

AGENDA

BCESP Advisory Council Meeting

June 9, 2022, at 3:00 pm – 5:00 pm

LifeSpan, Inc. – 1900 Fairgrove Avenue, Hamilton, OH 45014 – Bever Room

<https://councilonaging.webex.com/councilonaging/j.php?MTID=m92d41ff5a6f95c3ab05a7c09500943c2>

Meeting number: 2336 236 5730

Password: mpMPQxAC433

Join by phone

1-844-621-3956 United States Toll Free

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Access code: 233 623 65730

CALL TO ORDER / WELCOME ❖ Welcome Vicki Cheng	Katy Abbott
APPROVAL OF MINUTES ❖ March 10, 2022, Minutes (Action Needed)	Katy Abbott
QUARTERLY REPORTS ❖ Adult Protective Services ❖ Program Dashboard & Financial Report ❖ Market Penetration & Five Year Levy Projections	Kevin Kurpieski Ken Wilson & Carl McCullough Ken Wilson
COMMITTEE REPORTS ❖ Services Committee - Laundry Delivery Service Specifications (Action Needed) - Consumer Directed Care Service Specification Changes (Action Needed) - Fast Track Home Pilot (Action Needed) ❖ Governance Committee	Katy Abbott Julie Gilbert
OLD BUSINESS ❖ Ideas for Potential Board Members	Katy Abbott
NEW BUSINESS ❖ Annual Report ❖ Area Plan ❖ Advisory Council Meeting Feedback Survey Results	Paula Smith Ken Wilson Katy Abbott
HEARING THE PUBLIC	Katy Abbott
ADJOURNMENT	Katy Abbott

NEXT MEETING

September 8, 2022

MINUTES
BCESP ADVISORY COUNCIL MEETING
THURSDAY, MARCH 10, 2022 @ 3:00 P.M.

ATTENDANCE

<i>Members Present:</i>	<i>COA Staff:</i>	<i>Guests:</i>
Katy Abbott, President Randy Allman John Centers Shawn Cowan Julie Gilbert Jennifer Heston-Mullins Sabrina Jewell Christine Matacic Jennifer Roth Mindy Wendling	Kat Laubenthal Carl McCullough Stephanie Seyfried Ken Wilson Natasha Wuebker	Dr. Robert Applebaum Dayna Bennett Kathryn Clubb Leah Janssen Joyce Kachelries Matt Nelson Sydney Shadovitz
<i>Excused:</i>	<i>Facilitator:</i>	<i>Scribe:</i>
Sherrill Swann	Katy Abbott, President	Heather Junker
<i>Absent:</i>		

CALL TO ORDER

The March 10, 2022, Butler County Elderly Services Program (ESP) Advisory Council was called to order at 3:00 p.m. by Katy Abbott.

APPROVAL OF MINUTES

Katy Abbott called for a motion to approve the December 9, 2021, Butler County ESP Advisory Council meeting minutes.

Motion: Sabrina Jewell made a motion to approve the December 9, 2021, minutes as presented.

Second: Christine Matacic seconded the motion.

Action: The December 9, 2021, minutes were unanimously approved as presented.

QUARTERLY REPORTS

Program Dashboard & Financial Report

Ken gave an overview of the Program Dashboard. The fourth quarter ended at 3,174 clients on the program with 232 enrollments and 313 disenrollments. That's a drop of 87 clients from the prior quarter, but looking at the full year, the program grew by 52 clients or by 1.6%. In 2020, a lot of short-term clients were enrolled onto the program due to the pandemic. In 2021, there was a drop off in many of the other programs. The fact that this program is showing growth despite that demonstrates there is sustained growth in Butler County. The program has experienced this growth in the past three

years but had not seen that growth in the prior 10 years. The top reason for disenrollment was deceased followed by needs otherwise met.

The average cost per client per month was \$303.21. This is slightly up from prior quarters, partially due to the rate increases that started on October 1st. Ken also wanted to note that the Consumer Directed Care program grew from 115 to 150 clients. Home Care Assistance dropped from 917 clients, or looking at the second quarter 994 clients, down to 910 clients. This is consistent with what is happening driven by the workforce shortage. There is more movement to Consumer Directed Care because the providers are not able to staff these clients. Ken is expecting even more growth in 2022 with Consumer Directed Care.

The average number of days from the intake call to enrollment was nine days. COA has changed the metrics on workforce shortage. There were 976 clients who needed home care assistance and 191 of those were not matched with a provider. New data points show that out of those 191, they have been waiting an average of 104 days to be matched with a provider. Those who were eventually matched waited an average of 44 days. These are some of the metrics that COA will be tracking to see if things improve or stabilize over time. This is not unique to Butler County as this is a national problem. Jennifer Heston-Mullins asked if any other AAA was tracking the type of data with the average number of days not matched. Ken explained that they aren't tracking the timeliness, but there is statewide tracking on the gap and how many individuals are not being served. Jennifer expressed that she feels the data is really compelling and she is glad COA is collecting this. Sabrina asked that out of the clients not matched, can they tell what areas of the county they are in. Ken advised that they can, and in general, the rural areas are more difficult to staff. The quality data is still good for those that have services. There was a drop off in the question of how dependable their aide is. This is not surprising as home care agencies are having more turnover.

Carl presented the Financial Report. Looking at the amount of spending from the levy through the fourth quarter, the program will need \$9.5 million dollars from tax levy appropriations. Compared to the budgeted amount of \$11.8 million, the program is \$2.3 million under budget for the year. The program has also received about \$1.6 million from other funding sources such as Title III funding, Rapid Response, Cares Act, state, and client copays this program year.

The Total amount of projected expenses at the end of the 4th quarter is \$11 million. Compared to the budget, which is \$12.7 million, the program is projected to be under budget by \$1.7 million.

Looking only at purchase services, the program is projecting to spend \$7.5 million in the services listed above. Compared to the budgeted amount of \$9 million, the program is under budget by \$1.4 million.

The census at the end of the year was 3,174. Compared to the budget of 3,212, the program was under by 38 clients.

Kate Laubenthal pulled up a report showing the breakdown of clients not matched with a provider by zip code. Ken added that the thing to keep in mind while looking at that data was that it's not weighted by population. Some of those zip codes have smaller populations. Jennifer Heston-Mullins asked if that data also showed as to how long that had been waiting. Kate advised she didn't have that data off hand but with the current way they are tracking it, they can get that data more readily now.

Mindy added that it might be helpful to correlate in terms of where the providers are and if there was an agency that closed or if there is an agency that needs to be focused on in terms of where the need is. This might be helpful to get some guidance on strategy for addressing this problem. Ken added that the workforce issues are widespread and universal. Katy asked if COA could contract with providers geographically closer to Oxford such as any in Preble County. Ken explained that he doesn't know of any providers COA is contracted with in Preble County but that is a good question. He added that this goes back to contract language COA wanted to have changed which would allow for them to waive competitive bidding to try to recruit providers. COA was not given that permission. Katy asked if it would be helpful for the Advisory Council to write a letter in support of that request. Ken explained the problem isn't that the county doesn't support recruiting providers in these situations, because they do. The issue is the interpretation of the Ohio Revised Code that they don't have the authority to waive the competitive bidding requirement.

COMMITTEE REPORTS

Services Committee

Katy gave the Services Committee report. The Ohio Department of Health is still supplying PPE to providers. They are able to order directly through ODA.

As mentioned, there continues to be staffing and aide shortages.

Partners in Prime is on hold due to staffing issues in transportation.

The Senior Farmers Market will start its third year soon. This is the program where individuals can get a \$50 voucher to spend at a farmers' market.

Restaurant Meals are continuing to be provided in Butler County through grant funding and not ESP dollars.

With Electronic Monitoring Systems, Guardian Medical Monitoring agreed to a two year contract extension without an increase.

In terms of provider reviews, Stateline Medical completed a corrective action plan. All of the compliance reviews are on track.

As Ken discussed at the last meeting, the West Chester Senior Center had closed, and the constituents of that area had no place to go. Ken worked with the MidPointe library and every Friday of the month from 10am to 2pm, there are activities and programs planned by the library and the older adults. Meals on Wheels is also providing a congregate lunch meal during that time. This has been wildly successful with great attendance and great feedback. The library is interested in expanding it to other branches in Butler County. This is a new model for a senior center. Libraries don't have a stigma attached to them and they have the infrastructure, staff, and supplies readily available. Compared to a traditional senior center, this is a very nice model to move forward with. Attendance has been growing in the program as word has gotten out in the community. Ken is going to go try to take photos and circle back to talk with the Trustees.

COA has been working to develop a Home Health Aide App called AddnAide. Aging Friendly Oxford has been helping to test this app. COA will be doing a soft launch in April, another phase in May, and then another phase in June. The goal here is to deploy the app for those folks who are unable to find a match. This is something they are very excited for and will probably be turning to the rest of the council for support down the road.

Related to the home health aide app is the Financial Management Service. In Consumer Directed Care, even though the client hires their aide, there needs to be an intermediary who does background checks and process payroll. In the past, COA has contracted with Acumen to provide those services. An RFP was published and out of the providers who responded, the contract was awarded to Palco. They stood out from others based on their scores. There will be some transition time to move clients over to Palco from Acumen. The hope is that once the app is fully deployed and Palco is up and running, for the app and Palco to communicate with each other. Ken advised this has been a big investment in COA's part as a lot of time and money has gone into the development of the app. He hopes that it will make an impact in the aide shortages that they're seeing. If it does, there is going to be demand across the state and probably across the country. What makes this so unique is that it will be appealing to a workforce currently not being tapped into because of the flexibility, communication, and independence of not reporting to a home care scheduler.

