

# Client Stats

# 2020

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.

2,466

CLIENTS  
SERVED



70%  
FEMALE



30%  
MALE



56%  
LIVE ALONE

86%  
AGE 70+



1,095 DAYS  
AVG TIME ON  
PROGRAM



\$413/mo  
OUT-OF-POCKET  
MEDICAL EXPENSES

\$2,202

MEAN MONTHLY  
INCOME

## Success Stories

### Mason's Quatman Café partners with COA on comfort meal program

During the pandemic, Council on Aging (COA) has partnered with many area restaurants, including minority and family-owned businesses, to provide special meals to area low-income older adults. Quatman Café, with a location in Mason, is a partner in COA's award-winning Comfort Meal Program.



When Ohio Gov. Mike DeWine issued stay-at-home orders in March 2020, COA began hearing from older adults who were afraid to go out for groceries and other necessities. Others found themselves without their regular support network. Many who contacted COA had never before needed help.

"We learned from past emergency situations that food quickly becomes an urgent need for older adults," said Council on Aging CEO, Suzanne Burke. "We didn't want supply chain or staffing issues to interfere with our ability to provide meals to older adults, and we knew they might be asked to shelter-in-place for quite a while."

### FastTrack Home supports older adults and caregivers during pandemic

With a full-time job, three grandchildren to look after and an elderly father to care for, Shelley's plate was full. When her father, Wayne, 82, was admitted to the hospital and diagnosed with heart issues and COPD complications, it threw her for a loop.



While he was in the hospital, the family's situation worsened. It was discovered that Wayne was COVID-positive and, without realizing it, had passed it to Shelley. Shelley's required quarantine period meant she would be unable to care for her father as he was being discharged home from the hospital. She worried about his meals, cleaning and personal care. "It was a very stressful and desperate time for me," Shelley remembers.

Council on Aging's FastTrack Home program, now available through Warren County's Elderly Services Program, provided support to help Wayne recover safely 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 nearly 3,000 in Warren 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.

To read these full success stories and more, scan the code with your mobile device or visit [www.help4seniors.org/WCESP2020](http://www.help4seniors.org/WCESP2020)



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 age, gender, race, color, religion (creed), sexual orientation, gender expression or identity, national or ethnic origin (ancestry), marital status, or disability.

## 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 2002 provides 88 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 10 percent of ESP expenses. Additional funding comes from voluntary client donations and client co-payments (47 percent of clients make a co-payment based on their income\*).

### Revenue

Federal and State (via Council on Aging)	\$703,184
Client Donations and Co-payments	\$149,910
Warren County Elderly Services Levy	\$6,290,987
<b>TOTAL REVENUE</b>	<b>\$7,144,081</b>

### Expenses

SERVICE**	CLIENTS SERVED	SERVICE UNITS	COST
Care Management	2,378	21,602 months	\$1,389,485
Home-Delivered Meals	1,343	290,658 meals	\$2,136,560
Electronic Monitoring System	1,338	13,304 months	\$252,970
Home Care Assistance	1,157	87,960 hours	\$2,170,029
Medical Transportation	239	4,648 one-way trips	\$240,584
Minor Home Repairs	89	99 repairs	\$99,932
Consumer-Directed Care	58	12,625 months	\$189,044
Independent Living Assistance***	50	541 hours	\$33,840
FastTrack Home Care Management	40	N/A	\$34,543
Adult Day Services	20	451 days	\$21,473
Environmental Services****	6	6 jobs	\$18,290
Adult Day Transportation	4	185 miles	\$4,412
Home Medical Equipment	1	1 item	\$1,281
Intake and Assessment	N/A	N/A	\$78,688
Administration	N/A	N/A	\$472,950
<b>TOTAL EXPENSES</b>			<b>\$7,144,081</b>

### Additional Expenses

Warren County Commissioners distributed \$48,750 in funds from the senior services levy to the Warren County Department of Human Services' Adult Protective Services Unit.

\*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.

# Welcome

I expect that you are as happy as I am that 2020 is behind us now. For the Elderly Services Program (ESP), the COVID-19 pandemic was one of the biggest challenges we have ever faced. The older adults that we serve are extremely vulnerable to the disease and suddenly found themselves stuck at home, many unable to access groceries and other crucial supplies.



ESP became a lifeline for many of these neighbors as we joined with partner organizations to provide food, masks, supplies and other support. For example, Warren County older adults received nearly 3,200 emergency food boxes (each containing a 14-day supply of food) during the pandemic.

The pandemic made it clear that many of our older community members need supportive services to help keep them safe and independent at home – where they prefer to live. ESP provides this – meals, transportation, homemaking assistance, electronic monitoring devices, caregiver respite and more. As our county’s population ages, the need for these services will only grow.

That’s why 2021 is an important year for ESP. The senior services levy that provides 88 percent of the funding for the program will expire at the end of the year. For almost 20 years, Warren County voters have overwhelmingly supported the levy, making it possible for ESP to provide this compassionate and cost-effective care to one of Warren County’s greatest resources: our older adults. To continue with this tradition of care, voters will be asked to support the senior services levy when they vote in November.

We have a lot to share with you – more than will fit within this paper report. I hope you will also scan the QR code or visit the website to read more about our successes during such a challenging year.

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

## ESP Is a Community Partnership



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



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



**Administered by Council on Aging**  
4601 Malsbary Drive, Blue Ash, OH 45242  
(513) 721-1025, (800) 252-0155, [www.help4seniors.org](http://www.help4seniors.org)



**Intake and Care Management by Warren County Community Services, Inc.**  
645 Oak St., Lebanon, OH 45036  
(513) 695-2271, [www.wccsi.org](http://www.wccsi.org)

# What Is ESP?

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

The program is operated by Council on Aging (COA) via a contract with Warren 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.

**COST TO TAXPAYERS:** **\$284** Monthly costs for ESP services **VS** **\$6,000+** Monthly costs for nursing home care

## What Is 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 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



\$583,408

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



552

Warren County residents received home- and community-based services through Medicaid-funded programs

# WARREN COUNTY

## Elderly Services Program

# ANNUAL REPORT

# 2020

