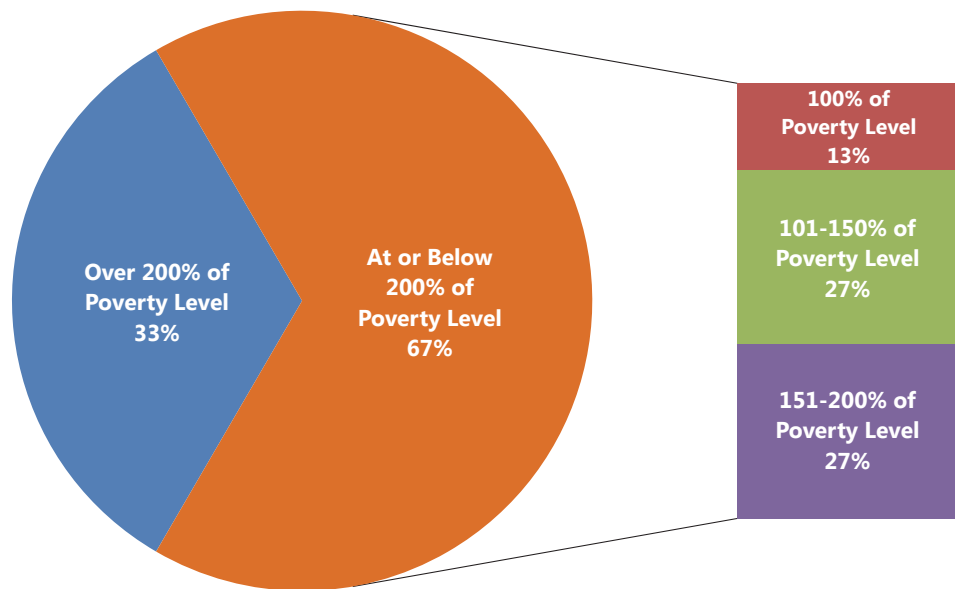
Client Income and Expenses*

As the adjacent chart demonstrates, most ESP clients have modest incomes. **Approximately two-thirds 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.