Jen Roth asked if this is targeting people who already know someone to give the care or the private caregivers out there. Ken explained that currently with the CDC model in place, the client or the family have to find their own aide, and not everyone knows someone who's willing to provide that service. COA also recognizes that there are some current CDC aides that would be interested in serving other clients but have no way of being matched with them. The app will help facilitate them being matched with other older adults that need the service. It's also an opportunity to tap individuals who want to do part time work. For example, students or other individuals are not in the workforce currently but would be willing to if they had flexible schedules. Jen then asked if the aides would go through any specialized training. Ken advised that COA is working with Mercy Neighborhood Ministries on a training module that will become part of the home health aide app.

The last RFP for Independent Living Assistance was awarded back in July of 2019 and four providers were awarded the contract. Partners in Prime holds 91% of the market share and Central Connections holds the rest in Butler County. Partners in Prime is on hold for new referrals due to staffing issues. COA had several meetings and went through the service specifications to make them clearer on what types of services this service offers (**please see handout for changes**). Katy asked for a motion to approve the Independent Living Assistance Service Specification Changes.

Motion: Christine Maticic made a motion to approve the Independent Living Assistance Service Specification Changes.

Second: Sabrina Jewell seconded the motion.

Action: The Independent Living Assistance Service Specification Changes were unanimously approved.

Governance Committee

Julie advised there are still some openings on the Advisory Council that need to be filled. She did present the group with an Advisory Council applicant. Victoria Cheng works as an RN case manager at McCullough-Hyde Hospital. This would fill the hospital rep position which is council appointed. She has

a BA degree in journalism and a BS in nursing. Katy added that she has served with her on another board, and she is thoughtful, smart, and has her finger on the pulse of what's really happening to folks. Jennifer Heston-Mullins added that Victoria is also involved in Aging Friendly Oxford and is an active member of the community health services domain team.

Katy asked for a motion to appoint Victoria Cheng as a new Advisory Council member.

Motion: Jennifer Heston-Mullins made a motion to appoint Victoria Cheng as a new Advisory Council member.

Second: Sabrina Jewell seconded the motion.

Action: Victoria Cheng was unanimously appointed as a new Advisory Council member.

Katy added that she is working on another candidate. Julie informed that there is still a nursing facility rep vacancy as well as a couple of community rep vacancies. Katy stated she would like to allot some time at the June meeting to brainstorm on recruiting more individuals if they don't have spots filled by then. Jennifer Roth added that she is working on a nursing facility rep. Julie advised Heather that she would get Victoria's information over to her.

OLD BUSINESS

There was no old business to discuss.

NEW BUSINESS

ESP Evaluation

Ken provided a quick background on the ESP Evaluation. The region is very fortunate that Scripps, the best gerontology program in the country, is right in their back yard. One of the things that is valued at COA is occasionally having an external look at the program and what opportunities there are to make the program better. In consultation with the Services Committee, a scope of work was put together a year or two ago and Scripps has been working on an evaluation of ESP. Ken plans to follow up at the next meeting with some of the recommendations discussed today along with an action plan and how they will go about implementing them. This was a project paid for by COA and not ESP dollars.

Leah Janssen, Dr. Robert (Bob) Applebaum, Matt Nelson, and Sydney Shadovitz reviewed the ESP Evaluation **(please see handout)**.

Christine expressed that when they were reviewing statistics, the numbers related to the various communities based upon zip code can be skewed when looking at the county overall. In Liberty Township alone, there are five zip codes. So, if those numbers are being utilized to pinpoint where things need to be taken care of, those numbers can be skewed. Bob expressed that was a good point and they can provide data based on individual zip code. As LifeSpan and COA take a look at this more carefully, they can take a closer look at the individual zip codes. Bob also stated that they wanted to be really careful in saying there is underutilization because they don't really understand what's going on as there might be more wealthy people or lower disability rates. All they can say is that this is something they need to pay attention to.

Jennifer Heston-Mullins asked if there has ever been a time when cost sharing was handled differently than having the care managers as involved in it as they are. Ken explained that there have not been significant changes to that process. They are discussing internally how to make changes because he does think that's a good recommendation. He knows part of the intent on involving care management is good because they want to make sure that if they're talking about disenrolling someone because of inability to pay, they're understanding that there may be legitimate reasons why they can't and they need to go down the hardship pathway. There is a balanced approach that's being considered and not having care managers feel like debt collectors. Carl added that the cost sharing only applies to non-meal services. Clients will still receive a meal if they need one.

Katy asked to talk a little more about reducing the age and trying to focus on the need or the functional ability in place of that. They all get nervous because they don't want to run into a situation where they have to have a waiting list for the program. She asked they talk about the age 60 to 64 population they may be missing right now as she imagines they might be folks who are minority populations who have had cumulative disadvantages their whole life. She is very interested in this but very concerned about cost to the program. Bob explained they are looking at this as a revenue neutral recommendation in the sense that it's really about better targeting. It's more of a philosophical question. Does it make sense to have someone who is 63 or 64 that has a disability not get ESP purely based on age and then someone who is 66 and less disabled get it. Ken added that it's good policy to target people who need the services more and lower the age. There is some downside to that and in the counties where the age was lowered to 60, they find that the younger groups are actually have more impairment such as stroke victims. There's also this dynamic where taxpayers and the commissioners like to see larger numbers of people served vs serving fewer people at a higher cost. Making it more difficult to become eligible for the program, less people are served with higher car plan costs, and then there is a risk of losing community support.

Katy asked what the next steps were. Ken stated that was also his question. At the next Services Committee meeting, he will go through and detail what the action plan stemming from this report. Some of these things are low hanging fruit that can be implemented quickly while others will take some time. The timing is good for this as the contract with the county is up in September. So, there might be some opportunities as they enter into a new contract to insert some of these changes.

Maximum Reimbursement Rates

Carl reviewed the Maximum Reimbursement Rates. These are provided once a year. Most of these services had rate increases on October 1st. In January of 2022, CDC increased to \$3.75/15 minutes or \$15 an hour. The decision was made to increase the CDC rate so that they could compete with other companies such as food service and retail who were starting pay at \$15/hour. Ken pointed out that Sabrina had brought this up at a prior meeting which was looked into. There will be an increase in home medical equipment on April 1st.

Updated Sliding Fee Scale

Carl reviewed the Updated Sliding Fee Scale. This scale is used to calculate the client copay and is based on 125% of the poverty level. The client copay is then determined using the monthly amount of income and household size. This scale is updated once a year and will go into effect April 1st.

Conflict of Interest Form/Confidentiality Policy

Katy reminded everyone that it's time to sign the Conflict of Interest and Confidentiality Policy for this year. Heather advised everyone that she will send them out in DocuSign and asked that they sign and get back to her as they are able.

HEARING THE PUBLIC

There was no one from the public present that wanted to speak.

ADJOURNMENT

Katy asked the group if everyone was ok with meeting in person in June. She also stated that Adult Protective Services used to come to give a report and wondered if they could come back and give a short presentation at one of the meetings this year. Ken stated they can most certainly do that, and he will ask Kevin to come. Katy then asked if there was anyone else they hear from sometimes. Ken advised there is. The prosecutor's office has the Fraud Prevention Program they can check into and see if they can come to the meeting after next. Mindy asked that when Ken reaches out to them to ask them to bring more data such as the number of elderly they've helped.

Ken advised the group that at the next meeting, they would try to make a hybrid meeting possible and asked for any feedback on that. With there being no further business to discuss Katy asked for a motion to adjourn.

Motion: Christine Maticic made a motion to adjourn the meeting.

Second: Sabrina Jewell seconded the motion.

Action: It was unanimously agreed to adjourn at 4:42 p.m.

NEXT MEETING

June 10, 2022



**Butler County ESP
Program and Financial Report
Quarter 1, 2022 (Jan. - Mar. 2022)**

Highlighted Findings

1. Census Trends

- A. Compared to last year (Quarter 1, 2021), census decreased by -47 clients (from 3,139 to 3,092) or -1.5%.
 1. No Short-term client activity this quarter.
- B. Compared to last Quarter (Quarter 4, 2021), census decreased by -82 clients (from 3,174 to 3,092) or -2.58%.
 1. No Short-term client activity this quarter.

Year	2021	2021	2021	2022
Quarter	Q2	Q3	Q4	Q1
Short-term Clients Added to Census	0	1	0	0
New Short-term Client Enrollments	0	1	0	0
Disenrolled Short-term Clients	0	0	1	0

2. Financials

- A. Total Revenue: The amount needed to be drawn down from the levy is \$10.5 million through the first quarter, as compared to the budgeted amount of \$11.9 million. The variance is under budget by \$1.4 million or 11.7%.
- B. Total Expenses: The projected expenses incurred through the first quarter is \$11.6 million as compared to \$12.7 million in the budget. The variance is under budget by \$1.1 million or 8.8%.
- C. Purchase Services: The projected expenses were lower by \$814,975 million or 9.1% as compared to budget.

