

### New service contracts yield savings in ESP

As ESP's administrator, COA contracts with area organizations to deliver services to clients. Contracts are awarded through a competitive bidding process. In 2019, COA issued Requests for Proposals (RFPs) for five services, including home medical equipment. The RFP process is a time for COA, ESP advisory councils and providers to collaborate on changes that positively impact cost, quality and service levels. For example, when new contracts were awarded for the home medical equipment service, fixed competitive prices were established for most equipment and processes were put in place to ensure insurance plans are billed first, when appropriate. Providers were also required to deliver all equipment to the client, provide education and installation/assembly. The changes resulted in more than \$13,600 in savings to ESP.

### Program changes, new providers improve access to services

The national shortage of home health aides is disproportionately impacting rural areas, including Clinton County, limiting ESP's ability to provide critical in-home services. COA has sought ways to improve service delivery and options in Clinton County – first in 2018 by allowing clients to hire their own caregivers, and then in 2019 by recruiting and increasing the number of home care agencies in ESP's provider network. As a result, ESP was able to provide an additional 78 clients with essential services such as housekeeping, personal care and respite.

### Electronic monitoring systems – more than a lifeline

ESP's electronic monitoring systems (EMS) service makes a real difference for clients like Donald, who has no support nearby. More than the traditional "lifeline" device, EMS is a flexible service that meets a variety of needs – from emergency response and medication management to remote caregiving and wandering risks. In addition to traditional lifeline pendants, EMS includes medication dispensers, smoke and carbon monoxide detectors, Alzheimer's boundary alarms and GPS tracking devices, among others. 62 percent of ESP clients have EMS.



*"You feel pretty good to have this on. I'm here by myself a lot, but if something happens, you know you've got somebody close by."*

– Donald, Clinton County ESP client, about his EMS

### FastTrack Home helps seniors and families when it is needed most

COA's innovative FastTrack Home Program helps older adults at a critical time – as they recover at home after a hospital or nursing home stay. Utilizing the existing ESP provider network and services, FastTrack Home has services ready when an older adult is discharged home. This is key because subsequent illnesses, injuries and readmissions are most likely to occur in the first 30 days an older adult returns home. Most FastTrack Home clients need care for a short period of time. As a result, ESP can serve more people with available tax dollars at a lower cost. FastTrack Home also benefits family caregivers who may have other responsibilities, such as work and families, while their loved one recovers at home. In 2019, 74 older adults received care through FastTrack Home.

## CLINTON COUNTY ESP CLIENT

# STATS 2019

Clinton County ESP clients are caught in the middle: with income too high to qualify for Medicaid, but too low to pay for private in-home care. They need help with basic activities like personal care and transportation. Between raising a family and going to work, family members help as much as they can and ESP fills in gaps in care so our older neighbors and loved ones can continue to live independently in their homes and communities. ESP is a program that benefits our entire community.

# 663 CLIENTS SERVED

**\$1,919**  
MONTHLY  
MEAN INCOME

**88%**  
AGE 70+

**71%**  
FEMALE

**29%**  
MALE

**\$419/MO**  
OUT-OF-POCKET  
MEDICAL EXPENSES

**609 DAYS**  
AVERAGE TIME ON  
PROGRAM

**55%**  
LIVE ALONE

Clinton County's Elderly Services Program is a community partnership.

#### Clinton County Commissioners

Kerry R. Steed, Brenda Woods, Mike McCarty

#### Clinton County Elderly Services Program Advisory Council

Kathi Spirk, Chair; Larry Roddy, Vice Chair; Deacon Bob Baker; Charles Breckel; Sue Caplinger; Timothy Hawk; Trevor Shoemaker; Carol Weber; Duane Weyand

#### Council on Aging

2333 Rombach Ave., Wilmington, OH 45177, (937) 449-0642, [www.help4seniors.org](http://www.help4seniors.org)



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 ELDERLY SERVICES PROGRAM

# 2019 ANNUAL REPORT





Welcome



The Elderly Services Program (ESP) is a trusted household name in Clinton County, as evidenced by the increase in older adults served by the program. In 2019, ESP provided cost-effective, compassion care that enabled 663 older adults to remain independent in their homes, a 14 percent increase over 2018.

We’ve been working to bring the benefits of ESP to as many people as possible. ESP’s FastTrack Home service helps. It serves seniors at a critical time – as they recover at home after a hospital or nursing home stay. In 2019, FastTrack Home served 74 seniors, with 49 percent enrolling in ESP when their FastTrack Home services ended.

Working with Council on Aging (COA), this advisory council strives to maintain a program that meets the community need while also responsibly managing local tax dollars. As enrollment grows, we’ve sought ways to better serve clients while bringing costs down. The highlights section of this report outlines some of these efforts.

In one way or another, we all benefit from ESP. Beyond older adults, it supports caregivers struggling to juggle the responsibilities of family, career and elder caregiving. ESP provides supplemental care that enables family caregivers to continue working, which is good for business and our economy.

This report should help you understand the value of ESP in our community – both in terms of how tax dollars are used, and the lives it impacts. I hope you are left with a better understanding of how ESP makes Clinton County a great place to live, for people of all ages.

