

# Welcome

Since 1992, the Elderly Services Program (ESP) has played a significant role in the well-being of our county's older adults. In 2021, ESP helped 8,220 residents remain safe and independent in their homes. Our program's clients are reflective of our county's diverse population: nearly 40 percent of clients identify as African American or another minority population.



ESP is flexible, innovative and in touch with the needs of older adults. In 2020, the program became a lifeline for those who needed pandemic-related support such as meals, supplies and masks. Efforts shifted in 2021 to vaccinations: providing shots at clinics or at home; helping older adults locate and make appointments; and transporting older adults to appointments.

Much of the transportation to these appointments was provided by an ESP pilot program – home52 Transportation. This program is shifting the long-held approach to transportation for older adults. Whereas most systems require pre-scheduling of rides – among other inconvenient and inefficient features – home52 Transportation schedules rides on demand. Early feedback from Hamilton County riders is promising, and the program will expand to serve more county residents.

The national home health aide shortage continues to impact our program, but ESP administrator Council on Aging has been working on creative solutions to overcome this challenge, including making the client-aide matching process more efficient and collecting and using data to provide better quality service.

Hamilton County voters understand the important role ESP plays in making our community a great place to live. They have approved the senior services levy – the primary funding source for ESP – every year since it has been on the ballot. This program benefits our entire community – from older adults receiving care, to family caregivers who can work and focus on young families because their older loved ones are safe. This fall, voters will be asked to renew the levy. With any luck – and a strong community education campaign – history will repeat itself, as ESP would cease to exist without the financial support of the levy.

There are many great ESP stories to tell. I encourage you to read more about the initiatives mentioned above in this report and scan the QR code inside this report to learn even more about ESP in 2021.

Sincerely,  
Rose Stertz  
Chair, Hamilton County Elderly Services Program Advisory Council

## ESP Is a Community Partnership



**Hamilton County Commissioners**  
Stephanie Summerow Dumas, President; Alicia Reece, Vice President; Denise Driehaus, Commissioner



**Hamilton County Elderly Services Program Advisory Council**  
Rose Stertz, Chair; Matthew Worth, Vice Chair; Viola Brown; Lavina Bryant; Janice Hunter; Dimity Orlet; Diane Slovin; Susan Van Amerongen



**Administered by Council on Aging**  
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# What Is ESP?

The Elderly Services Program (ESP) helps eligible county residents age 60 and older to remain safe and independent in their homes by providing help with certain activities of daily living (bathing, cleaning, cooking, transportation and more), filling gaps in care that may already be provided by family caregivers.

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

The program is operated by Council on Aging (COA) via a contract with Hamilton County Commissioners, who appoint a board to advise on program needs and policies. Provider agencies deliver ESP services via competitive contracts with COA. Clients, caregivers and taxpayers round out the partnership. ESP is a compassionate and cost-effective alternative to nursing home care.

**COST TO TAXPAYERS:**

**\$350**  
Monthly costs for ESP services

**VS**

**\$6,000+**  
Monthly costs for nursing home care

## What Is COA's Role?

As the program's operator, COA provides: eligibility assessments; care management; program development; provider management; data analytics; financial services; information technology; quality improvement and community engagement. As a state-designated Area Agency on Aging, COA provided these additional services to county residents in 2021:



55,966

requests for information and referral fulfilled



1,052

individuals in Hamilton County were provided support to transition from one care setting to another



\$3.1 million

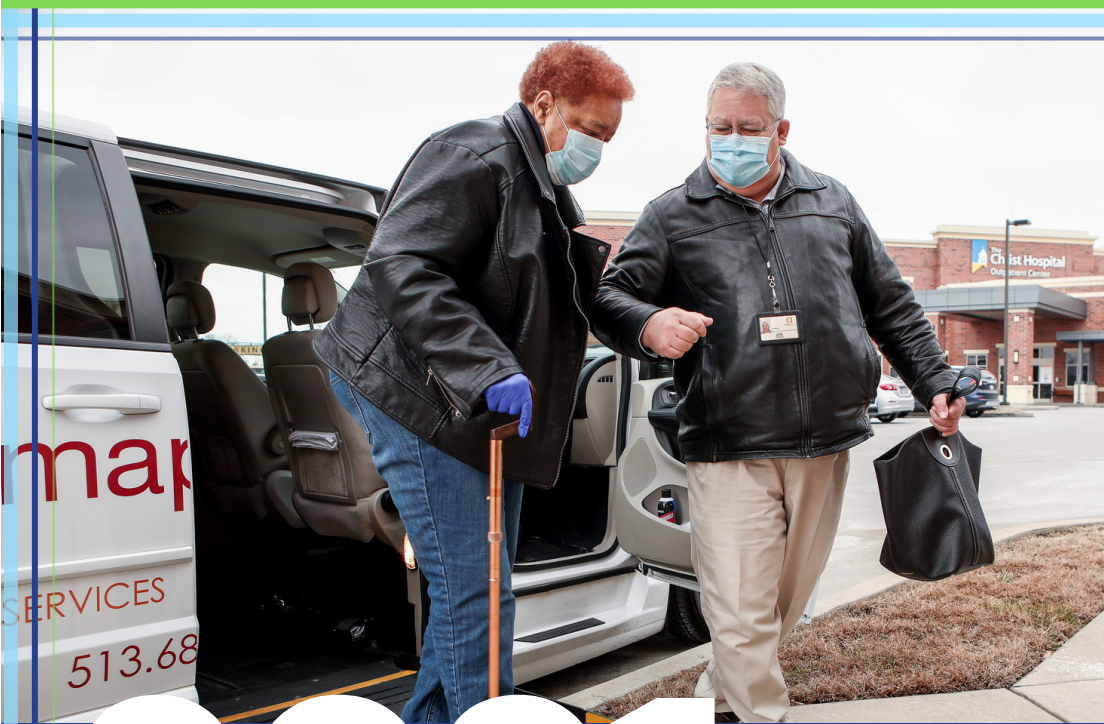
in Title III funding allocated to local organizations for congregate meals, legal assistance, wellness education, caregiver support, transportation and other supportive services



