Transportation grant will improve options for area seniors

622 older adults received care through FastTrack Home. Such as work and families, while their loved one recovers at home. In 2019, FastTrack Home also benefits family caregivers who may have other responsibilities, can serve more people with available tax dollars at a lower cost. FastTrack Home clients need care for a short period of time. As a result, ESP most likely to because subsequent illnesses, injuries and readmissions are ready when an older adult is discharged home. This is key 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 $254,000 in savings to ESP.

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 $254,000 in savings to ESP.

Transportation grant will improve options for area seniors

Council on Aging received a grant from the Federal Transit Administration (FTA) aimed at funding innovative projects to support transportation solutions that expand access to health care. COA will use the grant to improve transportation options and service for area seniors, beginning with a pilot project in Hamilton County ESP.

FastTrack Home helps seniors and families when it is needed most
COA’s innovative FastTrack Home Program expanded to Good Samaritan and Bethesda North hospitals, helping more 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, 622 older adults received care through FastTrack Home.

Hamilton 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, but 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.

Hamilton County’s Elderly Services Program is a community partnership.

Hamilton County Commissioners
Denise Driehaus, Stephanie Summerow Dumas, Victoria Parks
Hamilton County Elderly Services Program Advisory Council
Rose Stortz, Chair; Bianca Edwards, Vice Chair; Connie Bigony; Janice Hunter; Clarissa Rentz; Matthew Worth
Council on Aging
172 Tri County Parkway, Cincinnati, OH 45246
(513) 721-1025, (800) 252-0155
www.help4seniors.org

Hamilton 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.

STATS 2019

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As our county ages, the need for the Elderly Services Program (ESP) continues to grow. Since passage of the last senior services levy in 2017, enrollment has increased more than 24 percent. In 2019, ESP provided compassionate, cost-effective care to 7,762 older adults.

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. While enrollment grows, we’ve sought ways to bring costs down. The highlights section of this report outlines some of these efforts.

At the same time, we want to bring the benefits of ESP to as many people as possible. ESP’s FastTrack Home service does that. It helps seniors at a critical time – as they recover at home after a hospital or nursing home stay. In 2019, FastTrack Home expanded to more hospitals and served more than 600 seniors.

ESP benefits our entire community. It supports sandwich-generation caregivers juggling 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.

I am proud of this program. It’s a promise to our neighbors that they can live with independence and dignity, no matter their income. On behalf of everyone involved in ESP, thank you, taxpayers, for your unswerving support.

Sincerely,
Rose Stertz
Chair, Hamilton County Elderly Services Program Advisory Council

### About ESP

The Elderly Services Program (ESP) helps eligible county residents age 60 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 Hamilton 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.

### How tax dollars are spent

ESP would not exist without the generous support of voters. A county tax levy in place since 1992 provides 92 percent of ESP’s funding. The most recent tax levy was approved by 72 percent of voters in 2017. The 1.6-mill levy costs property owners $40.25 per $100 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 Hamilton County, COA leverages state and federal funding to cover 5 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 and assets).

### About ESP

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: 5,574 residents
- Support to transition from one care setting to another: 771 clients

