

Welcome

In 2020, we all faced unusual challenges as COVID-19 upended our lives. As older adults were encouraged to stay home to avoid infection, the Butler County Elderly Services Program (ESP) and our network of partners became a lifeline, providing meals, masks, personal care, and cleaning supplies. For example, Butler County older adults received 5,018 emergency food boxes (each containing a 14-day supply of food) during the pandemic.



The ESP program showed its ability to quickly pivot and be responsive to community needs. For example, ESP served almost 5 percent more people in 2020 than in 2019, despite the challenges created by the ongoing national home health aide shortage. Amid our pandemic relief efforts, our partner and program administrator, Council on Aging (COA), issued a request for proposals (one year ahead of schedule) to bring new home health agencies into our service network. As a result, seven new home health care agencies will begin serving clients starting in 2021.

The launch of the USDA Senior Farmers' Market Nutrition Program in our county was another bright spot in a difficult year and it was brought about thanks to the hard work of our own community members. The program provided \$50 in coupons to 216 low-income Butler County older adults to redeem for locally grown produce, making it a win for our local farmers, too.

And in November, the senior services levy that provides the majority of funding for ESP was renewed by Butler County voters. With 77 percent of voters saying "yes" to the levy, it is clear our community is committed to making Butler County a great place to live – no matter your age or abilities.

Thank you for your continued support of this vital program that served 4,317 older adults in 2020. In supporting older adults, ESP also has a positive impact on our community. Nationwide, six in 10 family caregivers experience a loss in wages due to caregiving needs. ESP provides vital support for thousands of family members who juggle work and caregiving responsibilities.

I would love to tell you more – more than will fit within this paper report. I hope you will scan the QR code to read more about our successes in 2020.

Sincerely,
Katy Abbott, PhD, MGS
President, Butler County Elderly Services Program Advisory Council

What Is ESP?

The Elderly Services Program (ESP) helps eligible county residents age 65 and older to remain safe and independent in their homes by providing help with certain activities of daily living (bathing, cleaning, cooking, transportation and more), filling gaps in care that may already be provided by family caregivers.

ESP offers flexible care to meet clients' changing needs. Eligibility and care needs are determined by an in-home assessment and a professional care manager coordinates and monitors clients' care. Income is not an eligibility factor for ESP, but some clients have a co-payment based on their income and assets.

The program is operated by Council on Aging (COA) via a contract with Butler County Commissioners, who appoint a board to advise on program needs and policies. Provider agencies deliver ESP services under a contract with COA. ESP is a compassionate and cost-effective alternative to nursing home care. On average, it costs \$254 per month to help an older adult stay in their home with services through ESP, compared to more than \$6,000 per month for Medicaid nursing home care, funded by tax dollars.

What Is COA's Role?

COA's responsibilities for ESP in Butler 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 in 2020:

- 49,574** requests for information and referral fulfilled
- 1,230** individuals throughout COA's service area were provided support to transition from one care setting to another
- \$832,968** in Title III funding allocated to local organizations for congregate meals, legal assistance, wellness education, caregiver support, transportation and other supportive services
- 1,996** Butler County residents received home- and community-based services through Medicaid-funded programs

ESP Is a Community Partnership



Butler County Commissioners
Cindy Carpenter, President; Donald L. Dixon, Vice President; T.C. Rogers



Butler County Elderly Services Program Advisory Council
Katy Abbott, President; Sabrina Jewell, Treasurer; Jennifer Roth, Secretary; Randy Allman; Marc Bellisario; John Centers; Shawn Cowan; John Freeman; Julie Gilbert Cheryl Marischen; Christine Maticic; Ann Munafo; Sherrill Swann; Melinda Wendling



Administered by Council on Aging
4601 Malsbary Road, Blue Ash, OH 45242
(513) 721-1025, (800) 252-0155, www.help4seniors.org



Intake and Care Management by LifeSpan Community First Solutions
1900 Fairgrove Ave., Hamilton, OH 45011
(513) 868-9281, (800) 215-5305, www.lifespanohio.org

BUTLER COUNTY Elderly Services Program

ANNUAL REPORT

2020



Client Stats 2020

Butler 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.

4,317

CLIENTS
SERVED



70%
FEMALE



30%
MALE



56%
LIVE ALONE

85%

AGE 70+



954 DAYS
AVG TIME ON
PROGRAM



\$293/mo
OUT-OF-POCKET
MEDICAL EXPENSES

\$2,094

MEAN MONTHLY
INCOME

Success Stories

Farmers' market program treats low-income older adults to fresh produce

In 2020, low-income older adults in southwestern Ohio, including Butler County, were able to participate in the United States Department of Agriculture Senior Farmers' Market Nutrition Program.



