Welcome

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

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

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

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

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

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

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

What Is ESP?

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

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

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

What Is COA’s Role?

COA’s responsibilities for ESP in Butler County include: program development, provider management, data analysis and reporting; financial services and oversight; information technology; quality improvement; and community engagement. As a state-designated Area Agency on Aging, COA provided these additional services in 2020:

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

ESP is a Community Partnership

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

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

Administered by Council on Aging
4601 Malsbary Road, Blue Ash, OH 45242
(513) 721-5025, (800) 252-0155, www.help4seniors.org

Intake and Care Management by LifeSpan
Community First Solutions
1900 Fairgrove Ave., Hamilton, OH 45011
Butler County ESP services are funded by a special tax levy. ESP does not supplant care provided by families but rather ... 2 percent of voters in 2020. The 1.3-million levy costs property owners $39.81 per $100,000 of property valuation annually. COA’s goal is to ensure the highest quality services at the lowest cost in order to serve as many people as possible with the tax dollars available.

As the Area Agency on Aging for Southwestern Ohio, including Butler County, COA leverages state and federal funding to cover 7 percent of ESP expenses. Additional funding comes from voluntary client donations and client co-payments (46 percent of clients make a co-payment based on their income).

**Revenue**

- Federal and State (via Council on Aging) $10,701
- Client Donations and Co-payments $24,353
- Butler County Elderly Services Levy $10,204,977
- **TOTAL REVENUE** $11,250,031

**Expenses**

<table>
<thead>
<tr>
<th>SERVICE**</th>
<th>CLIENTS SERVED</th>
<th>SERVICE UNITS</th>
<th>COST</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care Management</td>
<td>4,184</td>
<td>37,898 months</td>
<td>$2,285,190</td>
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<tr>
<td>Electronic Monitoring System</td>
<td>2,610</td>
<td>25,246 months</td>
<td>$465,023</td>
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<td>Home-Delivered Meals</td>
<td>2,231</td>
<td>443,898 meals</td>
<td>$3,360,562</td>
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<td>Home Care Assistance</td>
<td>1,449</td>
<td>110,836 hours</td>
<td>$2,553,864</td>
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<tr>
<td>Medical Transportation</td>
<td>477</td>
<td>10,233 one-way trips</td>
<td>$361,362</td>
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<tr>
<td>Home Medical Equipment</td>
<td>444</td>
<td>796 items</td>
<td>$86,398</td>
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<tr>
<td>Independent Living Assistance***</td>
<td>395</td>
<td>5,453 hours</td>
<td>$278,921</td>
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<td>Minor Home Repairs</td>
<td>228</td>
<td>261 repairs</td>
<td>$269,215</td>
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<td>Consumer-Directed Care</td>
<td>153</td>
<td>31,751 months</td>
<td>$476,955</td>
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<td>Non-Medical Transportation</td>
<td>116</td>
<td>909 one-way trips</td>
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<td>Behavioral Health Services (U/SCR)</td>
<td>73</td>
<td>N/A</td>
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<td>Adult Day Services</td>
<td>30</td>
<td>630 days</td>
<td>$36,973</td>
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<td>Environmental Services****</td>
<td>17</td>
<td>17 days</td>
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<td>Adult Day Transportation</td>
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<td>Intake and Assessment</td>
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<td>Administration</td>
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<td>N/A</td>
<td>$716,454</td>
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- **TOTAL EXPENSES** $11,250,031

**Additional Expenses**

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

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

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**Success Stories**

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

In 2020, low-income older adults in southwestern Ohio, including Butler County, were able to participate in the United States Department of Agriculture Senior Farmers’ Market Nutrition Program. More than 1,100 older adults in Council on Aging’s (COA) five-county service area participated in the program – 216 in Butler County – which provides fresh, nutritious, unprepared locally grown fruits, vegetables, herbs and honey through farmers markets, roadside stands and community supported agriculture (CSA) farmers. COA was able to offer the program for the first time locally, thanks to support from some Butler County community members. COA’s Nutrition Business Relations Partner, Jennifer Lake, worked with local community members, area farmers and the Ohio Department of Aging to secure a $180,000 grant from Ohio’s General Revenue fund to bring the program to the area.

Marlene finds advocates in daughter and Butler County ESP program

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

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

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

Provider network adapts to serve during the pandemic

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

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

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