



# Clinton County's Elderly Services Program

# ESP



## 2016 Annual Report

## About the Clinton 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 Clinton 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 Clinton 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 Clinton County Commissioners.
- Commissioners appoint county residents to an advisory council that brings valuable input to the program.
- COA contracts with area business and non-profit organizations to deliver in-home care services to clients enrolled in the program.

The program's clients and their caregivers are vital to this partnership. About 33 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 Clinton County's taxpayers. The first levy to fund the program was approved by Clinton County voters in May 1998. Subsequent levies were approved in 2003, 2007 and 2012. This past November, voters approved a renewal of the county's 1.5-mill senior services levy by the widest margin ever – 75.99 percent. The levy will raise approximately \$1.3 million a year, covering nearly 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 \$268 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, Clinton County ESP served **476** older adults, compared with 195 county residents who were served by Ohio's Medicaid in-home care programs.

The Elderly Services Program is an important option for many Clinton 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.



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

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



## The Elderly Services Program is a Community Partnership:

### Clinton County Commissioners:



From left to right: Patrick Haley, Kerry R. Steed, Brenda Woods

### Clinton County Citizens for Elderly Services:

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

Kathi Spirk, *Chair*

Tim Prestridge

Duane Weyand

Charles Breckel

Larry Roddy

Karen Buckley

Rev. Tom Stephenson

Timothy Hawk

Carol Weber

### Clinton County Elderly Services Program Providers:

*With expenditures January 1 - December 31, 2016*

Advanced Medical Equipment, Inc.

American Ramp Systems

Assisted Care by Black Stone

Bernens Medical

Clinton County Care Facility Adult Day Services

Clinton County Community Action Agency

Guardian Medical Monitoring, Inc.

Home First

Littleton Respiratory Homecare

MedAdapt Ltd.

Milt's Termite & Pest Control

Mullaney's Pharmacy & Home Health Care

Pennington Construction

Stateline Medical Equipment

Tri-State Maintenance

### Program Administrator:



175 Tri County Parkway  
Cincinnati, Ohio 45246  
(513) 721-1025  
(800) 252-0155  
[www.help4seniors.org](http://www.help4seniors.org)

## Dear Friends and Supporters,

On behalf of Clinton County Citizens for Elderly Services, it is my pleasure to present our 2016 Annual Report.

In 2016, we helped **476** 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).

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 always, but especially in 2016 when the voters responded overwhelmingly in favor of the senior services levy. The levy provides nearly 90 percent of the program's funding, so it was very exciting to see the levy pass by its largest margin ever – 75.99 percent!



*Kathi Spirk*

The benefits of our Elderly Services Program ripple throughout the county and we have been working with Council on Aging, the administrator of our program, to find additional ways to meet the needs of our older community members. In 2016, for example, we began a test project at Clinton Memorial Hospital called Fast Track Home. Through this program, hospitalized seniors can be assessed in the hospital and in-home services are set up immediately, on a temporary basis. This type of care can help patients avoid costly nursing home placement as well as repeat trips to the hospital, a common occurrence when patients aren't ready to care for themselves at home without help. Before the temporary services end, Fast Track Home clients receive a complete eligibility assessment for ESP. You can read about Fast Track Home on page 6 of this report.

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. 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.

Kathi Spirk, Chair  
Clinton County Citizens for Elderly Services

## 2016 Program Highlights

**Voters approve senior services levy by highest margin ever** – In November 2016, Clinton County voters were asked to renew the county's 1.5-mill senior services tax levy. Not only did voters approve the levy renewal, but they did so by the highest margin ever – 75.99 percent. This continues Clinton County's tradition as a community with one of the strongest support systems for older adults in the country.

**Fast Track Home** – A pilot project at Clinton Memorial Hospital is helping hospitalized older adults avoid costly nursing home placement and hospital readmissions by having in-home services such as home-delivered meals and homemaking set up 24-72 hours after they are discharged. From June 2016 through March 2017, 33 patients enrolled in Fast Track Home with 13 transitioning to the Elderly Services Program after their temporary services ended. Read more on page 6.

