

AGENDA

BCESP Advisory Council Meeting

June 12, 2025, at 3:00 pm – 5:00 pm

LifeSpan, Inc. – 1900 Fairgrove Avenue, Hamilton, OH 45011 – Bever Room

<https://zoom.us/j/99855353439?pwd=i9IUWg8C2Bqx8k2mXPFNW032aXOyDt.1>

Meeting ID: 998 5535 3439 | Passcode: 307552

CALL TO ORDER	Jennifer Heston-Mullins
APPROVAL OF MINUTES ❖ May 7, 2025, Minutes (Action Needed)	Jennifer Heston-Mullins
QUARTERLY REPORTS ❖ Program Dashboard & Financial Report ❖ Program Update Report	Ken Wilson & Ronnie Spears Jennifer Heck
COMMITTEE REPORTS ❖ Governance Committee	Kevin Kurpieski
OLD BUSINESS ❖ Levy Update ○ Community Education ❖ Laundry Service Evaluation	Ken Wilson & Nan Cahall Stephanie Seyfried
NEW BUSINESS ❖ Fixed Cost Sharing Proposal (Action Needed) ❖ Five-Year Levy Projections	Ken Wilson & Ronnie Spears Ronnie Spears
HEARING THE PUBLIC	Jennifer Heston-Mullins
ADJOURNMENT (Action Needed)	Jennifer Heston-Mullins

NEXT MEETING: September 11, 2025

MINUTES
BCESP ADVISORY COUNCIL
SPECIAL LEVY UPDATE MEETING
WEDNESDAY, MAY 7, 2025 @ 4:00 P.M.

ATTENDANCE

<i>Members Present:</i>	<i>COA Staff:</i>	<i>Guests:</i>
Shawn Cowan John McCarthy Jennifer Heston-Mullins Kevin Kurpieski Emily Liechty Sherry Lind (virtual) Jennifer Roth Amy Simpson Sherrill Swann Nancy Williams	Suzanne Burke Paula Smith Ronnie Spears Ken Wilson	Joyce Kachelries
<i>Excused:</i> Michael Berding Cara Brown Laura Lacy	<i>Facilitator:</i> Jennifer Heston-Mullins	<i>Scribe:</i> Christina Adams
<i>Absent:</i>		
Tresea Hall		

CALL TO ORDER / INTRODUCTIONS

The May 7, 2025, Butler County Elderly Services Program (ESP) Advisory Council was called to order at 4:02 p.m. by Jennifer Heston-Mullins.

APPROVAL OF MINUTES

Jennifer Heston-Mullins called for a motion to approve the March 6, 2025 Butler County ESP Advisory Council meeting minutes.

Motion: Nancy Williams made a motion to approve the March 6, 2025 minutes as presented.

Second: Kevin Kurpieski seconded the motion.

Action: The March 6, 2025 minutes were unanimously approved as presented.

QUARTERLY REPORTS

N/A

COMMITTEE REPORTS

N/A

OLD BUSINESS

Levy Update

Ken thanked the members for attending this special levy update meeting where the Advisory Council will be asked to review the options and approve a recommendation to the Butler County Commissioners to put the Senior Services levy on the November ballot. Options have been reviewed and discussed at prior Advisory Council meetings. Ken reviewed the updated Senior Services Levy Options presentation that has been shared with the county including individual meetings with Commissioners. Three levy options were reviewed with the advisory council. Option 1) Renewal of 1.3 mill with no increase, Option 2) Renewal of 1.3 mill and 0.52 mill increase (+\$6M), and Option 3) Renewal of 1.3 mill and 0.7 mill increase. COA is recommending Option 3 – Renewal of 1.3 mill and 0.7 mill increase which will meet the growing needs of the county through the 2026-2030 cycle.

The next steps are to send a formal letter to the commissioners and schedule a presentation at a BOCC meeting (late May/early June) where we will provide background information for the general public about the ESP program, the purpose of this levy and who it serves. At that BOCC meeting or the meeting to follow, the commissioners will deliberate and adopt a resolution to place the levy on the ballot. Ken noted that it would be nice to have a few Advisory Council members present at the BOCC meeting.

A letter from the Butler County Elderly Services Program Advisory Council to the commissioners has been drafted and was circulated for the Advisory Council's consideration.

Action: Ken to share date of BOCC meeting and invite Advisory Council.

Discussion about the process for placing the levy on the ballot ensued. Ken answered several questions about the three options, and why we were recommending option #3.

Shawn asked if it has been determined how much the levy increase will cost a homeowner. Ken noted that the recommended levy option will cost a homeowner \$50 per year per \$100,000 of property valuation. The current cost is approximately \$25 per year per \$100,000 of property valuation. The Senior Services levy makes up less than 2% of a homeowner's property tax bill (see pg. 13 in handout).

Kevin asked for clarification on the impact to the homeowner increasing from \$25 to \$50 per year per \$100,000 of property valuation with an increase from 1.3 mill to 2.0 mill. Ken noted that the actual collection rate on the 1.3 mill is about 0.7 mill. This is the effective millage. As property values have increased, the effective millage has decreased. The renewal of 1.3 mill with an increase of 0.7 mill will not be an effective rate of 2.0 mill because the effective rate of the 1.3 mill renewal is approximately 0.7 mill.

Jennifer Heston-Mullins commented that the cost to a family to support an older adult in their lives at home is much less than private pay services. She suggested this may be a good talking point when sharing information about the levy or responding to a question regarding the levy cost to a homeowner.

Nancy Williams asked how much of the money on a client's Swipe and Dine card goes to a restaurant or any expense in addition to the cost of the meal. Ken shared that the Swipe and Dine program is federal Older Americans Act funding. No levy funds are used for this program. Levy funding is only used for home delivered meals.

Jennifer Heston-Mullins called for a motion to recommend the Butler County Board of County Commissioners place a 1.3 mill renewal and a 0.70 mill increase on the November 2025 ballot.

Motion: Shawn Cowan made a motion to recommend the Butler County Board of County Commissioners place a 1.3 mill renewal and a 0.70 mill increase on the November 2025 ballot.

Second: Nancy Williams seconded the motion.

Action: The motion to recommend the Butler County Board of County Commissioners place a 1.3 mill renewal and a 0.70 mill increase on the November 2025 ballot.

Abstentions: Kevin Kurpieski and Emily Liechty abstained.

Jennifer Heston-Mullins signed the letter from the Advisory Council to the Butler County BOCC.

NEW BUSINESS

Annual Report

Paula reviewed the 2024 Butler County Elderly Services Program Annual Report (see handout for details). This report is an important communication tool as we begin talking about the levy in the community.

Joyce Kachelries asked about the levy cost to property owners being \$39.81 per \$100,000 of property valuation in the annual report versus \$25 per \$100,000 of property valuation in Ken's presentation. Ken noted that this was due to a matter of timing. The numbers in the annual report were based on the previous auditor's estimate five years ago. The update provided in Ken's presentation today was received from the auditor last week.

There was additional discussion about improving font size on the report, and some other minor changes.

Action: Paula will have the annual report updated to reflect the cost to homeowners is \$25 per \$100,000 of property valuation and review other potential edits for the final printed report.

HEARING THE PUBLIC

There were no individuals present from the public who wished to speak.

EXECUTIVE SESSION

N/A

ADJOURNMENT

Jennifer Heston-Mullins requested a motion to adjourn the meeting at 4:41 p.m.

Motion: Kevin Kurpieski made a motion to adjourn.

Second: Emily Liechty seconded the motion.

Action: It was unanimously agreed to adjourn the meeting at 4:41 p.m.

NEXT MEETING

June 12, 2025



**Butler County ESP
Program and Financial Report
Quarter 1, 2025 (Jan - Mar 2025)**

Highlighted Findings

1. Census Trends

- A. Compared to last year (Quarter 1, 2024), census decreased by -364 clients (from 3,022 to 2,658) or -12.05%.
- B. Compared to last quarter (Quarter 4, 2024), census decreased by -111 clients (from 2,769 to 2,658) or -4.01%.

* **Note:** On February 1st, 2024 Managed Enrollment was initiated for Butler County.

2. Fast Track Home

- A. Average length of stay has decreased by -4 days compared to Quarter 4, 2024 (from 57 to 53).
- B. New Enrollments increased by 12 days from Q4,2024 to Q1,2025 (from 82 to 94).
- C. Total clients who transferred to ESP from FTH decreased by -25 clients from Quarter 4, 2024 (from 33 to 8).

3. Financials

- A. Total Levy Revenue: The amount projected to be drawn down from the levy is \$13.06 million through the first quarter, as compared to the budgeted amount of \$13.06 million, with no variance.
- B. Total Expenses: The expenses as of the first quarter are \$13.6 million as compared to \$13.7 million in the budget. The variance is under budget by \$62,506 or 0.5%.
- C. Purchase Services: The purchased services expenses are under by \$42,830 or 0.4% as compared to budget.

Quarter-End Census by Program

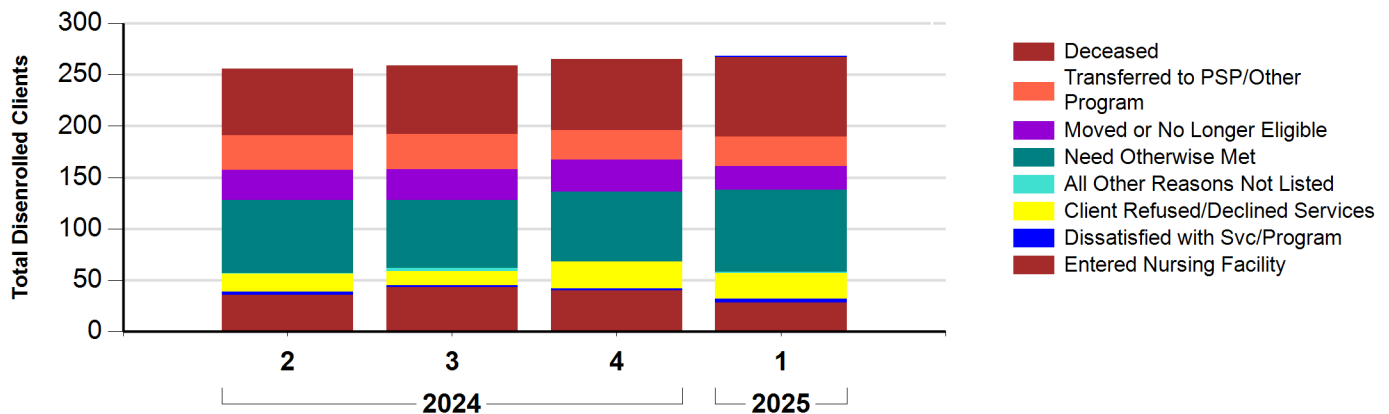
Year	2024			2025
Quarter	2	3	4	1
ESP	2,930	2,841	2,769	2,658
FTH	38	67	53	60
Medicaid Programs	1,490	1,537	1,517	1,538
Passport	371	383	385	394
Assisted Living	97	105	111	98
Molina	415	430	409	442
Aetna	607	619	612	604