More than 1,100 older adults in Council on Aging's (COA) five-county service area participated in the program – 216 in Butler County – which provides fresh, nutritious, unprepared locally grown fruits, vegetables, herbs and honey through farmers markets, roadside stands and community supported agriculture (CSA) farmers.

COA was able to offer the program for the first time locally, thanks to support from some Butler County community members. COA's Nutrition Business Relations Partner, Jennifer Lake, worked with local community members, area farmers and the Ohio Department of Aging to secure a \$180,000 grant from Ohio's General Revenue fund to bring the program to the area.

Marlene finds advocates in daughter and Butler County ESP program

Everyone should be lucky enough to have a fierce advocate to look out for them in times of trouble or need. Marlene, 83, of Hamilton, is lucky times two. She has daughter Lisa – who lives nearby – and the Butler County Elderly Services Program. Between the two, Marlene has been able to live independently despite some very challenging circumstances.



Always a hard worker who got her first job as a teen, Marlene was widowed 19 years ago and a con artist took advantage of her, eventually causing her to lose her savings and home. Later, health issues and a diagnosis of Alzheimer's led Lisa to reach out to ESP for help.

During Marlene's time as an ESP client, her services have adapted to her needs. At times, she's had a home health aide, or been enrolled in an adult day program. She has consistently received home-delivered meals and an electronic monitoring system. Always, she's been able to remain at home.

Provider network adapts to serve during the pandemic

As the Area Agency on Aging for southwestern Ohio, Council on Aging (COA) contracts with nearly 300 area businesses and organizations to deliver critical in-home care services to more than 27,000 older adults and people with disabilities in COA's service area – including more than 6,100 in Butler County.



During the pandemic, COA and its provider network adapted programs and services to protect staff, providers and clients. While adult day care centers, senior centers and congregate meals sites were closed in accordance with state orders, other services, including home-delivered meals, transportation and homecare assistance, continued without interruption.

Demand for certain services, like housekeeping and personal care, fluctuated based on spikes and declines in COVID-19 infection rates. But other services, such as home-delivered meals, saw an increase in demand. For example, COA service providers delivered nearly 1.8 million home-delivered meals in FY 2020 – a 32 percent increase over the previous year.

Expenses and Revenue

How tax dollars are spent

ESP would not exist without the generous support of voters. A county tax levy in place since 1996 provides 91 percent of ESP's funding. The most recent tax levy was approved by 77 percent of voters in 2020. The 1.3-mill levy costs property owners \$39.81 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 Butler 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 (46 percent of clients make a co-payment based on their income*).

Revenue

Federal and State (via Council on Aging)	\$810,701
Client Donations and Co-payments	\$234,353
Butler County Elderly Services Levy	\$10,204,977
TOTAL REVENUE	\$11,250,031

Expenses

SERVICE**	CLIENTS SERVED	SERVICE UNITS	COST
Care Management	4,184	37,898 months	\$2,285,190
Electronic Monitoring System	2,610	25,246 months	\$465,023
Home-Delivered Meals	2,231	443,898 meals	\$3,360,562
Home Care Assistance	1,449	110,836 hours	\$2,553,864
Medical Transportation	477	10,233 one-way trips	\$361,362
Home Medical Equipment	444	796 items	\$86,398
Independent Living Assistance***	395	5,453 hours	\$278,921
Minor Home Repairs	228	261 repairs	\$269,215
Consumer-Directed Care	153	31,751 months	\$476,955
Non-Medical Transportation	116	909 one-way trips	\$25,169
Behavioral Health Services (Uplift)	73	N/A	\$16,180
Adult Day Services	30	620 days	\$36,973
Environmental Services****	17	17 jobs	\$35,790
Adult Day Transportation	5	123 miles	\$2,706
Intake and Assessment	N/A	N/A	\$279,269
Administration	N/A	N/A	\$716,454
TOTAL EXPENSES			\$11,250,031

Additional Expenses

Butler County Commissioners distributed funds from the senior services levy to the following organizations: Butler County Job and Family Services Adult Protective Services Unit, \$300,000; Butler County Prosecutor's Office for fraud prevention, \$168,184.

To read these full success stories and more, scan the code with your mobile device or visit www.help4seniors.org/BCESP2020



*When calculating the percent of clients who have a copayment, individuals who receive only home-delivered meals are excluded because Federal requirements prohibit charging a copayment for this service. The percent of clients with a copayment is higher in 2020 because more individuals received home-delivered meals as their only service due to the pandemic.

**Services listed in order of clients served.

***Help with benefit applications and organizing personal and household records.

****Pest control, major housekeeping and waste removal.