Quarter-End Census by Program

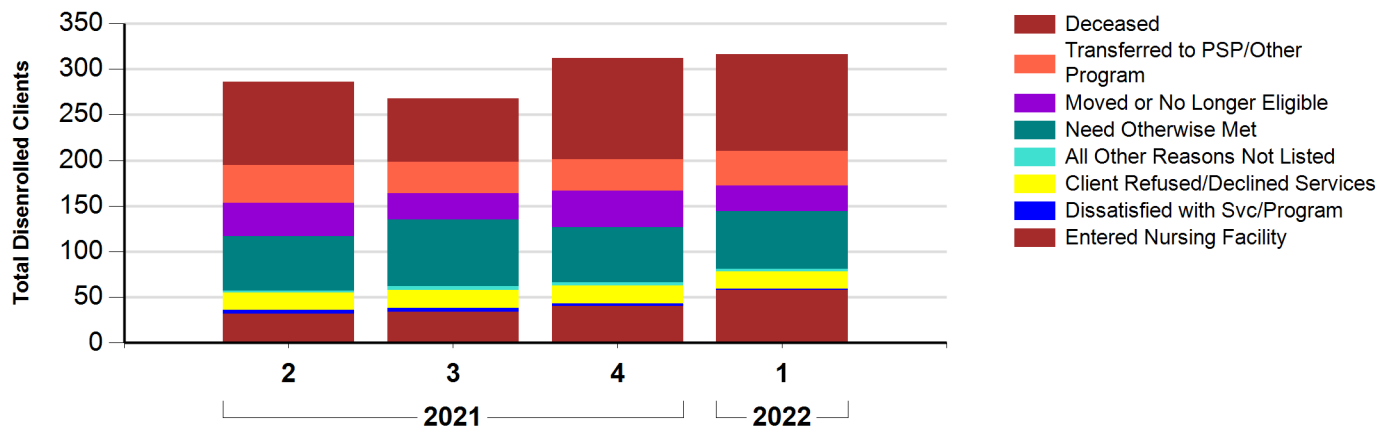
Year	2021			2022
Quarter	2	3	4	1
ESP	3,161	3,261	3,174	3,092
Medicaid Programs	1,208	1,270	1,277	1,322
Passport	268	265	272	281
Assisted Living	91	97	117	112
Molina	292	332	332	340
Aetna	557	576	556	589

Quarter-End Census, New Enrollments, and Disenrollments¹

Year	2021			2022
Quarter	2	3	4	1
Quarter-End Census	3,161	3,261	3,174	3,092
New Enrollments	305	366	232	242
Disenrollments	286	268	312	316

Disenrollment Outcomes

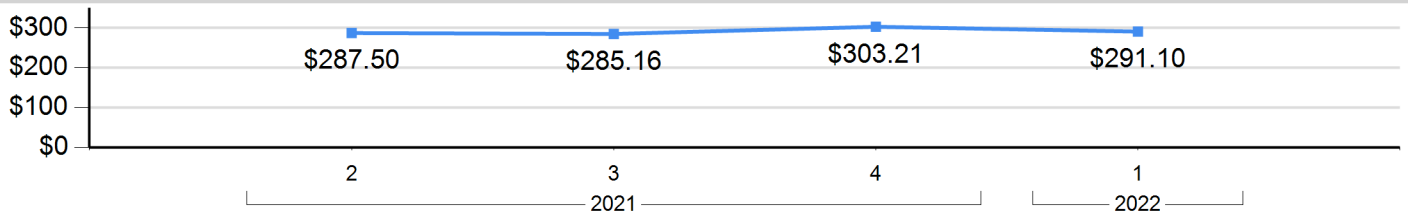
Year	2021			2022
Quarter	2	3	4	1
Deceased	91	70	111	106
Transferred to PSP/Other Program	42	34	34	38
Moved or No Longer Eligible	36	29	40	28
Need Otherwise Met	60	73	61	63
All Other Reasons Not Listed	2	4	3	3
Client Refused/Declined Services	19	20	20	19
Dissatisfied with Svc/Program	4	4	3	1
Entered Nursing Facility	32	34	40	58
Total	286	268	312	316



¹ Q4 '20 - Q3 '21 quarter-end census, new enrollments, and disenrollments include the number of short-term clients served as a result of the pandemic.

Butler County ESP
Quarter 1, 2022 (Jan - Mar. 2022)
TRADITIONAL ESP SERVICE TRENDS

Average Monthly Cost per Client¹



Distinct Clients Served by Service Group¹²

Year	2021			2022
Quarter	2	3	4	1
Consumer Directed Care	131	144	150	144
Electronic Monitoring	2,196	2,231	2,205	2,132
Home Care Assistance	994	991	910	835
Home Delivered Meals	1,585	1,555	1,518	1,495
Home Medical Equipment	127	156	116	125
Medical Transportation	298	283	263	239
Non-Medical Transportation	47	55	72	56
Other Services	393	389	377	332
All Services (Unduplicated)	3,453	3,524	3,485	3,402

Units Billed by Service Group¹² *Please see the notes page for unit of measure descriptions by service.*

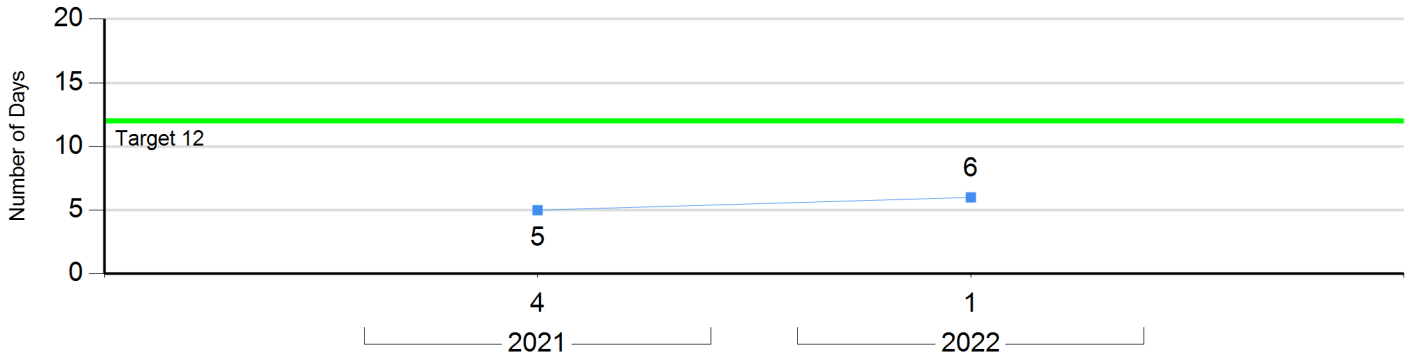
Year	2021			2022
Quarter	2	3	4	1
Consumer Directed Care	9,589	10,719	12,381	12,173
Electronic Monitoring	6,981	7,215	6,936	7,022
Home Care Assistance	26,639	24,977	23,850	21,026
Home Delivered Meals	100,426	99,999	98,358	93,630
Home Medical Equipment	200	235	208	209
Medical Transportation	2,741	2,588	2,165	2,103
Non-Medical Transportation	211	207	314	257
Other Services	1,597	1,617	1,473	1,355

Dollars Paid by Service Group (Purchased Services)¹²

Year	2021			2022
Quarter	2	3	4	1
Consumer Directed Care	\$137,853	\$153,380	\$177,418	\$169,776
Electronic Monitoring	\$121,975	\$125,694	\$120,243	\$121,737
Home Care Assistance	\$633,572	\$603,140	\$574,020	\$503,082
Home Delivered Meals	\$669,831	\$746,998	\$811,520	\$739,947
Home Medical Equipment	\$20,544	\$29,086	\$26,366	\$26,565
Medical Transportation	\$96,708	\$91,280	\$95,579	\$98,571
Other Services	\$207,200	\$188,254	\$206,858	\$149,478
All Services	\$1,887,683	\$1,937,833	\$2,012,004	\$1,809,156

¹ Other Services includes adult day facilities, many of which are still closed, while others began limited openings in May of Quarter 2, 2021.

Average Number of Days from Intake Call to the Enrollment Assessment



Home Care Provider Network Referrals and Capacity

Year	Quarter	#Clients Needing HomeCare	# of Clients on Waitinglist	% of Clients Not Matched with a Provider	Avg. # of Days To Match Client with a Provider	Avg. # of Days on Waitinglist
2021	4	976	191	20%	44	104
2022	1	952	203	21%	35	169

Home Delivered Meals - Client Satisfaction Survey Results

Year	2021			2022
Quarter	2	3	4	1
Overall Satisfaction	96.42%	97.99%	97.24%	97.79%
Good Choice of Meals Available	89.83%	94.24%	91.46%	94.44%

Medical Transportation - Client Satisfaction Survey Results

Year	2021			2022
Quarter	2	3	4	1
Overall Satisfaction	95.58%	92.68%	94.96%	96.93%
Service Returns Client Home Promptly	89.76%	85.63%	88.54%	90.91%

Home Care Assistance - Client Satisfaction Survey Results

Year	2021			2022
Quarter	2	3	4	1
Overall Satisfaction	93.28%	90.61%	90.69%	92.00%
Aide is Dependable	92.50%	88.05%	86.58%	89.61%

¹ As of Q1 2022, chart data for the avg# of days has been modified due to change in the county input processes of this data. Averaging the amount days from ADL/IADL to Enrollment.

² As Q4 2021, all data used in Home Care Provider Network Referrals and Capacity metric table is collected and reported out from the ESP RFS tracker.