5,152

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

# HAMILTON COUNTY Elderly Services Program



# 2021 Annual Report





# 2021

## Client Stats

Hamilton 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.

8,220  
CLIENTS  
SERVED

68%  
FEMALE  
32%  
MALE

60%  
LIVE ALONE

76%  
AGE 70+  
42 ARE 100+

843 DAYS  
AVG TIME ON  
PROGRAM

\$164/MO  
OUT-OF-POCKET  
MEDICAL EXPENSES

\$1,659  
MEAN MONTHLY  
INCOME

40%  
MINORITIES

## Success Stories

To read these full success stories and more, scan the code with your mobile device or visit [www.help4seniors.org/hcesp2021](http://www.help4seniors.org/hcesp2021)



### ESP helps veteran remain independent after a stroke



Duncan remembers the day well: January 14, 2011. He decided he could no longer ignore the strange sensations he had been having. His computer mouse felt like it weighed 10 pounds; a pen felt so floppy in his hand that he couldn't write.

"I had tried to argue with myself," he said. "'You're alright. You're fine.' But I finally told the landlady that I thought I might be having a stroke. She called emergency and from then on, that was life-changing for me."

At age 71, Duncan had indeed had a stroke. He was hospitalized and then in rehabilitation for three months. Returning home, he knew that without any family to help him, he would need support if he wanted to stay independent. ([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](#))

Hamilton 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 1992 provides 89 percent of ESP's funding. The most recent tax levy was approved by 72 percent of voters in 2017. The 1.6-mill levy costs property owners \$40.25 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 Hamilton County, COA leverages state and federal funding to cover 9 percent of ESP expenses. Additional funding comes from voluntary client donations and client co-payments.

### Revenue

Federal and State (via Council on Aging)	\$2,253,210
Client Donations and Co-payments	\$394,616
Hamilton County Elderly Services Levy	\$21,178,339
<b>TOTAL REVENUE</b>	<b>\$23,826,165</b>

### Expenses

SERVICE	CLIENTS SERVED	SERVICE UNITS	COST
Care Management	7,721	59,720 months	\$3,771,799
Home-Delivered Meals	4,237	792,889 meals	\$5,383,793
Electronic Monitoring System	3,865	36,136 months	\$747,269
Home Care Assistance	3,442	319,955 hours	\$7,312,670
Medical Transportation	1,133	31,168 one-way trips	\$1,341,577
Home Medical Equipment	987	3,841 items	\$268,513
FastTrack Home Care Management	936	1,383 months	\$990,027
Transportation Coordination	880	17,193 hours	\$75,273
Minor Home Repairs	441	490 repairs	\$429,768
Consumer-Directed Care	328	84,505 months	\$1,250,792
Non-Medical Transportation	284	4,601 one-way trips	\$130,028
Independent Living Assistance*	127	1,737 hours	\$135,376
Adult Day Services	74	7,434 days	\$234,976
Adult Day Transportation	32	3,524 miles	\$55,037
Environmental Services**	32	166 jobs	\$100,471
Kinship Meals***	15	2,614 meals	\$12,758
Institutional Respite***	5	47 nights	\$13,529
Intake and Assessment	N/A	N/A	\$122,332
Administration	N/A	N/A	\$1,450,175
<b>TOTAL EXPENSES</b>			<b>\$23,826,165</b>

### Additional Expenses

Hamilton County Commissioners distributed funds from the senior services levy to the following services and organizations: patient navigation, \$226,006; senior homeless medical care, \$259,703; Hamilton County Job and Family Services Adult Protective Unit, \$399,304; Hamilton County Veterans Service Commission, \$156,283.

\*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.