Quarter-End Census, New Enrollments, and Disenrollments

Year	2024			2025
Quarter	2	3	4	1
Quarter-End Census	2,930	2,841	2,769	2,658
New Enrollments	169	172	185	149
Disenrollments	256	259	265	268

Disenrollment Outcomes

Year	2024			2025
Quarter	2	3	4	1
Client Refused/Declined Services	17	14	26	25
Deceased	65	67	69	77
Dissatisfied with Svc/Program	3	2	2	4
Entered Nursing Facility	36	43	40	28
Moved or No Longer Eligible	29	30	31	23
Need Otherwise Met	71	66	68	80
Transferred to PSP/Other Program	34	34	29	29
All Other Reasons Not Listed	1	3	0	1
Total	256	259	265	268

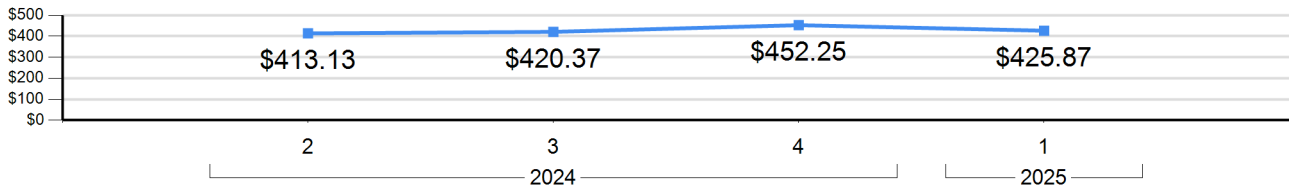


Butler County ESP

Quarter 1, 2025 (January - March 2025)

TRADITIONAL ESP SERVICE TRENDS

Average Monthly Cost per Client



Distinct Clients Served by Service Group¹

Year	2024			2025
Quarter	2	3	4	1
Adult Day Service	21	24	19	13
Consumer Directed Care	265	257	260	241
Electronic Monitoring	1,653	1,551	1,514	1,539
Home Care Assistance	723	734	824	820
Home Delivered Meals	1,640	1,581	1,583	1,520
Home Medical Equipment	115	113	109	106
Home Modification	52	72	55	48
Laundry Service	27	33	37	37
Other Services	268	253	258	268
Transportation	267	262	248	229
All Services (Unduplicated)	3,187	3,094	3,031	2,917

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

Year	2024			2025
Quarter	2	3	4	1
Adult Day Service	407	466	380	240
Consumer Directed Care	26,366	23,056	23,322	17,940
Electronic Monitoring	5,694	5,354	4,242	4,150
Home Care Assistance	20,646	20,869	22,640	22,322
Home Delivered Meals	103,571	101,313	103,103	93,860
Home Medical Equipment	197	184	178	183
Home Modification	53	76	57	53
Laundry Service	215	321	330	312
Other Services	1,414	1,360	1,432	1,366
Transportation	2,886	2,760	2,791	2,470

Dollars Paid by Service Group (Purchased Services)

Year	2024			2025
Quarter	2	3	4	1
Adult Day Service	\$44,895	\$8,576	\$71,092	\$21,032
Consumer Directed Care	\$490,983	\$428,499	\$447,891	\$350,897
Electronic Monitoring	\$107,883	\$102,605	\$85,076	\$84,659
Home Care Assistance	\$554,739	\$557,865	\$623,933	\$616,741
Home Delivered Meals	\$1,106,584	\$1,082,988	\$1,134,387	\$1,042,375
Home Medical Equipment	\$26,993	\$29,382	\$23,957	\$27,758
Home Modification	\$137,664	\$109,146	\$71,396	\$60,420
Laundry Service	\$6,567	\$8,854	\$9,763	\$8,721
Other Services	\$118,134	\$115,563	\$205,829	\$122,129
Transportation	\$126,264	\$121,780	\$124,674	\$120,514
All Services	\$2,720,706	\$2,565,257	\$2,798,001	\$2,455,250

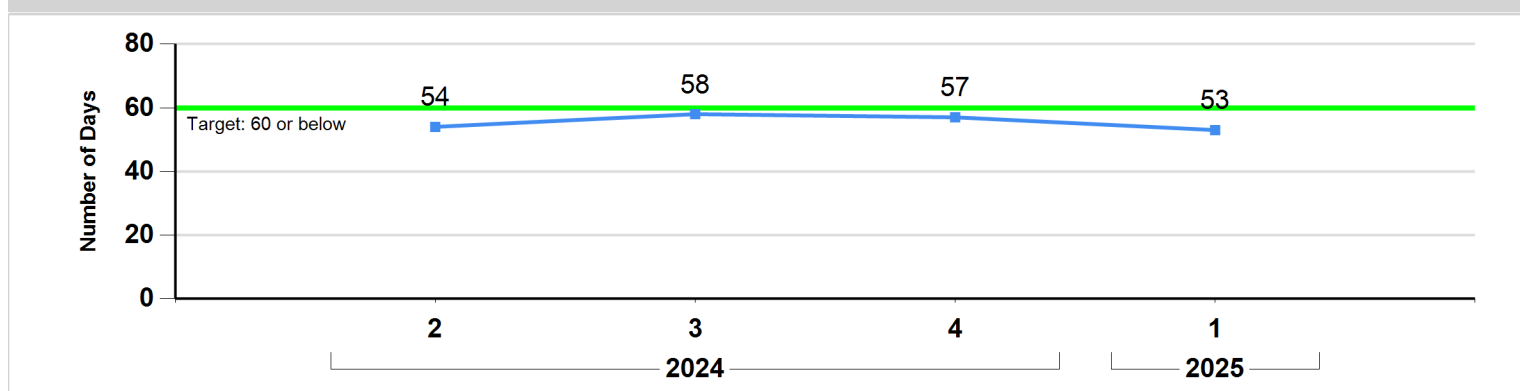
Total Clients Served, New Enrollments, Disenrollments

	2024			2025
	Quarter 2	Quarter 3	Quarter 4	Quarter 1
New Enrollments	75	94	8G	94
Disenrollments	70	64	94	86
Clients Transferred to ESP	27	27	33	8
	38.57%	42.19%	35.11%	9.30%

Enrollment by Setting

	2024			2025
Enrollment Setting	Quarter 2	Quarter 3	Quarter 4	Quarter 1
Fort Hamilton	3	6	11	11
Spousal Meals	3	3	5	7
McCullough Hyde	2	3	2	1
Miami Valley Hospital	1	0	0	0
Community	5	3	2	1
Mercy Hospital Network	8	11	9	10
Premier Health Atrium	3	6	5	8
The Christ Hospital	0	5	7	3
TriHealth Hospital Network	8	6	14	22
University of Cincinnati Hospital Network	14	15	10	16
Veterans Admin - VA	2	1	1	0
Other Hospital	3	13	6	6
Skilled Nursing Facilities	21	15	5	8
Rehabilitation Facilities	0	4	4	1
Not Captured	2	3	F	0
Total	75	94	88	94

Average Length of Stay



Butler County ESP FTH
Quarter 1, 2025 (January - March 2025)
FAST TRACK HOME SERVICE TRENDS

Distinct Clients Served by Service Group

Year	2024			2025
Quarter	2	3	4	1
Electronic Monitoring	23	21	17	33
Home Care Assistance	3	26	47	41
Home Delivered Meals	53	51	66	67
Home Medical Equipment	20	17	15	25
Home Modification	3	13	14	9
Independent Living	0	0	0	1
Laundry Service	2	1	1	2
Transportation	3	3	7	7
All Services (Unduplicated)	75	83	103	115

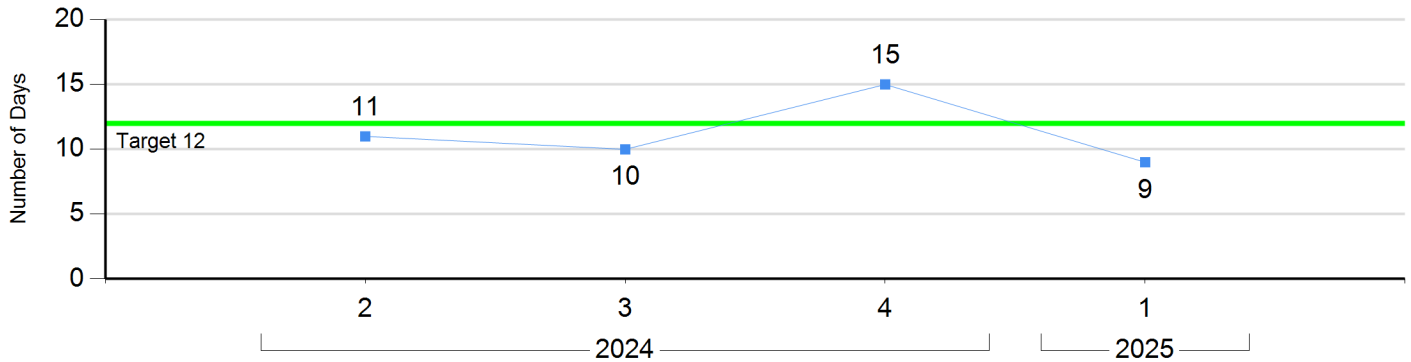
Units Billed by Service Group *Reference: Please see page 9 for unit of measure descriptions by service.*

Year	2024			2025
Quarter	2	3	4	1
Electronic Monitoring	37	34	24	42
Home Care Assistance	53	158	609	418
Home Delivered Meals	1,417	1,470	1,850	1,517
Home Medical Equipment	34	33	27	45
Home Modification	3	14	14	10
Independent Living	0	0	0	1
Laundry Service	3	1	1	7
Transportation	16	6	18	17

Dollars Paid by Service Group (Purchased Services)

Year	2024			2025
Quarter	2	3	4	1
Electronic Monitoring	\$848	\$834	\$508	\$783
Home Care Assistance	\$1,396	\$4,211	\$16,785	\$11,592
Home Delivered Meals	\$13,784	\$14,482	\$18,207	\$14,921
Home Medical Equipment	\$3,328	\$2,828	\$2,893	\$3,003
Home Modification	\$1,355	\$8,640	\$10,650	\$5,200
Independent Living	\$0	\$0	\$0	\$26
Laundry Service	\$15	\$5	\$45	\$220
Transportation	\$1,114	\$348	\$1,026	\$969
All Services	\$21,840	\$31,347	\$50,112	\$36,714

