



Butler County's

Elderly
Services 
Program

ESP 

*Celebrating 20 Years
of service to Butler
County older adults!*

2016 Annual Report

About the Butler County Elderly Services Program

As we age, most of us want to stay in our homes as long as we can – even if we need help caring for ourselves. For older adults in Butler County, the Elderly Services Program (ESP) provides basic, yet essential services that preserve quality of life and prevent unnecessary nursing home placements.

ESP is a testament to Butler County's commitment to care for its older residents – people who served as teachers, office and factory workers, soldiers, homemakers and nurses. The ESP model – one in which county residents support the program via a property tax levy – is so unique that PBS featured it in their documentary, *Caring for Mom & Dad*.

Another distinctive aspect of ESP is that it is a community partnership:

- Council on Aging (COA) administers the program via a contract with Butler County Commissioners.
- Commissioners appoint county residents to Butler County Citizens for Elderly Services, an advisory council that brings valuable input to the program.
- COA contracts with LifeSpan, Inc. to assess, enroll, and care manage clients in the program. COA contracts with other area business and non-profit organizations to deliver in-home care services to enrolled clients.

The program's clients and their caregivers are vital to this partnership. About 37 percent of ESP clients, based on their income, assets and medical expenses, contribute to the cost of their care via a co-payment. Additionally, ESP is designed to supplement – not supplant – care that is already provided by family caregivers. Because of these important client and caregiver contributions, ESP can serve more people with the tax dollars.

All of this is possible thanks to the support of Butler County's taxpayers. Butler County voters approved the first levy to fund the program on November 5, 1996 and subsequent levies in 2001, 2005, 2010 and 2015. The current 1.3-mill levy costs homeowners \$39.81 a year per \$100,000 of property tax valuation. These local tax dollars cover more than 90 percent of the program's costs. Learn more about other funding sources and how tax dollars are spent on pages 10-11 of this report.

Voters see the program as a compassionate alternative to nursing home care, but they also recognize it as cost-effective. ESP costs about \$300 per month per client, compared to more than \$4,000 a month for Medicaid nursing home care, also funded by tax dollars.

ESP is not the only publicly-funded in-home care option in our region. For older adults who qualify for Medicaid, Ohio's PASSPORT and Assisted Living Waiver programs are good options. However, Medicaid's strict eligibility guidelines put many older adults in a difficult position – they have too much money to qualify for Medicaid, but not enough to pay out-of-pocket for their care. Evidence of this can be seen in the program's enrollment numbers. In 2016, Butler County ESP served **3,808** older adults, compared with about 1,400 county residents who were served by Ohio's Medicaid in-home care programs.

The Elderly Services Program is an important option for many Butler County older adults. It offers a choice between staying home or going to a nursing home. ESP is their connection to their homes, communities, families and memories.



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

(513) 868-9281
(800) 215-5305



The Elderly Services Program is a Community Partnership:

Butler County Commissioners:



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

Butler County Citizens for Elderly Services:

A volunteer community advisory council whose members are appointed by Butler County Commissioners to help with oversight of the program. **Members who served in 2016:**

Cynthia Stever, <i>President</i>	Randy Allman	John Centers	Cheryl Marischen
David Mancuso, <i>Vice President</i>	Katherine Abbott	John Freeman	Dr. Elizabeth Patterson
Kim Gay, <i>Secretary</i>	Margaret Baker	Julie Gilbert	Christy Quincy
Melinda Wendling, <i>Treasurer</i>	Marc Bellisario	Geraldine Bess Maddox	

Butler County Elderly Services Program Providers:

With valid contracts January 1 - December 31, 2016

A Miracle Home Care	Hardy Plumbing	Oxford Senior Citizens, Inc.
Active Day of Cincinnati	Helping Hands Healthcare, Inc.	Oxford Seniors Community Adult Day Service
Acumen	Home Care Network, Inc.	Partners in Prime
Advanced Medical Equipment, Inc.	Home First	Pennington Construction
Algo Termite & Pest Control	Interim HomeStyles of Greater Cincinnati, Inc.	People Working Cooperatively
All Gone Termite & Pest Control, Inc.	Jewish Family Service	Personal Touch Home Care of Ohio, Inc.
American Ramp Systems	Ken Bryan Construction, Inc.	Prime Home Care, LLC
Assisted Care by Black Stone	LifeSpan, Inc.	Senior Deserved Day
Bernens Medical	Littleton Respiratory Homecare	Senior Independence
Black Bronco Construction	Maple Knoll Outreach	Senior Resource Connection
Butler County Care Facility Adult Day Services	Meda-Care Transportation, Inc.	Stateline Medical Equipment
Butler County Mental Health Board	MedAdapt Ltd.	The Visiting Nurse Association
Central Connections	Milt's Termite & Pest Control	Tri-State Maintenance
Custom Home Elevator & Lift Co. Inc.	Mullaney's Pharmacy & Home Health Care	Universal Transportation Systems
Emerson Heating & Cooling Company	Nova Home Care Co.	Warren County Community Services, Inc.
Guardian Medical Monitoring, Inc.	Otterbein Lebanon Adult Day Service	Wesley Community Services

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 2016 Annual Report.

This past year marked a special milestone for the Butler County Elderly Services Program (ESP). In November, supporters and leaders of Butler County ESP celebrated 20 years of providing in-home care services to our county's vulnerable older adults. To mark the occasion, Butler County Commissioners issued a special proclamation, highlighting the impact this program has had on our county's older adults, caregivers and families.



Cynthia Stever

The first tax levy to fund Butler County ESP passed in November 1996 and the program began enrolling clients in the fall of 1997. Since that time, the program has grown from serving approximately 1,000 seniors each year, to nearly 4,000 (**3,808** in 2016). Special thanks is due to the taxpayers of our county. Without their support, this program would not be possible because the levy covers more than 90 percent of the program's cost.

The benefits of Butler County ESP stretch beyond the seniors it directly serves. Local care organizations, contracted by Council on Aging to serve Butler County ESP clients, and their employees, benefit from increased employment and improved quality assurance. Other local employers benefit indirectly when employees who are caring for aging parents receive ESP support and are able to remain productive on the job.

I hope you will enjoy the photographs and stories contained in this report. We have included additional data including client demographics, names of contracted providers, program outcomes and expenses. As you will see, our program serves people of modest means who cannot afford to pay for care, but who are not poor enough to qualify for Medicaid. Taken in total, this information paints a picture of the impact and value of this program for our community. Because of this program, Butler County is in a better position than most parts of our country to help older adults fulfill their wish to age in their own homes.

Speaking for all of us who serve on the program's advisory council, I restate our commitment to 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 the taxpayers.

Cynthia Stever, President
Butler County Citizens for Elderly Services

2016 Program Highlights

Twentieth Anniversary – Supporters and leaders of Butler County's Elderly Services Program are marking the program's 20th anniversary. To mark the occasion, county commissioners issued a proclamation commemorating the anniversary. Butler County voters approved the first levy to fund the program in 1996. Enrollment began in the fall of 1997 with more than 1,000 county older adults enrolled and receiving services in the first three months. In 2016, the program served 3,808 seniors.

Additional Providers – To support client needs and improve service quality, Council on Aging added five new home modification providers. The expanded home modification provider list offers greater options and improved quality for ramps and other safety and accessibility modifications, such as grab bars, railing installation and bathroom modifications. Additionally, to address the shortage of home care aides in the region – a growing national challenge – and increase the program's capacity to serve clients, new home care providers were also added to the network.

Client Profile: Bill

When high school sweethearts Delores and Bill married more than 60 years ago, they planned to live a long life together in their hometown in northeastern Ohio. But plans for a highway, and a new job for Bill, forced the couple out of their home. They arrived in Fairfield 28 years ago and never left.

Today, thanks to the combined efforts of friends, the Butler County Elderly Services Program, and especially Delores' hard work and compassionate care, the couple has been able to spend that long life together, in spite of Bill requiring round-the-clock care. In 2011, the former school treasurer was diagnosed with Alzheimer's Disease.

Delores is a determined caregiver, but she had to ask for help a few years ago when Bill's care became too much to manage on her own. Through ESP, an aide helps with Bill's personal care needs, including bathing. The couple also utilizes Adult Day Care services to give Delores an occasional break or to help out at the hospital where she volunteered for more than 20 years.

"I don't know who first put the program on the ballot, but God bless them," Delores said. "It's helping so many older people. You hate to admit that you want help, but sometimes to stay in your own home as long as you can, you need it."

Bill's care manager, Dan, understands Delores' determination to care for Bill, and her reluctance to accept help. He sees first-hand the results of her work and the help they receive from ESP.