**Kathi Spirk**  
**Chair, Clinton County Elderly Services Program Advisory Council**

About ESP

The Elderly Services Program helps eligible county residents age 65 and older remain safe and independent in their homes by providing help with activities of daily living (bathing, cleaning, meals, transportation and more), filling gaps in family-provided care.

ESP is flexible to meet clients’ changing needs. Eligibility and care needs are determined during an in-home assessment. A professional care manager coordinates and monitors clients’ care. While income is not an eligibility factor, some clients have a co-payment based on income and assets.

ESP is a community partnership. It’s managed by Council on Aging via a contract with Clinton County Commissioners, who appoint a board to advise on program needs and policies. Provider agencies deliver ESP services via competitive contracts with COA. Clients, caregivers and taxpayers round out the partnership. ESP is a compassionate and cost-effective alternative to nursing home care.

**Cost of Care to Taxpayers**

**\$317**  
MONTHLY COST FOR  
ESP SERVICES

**VS.**

**\$6,000+**  
MONTHLY COST FOR  
NURSING HOME CARE

COA’s Role

As the program’s operator, COA provides: eligibility assessments; care management; program development; provider management; data analytics; financial services; information technology; quality improvement and community engagement. As a state-designated Area Agency on Aging, COA provided these additional services to county residents in 2019:

- Requests for information and referral: **50,329**
- Home and community-based services through Medicaid-funded programs: **450 residents**
- Support to transition from one care setting to another: **94 clients**
- Title III funding allocated to local organizations for congregate meals, legal assistance, wellness education, caregiver support, transportation and other supportive services: **\$381,717**

Client Stories



**Paul and Carolyn**

ALS – or Lou Gerhig’s Disease – is a progressive disease that slowly robs the brain of its ability to control the body. Ever since Carolyn was diagnosed in 2010, she and her husband, Paul, have been preparing for an uncertain future. They managed on their own with support from the local ALS chapter and their five daughters, but the caregiving responsibilities started to pile up. In 2017, Carolyn was enrolled in ESP. The program provided a number of services to lighten the family’s load, giving them time to be a family and focus on other aspects of Carolyn’s care. “It’s been a great help,” said Carolyn’s daughter, Carrie. “It’s less of a burden when you have meals delivered or a ramp built. There’s so many other things to deal with...so even if it’s one small thing provided every week, it’s a big burden to lift off your shoulders.”



**Sue**

Sue and her ESP home health aide, Debbie, have always had a good relationship. But little did Sue and her family know that it would turn out to be a lifesaving relationship. Linda, Sue’s sister, recalls a time when quick-thinking on Debbie’s part saved her sister’s life. “I don’t live with Sue, so I can’t always be there. Debbie is certainly someone to be counted on. So much so, that Debbie saved my sister’s life.”

Visit [www.help4seniors.org/CCESP2019](http://www.help4seniors.org/CCESP2019) or scan code for full client stories.

Expenses & Revenue

**How tax dollars are spent**

ESP would not exist without the generous support of voters. A county tax levy in place since 1998 provides 85 percent of ESP’s funding. The most recent tax levy was approved by 76 percent of voters in 2016. The 1.5-mill levy costs property owners \$37.67 per \$100,000 of property valuation annually. COA's goal is to ensure the highest quality services at the lowest cost in order to serve as many people as possible with the tax dollars available.

As the Area Agency on Aging for southwestern Ohio, including Clinton County, COA leverages state and federal funding to cover 13 percent of ESP expenses. Additional funding comes from voluntary client donations and client co-payments (23 percent of clients make a co-payment based on their income).

Revenue

Federal and State (via Council on Aging)	\$204,625
Client Donation	\$193
Client Co-payment	\$40,682
Clinton County Elderly Services Levy	\$1,365,357
<b>TOTAL REVENUE</b>	<b>\$1,610,857</b>

Expenses

SERVICE*	CLIENTS SERVED	SERVICE UNITS	COST
Care Management	663	4,669 months	\$264,631
Electronic Monitoring System	412	4,130 months	\$83,040
Homemaking	328	18,094 hours	\$532,702
Home-Delivered Meals	192	31,027 meals	\$250,712
FastTrack Home Care Management	74	78 months	\$59,330
Personal Care	61	2,216 hours	\$63,836
Home Medical Equipment	41	63 items	\$10,138
Minor Home Repairs	39	46 repairs	\$44,240
Consumer-Directed Care**	22	N/A	\$110,474
Adult Day Services	16	1,332 days	\$67,560
Medical Transportation	13	680 one-way trips	\$6,141
Respite	10	553 hours	\$8,416
Environmental Services***	2	4 jobs	\$6,000
Intake and Assessment	N/A	N/A	\$1,779
Administration	N/A	N/A	\$101,857
<b>TOTAL EXPENSES</b>			<b>\$1,610,857</b>

\*Services listed in order of clients served.  
\*\*Due to coding changes that occurred when COA launched a new care management platform, we are unable to report units delivered for these services in 2019.  
\*\*\*Pest control, major housekeeping and waste removal.

*“I’m OK here. I like it. I’ve got all kinds of help – Meals on Wheels, housekeeping – and real good neighbors.”*

–Gladys, Clinton County ESP Client