Butler County ESP

Quarter 1, 2022 (Jan. - Mar. 2022)

FINANCIALS: based on actual revenue & expenses as of March 31, 2022¹

	Projected	Annual Budget	Budget Variance	% Budget Variance
Revenue				
Tax Levy Appropriations	\$10,528,454	\$11,924,142	(\$1,395,688)	-11.7%
Federal & State Funding				
Title III B	\$0	\$0	\$0	0.0%
Title III C2 - Home Delivered Meals	289,085	137,450	151,635	110.3%
Title III E - Caregiver Support	120,325	110,662	9,663	8.7%
ARPA	117,100	0	117,100	0.0%
Alzheimer's	6,746	5,517	1,229	22.3%
Nutrition Services Incentive Program (NSIP)	276,953	270,556	6,397	2.4%
Senior Community Services (SCS)	25,346	24,072	1,274	0.0%
Rapid Response Fund	0	0	0	0.0%
Cares Act Funding	0	0	0	0.0%
Other Revenue Sources (Interest)	\$290	\$278	\$12	4.3%
Client Contributions				
Client Donations	16,079	12,450	3,629	29.1%
Co-Pays Received	224,927	244,561	(19,634)	-8.0%
Total Revenue	\$11,605,304	\$12,729,688	(\$1,124,384)	-8.8%
Expenses				
Operating Expenses				
COA Administrative	\$751,048	\$832,783	\$81,735	9.8%
Intake & Assessment	286,433	314,915	28,482	9.0%
Case Management	2,445,674	2,644,864	199,190	7.5%
Total Expenses	\$ 3,483,154	\$3,792,562	\$309,408	8.2%
Purchased Services				
Home Care Assistance	\$2,146,790	\$3,292,364	\$1,145,574	34.8%
Independent Living	250,890	307,555	56,665	18.4%
Home Medical Equipment	103,272	85,856	(17,415)	-20.3%
Electronic Monitoring	478,221	513,913	35,692	6.9%
Minor Home Modifications	280,057	414,199	134,142	32.4%
Major Housecleaning	19,481	24,097	4,616	19.2%
Pest Control	31,785	39,316	7,531	19.2%
Home Delivered Meals	3,464,931	2,986,014	(478,917)	-16.0%
Adult Day Service	26,264	69,855	43,592	62.4%
Adult Day Transportation	1,491	11,204	9,712	86.7%
Medical Transportation	383,320	417,527	34,207	8.2%
Non Medical Transportation	34,949	24,839	(10,110)	-40.7%
Consumer Directed Care	775,700	619,136	(156,563)	-25.3%
Behavior Health	125,000	131,250	6,250	4.8%
Gross Purchased Services	\$8,122,150	\$8,937,126	\$814,975	9.1%
Gross Program Expenses	\$11,605,304	\$12,729,688	\$1,124,384	8.8%
Client Census	3,092	3,300	208	6.3%
Cost of Services per Client	211.49	212.81	1.32	0.6%

* Projected year-end census.

1. Census Trends

- A. Quarter-End Census by Program is a client count based on a one-day snapshot of clients with a status of 'Enrolled' or 'Suspended' on the last day of the quarter. It is used as an approximation of how many clients are being served on any given day.
1. The Service Trends section shows the client count based on billing data. This shows the number of clients whom services were delivered and invoiced. Given these differences, the quarter-end census and the client count for all services will not match.
- B. New Enrollments are calculated by taking the total number of clients who have an enrollment date during the quarter and an approved care plan.
- C. Disenrollment Outcomes
1. All Other Reasons Not Listed includes: Dissatisfied with Service/Program, Refused Cost, Share/Verification, Eviction, Health/Safety, and Unable to Meet Client Need.
 2. Client Non-Compliant includes: Declined Call/Visit, Delinquent Balance, Refused, Transfer to Passport/Other Program and Unable to Contact.
 3. Adding the difference between *New Enrollments* and *Disenrollments* in a given quarter to the previous *Quarter-end Census* may result in a discrepancy due to the timing of census reporting and back dating client enrollments and disenrollments.

2. Service Trends

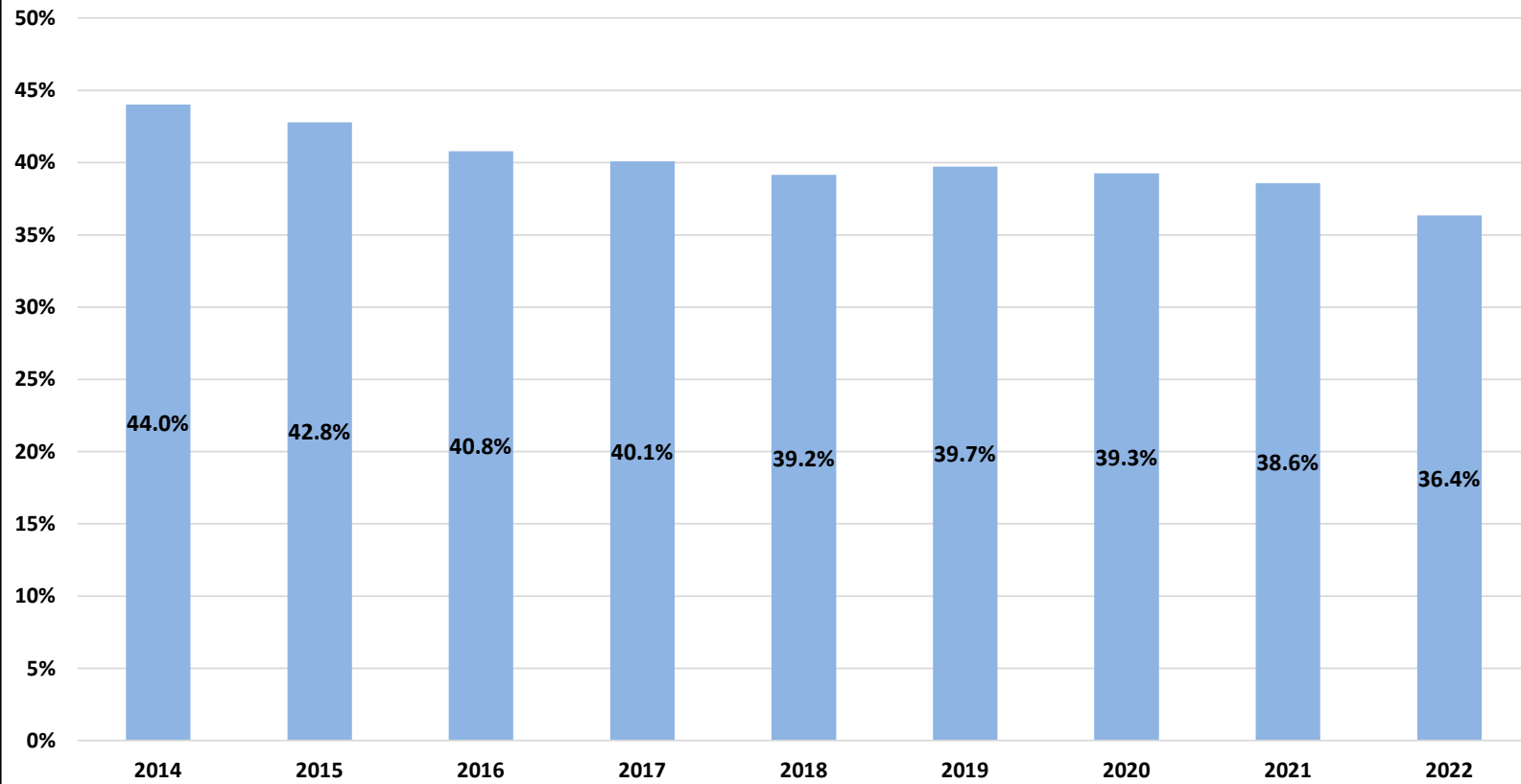
- A. Average Monthly Cost per Client is based on the average monthly cost of Intake and Assessment, Administration, Care Management and Provider Services divided by the quarter-end census.
- B. Clients Served by Service Group is based on billing data. These numbers represent the unduplicated client counts within each service group and overall. The All Services client count will not equal the sum of the service group subtotals because many clients receive more than one service.
- C. Home Care includes homemaking, personal care, companion, and respite services.
- D. Other Services includes Environmental Services, Adult Day, Adult Day Transportation, Non-Medical Transportation, and Independent Living Assistance.
- E. Dollars Paid by Service Group represents the total from the financial system. Clients Served and Units Billed represent when service was provided, dollars paid represents when services were paid.

3. Unit of Measure Descriptions by Service

- A. Adult Day - Number of Days
- B. Consumer Directed Care - Number of Hours
- C. Electronic Monitoring - Number of Months
- D. Home Care - Number of Hours
- E. Home Delivered Meals - Number of Meals
- F. Medical Transportation - Number of Trips

4. **N/A:** This is displayed on a case-by-case basis, but is most frequently related to a rate or unit change. The metric should display data in subsequent quarters after the change has taken effect.

Butler County Market Penetration 2014 to date



BCESP Levy Projection

CURRENT COA PROJECTION: May 2022

	Year 1 2021 Actual	Year 2 2022 Projected	Year 3 2023 Projected	Year 4 2024 Projected	Year 5 2025 Projected	5-Year Total
Revenue	<i>(remaining fund balance carries over year to year)</i>					
Beginning Fund Balance/Carryover	9,567,852	9,832,486	9,061,215	6,853,429	3,956,197	9,567,852
Levy Revenue (Cash Basis)	10,536,239	10,536,239	10,536,239	10,536,239	10,536,239	52,681,195
COA Levy Draw	9,502,721	10,538,627	11,975,141	12,664,588	13,089,869	57,770,946
Title III and State Funding (Accrual Basis)	846,861	565,822	548,257	548,257	548,257	3,057,454
Additional Covid Funding Fam First and CARES Act	483,192	269,733	-	-	-	752,926
Client Donations (Accrual Basis)	13,654	16,079	15,799	16,183	16,661	78,375
Client Co-Payments (Accrual Basis)	241,023	224,927	218,339	214,996	211,861	1,111,145
Interest and Other Income	233	290	274	287	283	1,367
Total Revenue to support ESP	11,087,684	11,615,477	12,757,809	13,444,311	13,866,931	62,772,212
Total Revenue (including balance carryover)	\$ 21,689,054	\$ 21,445,576	\$ 20,380,122	\$ 18,169,391	\$ 15,269,498	\$ 67,250,313
COA Operational Expenses						
Provider Services (Accrual Basis)	7,622,681	7,997,150	8,964,810	9,438,050	9,657,475	43,680,167
Behavioral Health	56,356	125,000	125,000	125,000	125,000	556,356
Information & Assistance (Accrual Basis)	286,081	295,940	328,925	338,793	348,957	1,598,695
Care Management (Accrual Basis)	2,397,204	2,445,674	2,512,628	2,671,111	2,836,494	12,863,111
Program Management (Accrual Basis)	725,363	751,713	826,445	871,357	899,005	4,073,883
Total COA Operational Expenditures	11,087,684	11,615,477	12,757,809	13,444,311	13,866,931	62,772,212
Settlement Fees	105,000	105,000	105,000	105,000	105,000	525,000
Adult Protective Services	300,000	300,000	300,000	300,000	300,000	1,500,000
Prosecutor	168,184	168,184	168,184	168,184	168,184	840,918
Total Levy Expenditures	\$ 11,660,868	\$ 12,188,661	\$ 13,330,992	\$ 14,017,494	\$ 14,440,114	\$ 65,638,129
				\$ -		
Actual & Estimated Median Fund Balance	\$ 10,028,186	\$ 9,256,915	\$ 7,049,129	\$ 4,151,897	\$ 829,383	\$ 829,383
				\$ -		
Year Ending Client Census	3,174	3,092	3,193	3,294	3,395	

