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:

<table>
<thead>
<tr>
<th></th>
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<th>$6,000+ Monthly costs for nursing home care</th>
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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:

- Monthly costs for ESP services: $350
- Monthly costs for nursing home care: $6,000+
- Requests for information and referral fulfilled: 55,966
- Individuals in Hamilton County were provided support to transition from one care setting to another: 1,052
- In Title III funding allocated to local organizations: $3.1 million
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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 Slowvin; Susan Van Amerongen

Administered by Council on Aging
4601 Malsbary Road, Blue Ash, OH 45242
(513) 721-1025, (800) 252-0155, www.help4seniors.org

Cost to Taxpayers:

- $350 Monthly costs for ESP services
- $6,000+ Monthly costs for nursing home care

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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)

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)

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