"I actually live in this neighborhood," Dan said. "I drive by often and I see Delores and Bill because they take a lot of walks together. It gives me a good feeling for what we do, that they can stay together."



Butler County ESP client, Bill, with his wife and caregiver, Delores

2016 Highlights Continued...

Satisfaction Survey Improvements – In an effort to better gauge client satisfaction with medical transportation services, a new Service Adequacy and Satisfaction Index (SASI) survey was launched. In addition, the SASI surveys were developed in an electronic portal, allowing care managers the opportunity to capture satisfaction data in real time.

New Enrollments – In 2016, the Butler County Elderly Services Program had 969 new enrollments. This means that more than one quarter of the total number of seniors served in 2016 were new to the program. Program growth is moderate 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.

Client Profile: Ann

As she describes two different programs separated by many years, something in Ann's cheerful tone and smiling eyes reveals a connection between them and it is clear that both hold a special place in her heart.

Referring to the years she worked for Goodwill Industries, she says, "I worked with a lot of kids with disabilities. I enjoyed working with them. It takes a lot of patience, but it's worth it when you see them succeed."

Then, just as gracious and cheerful, she turns to her services through the Butler County Elderly Services Program (ESP). "To have this type of service to help seniors stay independent and in their homes goes a long way," she says, though her tone turns serious as she points out her preference to do whatever she can for herself. "As long as I can get through it, I'd rather do it myself. If I can't stand up to do it, I'll sit to do it."

At 80, Ann has been enrolled in ESP for nine years. Back problems provide some challenges to her independence, but Ann is able to remain independent because of ESP services including durable medical equipment, minor home repairs, medical transportation and an emergency response system. She even received assistance with a new air conditioner two summers ago when Dan, her care manager, happened to check on her the day after her old unit broke down.

Ann has many great memories in the home she bought 50 years ago with her husband, who passed away 25 years ago. They raised their son in the house, and then later, Ann helped her son raise her grandchildren there. Retired on disability, her son lives with Ann and they help each other out. "He's come in handy now and then," she chuckles.

When something comes up that she and her son can't handle, Ann says she's grateful to be able to call on Dan and the ESP program. "He helps me so much," she says of her care manager. "I'm grateful to be able to call a person like Dan and I hope everybody else is as grateful as I am. He really is a pleasure to work with."



Bottom Photo: Ann with her ESP care manager, Dan

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 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

Other services available through COA for Butler County residents

As the state-designated Area Agency on Aging (AAA), 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 45,000 inquiries for help in FY 2016. Connect with 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 2016, 1,412 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 2016, various organizations, including Partners in Prime and Central Connections, spent more than \$1.2 million 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's five-year 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, in Butler County) ended January 2017. Initially designed to serve 5,400 patients and save \$1 million each year, COA staff enrolled nearly 24,000 patients in the Care Transitions program (March 2012 – September 2016). The estimated annual savings to Medicare is more than \$2.5 million. Among participating hospitals, the readmission rate for Care Transitions participants was 14.8 percent, compared to the hospitals' baseline readmission rate of 21.9 percent.



"I don't know who first put the program on the ballot, but God bless them. It's helping so many older people. You hate to admit that you want help, but sometimes to stay in your own home as long as you can, you need it." Delores, wife and caregiver of Butler County ESP client, Bill

Client Demographics

The typical ESP client is a woman in her late 70s. She lives alone on a modest income of about \$22,188 a year, from which she pays \$2,963 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 2016: 3,808. 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.

Client Age

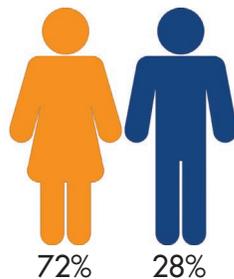
The average age of Butler County ESP clients in 2016 was 78. Program eligibility starts at age 65, but due to federal funding requirements, clients may receive home-delivered meals beginning at age 60. Some services are also available to clients under age 60 who have dementia, including Alzheimer's disease.

Under 60	60 - 69	70 - 79
62	736	1,333
80-89	90+	
1,405	272	

The largest age group served by ESP is 80-89.
 Nearly 80% of clients are age 70 and older.
 Five clients are at least 100 years old.

Gender

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



Race

Nine out of 10 clients enrolled in Butler County ESP identified themselves as White or Caucasian. This racial makeup is approximately the same as that of Butler County as a whole.