Assumptions:

- 1) Cost per client is used for all provider services
- 2) Census projection is based on a constant market penetration rate, at the currently experienced level of 36.4%
- 3) Projections for this cycle are done without including the effect of COVID fluctuations
- 4) Behavioral Health was broken out of provider services and projected at \$125K annually
- 5) Levy Revenue has been updated with 2021 year end numbers from Butler County Auditor's Office: \$10,536,239 for all years in this cycle
- 6) Additional Federal funding is applied in 2022, raising the amount of funds blended into the county to \$846,861
- 7) Case Management cost is calculated based on the contracted rates with Lifespan through 2022/2023; a 3% increase is projected through 2025
- 8) Program Management is based on Admin rate of 7%.
- 9) As a result of inflationary pressures on providers, HCA rates are projected to increase 8% above the contracted rate in 2022, and HDM will have a one time 35% increase in rate with following years increase based on contracted rates; CDC rates are expected to increase 25% due to switch in providers from Acumen to Palco

Laundry Delivery Service

ESP Service Specifications

2022

DRAFT

Laundry Delivery Service

SERVICE SPECIFICATIONS

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LAUNDRY DELIVERY SERVICE SPECIFICATIONS

1.0 OBJECTIVE

Laundry Delivery service allows a client to achieve independence by supporting them with the instrumental activities of daily living (IADL) with laundry. The need is identified by care manager and authorized as a service in the client's care plan. Laundry is picked up at client's home laundered and dropped off based off individualized need.

2.0 DEFINITIONS

Laundry Service Provider: Laundry company that picks up, cleans, folds and delivers laundry.

3.0 UNIT OF SERVICE

- 3.1 A unit of service is one pickup and delivery
- 3.2 Additional units require prior authorization from Care/Case Manager
- 3.3 Laundry Services must be authorized by the Care/Case Manager

4.0 PROVIDER REQUIREMENTS

Provider requirements include the following:

- 4.1 The Provider will pick up laundry, wash, dry and deliver laundry back to client's home
- 4.2 Provider will follow infection control and universal or standard precautions

5.0 Quality Standards

- 5.1 The Provider wears gloves while sorting, washing, and folding
- 5.2 Provider ensures laundry is never mixed with another individuals laundry
- 5.3 All high touch points such as washer and dryer door handles, tablets, and folding tables are regularly disinfected
- 5.4 Complaints and Incidents will be reviewed on a routine basis

Laundry Delivery Service Advisory Board Update June 2022

To address the home care assistance workforce shortage, COA began to pilot Happy Nest Laundry Service in April with Hamilton County FastTrack Home clients. Identified clients were those with an unmet need for laundry services due to the workforce shortage. The pilot included three Fast Track Home clients who they themselves, or their caregiver is capable to gather, bag and place their laundry outside their residence for pick up.

Laundry service is already an approved service included in the ESP program as a task under the Home Care Assistance Service. Breaking this service out to be delivered in a different way will expand capacity to serve older adults who have been waiting for a provider that has the staffing capacity.

Some key highlights of the service:

- Meets a gap in service
- Customizable- preference of detergent options to accommodate allergy or sensitivity- Tide, All Free and Clear, Bleach, No Bleach etc.
- Happy Nest delivers weekly or on as needed basis
- Happy Nest folds all laundry
- Laundry is delivered next day
- Serves multiple zip codes
- Cost is based on zip code and weight of the laundry
- Text and email reminders of pick-up and delivery
- Cancel or suspend the service anytime- no contract

Data-

Currently three clients have received Happy Nest Laundry Services. Cost to date has ranged from \$40-70 a week for each client. Further financial and quality analysis will be completed with more experience and data.

Next Steps-

Goal is to roll this out to all counties- based on zip code availability of laundry delivery providers. We are working to identify similar businesses and competitors.

ELDERLY SERVICES PROGRAM (ESPSM)

CONSUMER DIRECTED CARE (CDC)

CONDITIONS OF PARTICIPATION and SERVICE SPECIFICATION

202~~21~~

**EFFECTIVE ~~JUNE JANUARY 1~~, 202~~21~~ (CCESP) (~~BCESP~~) (HCESP)
(WCESP)**

**ELDERLY SERVICES PROGRAM
CONSUMER DIRECTED CARE CONDITIONS OF
PARTICIPATION and SERVICE SPECIFICATION**

Table of Contents

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Conditions of Participation.....	3
CDC Service Specification	65

CONDITIONS OF PARTICIPATION

1.0 EMPLOYEE REQUIREMENTS PRIOR TO SERVICE INITIATION

1.1 ~~The employee must review the service specification and must ensure that the employee delivers services in compliance with the Service Specification and in accordance with the plan designed and authorized by the case manager and employer. must deliver services in compliance with the Service Specification and in accordance with the plan designed and authorized by the Care Manager and employer~~

1.2 The employee must ensure that both the employer and the employee comply with all contracted requirements, CDC code of ethics, conditions of participation, and CDC service specifications

~~1.2 must comply with all contract requirements, Conditions of Participation, and CDC Service Specification~~

1.3 The employer shall ensure that the employee is not designated to make decisions for the client in any capacity involving a declaration for mental health treatment, power of attorney, durable power of attorney, guardianship, or authorized representative~~The legal guardian, power of attorney, spouse, or authorized representative of the employer cannot serve as the employee~~

1.4 The employee shall ensure that the employee is at least 18 years of age

~~1.3 must be at least 18 years of age~~

1.5 The employee shall ensure that the employee has~~must have~~ a valid social security number and at least one of the following current, valid, government issued, photographic identification cards:

- a) driver's license
- b) State of Ohio identification card
- c) US permanent residence card

~~1.4 If transporting the employer, the employee must submit to the employer proof of vehicle insurance that meets the state minimum requirements and have a valid driver's license~~

1.6 The employer is responsible for ensuring that workers are in compliance with all applicable employment and other laws in connection with any employment relationship established, including, without limitation, payroll, worker's compensation insurance, and minimum wage laws, as well as validation of Worker credentials and other conditions or suitability for employment.

1.7 The employer is not permitted to allow the employee to begin providing paid services until the employee has successfully completed the background check process as described in the CDC background check policy.

~~1.6 The employee must successfully complete a criminal background check conducted by HR-Profile Employment Screening~~

1.8 The employee_e must ensure that the employee has entered into a written agreement with the employer for the agreed upon tasks

~~1.7 enter into a written agreement with the employer for the agreed upon tasks~~

1.9 The employee_e shall ensure that the employee is informed that the employee shall not use or disclose any information concerning an employer for any purpose not directly connected with the provision of services, except with the written consent of the employer or authorized representative

1.10 Neither the employer or employee will engage in fraudulent or illegal activities while providing services.

1.11

The employer understands that COA staff are mandated reporters which means that they are required by law to report any allegations of suspected abuse, neglect or exploitation committed by the employee, employer or other individual engaged in the care of the client to appropriate authorities.

1.12 Neither the employer or employee will engage in behavior that constitutes a conflict of interest, takes advantage of or manipulates services resulting in an unintended advantage for personal gain of the employer

1.13 Employers are responsible for notifying their care managers of their decision to terminate employees

~~1.11~~

~~1.12 The employee shall not use the client's personal property without the client's consent~~

~~1.13 The employee will not forge a client's signature and /or falsify information~~

~~1.14 The employee will not engage in behavior that causes or may cause physical, verbal, mental or emotional distress or abuse to the client~~

~~1.15 The employee will not engage in behavior that constitutes a conflict of interest, takes advantage of or manipulates services resulting in an unintended advantage for personal gain of the employer~~

~~1.16 The employee will accept, on an ongoing basis from the employer, changes in the frequency and duration of service tasks to be performed for the employer~~

~~1.17 If terminating services, the employee will submit written notification to the employer and the Care Manager at least thirty (30) days prior to the last date of service~~

1.14 Failure to meet any of the requirements of this rule may lead to the termination of the agreement

SERVICE SPECIFICATION

1.0 OBJECTIVE

Consumer Directed Care (CDC) is another option for delivering home care services. Instead of using traditional agencies, clients become “employers” and hire their own “employees” to provide the care and services they need. This allows a client to choose their home care aide to assist and support them with their IADLs which may include personal care, homemaking, companion, and respite tasks.

2.0 DEFINITIONS

2.1 Employer: The ESP client or their designated Employer of Record

2.2 Employee: The worker/aide hired by the ESP client to provide specific home care assistance services

~~2.1 Employer- The client or Authorized Representative is also known as the employer~~

~~2.2 Employee- The person hired by the employer to deliver home care services~~

~~2.3 Authorized Representative- A representative named by the employer to assist in monitoring/signing timesheets, and other documents. The need for an authorized representative will be discussed in advance by the employer and Care Manager~~

3.0 SERVICE HOURS

The unit rate and cost cap will be discussed in advance by the Care Manager and the employer. The employer will ultimately determine the unit rate to be paid to the employee

4.0 REQUIREMENTS

4.1 The employer and employee should cooperatively treat each other with dignity and respect

4.2 The employer e must ensure that the employee must deliver services as agreed upon with the employer and as authorized in the employer’s care plan

4.3 Supervision of the employee is the responsibility of the employer

4.4 The employer must ensure that they and their employee effectively communicate, and that the employer keeps the client’s care manager informed of any changes in the client’s need for service or care. The employer must also inform the care manager of any changes in the employee’s employment status.