Average Number of Days from Intake Call to the Enrollment Assessment¹



Home Care Provider Network Referrals and Capacity

Year	Quarter	#Clients in Need of HCA & CDC or AddnAide	#Clients Not Matched with a Provider	% of Clients Not Matched with a Provider	% of Clts Receiving Traditional HCA	% of Clts Receiving CDC or AddnAide
2024	2	1,447	360	25%	55%	20%
2024	3	1,301	215	17%	61%	22%
2024	4	1,338	154	12%	65%	23%
2025	1	1,305	104	8%	71%	21%

Home Delivered Meals - Client Satisfaction Survey Results

Year	2024			2025
Quarter	2	3	4	1
Overall Satisfaction	97.48%	98.22%	98.70%	98.88%
Good Choice of Meals Available	92.51%	94.77%	96.19%	96.04%

Medical Transportation - Client Satisfaction Survey Results

Year	2024			2025
Quarter	2	3	4	1
Overall Satisfaction	98.28%	99.38%	97.89%	98.31%
Service Returns Client Home Promptly	96.27%	98.63%	95.24%	95.77%

Home Care Assistance - Client Satisfaction Survey Results

Year	2024			2025
Quarter	2	3	4	1
Overall Satisfaction	95.04%	97.69%	93.28%	97.27%
Aide is Dependable	94.50%	96.74%	90.64%	94.46%

Referrals				
Year	2024	2024	2024	2025
Quarter	Q2	Q3	Q4	Q1
Number of Members Assisted	122	87	41	37
Over the Counter (OTC)	109	81	40	37

Services Awarded				
Year	2024	2024	2024	2025
Quarter	Q2	Q3	Q4	Q1
Emergency Response Service	72	58	13	22
Medical Transportation	76	45	31	20

Total Cost Savings				
Quarter _ Year	Q2_2024	Q3_2024	Q4_2024	Q1_2025
Total Cost Savings(as of qtr. end date)	\$33,858	\$30,758	\$12,872	TBD

Total Annual Cost Savings	2024	2025
	\$120,787	TBD

Butler County ESP

Quarter 1, 2025 (January - March 2025)

Based on Actual and Projected Revenue & Expenses as of March 31, 2025

	Annual Projected	Annual Budget	Budget Variance	Percent Budget Variance
Revenue				
Tax Levy Appropriations	\$13,057,332	\$13,057,332	(\$0)	0.0%
Federal Funding				
Title III C2 Home Delivered Meals and Nutrition Services Incentive Program (NSIP)	\$132,857	\$161,980	(\$29,124)	-18.0%
Title III E - Caregiver Support	76,859	94,291	(17,432)	-18.5%
State Funding (Senior Community Services, HDM, Alzheimer's)	43,481	99,625	(56,144)	-56.4%
Private Grant (H.B. E.W. & F.R. Luther Charitable Foundation)				
Other Revenue Sources (Interest)	54,748	62,722	(7,974)	-12.7%
Client Contributions				
Client Donations	8,591	10,646	(2,056)	-19.3%
Co-Pays Received	223,721	223,497	224	0.1%
Total Revenue	\$13,647,588	\$13,710,094	(\$62,506)	-0.5%
Expenses				
Operating Expenses				
COA Administrative	\$892,833	\$896,922	\$4,089	0.5%
Intake & Assessment	359,696	369,323	9,627	2.6%
Fast Track Home - Pilot	161,081	128,282	(32,798)	-25.6%
Case Management	2,402,009	2,440,768	38,759	1.6%
Total Operational Expenses	\$3,815,619	\$3,835,295	\$19,676	0.5%
Purchased Services				
Home Care Assistance	\$2,472,941	\$2,040,501	(432,440)	-21.2%
Consumer Directed Care	1,342,361	1,571,951	229,590	14.6%
Laundry Service	39,122	26,854	(12,268)	-45.7%
Independent Living	265,559	228,391	(37,167)	-16.3%
Home Medical Equipment	110,148	118,627	8,480	7.1%
Electronic Monitoring	324,876	302,565	(22,311)	-7.4%
Minor Home Modifications	300,048	503,439	203,391	40.4%
Major Housecleaning	49,169	55,110	5,941	10.8%
Pest Control	29,555	15,544	(14,011)	-90.1%
Home Delivered Meals	4,066,421	4,071,579	5,158	0.1%
Adult Day Service	150,252	174,531	24,278	13.9%
Adult Day Transportation	24,710	46,602	21,892	47.0%
Medical Transportation	462,424	500,518	38,094	7.6%
Non Medical Transportation	104,383	128,585	24,202	18.8%
Behavior Health	90,000	90,000	0	0.0%
Gross Purchased Services	\$9,831,969	\$9,874,799	\$42,830	0.4%
Gross Program Expenses	\$13,647,588	\$13,710,094	\$62,506	0.5%
Client Census	2,373 *	2,456	83	3.4%
Cost of Services per Client	\$313.50	\$316.47	\$2.97	0.9%

* 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, 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, Independent Living Assistance, Behavioral Health Services, Non-Medical Transportation and Adult Day Transportation.
- 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.
1. Laundry Services: We are currently reviewing the client data that we have received from the vendor for the new laundry service we are implementing in the county.

3. FTH Census Trends

- A. Clients Enrolled in ESP is calculated by taking the clients who disenrolled from Fast Track Home within the quarter then determining the clients who have an active registration with the traditional ESP.
- B. Community Enrollment may include emergency referrals to ESP FastTrack service such as: Community Paramedicine, APS referral or other agency referral for FTH specific services.

4. FTH Service Trends

- A. Other Services includes Pest Control.

5. 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

6. **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.

7. Benefit Cost Savings:

OTC Medicare cards help cover the cost of over-the-counter drugs for seniors enrolled in certain Medicare Advantage plans. Not every Medicare Advantage plan offers this benefit, and limitations vary between the plans that do.

Butler County Program Update Report June 2025

Adult Day Service (ADS)

No change

Emergency Response Services

No change

Environmental Services

No change

Home Care Assistance (HCA)

An HCA Partnership meeting was held 5/21/25. We were able to come together to discuss the best practices and ways to improve the HCA service. Providers came to the table with valuable questions/comments/recommendations for the program to discuss further. The meeting successfully brought together the HCA providers and COA so that we can continue to develop the HCA service to better meet current needs.

Home Delivered Meals (HDM)

No changes.

Home Medical Equipment (HME)

On 4/16/25 Janz Medical Supply was placed on hold for new referrals due to a lack of communication and not fulfilling their current orders.

We have trained new Janz staff on the use of the CareDirector Provider Portal and the steps to complete billing. We will continue to monitor their progress.

Independent Living Assistance (ILA)

No change

Minor Home Modification and Repair (MHM)

No change

Senior Farmers Market Nutrition Program

Senior Farmers Market applications went live April 15th with benefits available May 15th to all qualifying participants. Applications for 2025 SFMNP are online only this year in order to streamline the benefit process

and allow participants to redeem benefits faster. To date, Butler County has 333 participants enrolled for benefits.

2025 Provider Monitoring Schedule

BUTLER COUNTY ESP PROVIDER MONITORING SCHEDULE (Please find below the list of Butler County Providers of ESP Services and the tentative dates for annual review for 2025.)		
Butler County ESP Providers	Review Type	Tentative Review Date
A Best Home Care	Annual	Oct-25
A Miracle Home Care	Annual	Aug-25
Active Day Cincinnati	Annual	Dec-24
Always There Healthcare	Annual	May-25
Amaramedical Health Care Services	Annual	Jan-25
American Ramp Systems	Biennial	Nov-25
Arrow Heating Cooling and Home Maintenance, LLC	Annual	Nov-25
Bayley Adult Day	Annual	Aug-25
Bernens Medical Pharmacy	Biennial	Dec-25
Comfort and Care Home Health Agency	Annual	Sep-25
Custom Home Elevator	Biennial	Aug-25
Guardian Medical Monitoring	Biennial	Nov-25
Help at Home (Prime Home Care)	Annual	Feb-25
Home Care by Blackstone - Assisted Care by Blackstone	Annual	Mar-25
Home First Non-Medical	Biennial	Dec-25
Interim HomeStyles of Greater Cincinnati	Annual	Sep-25
Janz Medical Supply (formerly Mullaney's)	Annual	Jun-25
Jewish Family Service of the Cincinnati Area	Annual	Mar-25
LCD Home Health Agency	Annual	Jul-25
LifeSpan Care Management	Annual	Dec-25

MedAdapt Ltd.	Biennial	May-25
Milt's Termite & Pest Control	Biennial	Jul-25
Northwest Adult Day Service	Annual	Oct-25
Nova Home Care Company	Annual	Oct-25
Otterbein Lebanon Adult Day Service	Annual	Jun-25
Oxford Senior Citizens	Annual	Apr-25
Oxford Senior Community Adult Day Service	Annual	Apr-25
Partners In Prime/MOW of Butler County	Annual	Jun-25
PWC - People Working Cooperatively, Inc.	Biennial	May-25
Senior Helpers of Southern Ohio (SH of Southern Ohio)	Annual	Aug-25
Warren County Community Services (WCCS)	Annual	Feb-25
Wesley/Meals on Wheels of Southwest OH & Northern KY	Annual	Apr-25

2025 Draft Request for Proposal (RFP) Schedule

COA is not proposing to issue any RFPs for Butler County ESP Services during 2025.

We will continue to monitor client service needs as the year progresses to determine if any additional RFPs need to be published this upcoming year.



Butler County Elderly Services Program
Butler County Elderly Services Program Advisory
Council
(513) 721-1025 or (800) 252-0155

6/12/24 Butler County Elderly Services Program / Butler County Citizens for Elderly Services Advisor Council Governance Report

Welcome to newest Advisory Council Member, Tresea Hall!

Vacancies: We have an applicant for our lone vacancy, Physician representative, that the Governance Committee would like to recommend for appointment today – **Brandi Ballantyne**. Thank you to Cara Brown for recommending her.

Brandi Ballantyne lives in Trenton and is a Nurse Practitioner. She has worked at Primary Health Solutions since 2019 and is currently the Chief Health Officer. She has a Doctor of Nursing Practice Degree. Brandi has worked in Hospital and home health settings within Butler County as well as hospital settings in Tennessee and Kentucky. She has been active with the Edgewood school system. She has a passion for enhancing the safety and quality of life of older adults, particularly those suffering from dementia and related disorders.

