

Welcome

First and foremost, I'd like to thank voters for passing the Warren County Senior Services Levy in November of 2021. The 78 percent who voted "yes" made this the largest winning margin of all similar levies in southwestern Ohio! To me, this confirms that our neighbors recognize the importance of supporting our older adults, who have contributed so much to our community over their lifetimes. In fact, in 2021, the Warren County Elderly Services Program (ESP) – 89 percent of which is funded by the levy – supported 2,593 older adults, up 5 percent over 2020.



The program continues to grow in other ways as well, including the addition of FastTrack Home in 2021. The program supports older adults in their recovery after release from a hospital or nursing home. Evaluation in the facility ensures that temporary services are in place upon the client's discharge. FastTrack Home has proven effective in lowering the number of unnecessary return visits to the hospital.

As 2021 ushered in the second year of the pandemic, related efforts in the county shifted to helping older adults find COVID vaccination appointments, vaccinating them through clinics and coordinating with health departments to bring vaccines to those who are homebound. In addition, residents of our low-income senior apartment buildings continued to receive restaurant meals through the award-winning Comfort Meals Program.

The national home health aide shortage continues to impact our program, but ESP administrator Council on Aging (COA) continues to work on creative solutions to this challenge. One of these is identifying and onboarding a new financial management service provider to make it easier for clients to hire their own aide through ESP's Consumer Directed Care option.

I encourage you to review this printed report, and then scan the QR code to read more. We are truly doing great things in Warren County.

Sincerely,  
Dave Gully  
Chair, Warren County Elderly Services Program Advisory Council

ESP Is a Community Partnership



**Warren County Commissioners**  
Tom Grossmann, Shannon Jones, David G. Young



**Warren County Elderly Services Program Advisory Council**  
Dave Gully, Chair; Dr. Don Juszczuk, Vice Chair; Chris Ellis; John Lazares; Matt Nolan; Tiffany Zindel



**Administered by Council on Aging**  
4601 Malsbary Drive, Blue Ash, OH 45242  
(513) 721-1025, (800) 252-0155, [www.help4seniors.org](http://www.help4seniors.org)



**Intake and Care Management by Warren County Community Services, Inc.**  
645 Oak St., Lebanon, OH 45036  
(513) 695-2271, [www.wccsi.org](http://www.wccsi.org)

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.

The program is operated by Council on Aging (COA) via a contract with Warren 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.



What Is COA's Role?

COA's responsibilities for ESP in Warren 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 to county residents in 2021:



55,966

requests for information and referral fulfilled



1,326

individuals throughout COA's service area were provided support to transition from one care setting to another



\$669,035

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



643

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

WARREN COUNTY  
Elderly Services Program



2021  
Annual Report





# 2021

## Client Stats

2,593  
CLIENTS  
SERVED



69%  
FEMALE



31%  
MALE



54%  
LIVE ALONE

86%  
AGE 70+



1,098 DAYS  
AVG TIME ON  
PROGRAM



\$135/MO  
OUT-OF-POCKET  
MEDICAL EXPENSES

\$1,659  
MEAN MONTHLY  
INCOME

Warren 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.

## Success Stories

To read these full success stories and more, scan the code with your mobile device or visit [www.help4seniors.org/wcesp2021](http://www.help4seniors.org/wcesp2021)



### ESP helps Warren County woman live independently, despite health challenges



Rebecca, 64, is a private, independent woman who draws on her strength each and every day.

Growing up in Lebanon, she is used to the quiet streets that surround her home of 13 years. It's filled with photos - faces of her family smile at her as she watches TV on her couch. Her son's picture hangs in a prominent location where she can always see it.

The Warren County Elderly Services program (ESP) has been a strong partner for Rebecca, lending her a hand and offering peace of mind. Rebecca's health challenges began 15 years ago with an infection in her left foot, leading to the amputation of her left leg 10 years later. ([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](#))

## 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 2002 provides 89 percent of ESP's funding. The most recent tax levy was approved by 78 percent of voters in 2021. The 1.21-mill levy costs property owners \$29.93 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 Warren 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)	\$644,397
Client Donations and Co-payments	\$135,448
Warren County Elderly Services Levy	\$6,297,147
<b>TOTAL REVENUE</b>	<b>\$7,076,992</b>

### Expenses

SERVICE	CLIENTS SERVED	SERVICE UNITS	COST
Care Management	2,481	21,798 months	\$1,428,373
Home-Delivered Meals	1,403	246,619 meals	\$1,873,247
Electronic Monitoring System	1,380	13,627 months	\$247,977
Home Care Assistance	963	76,853 hours	\$2,016,242
Medical Transportation	257	5,074 one-way trips	\$284,847
FastTrack Home Care Management	174	241 months	\$171,137
Minor Home Repairs	133	164 repairs	\$161,519
Home Medical Equipment	107	153 items	\$25,569
Consumer-Directed Care	68	18,911 months	\$272,547
Independent Living Assistance*	58	2,374 hours	\$38,629
Environmental Services**	14	52 jobs	\$23,020
Kinship Meals***	2	254 meals	\$7,167
Intake and Assessment	N/A	N/A	\$78,542
Administration	N/A	N/A	\$448,178
<b>TOTAL EXPENSES</b>			<b>\$7,076,992</b>

### Additional Expenses

Warren County Commissioners distributed \$45,000 in funds from the senior services levy to the Warren County Department of Human Services' Adult Protective Services Unit.

\*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.

Warren 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.