~~4.4 The employee must be able to effectively communicate with the employer~~

4.5 The employer is responsible for ensuring that workers are in compliance with all applicable employment and other laws in connection with any employment relationship established,

including, without limitation, payroll, worker's compensation insurance, and minimum wage laws, as well as validation of Worker credentials and other conditions or suitability for employment.

~~4.5 If the employee intends to transport the employer, the employee must show the employer a valid driver's license and valid insurance identification card prior to the first transport~~

4.6 Tasks designated by the employer will be reviewed with the employee. These tasks may include but are not limited to the following:

- a) Maintaining a clean and safe environment
- b) Assisting with personal care
- c) Homemaking
- d) Independent Living Assistance
- e) Companion services
- f) Transportation
- g) Meal preparation and/or grocery shopping

45

~~4.6.1 Maintaining a clean and safe environment~~

~~4.6.2 Assisting with personal care~~

Homemaking

Independent Living Assistance

Companion services

Transportation

Meal preparation and/or grocery shopping

Conditions of Participation

1. Employer requirements prior to service initiation:

- 1.1. The employer must review the service specification and must ensure that the employee delivers services in compliance with the Service Specification and in accordance with the plan designed and authorized by the case manager and employer.
- 1.2. The employer must ensure that both the employer and the employee comply with all contracted requirements, CDC code of ethics, conditions of participation, and CDC service specifications
- 1.3. The employer shall ensure that the employee is not designated to make decisions for the client in any capacity involving a declaration for mental health treatment, power of attorney, durable power of attorney, guardianship, or authorized representative.
- 1.4. The employer shall ensure that the employee is at least 18 years of age
- 1.5. The employer shall ensure that the employee has a valid social security number and at least one of the following current, valid, government issued, photographic identification cards:
 - 1.5.1. driver's license
 - 1.5.2. State of Ohio identification card
 - 1.5.3. US permanent residence card
- 1.6. The employer is responsible for ensuring that workers are in compliance with all applicable employment and other laws in connection with any employment relationship established, including, without limitation, payroll, worker's compensation insurance, and minimum wage laws, as well as validation of Worker credentials and other conditions or suitability for employment.
- 1.7. The employer is not permitted to allow the employee to begin providing paid services until the employee has successfully completed the background check process as described in the CDC background check policy.
- 1.8. The employer must ensure that the employee has entered into a written agreement with the employer for the agreed upon tasks
- 1.9. The employer shall ensure that the employee is informed that the employee shall not use or disclose any information concerning an employer for any purpose not directly connected with the provision of services, except with the written consent of the employer or authorized representative
- 1.10. Neither the employer or employee will engage in fraudulent or illegal activities while providing services.
- 1.11. The employer understands that COA staff are mandated reporters which means that they are required by law to report any allegations of suspected abuse, neglect or exploitation committed by the employee, employer or other individual engaged in the care of the client to appropriate authorities.
- 1.12. Neither the employer or employee will engage in behavior that constitutes a conflict of interest, takes advantage of or manipulates services resulting in an unintended advantage for personal gain of the employer
- 1.13. Employers are responsible for notifying their care managers of their decision to terminate employees
- 1.14. Failure to meet any of the requirements of this rule may lead to the termination of the agreement

SERVICE SPECIFICATION

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- e) Companion services
- f) Transportation
- g) Meal preparation and/or grocery shopping

Butler County Advisory Board
Fast Track Home
June 2022

Council on Aging proposes a Fast Track Home Pilot in Butler County to provide evidence based care transitions services for older adults transitioning out of hospitals or nursing facilities. Home delivered meals will be provided from the ESP program. Care management and coaching will utilize federal funding through American Rescue Plan Act (ARPA) and Title III federal funding for the care management and coaching costs.

Fast Track Home Program is operating in Clinton, Hamilton, and Warren Counties. COA will leverage an existing infrastructure that operates regionally with existing hospital and skilled nursing facilities. COA plans to assign staff to outreach and market to Butler County Hospitals and Skilled Nursing Facilities that are not currently in the Fast Track Home infrastructure. COA staff assess the individual prior to discharge from the hospital or skilled nursing facility for eligibility and enrollment. As part of this pilot enrolled clients will receive care transitions intervention up to 60 days and home delivered meals for those who are eligible while enrolled. While enrolled on the program if additional services are needed and not available through insurance benefits referral will be made to Butler County ESP.

This plan does not require any changes to the current contract or eligibility.

Goals of the pilot-

- To assist with the critical transition from hospital or skilled nursing facility to home
- Reduced rate of readmission and ER visits
- Coleman Model intervention to promote education and independence to remain independent in own home
- Divert enrollment onto longer term program (ESP) when only transitional support is needed
- Roughly 60% of clients enrolled in other FTH counties are disenrolled after the 60-day intervention and do not need longer-term support

Plan-

- Implement first week of July
- Track data and outcomes of the pilot and report back to the advisory board

Welcome

In 2021, the Butler County Elderly Services Program (ESP) continued its long history of playing a significant role in the well-being of our county's older adults, supporting the choice of 4,307 residents to age in place in their homes.



In 2020, ESP became a lifeline to clients by providing meals, supplies and masks. When COVID vaccines became widely available in 2021, attention shifted to vaccinating older adults. Council on Aging (COA), ESP's administrator and the Area Agency on Aging in Butler County, worked with the Ohio National Guard and other partners to operate vaccination clinics. COA also provided no cost transportation to vaccination appointments and developed a process, in partnership with local health departments, to vaccinate frail homebound individuals. We are grateful to the Ohio National Guard for their invaluable support.

I'm sure you have heard that the national home health aide shortage continues to impact our program. COA staff are always working on creative and innovative solutions to this challenge. For example, one solution was identifying and onboarding a new financial management service provider to make it easier for ESP clients to hire their own aide through the Consumer Directed Care option.

In addition, the aide shortage means our neighbors are providing more intensive and time-consuming care for their older loved ones – often on top of other responsibilities such as work and raising children. To be effective, it's vitally important for caregivers to have back up support. As of 2021, a new respite care offering in COA's Caregiver Support Program allows a care recipient a multi-day stay in an appropriate, safe facility, giving their caregiver a chance to recharge and manage their many responsibilities.

Launched in 2020 in Butler County, the USDA Senior Farmers' Market Program celebrated its second year by more than doubling its participation. Through the program, 547 Butler County older adults received fresh, local produce for no out-of-pocket cost. This program supports local farmers too!

I'm happy to say there are even more ESP success stories to share. You'll see some of them in this report; and please be sure to scan the QR code for more. We appreciate and count on your referrals and support of the ESP program.

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

What Is ESP?

The Elderly Services Program 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.

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 \$290 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 2021:

- 55,966** requests for information and referral fulfilled
- 1,326** individuals throughout COA's service area were provided support to transition from one care setting to another
- \$1.26 million** in Title III funding allocated to local organizations for congregate meals, legal assistance, wellness education, caregiver support, transportation and other supportive services
- 2,025** Butler County residents received home- and community-based services through Medicaid-funded programs

BUTLER COUNTY Elderly Services Program



2021 Annual Report



ESP Is a Community Partnership



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



Butler County Elderly Services Program Advisory Council
Katy Abbott, President; John Centers, Vice President; Sabrina Jewell, Treasurer; Jennifer Roth, Secretary; Randy Allman; Victoria Cheng; Shawn Cowan; Julie Gilbert; Jennifer Heston-Mullins; Christine Maticic; 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

2021

Client Stats

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.

4,307
CLIENTS
SERVED

70%
FEMALE
30%
MALE

57%
LIVE ALONE

86%
AGE 70+

1,086 DAYS
AVG TIME ON
PROGRAM

\$124/MO
OUT-OF-POCKET
MEDICAL EXPENSES

\$1,956
MEAN MONTHLY
INCOME

Success Stories

To read these full success stories and more, scan the code with your mobile device or visit www.help4seniors.org/bcesp2021



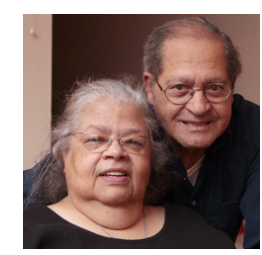
Butler County woman recovers from loss of leg with support of ESP



As Mona lay in the hospital confused and barely aware of her surroundings, her family rallied around her. Decisions had to be made quickly. For years, Mona had been beset by one health problem after another. That, plus the isolation brought by the COVID pandemic, had flattened her once bubbly personality. Now her life was in peril.

The problem was her left leg. She had had three surgeries over the years in an effort to correct inadequate circulation. She was often in pain, but in February of this year, it grew worse. Infection had set in. “She called me and I could tell something wasn’t right,” said Mona’s brother, Ralph. “She was slurring her words. When I went over, sure enough, she was way out of it, and her toes were totally black. I knew right away what it was.” [\(scan QR code for more\)](#)

New financial management services provider makes it easier for ESP clients to hire their own caregiver



As ESP’s administrator, COA contracts with organizations to deliver services to clients. Contracts are awarded through a competitive bidding process via requests for proposals (RFPs). The goal of the RFP process is to identify and contract with service providers who can offer the highest quality services at the lowest possible cost in order to serve as many older adults as possible with the available tax dollars.

In September, COA issued an RFP for Financial Management Services (FMS) in the Elderly Services Program. The FMS provider supports ESP clients who utilize the program’s consumer-directed care option to recruit and hire their own aides. In this case the ESP client or designated family member is the “employer” and the aide they hire is their “employee.” The FMS provider, on the client’s behalf, manages all the financial and payroll related responsibilities in addition to criminal background checks that go along with being an “employer.” [\(scan QR code for more\)](#)

Council on Aging helps older adults get COVID-19 vaccinations



Since February 2021, Council on Aging (COA) has played a key role in helping more than 3,000 area older adults get vaccinated against COVID-19, while helping countless others connect to information about the available vaccines.