Client's average monthly income: \$1,796

Client's average monthly out-of-pocket medical costs: \$323

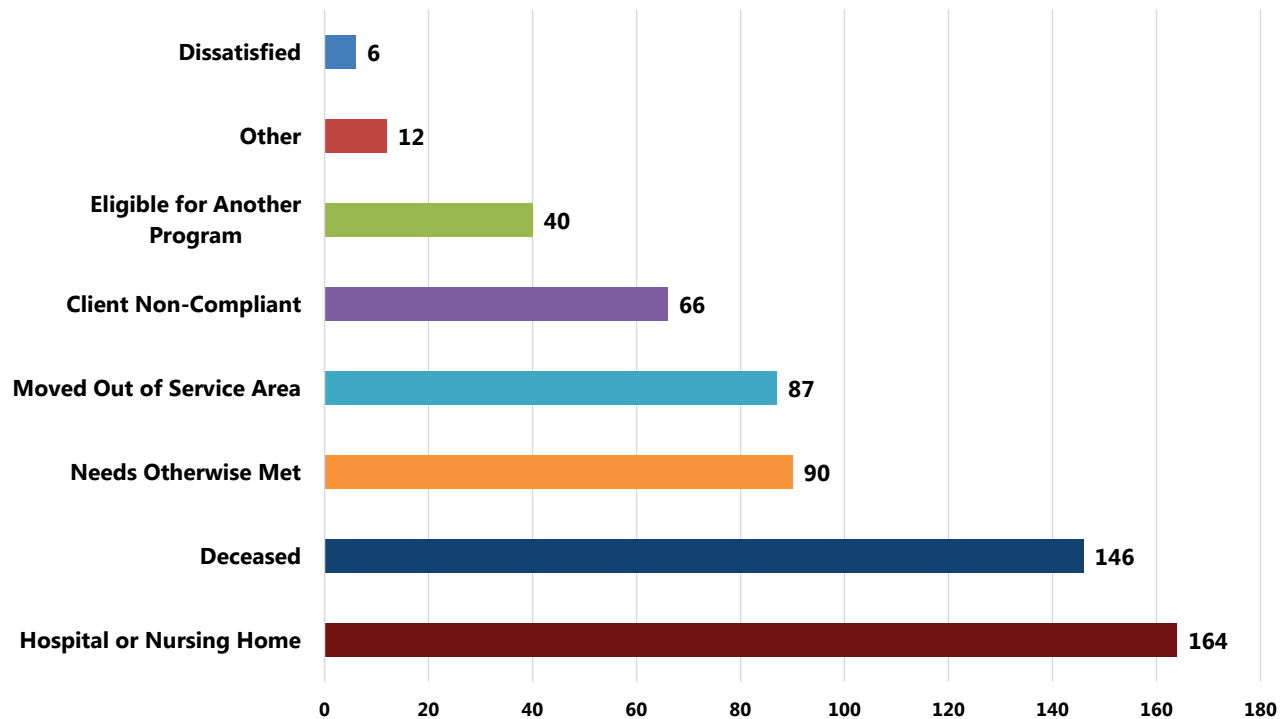
Clients with a co-payment: 37%



*Client income and expenses data excludes 322 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 2,156 total clients served.

Outcomes - Why Clients Leave the Program

In 2015, 611 clients disenrolled from Warren County ESP. We are proud of the fact that only a small fraction of clients left because they were dissatisfied with the program. Nearly one quarter of clients remained on the program, receiving care in their homes, until they died. In other cases, a nursing home or hospital was a more appropriate care setting. Others left because they were eligible for another program, such as PASSPORT, the Assisted Living Waiver, or MyCare Ohio. Some clients had their needs met in another other way: family or friends may have stepped in, their condition improved, or they entered hospice care.



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 Warren 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 Warren 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 Warren County compares to the surrounding counties in terms of age, disability, and poverty status. With so many seniors at risk for needing care, the Warren 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, Warren 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.

Warren County Elderly Services Program Providers

With valid contracts January 1 - December 31, 2015

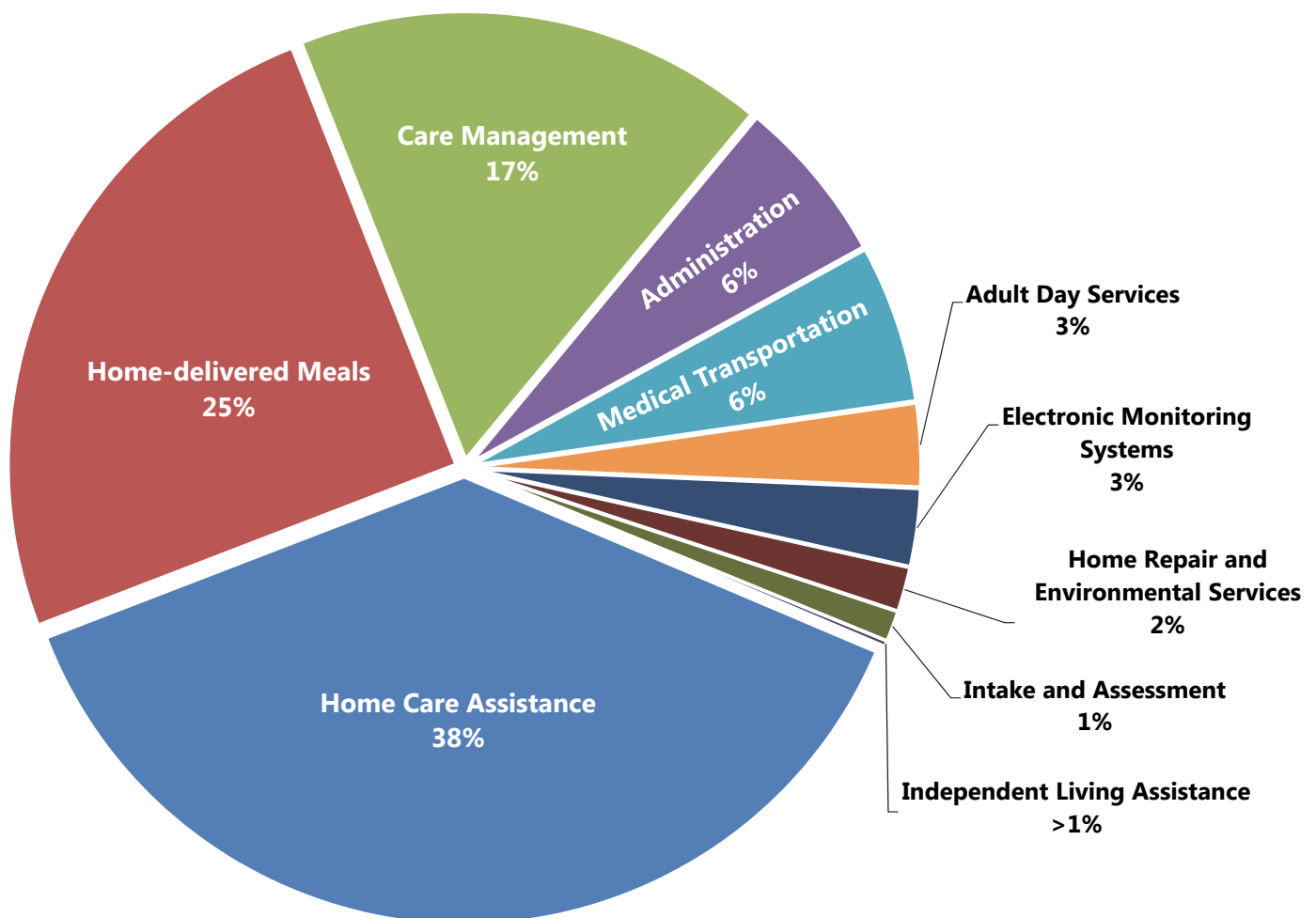
A Miracle Home Care	Interim HomeStyles of Greater Cincinnati, Inc.
Active Day of Cincinnati	Jewish Family Service
AL-ADHAM Construction and Restoration	Mayerson JCC
Algo Termite & Pest Control	Meda-Care Transportation, Inc.
All Gone Termite & Pest Control, Inc.	MedAdapt Ltd.
Assisted Care by Black Stone	Milt's Termite & Pest Control
Central Connections	Nova Home Care Co.
Charter Home Services	Otterbein Lebanon Adult Day Service
Custom Home Elevator & Lift Co. Inc.	Pennington Construction
Emerson Heating & Cooling Company	Senior Independence
Guardian Medical Monitoring, Inc.	Senior Resource Connection
Helping Hands Healthcare, Inc.	UTS
Home First	Warren County Community Services, Inc.

