

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."



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



"I'm not a caregiver, I'm a husband"

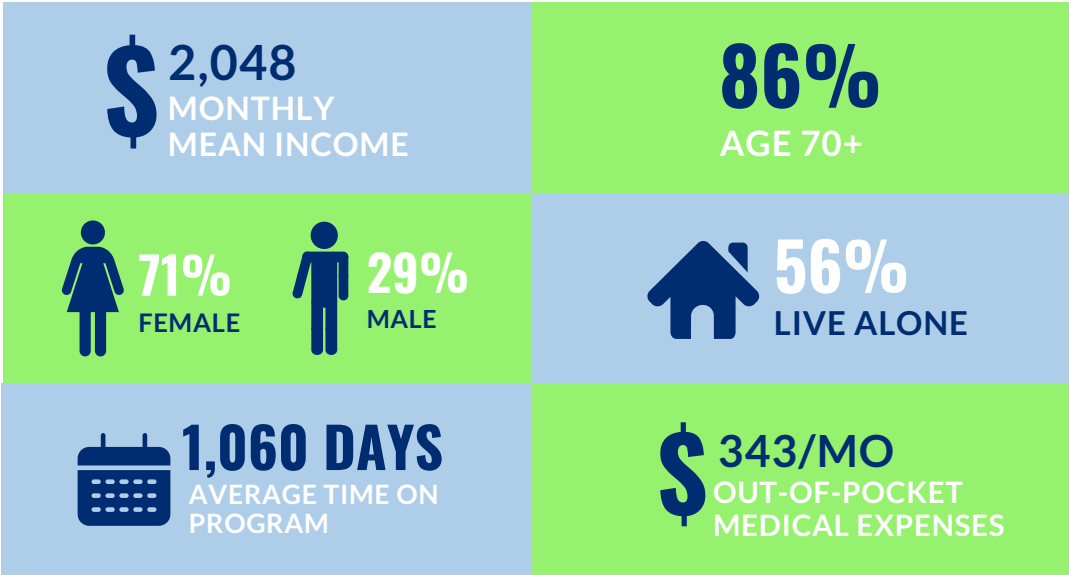
– Phil, husband of Linda, a Warren County ESP Client

WARREN COUNTY ESP CLIENT

STATS 2019

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.

2,421 CLIENTS SERVED



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 Juszczuk, Vice Chair; Dave Gully, 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



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

2019 ANNUAL REPORT



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 other Warren County older adults get the services they need in order to stay safe and healthy during this difficult time.

Since 2002, the Elderly Services Program (ESP) has helped our 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

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 their income.

ESP is a community partnership. It’s managed by Council on Aging via a contract with Warren County Commissioners, who appoint a board to advise on program needs and policies. COA contracts with Warren County Community Services to assess, enroll and care manage clients in the program. 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

\$322

MONTHLY COST FOR ESP SERVICES

VS.

\$6,000+

MONTHLY COST FOR NURSING HOME CARE

COA’s Role

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
- \$744,250** Title III funding allocated to local organizations for congregate meals, legal assistance, wellness education, caregiver support, transportation and other supportive services

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.

Expenses & Revenue

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 75.76 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).

Revenue

Federal and State (via Council on Aging)	\$413,577
Client Donation	\$15,037
Client Co-payment	\$208,016
Warren County Elderly Services Levy	\$6,342,106
TOTAL REVENUE	\$6,978,736

Expenses

SERVICE*	CLIENTS SERVED	SERVICE UNITS	COST
Care Management	2,421	20,114 months	\$1,374,611
Electronic Monitoring System	1,402	13,552 months	\$245,385
Home-Delivered Meals	1,230	233,588 meals	\$1,682,341
Home Care Assistance	1,210	98,544 hours	\$2,273,819
Medical Transportation	298	7,244 one-way trips	\$357,417
Minor Home Repairs	122	45 repairs	\$112,201
Consumer-Directed Care**	61	N/A	\$201,479
Independent Living Assistance***	52	420 hours	\$25,268
Adult Day Services	41	2,311 days	\$135,398
Environmental Services****	12	34 jobs	\$10,305
Adult Day Transportation**	6	N/A	\$19,762
Intake and Assessment	N/A	N/A	\$83,233
Administration	N/A	N/A	\$457,518
TOTAL EXPENSES			\$6,978,736

*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.
***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.