By-Laws:

The Governance Committee is recommending a few changes to the By-Laws that were discussed at the March meeting:

- Changing any reference to “Citizens for Elderly Services”, “Citizens for Elderly Services, Inc.”, “BCCES” or other variations of this old title to **Butler County Elderly Services Program Advisory Council** (BCESP Advisory Council).
- Removing Secretary from the list of Officers in the By-Laws (COA handles meeting notes)
- Removing Services Committee from the list of Officers in By-Laws (this work is done within the Advisory Council itself)
- Changing the following representative terms:

Physician Representative changing to **Medical Professional Representative**
Nursing Home Representative changing to **Long-Term Care Representative**



Butler County Elderly Services Program
Butler County Elderly Services Program Advisory
Council
(513) 721-1025 or (800) 252-0155

Further discussion on By-Laws:

- **Treasurer.** COA handles the finances, financial reports, budgets, projections, etc. We welcome further discussion on whether our Advisory Council wishes to appoint a Treasurer. Do we wish to have a devoted, named Officer for financial oversight? IF so, do we have a person with the skillset to take on this duty?
- **Community Engagement Committee.** Do we want to revive this committee or eliminate this committee and continue to work with COA on community engagement outside of a formal sub-committee?

Current Roster:

Name	Representing	Appointed by
Sherrill Swann	Commissioner Appointee	Butler County Commissioners
Shawn Cowan	Commissioner Appointee	Butler County Commissioners
Jennifer Roth	Commissioner Appointee	Butler County Commissioners
Kevin Kurpieski	Job and Family Services	Butler County Commissioners
Michael Berding	Community Representative	Butler County Commissioners
Nancy Williams	Community Representative	Butler County Commissioners
Sherry Lind	Community Representative	Butler County Commissioners
Cara Brown	Community Representative	Butler County Commissioners
John McCarthy	Council on Aging	Elderly Services Advisory Council
Jennifer Heston-Mullins	Scripps Gerontology Center	Elderly Services Advisory Council
Laura Lacy	Nursing Homes	Elderly Services Advisory Council
Emily Liechty	Senior Centers	Elderly Services Advisory Council
Amy Simpson	Hospital Representative	Elderly Services Advisory Council
Vacant	Physicians	Elderly Services Advisory Council
Tresea Hall	Home Health Agency	Elderly Services Advisory Council

Respectfully submitted,

Kevin Kurpieski, Governance Committee Chair, 5/12/25

BUTLER COUNTY CITIZENS FOR ELDERLY SERVICES, INC.

Ballantyne, Brandi Leigh **716 Holland Ct. Trenton, OH 45067**

Name (Last, First, Middle) **Address (Number, Street, City, County, Zip)**

513-889-9753 513-454-1111 513-863-0113

Home Phone	Work Phone	Fax #	Preferred Mailing Address	
Home			Work	X

Primary Health Solutions 300 High Street 4th Floor Hamilton, OH 45011

Employer	Employer's Address
-----------------	---------------------------

Chief Health Officer

Occupation

BrandiB@myprimaryhealthsolutions.org

Do You have E-mail :

Educational History:

<u>Name and City of School:</u>	<u>Year Graduation</u>	<u>Degree</u>
--	-------------------------------	----------------------

High School Edgewood High School - Diploma 1997

College

Frontier University – Doctor of Nursing Practice (DNP) 2018

University of Cincinnati - Master of Science in Nursing (MSN) 2016

Ohio University – Bachelor of Science in Nursing (BSN) 2013

University of Cincinnati – Associate of Applied Science (ADN) 2001

Employment History:

<u>Name, Address, (Start with most recent)</u>	<u>Date</u>	<u>Position Held</u>
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Primary Health Solutions – Hamilton, OH	2025 to Present - Chief Health Officer
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Primary Health Solutions – Hamilton, Ohio 2019 to Present – Nurse Practitioner

Capella University – Minneapolis, MN **2020 to Present – Adjunct Faculty**

University of Phoenix – Phoenix, AZ **2018 to Present – Adjunct Faculty**

Dayton Center for Neurological Disorders **2016 – 2019 – Nurse Practitioner**

Additional Employment includes: RN (2001 – 2017) – Hospital and home health settings within Butler County as well as hospital setting in Tennessee and Kentucky. ER Tech (1998-2001) – Mercy Hospital Hamilton

G/ESP/ESP Board/ Application

6/5/2025

Past & Present Community Affiliation:

Various volunteer positions within the Edgewood City School District, Educators and Community Outreach committee volunteer, Mt. Olivet pastoral nominating committee

Why are you interested?

I have a strong passion for supporting elderly services, particularly in enhancing safety and quality of life. One of my major improvement projects during my doctoral program focused on increasing safety for individuals with neurodegenerative diseases, especially those living with dementia.

Special Skills & Competencies:

Twenty-four years of nursing experience, nine years of experience as a nurse practitioner, and most recently my role as Chief Health Officer for Primary Health Solutions. In my career, I have worked to improve safety and quality of life measures in both the hospital and home settings for the elderly population. I have successfully implemented outpatient safety education and home intervention guidelines for individuals living with dementia as well as their caregivers.

FOR COUNCIL USE ONLY**Date** _____**Recommended for
Nomination By:** _____☐

Fill Unexpired Term of: _____

☐**New Term****Application:**☐**Approved**☐**Rejected**☐**No Action****Notes:** _____

Please return application to:

Kevin Kurpieski (phone 513-887-4099)


Fax: 513-785-5969

Email: kevin.kurpieski@jfs.ohio.govMailing: 157 Carson Rd.
Monroe, OH 45050

Butler County Senior Levy Recommendation

Butler County Commissioners
May 27, 2025





Elderly Services Program (ESP) Benefits Everyone: Older Adults, Caregivers And The Community

The goal of Butler County ESP is to help older adults remain independent in their homes for as long as possible.

- ▶ Enables older adults to stay safely in their homes, preserving independence and dignity.
- ▶ Keeps older adults connected to the communities they call home; helps long-married spouses stay together.
- ▶ Prevents costly and unnecessary nursing home placements which saves taxpayers money by keeping people off of Medicaid.
- ▶ Is a safety net for people who are not eligible for other community programs (payer of last resort) but who also cannot afford private care.
- ▶ Helps family caregivers – sons and daughters juggling jobs, childrearing and elder care.
- ▶ Helps businesses who need workers to be productive, not sidelined by caregiving worries.

Butler County Elderly Services Program Typical Client

- ▶ 76-year-old woman with disabilities and multiple chronic health conditions
- ▶ Lives alone
- ▶ Needs help with bathing, cooking, cleaning, dressing, shopping
- ▶ Lives on a fixed income
- ▶ Has been in and out of the hospital and is at risk for nursing home placement
- ▶ Family caregiver has children and a full-time job



2024 Annual Report

Two programs: ESP and FastTrack Home

FastTrack Home:

- ▶ Provides help when needed the most – as they leave a hospital or nursing home
- ▶ Temporary support for recovery at home – up to 60 days
- ▶ FastTrack Home served 8% of clients but accounted for only 3% of the cost

ESP and FastTrack Home Services

- ▶ Homecare Assistance and Consumer Directed Care
- ▶ Meals
- ▶ Transportation and Adult Day
- ▶ Home Medical Equipment and Emergency Response Systems
- ▶ Behavioral Health (Uplift)
- ▶ Minor Home Modifications



"Monica takes the time to understand my requirements, what I need. She listens to me."

Ann, ESP client

"It's a blessing to get up and down the steps. My worry was falling and with Kathy helping me she wouldn't be able to hold my weight."

Bill, FastTrack Home



Significant Changes Since the Last Levy Increase (2005)

Butler County's 60+ population has grown 79%

The 85+ age group has increased 52% and will grow another 36% by 2040

Total clients served in Butler County has increased 50%

Cost per client increased only 18% (\$66), despite 62% inflation over the same period

Federal funding decreased significantly in 2025 and the future of Federal funding is uncertain

How Have We Managed this Long?

Council on Aging's Guiding Principle:

Provide the highest quality
services, at the lowest possible
cost, to serve as many Butler
County residents as possible.

*"Now, ESP is constantly with me, so I
can function like I'm supposed to."*



Leamul, ESP Client

How Have We Managed This Long?

Reduced costs with competition and innovation

- ▶ Clustered services by senior buildings and zones to secure better rates
- ▶ New Emergency Response Systems contract leverages volume discounts to get a rate that is 49% lower than the market rate, saving \$386,000 over five years. ESP's service rate is \$19
- ▶ COA led advocacy with the Governor's Common Sense Initiative that relieved regulatory burdens impacting meals. This resulted in a 5% savings in Butler County during 2023/2024
- ▶ New laundry delivery service uses local vendor – Laundry Spot – to support client needs, saving \$35 per client per week compared to using a home health aide
- ▶ A star value rating system for home-delivered meals providers incentivizes lower cost, higher quality meals



How Have We Managed This Long?

ESP is the payer of last resort:

- ▶ Adapted to complicated Medicare Advantage Plan benefits, connecting older adults to new benefits they were eligible to receive.
- ▶ Many Medicare Advantage Plans cover transportation and emergency response devices. Enrolling eligible clients for these services through their Medicare Advantage plans saved **\$120,787** for the levy in 2024.

“I am just so grateful to be able to sleep in my own bed, sit in my own chair, and use my own shower at my own pace and in my own time.”

Vereline, ESP Client

2024 Eligibility Changes

Typical Enrollment vs. Managed Enrollment

Typical Enrollment Prior to Feb. 2024

- ▶ 60 years or older
- ▶ Resident of Butler County
- ▶ Need hands-on help with 2 or more everyday activities such as bathing, cooking and housekeeping
- ▶ Unable to receive services from another source

Managed Enrollment After Feb. 2024

- ▶ Cancer or dialysis patients actively receiving treatment
- ▶ Hospice or Palliative Care patients
- ▶ Active Adult Protective Services cases
- ▶ Emergency need for home delivered meals
- ▶ Individuals who received in-home care through Medicaid but are no longer eligible for financial reasons or LOC change.
- ▶ Individuals discharging from a hospital, nursing home or skilled care within the last 7 days or a referral from FastTrack Home

Senior Services Levy Background

- ▶ ESP is funded by a county tax levy.
- ▶ Ohio law allows for senior service levies – not to exceed five years.
- ▶ First levy passed in Butler County in 1996.
- ▶ 77% of voters supported the last renewal in 2020. This levy will expire at the end of 2025.
- ▶ Last levy increase was in 2005 (20 years ago).
- ▶ 2010, 2015, and 2020 were renewal levies.

Butler County senior levy is currently generating \$10.9 Million annually

\$1 million fund balance at end of 2025 = only one month of operating reserve

1.3 Mils currently. However, the effective millage is only 0.74.

Effective millage drops as property values increase.

Increases in collections comes from new home construction, not increases in property values.