White	Black
3,482	290
Other	
36	

Living Arrangements

ESP is intended to supplement – not supplant – care already provided by family and friends. Many clients, however, do not have anyone who helps them regularly other than through the program.

Lives Alone	2,150
Other*	812
Lives with Spouse	846

56% of clients live alone.

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

Client Income and Expenses*

Most ESP clients have modest incomes. **Approximately 70 percent of ESP clients have annual incomes of \$23,760 or less** (200% of the 2016 Federal Poverty Guideline for one person which is \$11,880 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:	\$1,849
Clients' average monthly out-of-pocket medical costs:	\$247
Clients with a co-payment:	37%

*Client income and expenses data excludes 358 clients who receive only home-delivered meals and are therefore not required to provide income and expense information. Calculations for the data shown in the chart above are based on 3,450 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 (about 1%).

In 2016, disenrollment reasons included:

- 26% remained on the program, receiving care in their homes, until they died
- 25% needed care in a hospital or nursing facility
- 18% had their needs met in some other way, including: received care from family, friends or private pay; condition improved; and entered hospice care
- 10% were not compliant* with the program's rules or refused/declined services
- 10% moved out of the service area or no longer met the program's eligibility requirements
- 6% became eligible for another program such as PASSPORT
- 5% left the program for other reasons

***Not Compliant** examples include: client behavior unresolved, delinquent co-payment balance, refused to provide financial information or to pay co-payment, unable to contact.

Where Clients Live*

Jurisdiction	Clients Served	Jurisdiction	Clients Served
Hamilton	1,076	Monroe	84
Middletown	987	Hanover Township	80
Fairfield (City)	381	St. Clair Township	58
West Chester	320	Madison Township	58
Fairfield Township	138	Ross Township	56
Trenton	133	Morgan Township	47
Liberty Township	110	All Others*	173
Oxford	107		
Total Clients Served in Butler County		3,808	

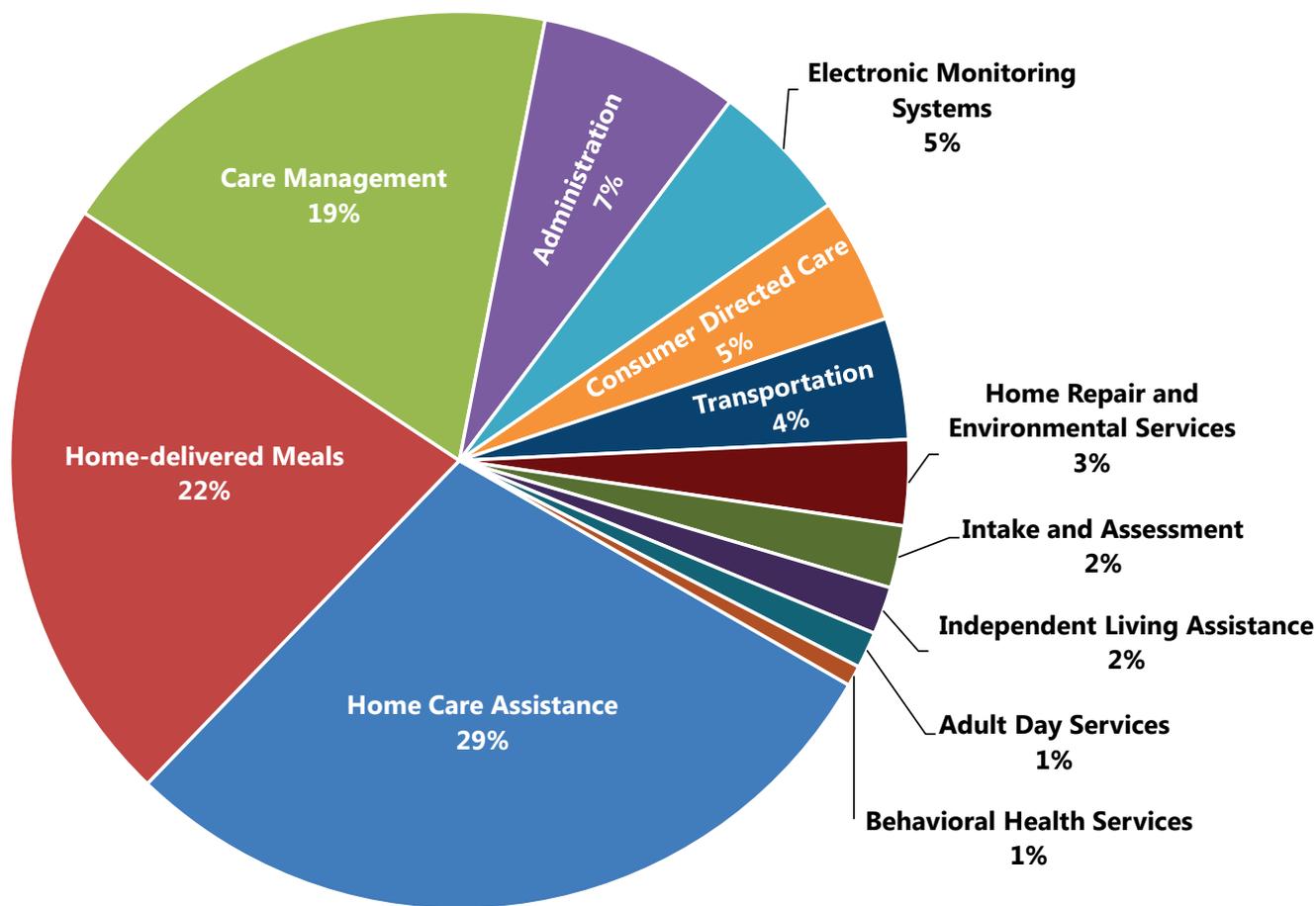
*Municipalities shown include at least 1 percent of Butler County ESP census. The "Other" category includes all other municipalities where enrollment numbers were less than 1 percent of total Butler County ESP census. Census = 3,808.

