

Support from ESP lets client enjoy, and help, her friends

After working for 20-plus years as an aide in a nursing home, Linda sees the obvious differences between living in a nursing home and her independent life at Carriage Hill senior apartments in Waynesville.



Three days a week from 11 a.m. until they get tired of talking, Linda and her friends gather for coffee in the community room of the apartment complex.

Sometimes they play games or work on a craft, but mostly they enjoy each other’s company and make plans to help their neighbors who may be hospitalized, feeling blue or under the weather.

Linda has been all of those things and she values the support she receives at Carriage Hill. She moved there six years ago after reluctantly leaving her job due to health reasons. Though she was glad to be living closer to her son, she was feeling down and worried she wouldn’t like her new home.

Getting a roommate helped improve her mood – a small, shy white cat named Baby Girl. “I never liked cats, but we needed each other,” she admitted. “I saved her and she saved me.”

Linda is quick to admit she was wrong about Carriage Hill. “I didn’t think I would like it here, but I do.” There’s a long list of things she enjoys – her cat, tending her plants, reading Amish stories, occasional outings, but most of all, her friends.

While the residents certainly look after one another, there’s only so much they can do. Many know that Linda worked in a nursing home. When a neighbor fell and couldn’t get up, she called Linda for help. Though Linda went to her, she knew better than to try to help her get up. So, Linda sat with her friend and kept her calm while they waited for appropriate help to arrive.

After a while, it was Linda who needed more help. Her COPD made even short walks and cooking difficult. Many residents at Carriage Hill receive supportive in-home care through Warren County’s Elderly Services Program (ESP). In 2014, Linda became one of them when she received an emergency response system and help with transportation to medical appointments.

ESP is a flexible program – it can adapt to clients’ changing needs. So gradually, as it became more difficult for her to do housework, Linda’s ESP care manager, Jean, added home care assistance to Linda’s care plan.

“Cassie (home health aide) is awesome; a really sweet little girl,” Linda said. “She does anything I ask her to do – but I do my own laundry because I’m a fussy-butt.”

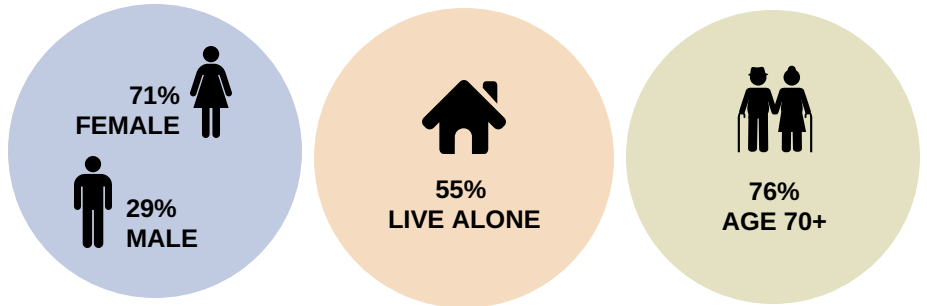
Recently, Linda was hospitalized with double-pneumonia. She came home feeling weak, with portable oxygen and lots of follow up appointments. Jean added home-delivered meals to help ease Linda’s transition back home.

“I don’t think this program should go away. It’s a good program,” Linda said. “I’m glad I have it and I know a lot of people here have it. I wouldn’t trade it for anything. I’m glad they’re there. They helped me a lot.”

Who the Elderly Services Program serves

ESP serves seniors who are caught in the middle – their income is too high to qualify for Medicaid, but too low to pay for private in-home care. The typical ESP client is a 77-year-old woman, living alone on an income of \$1,815 per month. Because of health problems, she spends \$323 per month on out-of-pocket medical expenses and she needs help with basic activities like personal care and transportation. In between work and other responsibilities, her family helps as much as they can, but they worry when she is alone. ESP fills in gaps in care to help seniors avoid premature placement in a nursing home.

Total Clients Served in 2017: 2,411



Warren County’s Elderly Services Program is a community partnership

Warren County Commissioners:  
Tom Grossmann, Shannon Jones, David G. Young

Warren County Citizens for Elderly Services:  
Chuck Peckham, Jr., Chair; Dr. Don Juszczuk, Vice Chair; Mark Clark; Tom Grossmann; Chris Ellis; Matt Nolan; Robert Olson; Tiffany Zindel



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Intake and Care Management:  
Warren County Community Services Inc.  
570 North State Route 741  
Lebanon, OH 45036  
(513) 695-2271  
www.wccsi.org

Warren 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.

Warren County ELDERLY SERVICES PROGRAM





Dear Friends and Supporters,

On behalf of Warren County Citizens for Elderly Services, I am pleased to present our 2017 Annual Report.

The Warren County Elderly Services Program (ESP) is a taxpayer-supported program that benefits many of our neighbors and families. In 2017, we helped 2,411 seniors remain independent in their homes via services such as home-delivered meals, transportation and home care assistance. Many of these older adults have chronic conditions that would have forced them into a nursing home prematurely, and at a much higher expense, if not for ESP.

This is a program for our community, supported by our community. ESP is a unique partnership that includes county taxpayers, county commissioners, a community board, Council on Aging, a network of service providers and the seniors and caregivers served by the program.

The strength of this partnership was evident in 2017 when everyone worked together to address the local impact of the nationwide home health aide shortage. For example, we are piloting a \$2 per hour rate increase for the home care workers who serve vulnerable seniors through this program. We will study the data to see if the increase has an impact on service delivery and aide retention. These workers provide an important, yet undervalued service and I hope they know that we appreciate the work they are doing every day for seniors in our communities.