2024 Profile Of Butler County's Older Adult Population

Scripps Gerontology Center at Miami University conducted a study of older adult population growth and trends in Butler County

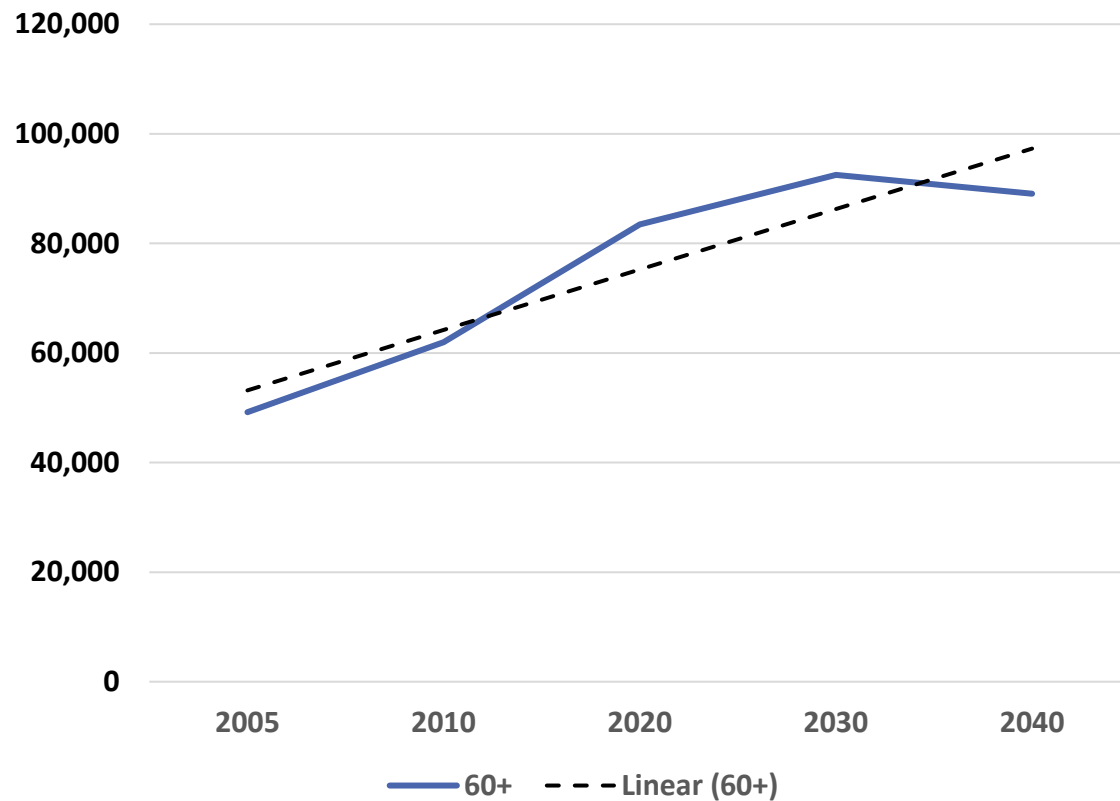
- ▶ More than 83,000 county residents are age 60+, with 9,000 more by 2030.
- ▶ 6,200 county residents are age 85+
- ▶ 40% are not married
- ▶ Almost 30% live alone (age 65+)
- ▶ More than 50,000 households with someone age 60+
- ▶ 1 in 7 live at 150% or below of poverty
- ▶ Renters: Half pay more than 30% of income on housing
- ▶ Homeowners: 1 in 5 pay more than 30% of income on housing

Population Growth

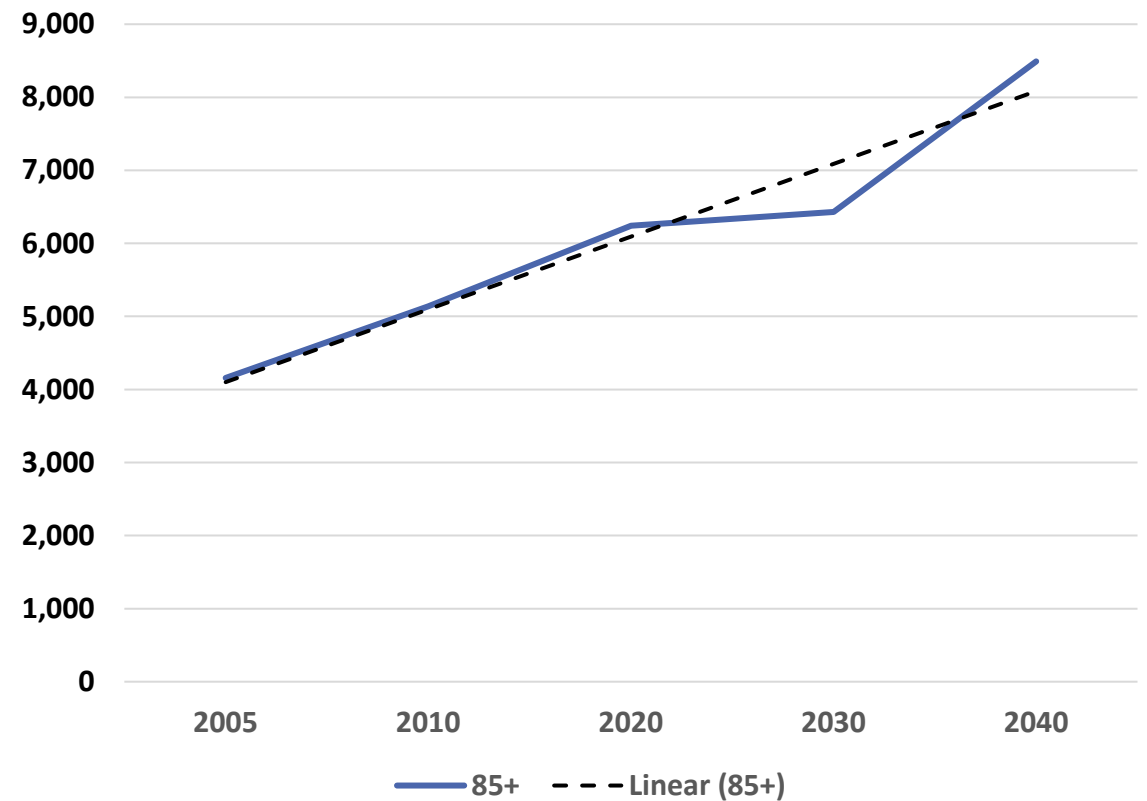
Scripps Gerontology, Miami University



60+ Butler County Population Growth



85+ Butler County Population Growth



Levy Options:

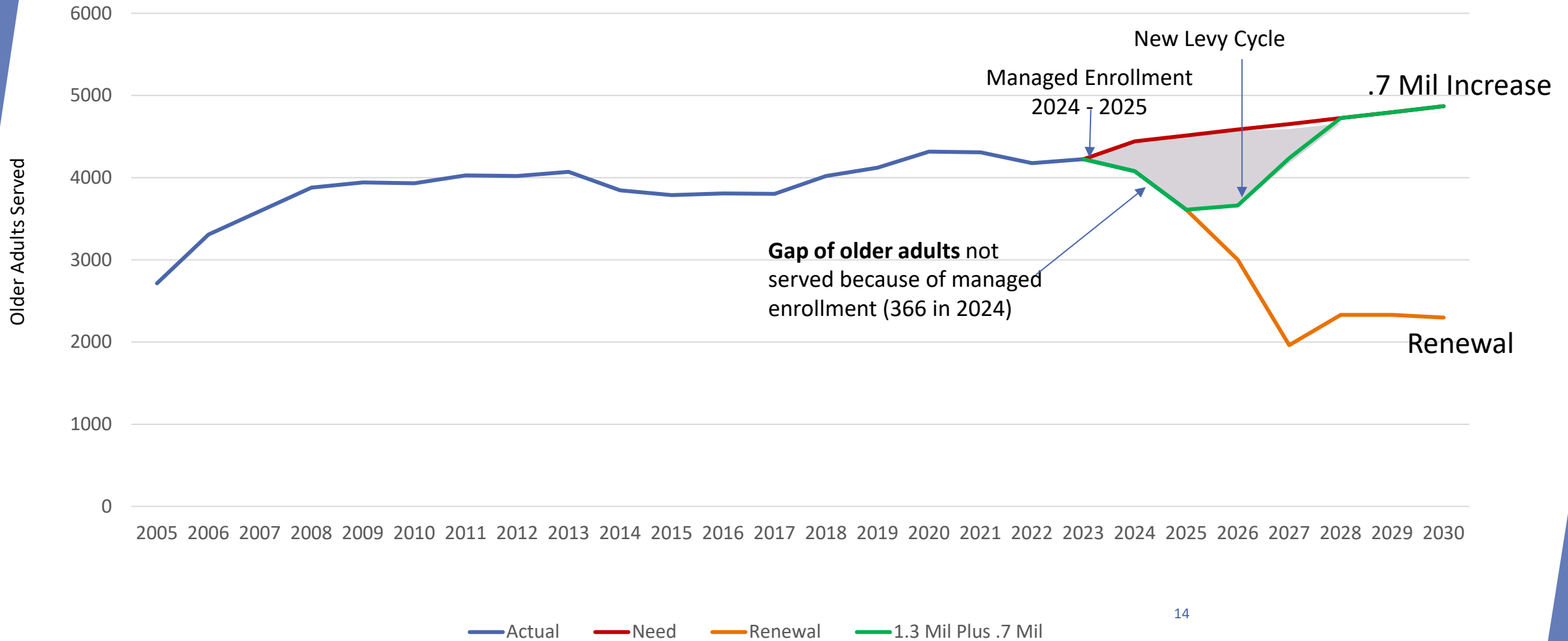
Renewal + Increase

- ▶ **Renewal + .7 mill increase**
 - ▶ Generates \$9.5M more annually for a total of \$20.2M annually.
 - ▶ Funds the increased community need over the 2026-2030 cycle.
 - ▶ Serves 4,806 older adults by 2030 – 18% more than 2024.

Straight Renewal

- ▶ **Renewal Levy**
 - ▶ Cannot meet community need and would require a dramatic restructuring of the program.
 - ▶ Would continue to generate \$10.9 Million.
 - ▶ Serves 2,298 older adults by 2030 – 44% reduction from 2024.

Total Served By Levy Option



Levy Recommendation

1.3 Mil Renewal and a .7 Mil increase



Generates \$20,209,690 annually



The increase is \$24.50 per \$100k of valuation



This would eliminate managed enrollment and meet the growing needs in Butler County.

Questions?