How your tax dollars are spent

Without the support of Warren 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 Warren 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 Warren 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>Service</u> ¹	<u>Clients Served</u>	<u>Service Units</u>	<u>Cost</u>
Care Management	2,478	N/A	\$1,256,031
Electronic Monitoring System	1,460	14,032 <i>months of rentals</i>	\$208,173
Home Care Assistance	1,402	131,535 <i>hours</i>	\$2,777,829
Home-delivered Meals	1,379	274,140 <i>meals</i>	\$1,841,498
Medical Transportation	341	9,678 <i>one-way trips</i>	\$420,704
Minor Home Repairs	102	113 <i>repairs</i>	\$102,049
Adult Day Service	48	3,219 <i>hours</i>	\$187,580
Independent Living Assistance ²	45	702 <i>hours</i>	\$18,252
Adult Day Transportation	19	11,826 <i>miles</i>	\$32,520
Environmental Services ³	14	36 <i>jobs</i>	\$16,050
Intake and Assessment	N/A	N/A	\$79,997
Administration	N/A	N/A	\$444,189
Total Expenses			\$7,384,872

REVENUE

Federal and State (via Council on Aging)	\$451,760
Client Donation	\$21,579
Client Co-payment	\$206,273
Warren County Elderly Services Levy	\$6,705,260
Total Revenue	\$7,384,872

Additional Expenses

To provide additional help to older adults in the county, including protection from neglect and abuse, Warren County Commissioners distributed \$35,141 in Elderly Services levy funds to Warren County Department of Human Services Adult Protective Services Unit.

¹ Services are listed in order of number of clients served

² Help with benefit applications and organizing personal and household records

³ Pest control, major housekeeping, and waste removal



"[The Elderly Services Program] helped me a lot. I don't know what would have happened to me. I might have had to go to a nursing home because my kids work."

Ruby receives in-home care services through the Warren County Elderly Services Program. She lives at Bentley Woods, a subsidized senior apartment building operated by Warren County Community Services. Read her story on page 8 of this report.



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