How your tax dollars are spent

Without the support of Butler County taxpayers, the Elderly Services Program (ESP) would not exist. Local tax dollars cover 92 percent of the total cost of the program. As the Area Agency (AAA) on Aging for southwestern Ohio, including Butler County, Council on Aging is able to leverage state and federal funding to cover approximately 5 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 have a required co-payment, based on their income and medical expenses).

The table on the opposite page 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 three) 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 the opposite page.

EXPENSES

<u>Service</u> ¹	<u>Clients Served</u>	<u>Service Units</u>	<u>Cost</u>
Care Management	3,808	N/A	\$1,977,809
Electronic Monitoring System	2,778	6,224 <i>months of rentals</i>	\$381,019
Home Care Assistance	1,795	144,206 <i>hours</i>	\$3,044,451
Home-delivered Meals	1,768	351,617 <i>meals</i>	\$2,328,140
Home Medical Equipment	660	1,255 <i>equipment rentals</i>	\$154,751
Medical Transportation	544	14,620 <i>one-way trips</i>	\$440,393
Independent Living Assistance ²	471	6,127 <i>hours</i>	\$180,615
Minor Home Repairs	316	386 <i>repairs</i>	\$278,488
Consumer Directed Care	159	1,490 <i>months of service</i>	\$477,200
Non-Medical Transportation	110	802 <i>one-way trips</i>	\$20,814
Environmental Services ³	49	98 <i>jobs</i>	\$46,075
Adult Day Service	47	2,233 <i>hours</i>	\$119,904
Adult Day Transportation	16	7,243 <i>miles</i>	\$18,374
Behavioral Health Services	207	N/A	\$77,325
Intake and Assessment	N/A	N/A	\$236,438
Administration	N/A	N/A	\$760,320
Total Expenses			\$10,542,116

REVENUE

Federal and State (via Council on Aging)	\$550,669
Client Donation	\$17,610
Client Co-payment	\$239,689
Butler County Elderly Services Levy	\$9,734,148
Total Revenue	\$10,542,116

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

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: \$164,302

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.



“To have this type of service to help seniors stay independent and in their homes goes a long way.”

Ann worked for Goodwill Industries. She understands the value of programs that support vulnerable community members – especially programs that bring about independence. Today she receives services that help her remain independent in her home via the Butler County Elderly Services Program. Read Ann’s story on page six of this report.

Butler County ESP services are funded by a special tax levy. ESP does not supplant care provided by families but rather secures the necessary additional care the family is unable to provide. ESP expects families to take responsibility to care for family members to the fullest extent possible.

ESP does not discriminate on the basis of race, color, creed, age, sex, national or ethnic origin, or disability.



Butler County Commissioners
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Hamilton, Ohio 45011
(513) 887-3247
www.butlercountycommissioners.gov



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