*"Mona has always been a can-do kind of gal, upbeat and independent. I knew she had a lot of living left to do. **We knew that she would want to be home.** That would be her number one goal. That's what everyone wants and it's much more cost-effective than a facility. It's all about adapting."*

Terri, sister-in-law and caregiver for Mona, BCESP client



Terri (left), Mona (BCESP client) and Ralph

Laundry Program Service Evaluation
Council on Aging of Southwestern Ohio

Executive Summary

The purpose of the evaluation was to assess the cost-effectiveness of implementing a laundry delivery service for older adults compared to hiring home health aides to assist with laundry tasks. Key findings indicate the laundry delivery service provided substantial cost savings while effectively meeting the needs of care recipients. By offering an alternative solution amid the ongoing shortage of paid home health aides, this program has demonstrated a practical, scalable approach to addressing essential daily living tasks for older adults, contributing to both financial efficiency and client satisfaction.

Council on Aging of Southwestern Ohio (COA) collaborated with laundry service providers, including Happy Nest, Queen City Laundry, and The Laundry Spot, leveraging their geographic coverage and operational efficiency. Costs ranged from \$1.90 to \$2.50 per pound, significantly undercutting the \$25.52 per hour cost of home health aide-assisted laundry. The pilot program has expanded across Hamilton, Butler and Warren counties, serving 240 clients as of December 31, 2024. Without this service alternative, quarterly laundry costs would exceed \$146,995.20, highlighting its fiscal efficiency. By replacing home health aide-assisted laundry with the laundry delivery program, COA has achieved substantial savings, totaling \$265,851.80:

- \$79,871.20 in Quarter 3 (2023)
- \$63,396.20 in Quarter 4 (2023)
- \$73,353.20 in Quarter 1 (2024)
- \$49,231.20 in Quarter 2 (2024)

Furthermore, client satisfaction is high regarding the laundry service program. Through an eight-question telephonic survey, 97.7% of participants interviewed expressed total satisfaction with the program, highlighting its impact on their daily lives and overall convenience.

Background and Context

COA began piloting a laundry delivery service in April 2022 as part of its FastTrack Home program in Hamilton County. Funded by the county's senior services levy tax, this initiative was launched in response to the growing shortage of home health aides, exacerbated by the COVID-19 pandemic and a broader decline in home health and personal care aides, who have left the field for other opportunities. With 55% of clients in Hamilton and Warren counties unmatched with a homecare provider, COA sought to find innovative solutions to meet their needs. Often, older adults do not need a home health aide to perform all tasks for them. Rather, they might need specific tasks completed weekly or at regular intervals due to a lack of transportation or chronic pain. Home care services, while valuable, can be expensive when used solely for a task like laundry, creating an opportunity for more specialized, cost-effective solutions. Hence, the laundry delivery service program was created to aid older adults who need help, but not full-time home care services.

COA conducted research on local companies offering laundry delivery services. While many companies specialize in commercial services, few cater to residential clients. COA identified Happy Nest, a national laundry delivery service, which partners with local laundromats to provide services based on geographic areas determined by zip codes. Happy Nest's model requires clients to physically place their laundry in a bag for outside pickup and delivery.

Happy Nest created a "parent account" for COA, allowing COA to send client information using a general template, with Happy Nest managing the account activities. In late September 2022, the pilot program expanded to include Elderly Services Program (ESP) clients in Hamilton and Warren counties. At the time, COA also contracted with Queen City Laundry, another laundry delivery provider serving most of Hamilton County. The average cost of Happy

Nest's service is \$1.90 per pound, while Queen City Laundry's average cost ranges from \$2.37 to \$2.49 per pound, with pricing dependent on the client's zip code. Most recently, COA has contracted with The Laundry Spot, a provider primarily serving Butler County, costing \$2.50 per pound.

- **Happy Nest:** \$1.90 per pound (serving Butler, Hamilton and Warren counties)
- **Queen City Laundry:** \$2.37 - \$2.49 per pound (primarily serving Hamilton County)
- **The Laundry Spot:** \$2.50 per pound (primarily serving Butler County)

While it may seem like a basic, mundane task, regular laundry service is vital for older adults who cannot manage the task on their own. Laundry can be a physically demanding task, impacted by the volume of work to be done and the location of the laundry appliances within the older adult's home. Without proper support to complete the task, these individuals may experience a decline in their personal hygiene (especially those with incontinence issues), discomfort or even health complications. Additionally, the absence of assistance could increase their likelihood of needing more intensive care services or entering long-term care facilities prematurely. By providing targeted help with laundry, this program helps older adults maintain their independence and quality of life, preventing or postponing further functional decline.

Moreover, this laundry service program frees up time for paid home health aides to focus on more important tasks while in the home and even to redirect this limited workforce to clients who have more intensive and varied care needs.

Methodology

The comparison between the laundry delivery service and home health aide-assisted laundry was conducted using a structured methodology that focused on key service models and

performance metrics. The two models compared were: (1) *a third-party laundry delivery service that manages the full laundry process, including pick-up, washing, folding, and delivery to the client*, and (2) *a home health aide (or other paid home health aide) who provides in-home laundry services as part of their broader caregiving responsibilities*. Key metrics used to evaluate these models included the cost per week and per month for each service. Additionally, the time home health aides spent on laundry tasks was compared to the operational efficiency of the delivery service. Finally, participant satisfaction rates were assessed to determine the overall impact of each model on the quality of care provided. These metrics provided a comprehensive evaluation of the cost-effectiveness, time efficiency and client satisfaction associated with each approach.

Cost Analysis

Laundry Service Providers

Happy Nest

- Cost per Pound: **\$1.90**
- Average Load Size: **6.5 pounds** (average of 6-7 pounds)
- Direct Cost per Load: **\$12.35**
- Total Cost per Month (assuming 4 loads per month): **\$49.40**

Queen City Laundry

- Cost per Pound: **\$2.37 - \$2.49**
- Average Load Size: **6.5 pounds**
- Direct Cost per Load:
 - Low Estimate: **\$15.40**

- High Estimate: **\$16.19**
- Total Cost per Month (assuming 4 loads per month)
 - Low Estimate: **\$61.60**
 - High Estimate: **\$64.74**

The Laundry Spot

- Cost per Pound: **\$2.50**
- Average Load Size: **6.5 pounds**
- Direct Cost per Load: **\$16.25**
- Total Cost per Month (assuming 4 loads per month): **\$65.00**

Paid Home health aide

- Average Wage: **\$25.52**
- Laundry Task Duration: **2 hours**
- Direct Cost per Load: **\$51.04**
- Total Cost per Month (assuming 4 loads per month): **\$204.16**

Outcome

The laundry delivery service saves approximately:

- **\$142.76/month** when using Happy Nest.
- **\$130.52 - \$127.60/month** when using Queen City Laundry.
- **\$139.16/month** when using The Laundry Spot.

	Happy Nest	Queen City Laundry	The Laundry Spot	Paid Home Health Aide
Cost per Pound	\$1.90	\$2.37-2.49	\$2.50	N/A
Average Load Size	6.5 pounds	6.5 pounds	6.5 pounds	N/A
Direct Cost per Load	\$12.35	\$15.40-16.19	\$16.25	\$51.04
Total Cost per Month	\$49.40	\$61.60-64.74	\$65.00	\$204.16
Savings vs. Paid Home Health Aide	\$142.76	\$127.60-130.52	\$139.16	N/A

2023-2024 Data

In Hamilton County, information for the program begins in Quarter 3 of 2023 with 112 clients, spending \$44,987. Client numbers increased to 149 in Quarter 4, with spending rising to \$57,296. In 2024, Quarter 1 saw a slight reduction to 143 clients, with spending at \$47,961, and in Quarter 2, the client base decreased further to 133, with expenses rising to \$54,395.

In Butler County, the program started modestly with just 2 clients in Quarter 3 of 2023, spending \$2,440. By Quarter 4, the program expanded to 12 clients, spending \$5,576. Growth continued in 2024 with 18 clients in Quarter 1 and spending of \$4,777, followed by an increase to 27 clients and a spending rise to \$6,567 in Quarter 2.

Warren County launched with 45 clients in Quarter 3 of 2023, spending \$19,697. The program expanded to 62 clients in Quarter 4, with spending at \$20,727. In 2024, the client count

rose to 72 in Quarter 1, with spending at \$20,904. Quarter 2 saw the highest increase, with 80 clients and spending reaching \$36,802.

The table provided illustrates the data in client numbers and spending, showing significant growth in both metrics across all counties.

	Hamilton County Clients	Hamilton County Spending	Butler County Clients	Butler County Spending	Warren County Clients	Warren County Spending
Q3 (2023)	112	\$44,987	2	\$2,440	45	\$19,697
Q4 (2023)	149	\$57,296	12	\$5,576	62	\$20,727
Q1 (2024)	143	\$47,961	18	\$4,777	72	\$20,904
Q2 (2024)	133	\$54,395	27	\$6,567	80	\$36,802

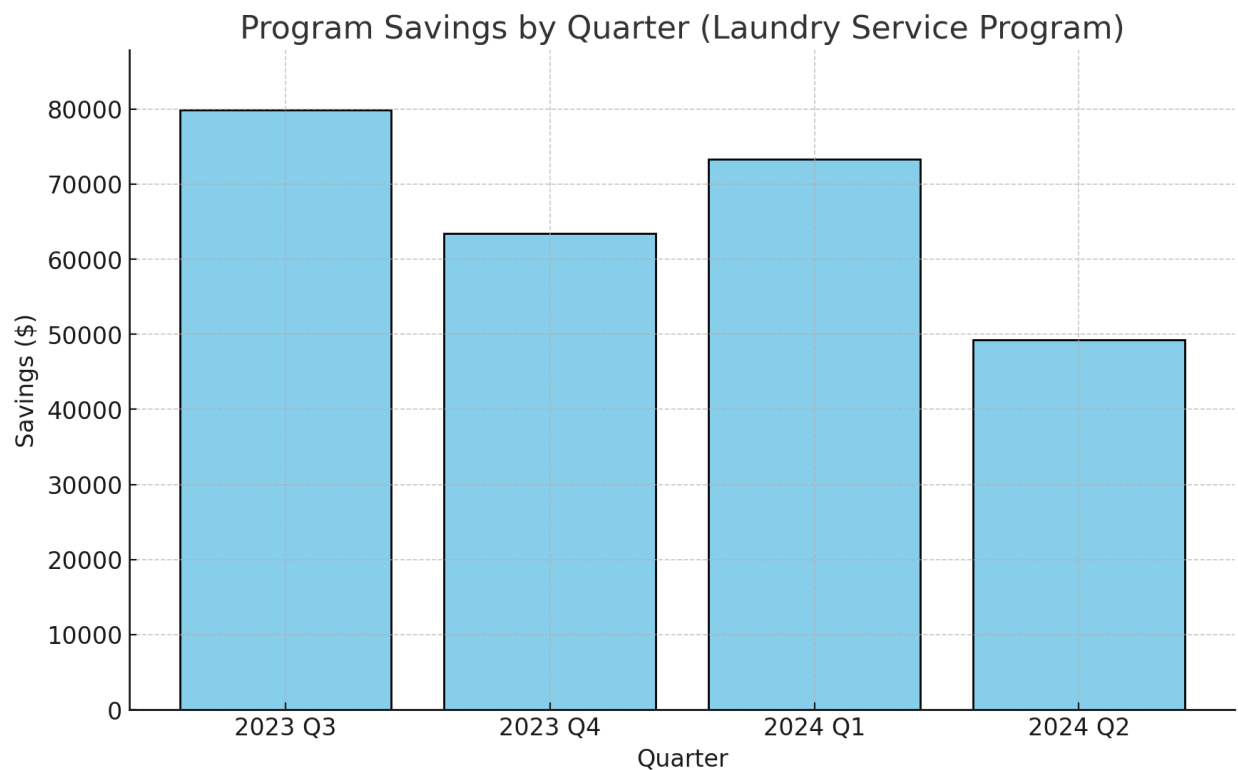
Total Savings

There are approximately 240 clients enrolled in the Elderly Services Program's laundry service delivery program, across three counties. Without this program, a paid home health aide would be required to perform laundry services for these clients. Under current guidelines, home health aides are allotted up to 2 hours weekly for off-site laundry tasks, earning \$25.52 per hour, which totals \$51.04 per client per week.