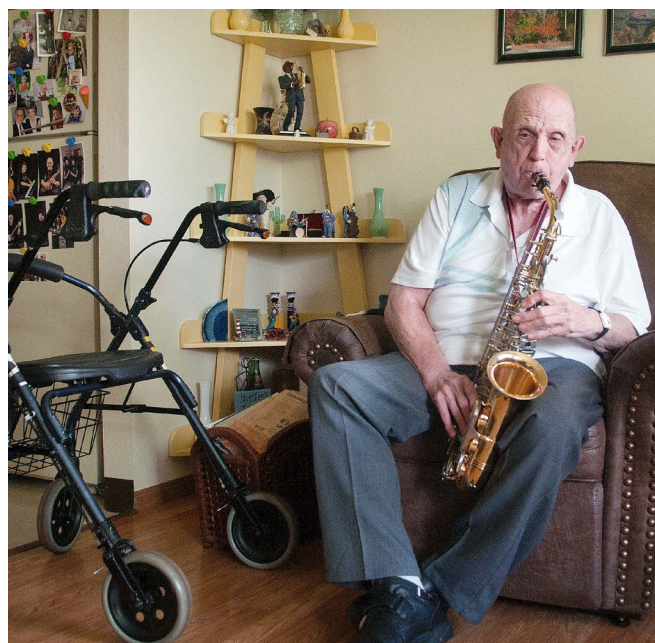
**Additional Providers** – To support client needs and improve service quality, Council on Aging added five new home modification providers. The expanded home modification provider list offers greater options and improved quality for ramps and other safety and accessibility modifications, such as grab 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.

**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 Clinton County Elderly Services Program had 131 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 overall 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.

*"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."*

Wayne, Clinton County ESP client



## Client Profile: Larry

A fall in the shower was Larry's wake-up call. Two days later, he could not get out of bed and called 911. At Clinton Memorial Hospital, he was diagnosed with a urinary tract infection and dehydration.

A 73-year-old retired railroad engineer, Larry was anxious to get home once he began to feel better. But he would need help at home if he wanted to stay away from hospitals and ambulances.

Unfortunately, it can take weeks to set up in-home care. As a result, many patients take a detour to a nursing facility for care and rehabilitation.

Council on Aging (COA) has been looking for a solution; one that could provide basic, yet essential in-home care services the day a patient is discharged from the hospital. This type of care could help patients avoid costly nursing home placement as well as repeat trips to the hospital, which often happens when a patient isn't ready to care for himself without help.

In 2016, with the support of Clinton County Commissioners, COA launched a small pilot program at Clinton Memorial Hospital called Fast Track Home. COA's Care Transitions coach, who is based at the hospital, identifies patients who are candidates for in-home care services and then contacts care managers for the Clinton County Elderly Services Program (ESP) for follow up.

Fast Track Home changes the normal eligibility process for ESP, which typically takes two to three weeks. Through Fast Track Home, patients can be assessed in the hospital and in-home services are set up immediately, on a temporary basis. Services are provided through ESP. Patients who enroll in Fast Track Home are later reassessed for ongoing eligibility in ESP.

