

Butler County

Elderly
Services
Program
Esp

2008 Annual Report





“We like to be independent. Our children will tell you that. They think we may need more help. But this way, we’re independent...and we’re together. For us, that’s still important.”

~ Rex, caregiver for his wife, Lorraine,
Butler County Elderly Services Program clients

Assistance

Dear Friends,

On behalf of Butler County Citizens for Elderly Services, Inc., it is my pleasure to present our Annual Report for 2008.

You will see in this report that we have continued on our path of steady growth in the Elderly Services Program (ESP) since passage of the most recent tax levy in November 2005. The number of older adults served grew from 3,593 in 2007 to 3,880 in 2008, an increase of 8 percent. If you go back to the levy year, our enrollment has increased by 43 percent.

We are proud of these numbers. They mean we are doing what the community has asked of us: to provide older adults with a low-cost alternative to nursing home care so they can remain independent within their own homes for as long as possible.



Helen Smith

This is not only compassionate, it's cost effective. Our program can provide in-home services for about \$350 per client, per month, on average. These services may delay or prevent nursing home placement, where the Medicaid expenditure may be as much as \$4,800 a month.

Besides growth, 2008 brought an important change to the program. At the policy direction of Butler County Commissioners, Council on Aging used a bidding process to transition from four care management agencies to one (LifeSpan, Inc.). Change such as this can be difficult. But we believe it will make a good program better for seniors, with more consistent services at a lower cost.

The Behavioral Health experimental program, started in 2007, achieved its objectives in 2008. Seniors identified as experiencing depression and anxiety were feeling much better after receiving therapy through the program. We are now working with the Butler County Mental Health Board to establish a permanent behavioral health service through Butler ESP. There is evidence that such a service can relieve suffering and improve the quality of life of many seniors in our community.

The Elderly Services Program is needed today more than ever. As our population ages, more people have disabilities and need daily help. It's important for Butler County residents of all income levels to be able to choose from a variety of long-term care options based on their needs. These include in-home and community-based services such as those we provide, as well as different types of housing, retirement communities, and nursing homes.

We thank the people of Butler County for supporting the Elderly Services Program. We take our responsibility seriously and pledge to continue to provide high quality care with careful stewardship of the community's tax dollars.

Helen Smith, President
Butler County Citizens for Elderly Services, Inc.

Butler County Elderly Services Program
Helping older adults maintain their independence in Butler County

(513) 868-9281
(800) 215-5305

The Butler County Elderly Services Program

The Butler County Elderly Services Program helps older adults remain independent within the familiar surroundings of their own homes for as long as possible.

Nursing homes are often necessary, but most people do not want to go there before their time. With the help of services such as home-delivered meals and personal care, many older adults can delay or prevent nursing home placement.

Of all the options for long-term care, services in the home are also the least expensive. It costs about \$350 a month per client in Butler County's Elderly Services Program, compared with \$4,800 a month for nursing home care.

Butler County's Elderly Services Program is supported by a local tax levy, funds from Title III of the Older Americans Act, and co-payments from participants who are able to contribute to the cost of their care. Donations are also accepted for home-delivered meals.

Council on Aging of Southwestern Ohio (COA) administers the program under a contract with Butler County Board of Commissioners. COA processes all billing, and provides program planning, reporting, auditing, contracting services, technical assistance, and community engagement activities. Agencies contract with COA to provide in-home services such as housekeeping help and personal care (bathing and grooming).

Policy and oversight are provided by Butler County Citizens for Elderly Services, Inc., a volunteer community board.

In 2008, four well-established Butler County non-profit agencies were responsible for assessing and enrolling clients as well as care management: LifeSpan, Inc.; Middletown Area Senior Citizens, Inc.; Oxford Senior Citizens, Inc., and Partners in Prime. Beginning Jan. 1, 2009, LifeSpan took over this responsibility.

CLIENT STORY - Stepheny

Stepheny has found a cozy corner of the world that suits her well. So well, in fact, that even a windfall couldn't tempt her to leave.



"If I came into a lot of money, I'd still stay here," she said. "Everything is so comfortable right here."

