Bill and Rosa

Bill, a Navy veteran, and his wife, Rosa, have made changes as they’ve gotten older. They moved from their home in Maineville to Union Village Retirement Community when household chores go to be too difficult. Then, as sometimes happens, each developed health conditions that meant they would need extra help in order to live independently. ESP was there for them. “ESP gives us a sense of security,” said Rosa. “There is always someone to call if we get into trouble. Getting old can be isolating; ESP helps.”

Lois

It can be difficult to ask for help when you are used to being independent, but a degenerative hip condition was making life difficult for Lois. She was uneasy moving about her house and daily tasks were getting harder. When she connected with ESP, she received support that helped restore a sense of independence. Grab bars in the bathroom and an electronic monitoring system provided the peace of mind she was looking for.

Joan

Caregiving is hard – especially when you’re doing it from across the country. Though it would have been easier for Gary to move his mother, Joan, nearer to him, he wanted to make sure she was happy. That meant letting her stay in the place she’d called home for more than 50 years. ESP provided services that helped put Gary’s mind at ease, especially when he moved to Warren County to be near Joan during her last few months. Gary said his mother’s ESP care manager, Carla, “did an excellent job and provided advice, guidance and support during a very difficult time.”

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

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

Warren County Elderly Services Program Advisory Council
Charles Peckham, Jr., Chair; Dr. Don Juszczyk, Vice Chair; Dave Guily, Secretary; Chris Ellis, John Lazares; Matt Nolan; Tiffany Zindel

Administered by Council on Aging
175 Tri County Parkway, Cincinnati, OH 45246
(513) 721-1025, (800) 252-0155
www.help4seniors.org

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

Visit www.help4seniors.org/WCESP2019 or scan code for full client stories.

"I'm not a caregiver, I'm a husband"  
-Phil, husband of Linda, a Warren County ESP Client

Warren 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.
Welcome

At the time of this writing, our country is in the midst of a pandemic—one that has been particularly difficult for older adults. This advisory council and Council on Aging (COA), together with our network of service providers, have been working to ensure ESP clients and their families are safe. We recognize the need for support during these difficult times.

Since 2002, the Elderly Services Program (ESP) has helped older adult neighbors remain in their homes with independence and dignity. In 2019, ESP provided compassionate, cost-effective care to 2,421 older adults. Working with COA, the program’s administrator, this advisory council is constantly monitoring ESP to make sure it meets the needs of our county’s older adults, while also effectively using local tax dollars. Read about one such effort in the highlights section of this report.

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 Warren County a great place to live, for people of all ages.

Sincerely,
Charles W. Peckham, Jr.
Chairperson, Warren County Elderly Services Program Advisory Council

2019 Highlights

Electronic monitoring systems—more than a lifeline
ESP’s electronic monitoring systems (EMS) service makes a real difference for clients like Bill. 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. “I have had problems falling,” Bill said. “My feet seem to go faster than the rest of my body. The button saved me once from spending the night on the floor.” 58 percent of ESP clients have EMS.

Changes to Independent Living Assistance service attracts new providers
ESP’s Independent Living Assistance (ILA) service is an important resource for clients who need help managing household paperwork, paying bills or applying for benefits. It’s a time-intensive service requiring unique skills. But, the supply of ILA providers has not always matched the demand for the service. Late in 2018, the only ILA provider serving Warren County ESP clients withdrew from the program, leaving 38 clients without support. COA’s provider services staff worked quickly to identify a new provider and one month later, all clients had been successfully transferred with no disruption in service. Recognizing a wider problem, COA sought input from ILA providers in neighboring counties and care management staff to identify ways to improve the service and expand capacity. This effort reshaped the rules for providing ILA service, eliminating requirements that did not add value to the service. COA then competitively bid the service, resulting in a second ILA provider for ESP clients.

COA’s responsibilities for ESP in Warren County include: program development; provider management; data analysis and reporting; financial services and oversight; 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: 548 residents
- 925 individuals across COA’s service area provided support to transition from one care setting to another

Title III funding allocated to local organizations for congregate meals, legal assistance, wellness education, caregiver support, transportation and other supportive services

Highlights

- Electronics: 744,256

Title III Costs

- ESP Services: $413,577
- Federal and State (via Council on Aging): $6,342,106
- Total Revenue: $6,978,796

Costs & Revenue

<table>
<thead>
<tr>
<th>SERVICE**</th>
<th>CLIENTS SERVED</th>
<th>SERVICE UNITS</th>
<th>COST</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care Management</td>
<td>2,421</td>
<td>20,114 months</td>
<td>$1,374,611</td>
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<tr>
<td>Electronic Monitoring System</td>
<td>1,400</td>
<td>13,552 months</td>
<td>$245,366</td>
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<td>Home-Delivered Meals</td>
<td>1,230</td>
<td>233,588 meals</td>
<td>$1,682,341</td>
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<td>Home Care Assistance</td>
<td>1,210</td>
<td>98,544 hours</td>
<td>$2,273,819</td>
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<td>Medical Transportation</td>
<td>298</td>
<td>7,244 one-way trips</td>
<td>$357,417</td>
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<tr>
<td>Minor Home Repairs</td>
<td>122</td>
<td>45 repairs</td>
<td>$112,205</td>
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<tr>
<td>Consumer-Directed Care***</td>
<td>61</td>
<td>N/A</td>
<td>$261,479</td>
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<tr>
<td>Independent Living Assistance***</td>
<td>52</td>
<td>420 hours</td>
<td>$201,479</td>
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<tr>
<td>Adult Day Services</td>
<td>41</td>
<td>2,311 days</td>
<td>$135,398</td>
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<tr>
<td>Environmental Services****</td>
<td>12</td>
<td>34 jobs</td>
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<td>Adult Day Transportation***</td>
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<td>Intake and Assessment</td>
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<td>Administration</td>
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<td>$457,519</td>
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**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 2018.
****Help with benefit applications and organizing personal and household records.
*****Pest control, major housekeeping and waste removal.

Additional Expenses
Warren County Commissioners distributed $45,000 in funds from the senior services levy to the Warren County Department of Human Services’ Adult Protective Services Unit.

How tax dollars are spent
ESP would not exist without the generous support of voters. A county tax levy in place since 2002 provides 91 percent of ESP’s funding. The most recent tax levy was approved by 75.78 percent of voters in 2016. The 1.21-mill levy costs property owners $34.18 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 Warren County, COA leverages state and federal funding to cover 6 percent of ESP expenses. Additional funding comes from voluntary client donations and client co-payments (31 percent of clients make a co-payment based on their income).

Cost of Care to Taxpayers

<table>
<thead>
<tr>
<th>MONTHLY COST FOR ESP SERVICES</th>
<th>VS. MONTHLY COST FOR NURSING HOME CARE</th>
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</thead>
<tbody>
<tr>
<td>$322</td>
<td>$6,000+</td>
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