Everyone involved in Warren County ESP has their own role to play, but it is all for a common goal – to help older adults live with independence and dignity. I am proud to be part of this important community program.

**Chuck Peckman**  
**Chair, Warren County Citizens for Elderly Services, Inc.**



About the Elderly Services Program

ESP helps eligible older adults remain safe and independent in their homes, preventing unnecessary nursing home placement and filling gaps in care that may already be provided by family caregivers. The program is operated by Council on Aging (COA) via a contract with Warren County Commissioners. A community advisory council appointed by the commissioners advises on program needs and policies. COA contracts with Warren County Community Services, Inc. to assess, enroll and care manage clients in the program. Provider agencies deliver ESP services under contract with COA.

ESP is funded by county property taxes. The most recent levy was passed in November 2016 by 75.76 percent of voters. The 1.21-mill levy is a renewal and the cost to homeowners is approximately \$34.18 per \$100,000 of property value.

ESP serves eligible county residents age 60 and older who need help with certain activities of daily living (bathing, cleaning, cooking, transportation, etc.). There is no income qualification for ESP, but some clients have a co-payment based on their income. Eligibility for the program and each service is determined during an in-home assessment. Care plans are flexible and can change over time. ESP provides the right services in the right amount at the right time.

How tax dollars are spent

ESP would not exist without the senior services tax levy and the generous support of county voters. Local tax dollars provide 90 percent of funding needed for the program.

As the Area Agency on Aging for southwestern Ohio, including Warren County, COA leverages state and federal funding to cover 7 percent of ESP expenses. Additional funding comes from voluntary client donations and client co-payments (41 percent of clients make a co-payment based on their income).

ESP is a compassionate and cost-effective alternative to nursing home care. On average, it costs \$314 per month to help a senior stay in their home with services through ESP, compared to more than \$4,000 a month for Medicaid nursing home care, also funded by tax dollars.

COA’s role in Warren County

As administrator of the Elderly Services Program in Warren County, COA’s goal is to ensure 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 development; provider management; data analysis and reporting; financial services and oversight; information technology; quality improvement; and community engagement.

As the state-designated Area Agency on Aging, COA provides additional services to county residents:

Service	2017 in Warren County
<b>Aging and Disability Resource Center</b> COA's call center and “front door” to services and community resources.	Responded to <b>more than 46,800</b> inquiries
<b>Home and Community-based services via Medicaid Waivers</b> Care for residents of all ages via PASSPORT, Assisted Living, Ohio Home Care, Specialized Recovery Services and MyCare Ohio programs.	Served <b>446</b> residents
<b>Transitional Care</b> Support to transition from hospital/nursing home care to in-home care via Community Transitions, Home Choice and other programs.	Served <b>1,418</b> residents across COA's service area
<b>Title III of the Older Americans Act</b> Federal funding administered by COA for senior center services, transportation, meals, caregiver support, legal help and wellness education.	In 2017, Warren County organizations spent <b>nearly \$704,000</b> in Title III funds allocated by COA

2017 highlights

COA and provider network work to address aide shortage

A nationwide shortage of home health workers continues to impact our region, but Council on Aging, ESP’s community board and local service providers are collaborating to improve service delivery for seniors in the county. For example: creating cost efficiencies by grouping providers and home care workers by region; adding providers in hard to serve buildings; expanding opportunities for clients to hire their own workers; and changing training/certification requirements for aides who provide only housekeeping services. A \$2/hour rate increase is being piloted for the home care assistance service (housekeeping, personal care, respite) with the understanding that the increase be passed directly to the workers. COA is working on a plan to competitively bid home care services, including new hourly rates and revised requirements for service delivery in the levy-funded Elderly Services Programs.

Clients have option to hire their own workers

As part of the effort to alleviate the effects of the home care worker shortage and to increase client satisfaction, county commissioners approved Consumer Directed Care (CDC) as an alternative to traditional home health agencies. CDC allows ESP clients to hire their own “employees” (a friend, neighbor, or family member other than a spouse) to provide services such as help with homemaking and personal care. ESP care managers work with clients to determine if CDC is appropriate and complete the required paperwork.

Expenses

Service*	Clients Served	Service Units	Cost
Care Management	2,411	N/A	\$1,355,716
Electronic Monitoring System	1,451	14,016 months of rentals	\$235,226
Home-delivered Meals	1,297	261,322 meals	\$1,731,987
Home Care Assistance	1,259	111,120 hours	\$2,444,125
Medical Transportation	337	9,664 one-way trips	\$470,475
Minor Home Repairs	117	126 repairs	\$132,257
Adult Day Services	42	2,405 days	\$135,887
Independent Living Assistance**	18	127 hours	\$11,855
Environmental Services***	13	44 jobs	\$27,120
Adult Day Transportation	10	11,002 miles	\$30,140
Intake and Assessment	N/A	N/A	\$83,687
Administration	N/A	N/A	\$457,518
TOTAL EXPENSES			\$7,115,993

Revenue

Federal and State (via Council on Aging)	\$484,826
Client Donation	\$17,762
Client Co-payment	\$199,242
Warren County Elderly Services Levy	\$6,414,163
TOTAL REVENUE	\$7,115,993
<b>Additional Expenses</b>  To provide additional help to older adults in the county, including protection from neglect and abuse, Warren County Commissioners distributed <b>\$45,000</b> in Elderly Services Levy funds to the Warren County Department of Human Services Adult Protective Services Unit.	
*Services are listed in order of clients served. **Help with benefit applications and organizing personal and household records. ***Pest control, major housekeeping and waste removal.	