Although only 66, Stepheny has health problems, poor eyesight and uses a walker. Through Butler ESP, she receives an emergency response device, plus homemaking and personal care three times a week.

Widowed in 2004, Stepheny moved to Oxford from Cincinnati, in order to be near her son and his family. She lives in an apartment complex a few blocks down the street from the senior center. She goes there for lunch every day, riding her motorized scooter when the weather is nice. Other days, a driver picks her up. At the center, she plays cards and socializes.

She's also a regular at the nursing home next door, stopping by to visit friends. She didn't mind staying there herself for a while to recuperate from a fall. But she was glad to get back home where she could listen to country music all day and order in the occasional Chinese meal.

"I told them at the nursing home, 'I love you guys, but I gotta go home.'"

Butler County Elderly Services Program is provided by:



Butler County Commissioners

From left to right:

*Charles R. Furmon
Donald L. Dixon
Gregory V. Jolivet*

Butler County Citizens for Elderly Services, Inc. (as of 12/31/08)

Helen Smith: *President*

Kathy Dudley: *Treasurer*

Marilee Broscheid: *Vice President*

David Schul: *Secretary*

Douglas Alder

Kathlyn Campbell

Dr. Harry Davin

Bart J. Drake

Peggy Kollstedt

Kevin Kurpieski

Janet Miller

Lena Saylor

Dr. Jane Straker

James White

Al Zenz

Administration:



Council on Aging of Southwestern Ohio | *Answers on Aging*

175 Tri County Parkway, Cincinnati, Ohio 45246
(513) 721-1025, (800) 252-0155 ~ www.help4seniors.org

Intake and care management:



LifeSpan, Inc.
1900 Fairgrove Avenue
Hamilton, Ohio 45011



Middletown Area
Senior Citizens, Inc.
3907 Central Avenue
Middletown, Ohio 45044



Oxford Senior Citizens, Inc.
922 Tollgate Drive,
Oxford, OH 45056



Partners in Prime
140 Ross Avenue
Hamilton, Ohio
45013

Profile of the typical ESP client

Because of health problems and disability, our clients aren't out and about as they once were. But in their younger days, they were teachers, office workers, homemakers, nurses, and civic volunteers – in short, the backbone of our community. Today, the Elderly Services Program helps them preserve their independence and dignity.

Our typical client is a woman in her 80s. She lives alone on a modest income of about \$1,535 month, from which she pays about \$240 in out-of-pocket medical costs.

Her income is too high to qualify for Medicaid, the government insurance program for the poor, but too low to allow her to hire in-home help.

Because of health problems, she can no longer do several activities without help, like shop for groceries or clean her house. She is prone to falling and moves about with difficulty.

It costs \$350 a month per client in Butler County's Elderly Services Program, compared to \$4,800 a month for nursing home care.

From ESP, she receives an emergency response device, a daily home-delivered meal, and several hours a week of housekeeping help. ESP also added grab bars in her bathroom. With the help of her family and these basic services, she avoids premature placement in a nursing home.

CLIENT STORY - Rex and Lorraine

After 56 years of marriage, being together – no matter what – is important to Lorraine and Rex.

Reflecting on their wedding, Rex said, "It was just a vow at the time—never dreaming what I was really promising and what Lorraine was really promising."

More than 25 years ago, Lorraine was diagnosed with Multiple Sclerosis. She was a Realtor at the time and began having difficulty climbing steps in the houses she was showing. After he retired, Rex went out with her so he could help.



Rex and Lorraine with their Butler County ESP care manager, Kim.

In 1993, it was Lorraine's turn to be caregiver after Rex had open heart surgery.

Now, it is difficult for Lorraine even to get out of bed. But Rex is still there for her, literally at the foot of her bed, where he sleeps every night in an easy chair.

Because Rex has some health problems of his own, they both receive help from the Butler County Elderly Services Program, including Meals on Wheels, homemaking, and, for Lorraine, personal care three times a week.

When he was in the Navy, Rex served in the Hospital Corps, an experience he believes prepared him for what was ahead in his life.

"I help her bathe when the aide is not here," he said. "I do dress her and I can change the bed. But I couldn't possibly do everything."