### About ESP

### Cost of Care to Taxpayers

<table>
<thead>
<tr>
<th>SERVICES</th>
<th>CLIENTS SERVED</th>
<th>SERVICE UNITS</th>
<th>COST</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care Management</td>
<td>7,762</td>
<td>55,778 months</td>
<td>$3,829,560</td>
</tr>
<tr>
<td>Home Care Assistance</td>
<td>3,946</td>
<td>349,117 hours</td>
<td>$7,288,206</td>
</tr>
<tr>
<td>Electronic Monitoring System</td>
<td>3,766</td>
<td>34,048 months</td>
<td>$646,901</td>
</tr>
<tr>
<td>Home-Delivered Meals</td>
<td>3,377</td>
<td>660,341 meals</td>
<td>$4,540,330</td>
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<tr>
<td>Medical Transportation</td>
<td>1,324</td>
<td>45,431 one-way trips</td>
<td>$2,180,011</td>
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<tr>
<td>Home Medical Equipment</td>
<td>779</td>
<td>1,090 items</td>
<td>$200,727</td>
</tr>
<tr>
<td>FastTrack Home Care Management</td>
<td>622</td>
<td>837 months</td>
<td>$460,715</td>
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<tr>
<td>Consumer-Directed Care</td>
<td>317</td>
<td>N/A</td>
<td>$107,070</td>
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<tr>
<td>Minor Home Repairs</td>
<td>311</td>
<td>N/A</td>
<td>$274,999</td>
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<tr>
<td>Non-Medical Transportation</td>
<td>307</td>
<td>5,334 one-way trips</td>
<td>$163,613</td>
</tr>
<tr>
<td>Adult Day Services</td>
<td>158</td>
<td>9,239 days</td>
<td>$586,870</td>
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<tr>
<td>Independent Living Assistance</td>
<td>108</td>
<td>1,360 hours</td>
<td>$36,854</td>
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<tr>
<td>Adult Day Transportation</td>
<td>84</td>
<td>N/A</td>
<td>$101,484</td>
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<tr>
<td>Environmental Services</td>
<td>49</td>
<td>125 jobs</td>
<td>$72,577</td>
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<td>Intake and Assessment</td>
<td>N/A</td>
<td>N/A</td>
<td>$165,678</td>
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<tr>
<td>Administration</td>
<td>N/A</td>
<td>N/A</td>
<td>$1,347,060</td>
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**TOTAL EXPENSES**: $22,071,067

**Revenue**

<table>
<thead>
<tr>
<th>source</th>
<th>revenue</th>
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</thead>
<tbody>
<tr>
<td>Hamilton County Elderly Services Levy</td>
<td>$30,327,321</td>
</tr>
<tr>
<td>Federal and State (via Council on Aging)</td>
<td>$1,182,515</td>
</tr>
<tr>
<td>Client Donation</td>
<td>$2,778</td>
</tr>
<tr>
<td>Client Co-payment</td>
<td>$55,443</td>
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</tbody>
</table>

**TOTAL REVENUE**: $32,071,658

**Expenses & Revenue**

**Cost of Care to Taxpayers**

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>MONTHLY COST FOR ESP SERVICES</th>
<th>MONTHLY COST FOR NURSING HOME CARE</th>
</tr>
</thead>
<tbody>
<tr>
<td>$364</td>
<td>$6,000+</td>
<td></td>
</tr>
</tbody>
</table>

**Visit www.help4seniors.org/HCESP2019 or scan code for full client stories and video.**

### Client Stories

#### Anita & Chris

Anita and her husband, Chris, work full-time as nurses. They also have school-age children. So, when Anita’s mother called to share the news that her father had Alzheimer’s disease, the family had to act quickly and find a way to handle the medical care needs while also juggling the other responsibilities of working and managing a family. Watch their story and learn how ESP supports working caregivers like Anita and Chris.

#### Aimee

A mom and wife with a rewarding career, Aimee excelled at balancing all her responsibilities – it was something she took pride in. But as her mother was preparing to be discharged from the hospital, the full impact of her care needs sank in and she realized she needed help. ESP’s FastTrack Home service was there for Aimee and her mom. "They were sort of this breath of fresh air when I probably didn’t realize I was suffocating."

#### Jean

Knee replacement, breast cancer, heart problems, a global pandemic...Jean, 73, has been through a lot. Through it all, the Elderly Services Program provided the support she needed to stay in her home. "This has really changed my life. Because she was there for me..."

#### Chandni

When Chandni’s mother developed Alzheimer’s disease, there was no question about moving her to Chandni’s home. Then, a wandering incident prompted Chandni to reach out for help. Chandni connected to ESP’s caregiver support nurse and found the support she needed to balance her career responsibilities, raise her family and keep her mother safe at home.