When Ohio rolled out its statewide COVID-19 vaccination plan in February 2021, older adults were among the first eligible groups to receive a vaccination. However, older adults had difficulty getting vaccinated for two primary reasons: 1) there was not enough vaccine to meet the demand; and 2) most vaccine registration systems required use of a computer or smart phone to make an appointment – a barrier for many older adults.

There was also confusion about where older adults could go for assistance in navigating a fragmented vaccine system. [\(scan QR code for more\)](#)

Butler 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 1996 provides 86 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 12 percent of ESP expenses. Additional funding comes from voluntary client donations and client co-payments.

Revenue

Federal and State (via Council on Aging)	\$1,342,361
Client Donations and Co-payments	\$254,677
Butler County Elderly Services Levy	\$9,523,393
TOTAL REVENUE	\$11,120,430

Expenses

SERVICE	CLIENTS SERVED	SERVICE UNITS	COST
Care Management	4,307	38,701 months	\$2,397,266
Electronic Monitoring System	2,692	28,063 months	\$487,829
Home-Delivered Meals	2,191	397,296 meals	\$3,008,061
Home Care Assistance	1,272	100,327 hours	\$2,376,252
Medical Transportation	483	10,080 one-way trips	\$372,746
Home Medical Equipment	415	820 items	\$95,363
Independent Living Assistance*	370	5,299 hours	\$273,831
Minor Home Repairs	264	310 repairs	\$324,609
Consumer-Directed Care	186	41,206 months	\$595,400
Behavioral Health Services (Uplift)	161	N/A	\$56,356
Non-Medical Transportation	106	924 one-way trips	\$26,876
Environmental Services**	39	136 jobs	\$54,733
Kinship Meals***	6	1,747 meals	\$8,098
Adult Day Services	5	354 days	\$26,308
Institutional Respite***	2	13 nights	\$3,976
Intake and Assessment	N/A	N/A	\$286,081
Administration	N/A	N/A	\$726,646
TOTAL EXPENSES			\$11,120,430

Additional Expenses

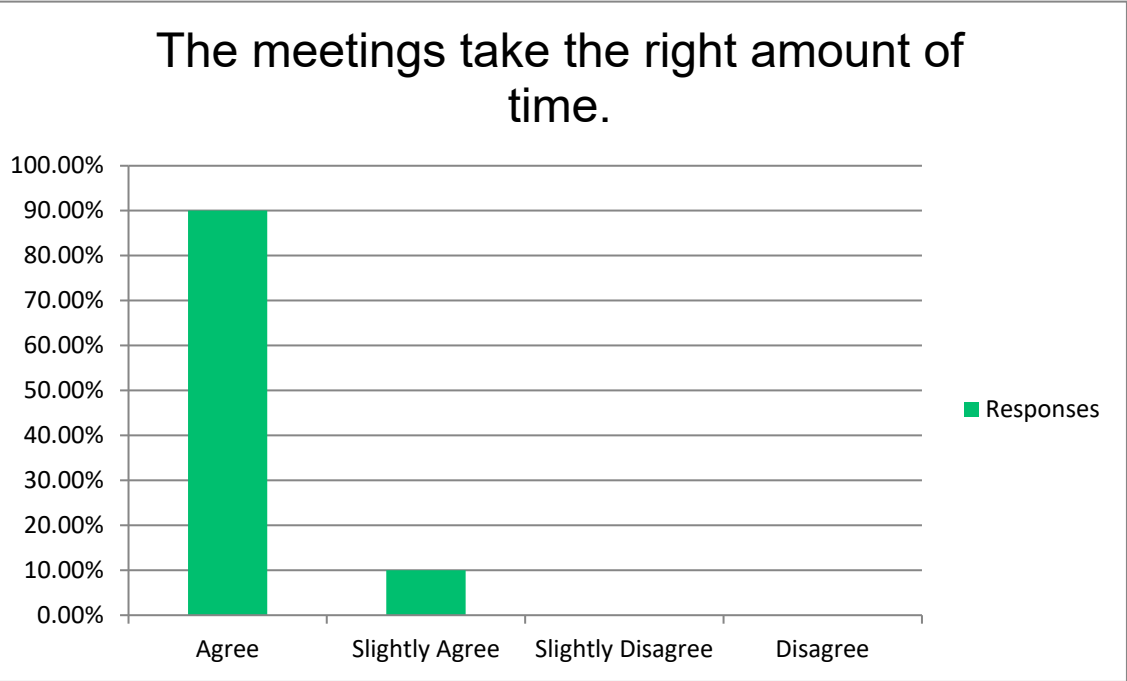
Butler County Commissioners distributed funds from the senior services levy to the following organizations: Butler County Job and Family Services Adult Protective Services Unit, \$300,000; Butler County Prosecutor’s Office for fraud prevention, \$178,089.

*Help with benefit applications and organizing personal and household records.
**Pest control, major housekeeping and waste removal.
***Service made possible by Federal Older Americans Act funding drawn down by Council on Aging. Levy dollars were not used for this service.

BCESP Advisory Council Meeting Feedback Survey

The meetings take the right amount of time.

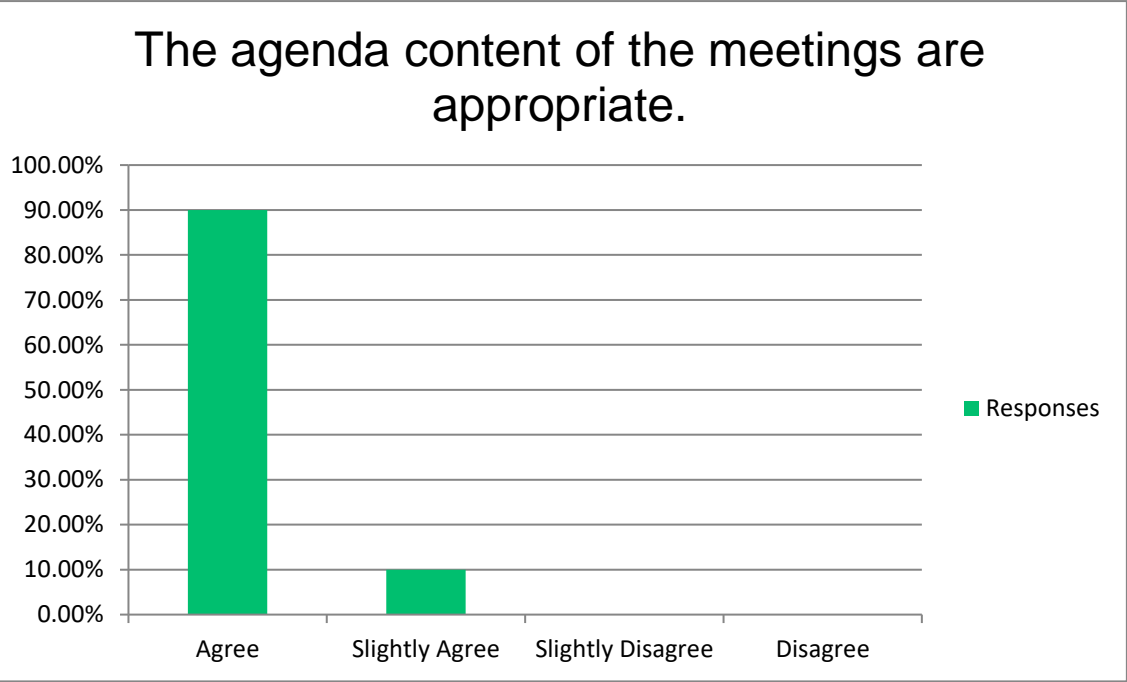
Answer Choices	Responses	
Agree	90.00%	9
Slightly Agree	10.00%	1
Slightly Disagree	0.00%	0
Disagree	0.00%	0
Answered		10
Skipped		0



BCESP Advisory Council Meeting Feedback Survey

The agenda content of the meetings are appropriate.

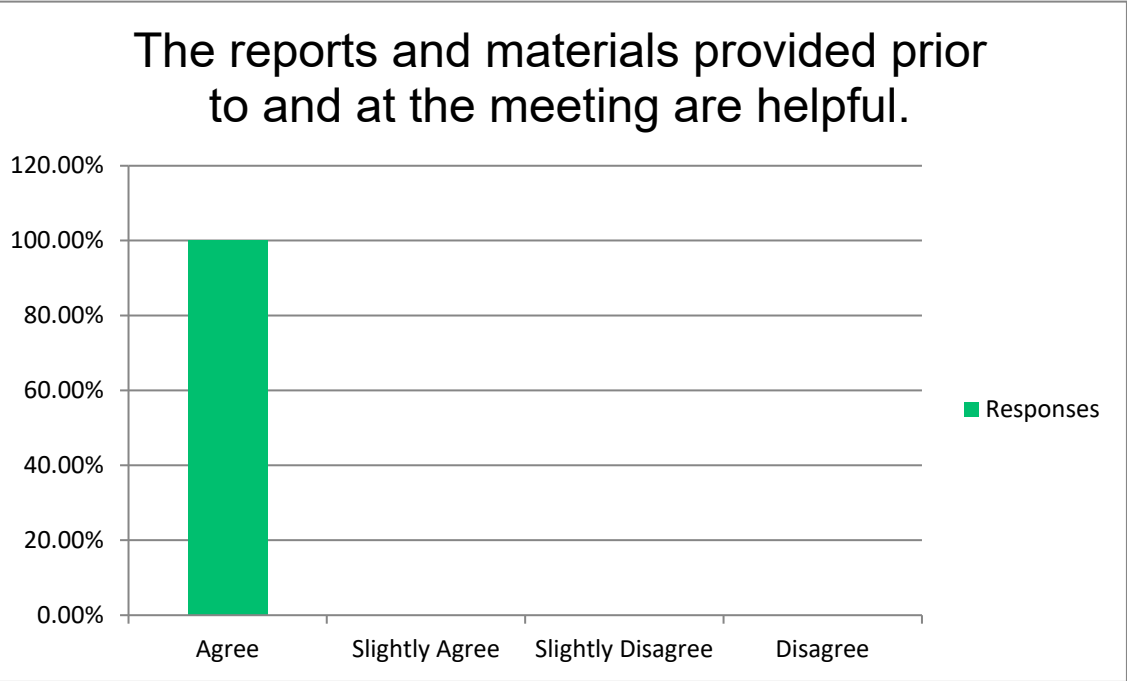
Answer Choices	Responses	
Agree	90.00%	9
Slightly Agree	10.00%	1
Slightly Disagree	0.00%	0
Disagree	0.00%	0
Answered		10
Skipped		0



BCESP Advisory Council Meeting Feedback Survey

The reports and materials provided prior to and at the meeting are helpful.