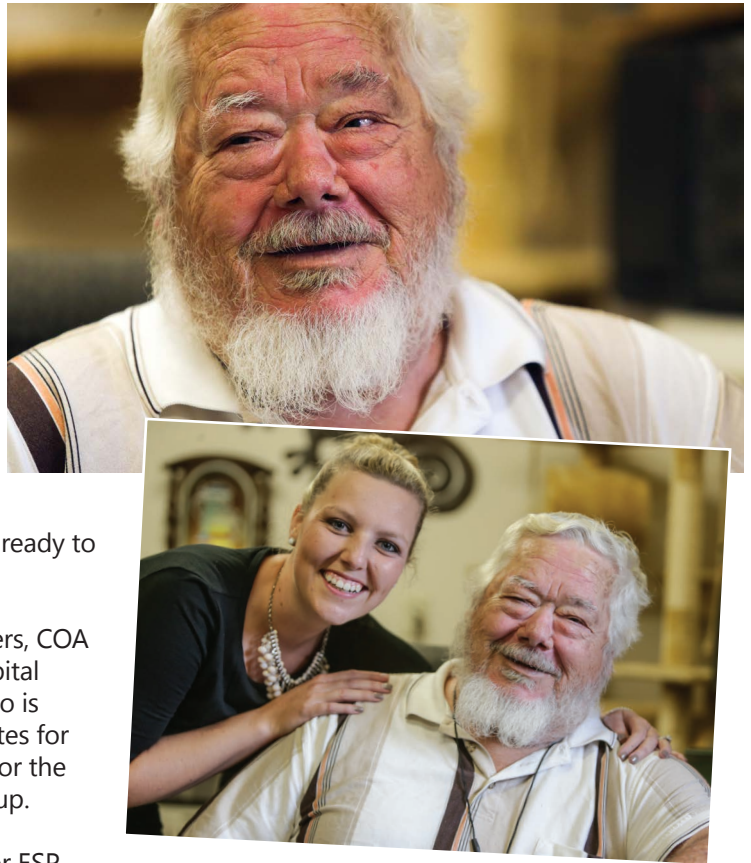
Larry was enthusiastic about receiving services to help him at home. He lives alone with little family support readily available, is unsteady on his feet, and has diabetes, which requires special attention to his diet. He returned home with three basic but essential services already in place: housekeeping help, home-delivered meals and an emergency response device.

After Larry had been on Fast Track Home for 40 days, his ESP care manager conducted a full assessment at his home and determined that he was eligible for ongoing services through Clinton County ESP.

"I really appreciate all the help," Larry said. "It's been awesome. I'm by myself. I do have some pain – my back and everything – and my balance isn't good, but you can't just quit. Some people just give up, but I'm not about to do that."

From June 2016 through March 2017, 33 Clinton County seniors went home from the hospital via Fast Track Home, with 13 transitioning to the Elderly Services Program after the temporary service period ended (60-day maximum). Of those who disenrolled, the average length-of-stay on the program was 47 days, enough benefit to ease their recovery and help prevent a quick revolving door back into the hospital.

"The Elderly Services Program already does a good job helping older people avoid nursing home placements and hospital readmissions," said COA's Vice-President of Program Operations, Ken Wilson, "but it can be even more effective if we can start services immediately, when they are needed most."



Larry with his Clinton County  
ESP care manager, Karisa

## 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 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 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 (AAA), COA 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 45,000 inquiries for help in FY 2016. Connect with the Call Center via 800-252-0155 or [www.help4seniors.org](http://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, 195 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 2016, various organizations, including Clinton County Community Action Agency, spent more than \$260,000 in Title III funds allocated by COA for Clinton 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 Clinton Memorial Hospital) 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.

## Client Demographics

The typical ESP client is a woman in her late 70s. She lives alone on a modest income of about \$19,776 a year, from which she pays \$2,604 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 and personal care services. 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: 476.** 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.

### Client Age

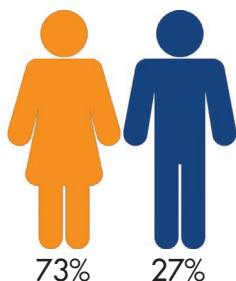
The average age of Clinton County ESP clients in 2016 was 78. Program eligibility starts at age 65, but due to federal funding requirements, clients may receive home-delivered meals beginning at age 60. Some services are also available to clients under age 60 who have dementia, including Alzheimer's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

Under 60	60 - 69	70 - 79
4	89	163
80-89	90+	
182	38	

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

### Gender

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



### Race

Most clients enrolled in Clinton County ESP identified themselves as White or Caucasian.