If each of the 240 clients received weekly laundry assistance from a home health aide, the program would incur costs of \$12,249.60 weekly. On a monthly basis, this would amount to

\$48,998.40. Extrapolated over a quarter, the expenses would reach \$146,995.20, or \$587,980 over the year.

Utilizing the laundry service delivery program, the Elderly Services Program saved approximately \$79,871.20 for Quarter 3 (2023), \$63,396.20 for Quarter 4 (2023), \$73,353.20 for Quarter 1 (2024), and \$49,231.20 for Quarter 2 (2024). By operating the laundry service delivery program, the Elderly Services Program effectively offsets these costs, reducing quarterly spending substantially compared to the alternative of using home health aides to provide this service. It demonstrates significant program savings while maintaining essential support for older adult clients across Hamilton, Butler and Warren counties.



Non-Cost Analysis

The non-financial benefits of both laundry delivery services and home health aide-assisted laundry programs significantly enhance the overall value provided to clients. Laundry

delivery services offer convenience through a streamlined pick-up and drop-off process, freeing up time for home health aides to focus on other tasks or to serve clients with more intensive needs. home health aide This service not only facilitates independence, but also serves as a preventive measure, reducing the need for additional home care assistance.

In contrast, home health aide-assisted laundry may provide some level of personalized support; however, clients are responsible for the costs associated with laundry supplies, such as detergent and dryer sheets, along with the costs of washing and drying. This financial responsibility can place an additional strain on clients, potentially limiting their ability to afford necessary resources. Therefore, while home health aide-assisted laundry may offer direct support, it is essential to consider the cumulative cost of laundry-related expenses, highlighting the potential financial strain on clients compared to the streamlined, cost-effective approach of laundry delivery services.

Satisfaction and Quality of Services

Sixteen older adults, all utilizing Queen City Laundry, were selected at random to participate in a telephonic, eight-question survey designed to evaluate the laundry program's services. The questions gauged how reliable the service is, the convenience of the service, and if the service allows participants to remain independent at home. Out of the 16 participants, 11 older adults responded, resulting in a response rate of 68.75%. Among the respondents, 97.7% expressed satisfaction with the program, highlighting its impact on their daily lives and overall convenience. The high satisfaction rate underscores the program's effectiveness and its positive reception among the participants. The only complaint recorded from the survey respondents was “white clothing does not come back as bright white anymore,” and the client felt the laundromat could use more bleach.

Key Quotes from Respondents

Accessibility:

- "I had back surgery, and this service allows me to avoid going up and down stairs, bending, crouching, falling, etc."

Special Needs and Care:

- "Without the service, I would have nothing clean to wear. I also have sensitive skin, and they asked what powder and detergent to use, along with the dryer sheets, just so my skin won't be irritated."
- "I had a stroke and was able to go home, but I was unable to do laundry due to loss of function. This service allowed me to be home. I think having this service is better than having a home health aide due to the caregiving staffing shortages."

Service Satisfaction:

- "I can't raise my arms past my waist, so this is a great service for me. They literally put the clothes in my closet for me, and they don't accept tips. It really takes the edge off everything, I would do a free commercial for them."

Program Preference:

- "I would prefer the laundry service over the home health aide due to a home health aide not being as efficient."

Conclusion

COA's laundry service program has proven to be an innovative and cost-effective solution, addressing the unique needs of older adults while alleviating home health aide burdens. By leveraging partnerships with professional laundry providers, the program has demonstrated substantial financial savings, operational efficiency and overwhelmingly positive client

satisfaction. With a 97.7% satisfaction rate among survey respondents and over \$250,000 saved in utilizing the service, the program has reinforced its role in enabling older adults to maintain their independence and quality of life and in helping COA serve as a good steward of taxpayer dollars.

This initiative highlights COA's commitment to adapting to the challenges posed by workforce shortages and evolving care needs. By focusing on specialized support rather than comprehensive caregiving, the laundry service program offers a scalable model for meeting essential needs in a resource-efficient manner. As the program continues to grow and evolve, it sets a precedent for innovative approaches in aging services, ensuring older adults receive the assistance they need while preserving their dignity and autonomy.

Fixed Cost Sharing Proposal – Butler County ESP June 2025

Background:

The Council on Aging has evaluated changes to improve the cost-sharing process over the past two years. Our agreement with the county requires that older adults above a certain income threshold share in their service costs. All collected payments are reinvested in the program to provide more services. However, collections have been flat or declining. Scripps Gerontology evaluations suggest considering changes to the process for simplification.

The goals are:

1. Simplifying the process,
2. Maintaining or increasing cost sharing revenue,
3. Appropriate cost sharing amount that addresses economic hardships

The Current Process:

Cost sharing is determined by the case manager during the in-home assessment. Income and expenses are reviewed and inputted into the Care Director system, and a cost sharing % is calculated. A monthly invoice is mailed from COA to the client for payment. 100% of the payments are re-invested into the ESP program as another source of revenue that allows us to serve more county residents.

With this proposal, this process will largely remain the same, but with streamlined steps and improved calculation methodology to ensure a proper cost share amount based on their economic means to contribute towards the cost of the services they are receiving.

The Current Model:

1. The cost sharing amount that clients pay represents a percentage of actual costs applied to payments made to providers. This process results in substantial monthly fluctuations in invoice amount due to various factors.
2. The basis for the cost sharing model is rooted in the federal poverty guidelines, starting at 150% of poverty and increasing to 400% and above at 5% increments.
3. The calculations are hard-coded into Care Director, making it challenging to quickly determine the bill amount for discussion purposes at the time of enrollment.
4. Does not contemplate hardships related to the cost of housing.

5. 100% of out-of-pocket medical expenses are deducted from income.
6. Liquid assets (savings, IRA, investments, etc.) are not considered in the cost sharing calculation. The cost sharing amount is based only on monthly income minus any ongoing medical expenses.
7. The cost sharing amount is established upon program enrollment and evaluated annually and every time the service plan is modified.

The Proposed Model:

1. The cost share amount that clients pay is a flat predictable amount.
 - a. The change is going from a variable amount to a fixed amount.
 - b. This addresses many of the current issues.
 - c. Predictable amount works better for older adults living on a fixed income, is more understandable, and easier to collect.
2. The basis for the cost sharing model is identical with the exception of 10% increments instead of 5%. See attached table.
 - a. Minor change that decreases the number of steps from 20 down to 10.
3. The calculations are made in an excel workbook that includes skip logic so that information that doesn't impact the cost sharing amount is not requested.
 - a. Process change that saves time.
 - b. Expedites program enrollment with clarity about cost share amount.
 - c. Easily modified on the fly as the care manager talks to the family about increasing or decreasing a service, adding a housing hardship, etc.
 - d. Future adjustments to factors and thresholds can easily be modified.
4. Allows for the deduction of excessive (above 20% of income) housing expenses that includes rent, mortgage, and property taxes.
 - a. Added factor that addresses approximately 10% of applicants who have an excessive amount of their income spent on housing costs.
 - b. Housing affordability is an increasing economic issue with older adults.
 - c. 10% of applicants in the pilot had a housing expense deduction.
5. Deducts medical expenses that are in excess of 7.5% of income.
 - a. This reduces the amount of time spent collecting medical expense information and only focuses on those (7%) who have excessive expenses.

- b. 7% of applicants in the pilot had a medical expense deduction.
6. Liquid assets (savings, IRA, investments, etc.) that are above 6 months of nursing home care (\$55,800) are calculated into the cost share. 10% of the asset value above \$55,800 is applied to the monthly income.
 - a. Added factor for ~10% of applicants who have sufficient liquid assets available to pay for living expenses and services.
 - b. 10% of applicants in the pilot had an asset adjustment.
 - c. Older adults with sufficient savings should contribute toward the cost of their services.
7. The cost sharing amount is established upon program enrollment. It is only re-evaluated when there is a significant change event such as an additional service, or in the rare event that there is a new source of income or assets.
 - a. Significant savings in administrative time and effort. The cost sharing amount is locked in for the time they are enrolled in the program. Only adjusted when there is a significant change in services or income.

Proposed Implementation:

- Fall 2025 implementation after CareDirector build and staff training.
- All existing cost sharing clients would be converted into a fixed amount based upon their current average monthly cost sharing bill.
- The new process and calculation would apply to all new program enrollments starting Fall 2025.

The existing pilot with this proposed cost sharing model has not generated complaints or problems with new enrollments.