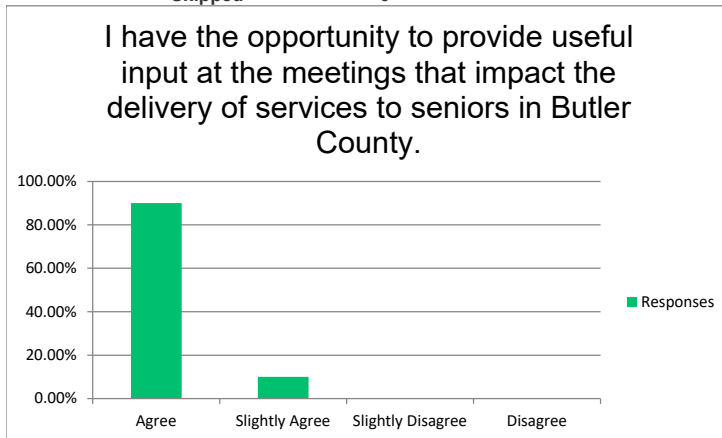
Answer Choices	Responses	
Agree	100.00%	10
Slightly Agree	0.00%	0
Slightly Disagree	0.00%	0
Disagree	0.00%	0
Answered		10
Skipped		0



BCESP Advisory Council Meeting Feedback Survey

I have the opportunity to provide useful input at the meetings that impact the delivery of services to seniors in Butler County.

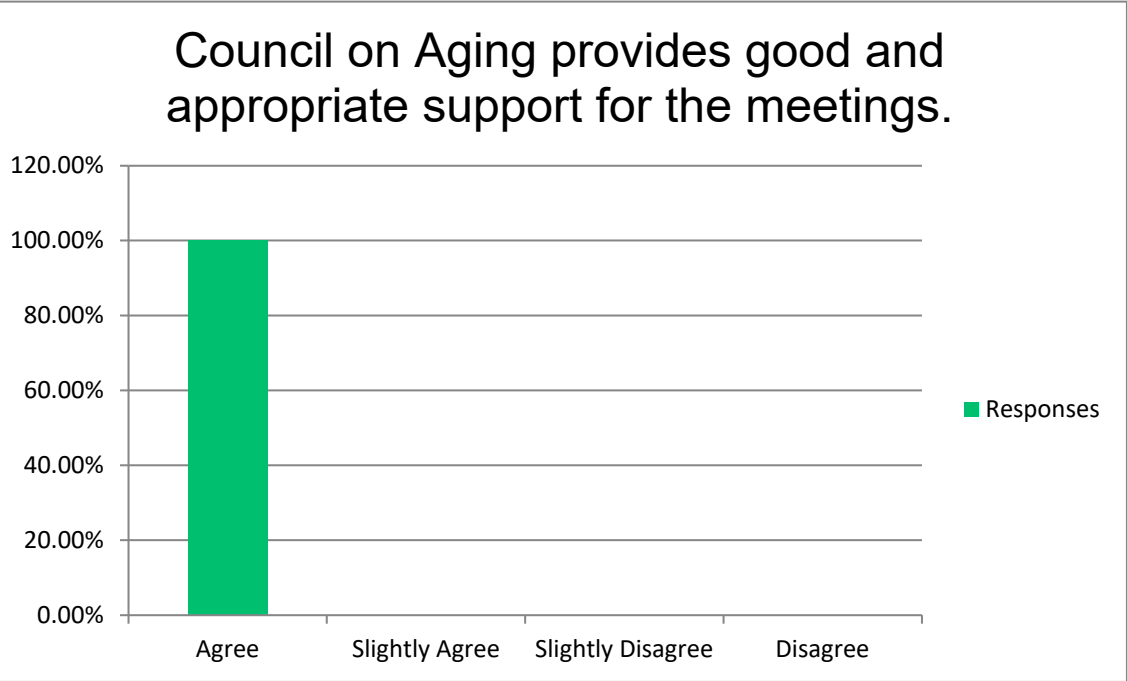
Answer Choices	Responses	
Agree	90.00%	9
Slightly Agree	10.00%	1
Slightly Disagree	0.00%	0
Disagree	0.00%	0
Answered		10
Skipped		0



BCESP Advisory Council Meeting Feedback Survey

Council on Aging provides good and appropriate support for the meetings.

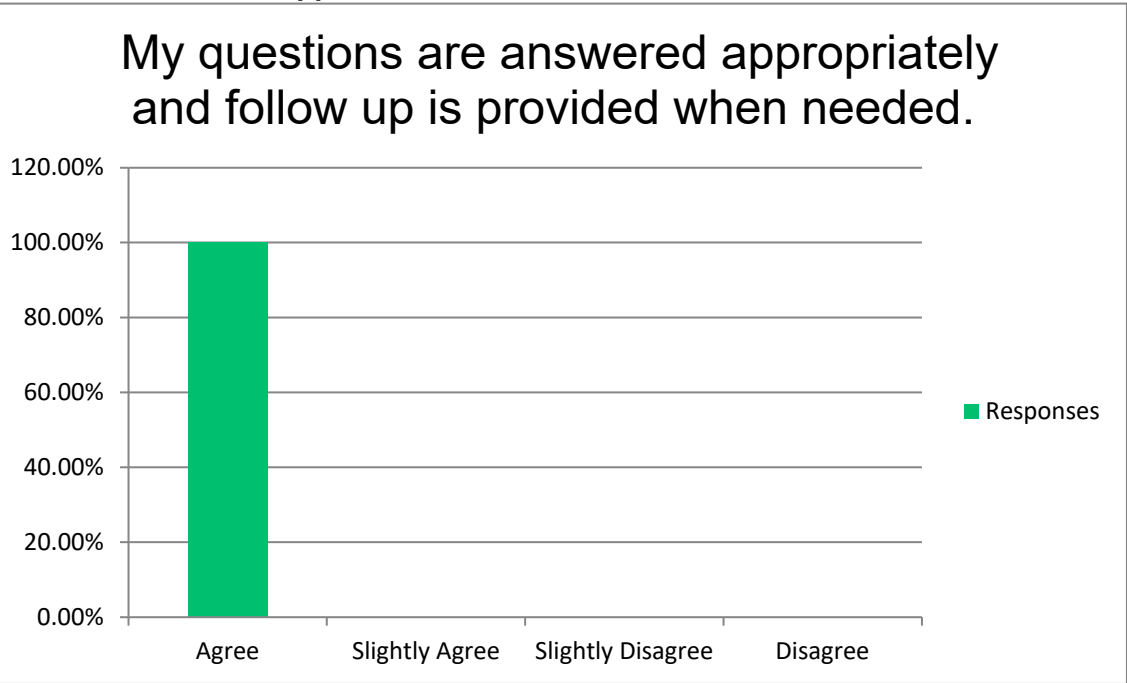
Answer Choices	Responses	
Agree	100.00%	10
Slightly Agree	0.00%	0
Slightly Disagree	0.00%	0
Disagree	0.00%	0
Answered		10
Skipped		0



BCESP Advisory Council Meeting Feedback Survey

My questions are answered appropriately and follow up is provided when needed.

Answer Choices	Responses	
Agree	100.00%	10
Slightly Agree	0.00%	0
Slightly Disagree	0.00%	0
Disagree	0.00%	0
Answered		10
Skipped		0



Q7 List what is working well.

Answered: 6 Skipped: 4

#	RESPONSES	DATE
1	Hard for me to say as most of my time on this committee has been during COVID with virtual meetings. Once we get back to meeting in person, I would be able to answer this.	4/20/2022 9:39 AM
2	First, we just have a really great group of people coming together who truly care about the older adults in Butler County. I really appreciate the comprehensive packets provided prior to the meetings. I also appreciate that the meetings run smoothly and on time.	4/19/2022 5:19 PM
3	Great communication before and after meetings.	4/19/2022 12:32 PM
4	COA updates and data are very helpful	4/18/2022 12:54 PM
5	Meeting Frequency and meeting time is appropriate.	4/12/2022 8:01 PM
6	the virtual meetings	4/11/2022 3:29 PM

Q8 List what could be improved.

Answered: 4 Skipped: 6

#	RESPONSES	DATE
1	Getting back to in-person meetings.	4/20/2022 9:39 AM
2	I'm looking forward to when we can gather in-person. That said, I believe the virtual meetings have been highly effective and are working well. Looking ahead to the next question, I prefer to do in-person meetings, but I appreciate the option for us to go fully-virtual if necessary. My experience with hybrid meetings is that they are clunky and difficult to facilitate so that both in-person and virtual attendees have a good experience.	4/19/2022 5:19 PM
3	No suggestions	4/19/2022 12:32 PM
4	Meetings are late in the day and run long.	4/18/2022 12:54 PM

BCESP Advisory Council Meeting Feedback Survey

What meeting format do you prefer?

Answer Choices	Responses	
In Person Only	30.00%	3
Virtual Only	10.00%	1
Hybrid- both in person and virtual options	60.00%	6
Answered		10
Skipped		0