White	Black
458	11
Other	
7	

### 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	289
Other*	91
Lives with Spouse	96

61% 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 75 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:	\$1,648
Clients' average monthly out-of-pocket medical costs:	\$217
Clients with a co-payment:	33%

\*Client income and expenses data excludes 45 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 431 total clients served.

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## Outcomes – Why Clients Leave the Program

We are proud of the fact that a small fraction of ESP clients leave because they are dissatisfied with the program (about 2%).

In 2016, disenrollment reasons included:

- 27% remained on the program, receiving care in their homes, until they died
- 27% needed care in a hospital or nursing facility
- 19% were not compliant\* with the program's rules or refused/declined services
- 9% moved out of the service area or no longer met the program's eligibility requirements
- 6% had their needs met in some other way, including: received care from family, friends or private pay; condition improved; and entered hospice care
- 6% became eligible for another program such as PASSPORT
- 2% 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.

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## Where Clients Live\*

Jurisdiction	Clients Served	Jurisdiction	Clients Served
Union Township	186	Sabina	12
Wilmington	72	Liberty Township	11
Marion Township/ Blanchester	54	Clark Township	11
Richland Township	34	Washington Township	9
Green Township	26	Adams Township	8
Vernon Township	25	Other*	13
Chester Township	15		
Total Clients Served in Clinton County			476

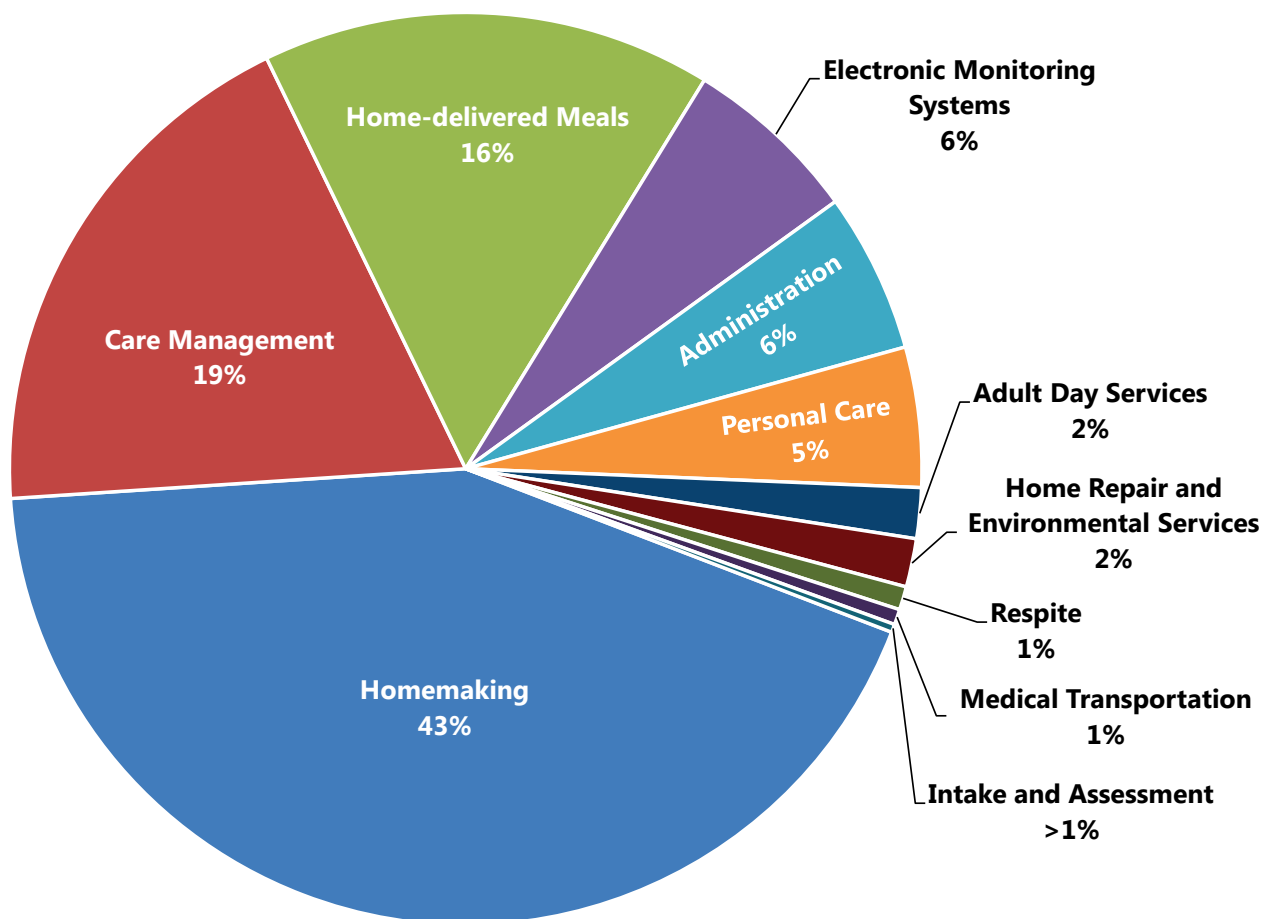
\*Jurisdictions shown include at least 1 percent of Clinton County ESP census. The "Other" category includes all other jurisdictions where enrollment numbers were less than 1 percent of total Clinton County ESP census. Census = 476.