Case Examples from the pilot results:

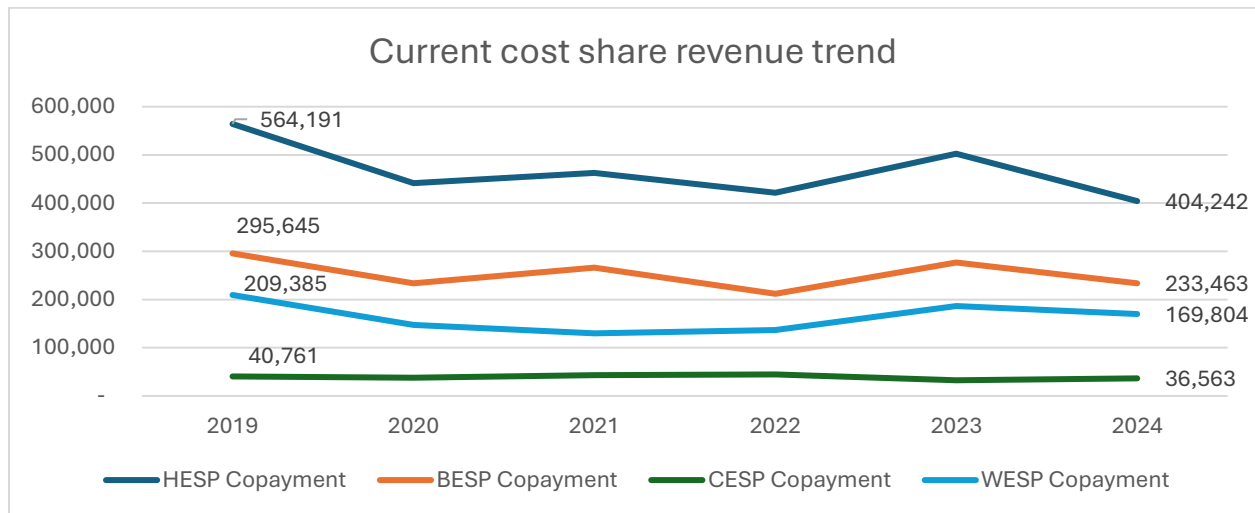
- 54% of the new enrollments did not have any cost share because their monthly income was below \$2,042 (one person) \$2,761 (two person) per month.
- Mr. S has \$6,334 in monthly income, and lives with his wife. He does not have any assets, or hardship with housing or medical expenses. He receives home care assistance and medical transportation. His care plan authorization is \$526 per month, and his monthly cost share is **\$201.23**.

- Mr. C has \$2,856 in monthly income, \$120,000 in (assets) in his bank accounts, and lives alone. He receives home care assistance, and an emergency response service for a care plan authorization of \$570.65 a month. His monthly cost share amount is **\$257.99**, which is adjusted \$103.19 higher because of his assets.
- Mrs. P has \$5,068 in monthly income, does not have any assets, and lives with her spouse. She receives home care assistance and medical transportation at a monthly authorization of \$755.31. She has extensive out of pocket medical expenses which deducts \$1,338 per month from her income. Her monthly cost share is **\$166.38** per month which is \$166 less because of her medical expense hardship deductions.
- Mrs M. has \$1,921 in monthly income and lives alone. She has \$530,000 in assets. She receives home care assistance with a care plan cost of \$546.65. Her monthly cost share is **\$491.99**. Without the assets, she would not have any cost share.

Supplemental Data:

County Comparison with Current Cost Share process:

County:	% w/ cost share:	Avg amount / month:	Annual Revenue:
Butler	35.1%	\$26.41	\$233,463
Clinton	33.9%	\$33.09	\$36,563
Hamilton	25.6%	\$56.15	\$404,242
Warren	33.7%	\$30.63	\$169,804
Total:	30.4%	\$36.57	\$844,072



Results to date (Hamilton County Pilot):

Category:	Baseline:	New Scale:	Implication
% with a cost share	26%	46%	Higher Revenue
Avg monthly amount collected	\$56.15	\$114.46	Higher Revenue
% with asset adjustment	2%	11%	Improved calculation, Higher Revenue
% clients with medical deduction*	43%	7%	More efficient and Higher Revenue
% clients with housing expense deduction*	0.9%	10%	More efficient, Lower Revenue,
% who have tax filing	NA	32%	Lower Effort and Accuracy

*These %s are dropping b/c of some adjustments to improve the process beginning in mid-January 2025.

	1 Person		2 People		3 People		4 People		5 People	
<i>FPL (100%)</i> >>>	\$ 15,650		\$ 21,150		\$ 26,650		\$ 32,150		\$ 37,650	
Copay	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max
0%	\$ -	\$ 2,042	\$ -	\$ 2,761	\$ -	\$ 3,478	\$ -	\$ 4,196	\$ -	\$ 4,913
10%	\$ 2,043	\$ 2,385	\$ 2,762	\$ 3,224	\$ 3,479	\$ 4,062	\$ 4,197	\$ 4,900	\$ 4,914	\$ 5,738
20%	\$ 2,386	\$ 2,729	\$ 3,225	\$ 3,689	\$ 4,063	\$ 4,648	\$ 4,901	\$ 5,607	\$ 5,739	\$ 6,566
30%	\$ 2,730	\$ 3,074	\$ 3,690	\$ 4,155	\$ 4,649	\$ 5,234	\$ 5,608	\$ 6,314	\$ 6,567	\$ 7,394
40%	\$ 3,075	\$ 3,418	\$ 4,156	\$ 4,620	\$ 5,235	\$ 5,821	\$ 6,315	\$ 7,022	\$ 7,395	\$ 8,223
50%	\$ 3,419	\$ 3,762	\$ 4,621	\$ 5,085	\$ 5,822	\$ 6,407	\$ 7,023	\$ 7,729	\$ 8,224	\$ 9,051
60%	\$ 3,763	\$ 4,106	\$ 5,086	\$ 5,550	\$ 6,408	\$ 6,993	\$ 7,730	\$ 8,436	\$ 9,052	\$ 9,879
70%	\$ 4,107	\$ 4,451	\$ 5,551	\$ 6,016	\$ 6,994	\$ 7,580	\$ 8,437	\$ 9,144	\$ 9,880	\$ 10,708
80%	\$ 4,452	\$ 4,795	\$ 6,017	\$ 6,481	\$ 7,581	\$ 8,166	\$ 9,145	\$ 9,851	\$ 10,709	\$ 11,536
90%	\$ 4,796	\$ 5,139	\$ 6,482	\$ 6,946	\$ 8,167	\$ 8,752	\$ 9,852	\$ 10,558	\$ 11,537	\$ 12,364
100%	\$ 5,140	\$ 9,999,999,999	\$ 6,947	\$ 9,999,999,999	\$ 8,753	\$ 9,999,999,999	\$ 10,559	\$ 9,999,999,999	\$ 12,365	\$ 9,999,999,999

BCESP Levy Projection											
CURRENT COA PROJECTION: May 2025											
	Year 1		Year 2		Year 3		Year 4		Year 5		5-Year Total
	2021 Actual		2022 Actual		2023 Actual		2024 Actual		2025 Projected		
Revenue	(remaining fund balance carries over year to year)										
Beginning Fund Balance/Carryover	9,835,999		10,074,237		9,628,576		6,830,093		4,213,015		9,835,999
Levy Revenue (Cash Basis)	10,636,075		10,671,244		10,817,939		10,940,219		10,940,219		54,005,696
COA Levy Draw	9,523,392		10,509,859		12,924,666		13,032,986		13,057,332		59,048,235
Title III and State Funding (Accrual Basis)	846,861		992,865		898,534		702,981		253,197		3,694,438
Additional Funding	483,192		241,856		256,145		167,137		50,000		1,198,331
Client Donations (Accrual Basis)	13,654		10,715		7,428		11,337		8,591		51,723
Client Co-Payments (Accrual Basis)	241,023		201,057		269,964		256,694		223,721		1,192,458
Interest and Other Income	233		2,879		66,827		76,761		54,748		201,449
Total Revenue to support ESP	11,108,356		11,959,231		14,423,563		14,247,897		13,647,588		65,386,635
Total Revenue (including balance carryover)	\$	22,057,038	\$	22,194,853	\$	21,945,412	\$	18,985,223	\$	15,743,490	\$ 70,180,095
COA Operational Expenses											
Provider Services (Accrual Basis)	7,642,007		8,364,755		10,472,048		10,814,010		9,741,969		47,034,788
Healthy Aging Grant	-		-		-		(902,571)		-		(902,571)
Behavioral Health	56,356		39,300		-		152,837		90,000		338,492
Information & Assistance (Accrual Basis)	286,081		284,377		308,009		326,611		359,696		1,564,774
Care Management (Accrual Basis)	2,397,266		2,488,419		2,588,934		2,686,669		2,402,009		12,563,298
FTH Case Management	-		-		118,744		238,236		161,081		518,061
Program Management (Accrual Basis)	726,646		782,380		935,828		932,105		892,833		4,269,792
Total COA Operational Expenditures	11,108,356		11,959,231		14,423,563		14,247,897		13,647,588		65,386,635
Settlement Fees	99,836		105,260		113,987		109,037		115,000		543,121
Adult Protective Services	300,000		300,000		300,000		219,177		219,177		1,338,354
Prosecutor	178,089		188,593		184,583		196,097		196,097		943,458
Other County Expenses	296,520		13,194		93,185		-		-		402,899
Total Levy Expenditures	\$	11,686,281	\$	12,553,084	\$	15,022,134	\$	14,772,208	\$	14,177,862	\$ 68,211,568
Actual & Estimated Median Fund Balance	\$	10,074,237	\$	9,628,576	\$	6,830,093	\$	4,213,015	\$	1,565,628	\$ 1,565,628
Year Ending Client Census	3,174		3,070		3,140		2,822		2,395		
Estimated Total Clients served during the year	4,307		4,178		4,224		4,028		3,710		

Assumptions:

Census: Census is estimated based on information from LifeSpan; market penetration is currently at 28.5%; COA implemented managed enrollment beginning in February 2024 in order to keep the program within budget. We are targeting a census of 2395 at the end of 2025 (includes FTH at 22, traditional ESP is estimated at 2373.)

Revenues:

Levy Tax Collections: 2024 - 2025 annual collection is based on 2024 actual collections reported from the auditor's office.

Title III revenue: 2025 funding was reduced back to pre-pandemic levels, also some of it was used to cover expenses in prior quarter. Luther Charitable Foundation grant funding (\$50,000 for Home Modifications) is included in 2025.

Healthy Aging: In 2024, COA managed the Healthy Aging grant funding from the Ohio Department of Aging. The amount allocated to Butler County was \$955,927. Of this total, \$902,571 was used to reduce the Provider services cost to the county, which in effect reduced the Admin cost base, which in turn reduced the Program Management cost to the county. (COA has administered these funds at no administrative cost to the county.)

Costs:

Provider services costs are estimated on a Cost per Client basis; cost increases are in line with provider contracts based on RFP bid rates.

In 2024 EMRS services were successfully bid and we are seeing a 20% reduction in cost for this service in 2025.

Starting in 2024, Fast Track Home services were added in Butler county. The program meets service gaps as requested by the commissioners. We have restricted enrollment in this program as of April 2025 for the remainder of year.

We remain concerned about home care assistance service: the program has been saving money because of work force shortages, but as staffing levels have improved, the number of clients waiting for a home care aide has declined from 360 in Q2 2024 to 104 in Q1 2025; We have included some assumptions to reflect the increased utilization of this service.