## How your tax dollars are spent

Without the support of Clinton County taxpayers, the Elderly Services Program (ESP) would not exist. Local tax dollars cover 88 percent of the total cost of the program. As the Area Agency (AAA) on Aging for southwestern Ohio, including Clinton County, Council on Aging is able to leverage state and federal funding to cover approximately 10 percent of program expenses. Additional funding comes from client donations (requested, but not required, for home-delivered meals), and client co-payments (about 33 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 homemaking, care management and home-delivered meals. 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 Clinton 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> <sup>1</sup>	<u>Clients Served</u>	<u>Service Units</u>	<u>Cost</u>
Care Management	476	N/A	\$215,722
Electronic Monitoring Systems	332	3,164 <i>months of rentals</i>	\$49,792
Homemaking	300	17,473 <i>hours</i>	\$493,401
Home-delivered Meals	142	23,609 <i>meals</i>	\$182,541
Home Medical Equipment	64	126 <i>equipment items</i>	\$21,973
Personal Care	61	2,371 <i>hours</i>	\$56,753
Medical Transportation	17	200 <i>one-way trips</i>	\$6,255
Minor Home Repairs	13	13 <i>repairs</i>	\$12,501
Environmental Services <sup>2</sup>	8	14 <i>jobs</i>	\$7,120
Adult Day Services	7	385 <i>hours</i>	\$18,480
Respite	3	469 <i>hours</i>	\$9,464
Adult Day Transportation	1	1,080 <i>miles</i>	\$2,074
Intake and Assessment	N/A	N/A	\$3,287
Administration	N/A	N/A	\$64,762
<b>Total Expenses</b>			<b>\$1,144,125</b>

## REVENUE

Federal and State (via Council on Aging)	\$114,751
Client Donation	\$893
Client Co-payment	\$25,241
Clinton County Elderly Services Levy	\$1,003,240
<b>Total Revenue</b>	<b>\$1,144,125</b>

<sup>1</sup> Services are listed in order of number of clients served

<sup>2</sup> Pest control, major housekeeping, and waste removal

**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.



**"You just can't quit. Some people just give up, but I'm not about to do that." Larry**

Larry was hospitalized at Clinton Memorial Hospital when he learned about Fast Track Home, a program that would provide immediate, but temporary in-home care services to help him get back on his feet and avoid a stay at a nursing home or a return trip to the hospital. Before his Fast Track Home services ended, he received an assessment and was found eligible for the Clinton County Elderly Services Program. Read more about Larry's story on page 6 of this report.

Clinton 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.



Clinton County Commissioners  
46 S. South Street, Suite 213  
Wilmington, Ohio 45177  
<http://co.clinton.oh.us/>



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(855) 800-7980  
(513) 721-1025



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