"Without help from the program, we couldn't be together," Lorraine said. "Our children help us and they would do more, if we needed them to. But they realize we prefer doing it ourselves. That's very important to us."

Butler County ESP offers mental health services

A small, experimental project to help seniors with mental health problems has been successful and will expand to include all clients of the Butler County Elderly Services Program who need and want help with mental illnesses.

The pilot project began in 2007 and targeted a limited number of ESP clients in West Chester, Fairfield and Liberty Township. The clients who received mental health therapy experienced significant decreases in signs of depression and anxiety. All achieved the goals in their treatment plans.

Care managers reported numerous success stories. A reclusive, fearful woman was able to go to a senior center and enjoy socializing again. A man who had become suicidal after the death of his wife was able to work through his grief, as well as some repressed mental health issues generated by his experiences during WWII.

The pilot project was operated by LifeSpan, Inc. Butler County Citizens for Elderly Services, Inc. approved the issuance of a bid in 2009 to select an organization to provide the services county-wide. Funding will come from Butler County ESP and the Butler County Mental Health Board.

Council on Aging initiated the program as part of its five-year strategic plan. The plan includes a commitment to address some of the unmet needs of older adults. Seniors are underserved by the traditional mental health system and often suffer from common and treatable conditions such as depression. A 2007 study by Council on Aging estimated that nearly one-fifth of ESP clients had mental health problems.

Untreated mental illness often contributes to other health problems that may require costly and unnecessary institutionalization.

In 2008, the program served 51 clients. Behind the numbers are people like Shirley, who said the program, “has really made all the difference for me.”

CLIENT STORY - Shirley

Shirley may not have given the name “mourning” to what she was feeling, but in many ways, that’s what it was. She was grieving many losses: her health, her house, two dear friends, her financial stability, her daughter’s divorce.

“I was about at the bottom of the barrel with depression,” she said. “I wasn’t feeling well physically either and the depression wasn’t helping. They were feeding off of each other.”

At age 69, Shirley has been battling depression for some time and was already taking medication when she began working with Jean Holmes, Behavioral Health Specialist for the Butler County Elderly Services Program. Through individual therapy and adjustments in her medication, she has been feeling better.

“It took me a few times with Jean to feel like I wanted to pour my heart out to someone and ask for help,” Shirley said. “But as we met, my confidence grew.”

Shirley is also feeling good about the personal care she’s getting from a home health aide.

“She helps me get a bath,” she said. “I have a shower stall, but I’m too weak to stand in there. I tell her, ‘You’re a pro. You have no idea how much it means to me.’”

Shirley encouraged others like her to seek help. “It does work,” she said. “When it seems like there’s no pathway, no right way to go, you get some help and it seems like there is a way to go.”

Butler County ESP Client Profile

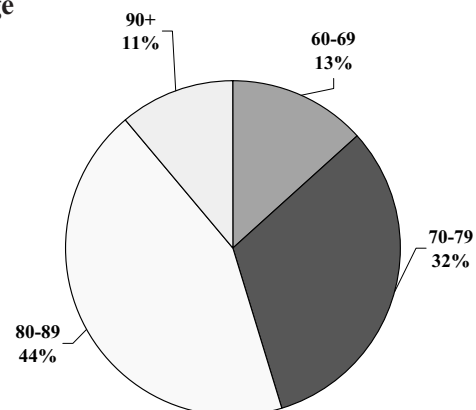
Our typical client is an 80-year-old disabled woman, living alone on a modest income. Total clients served in 2008: 3,880. Pages 6-7 show the detail of our client demographics. Client totals on these pages may vary due to different data reporting requirements in each demographic category. *Please note that pie charts may not equal 100 percent due to rounding.*

Age

The average age of the Butler County ESP client in 2008 was 80 years old. Eligibility for the program starts at age 65, but clients may receive home-delivered meals beginning at age 60, if they are disabled. Some services are also available to clients under age 65 who have dementia, including Alzheimer's disease.

Age 60 – 69	518
Age 70 – 79	1,234
Age 80 – 89	1,697
Age 90+	431

Age

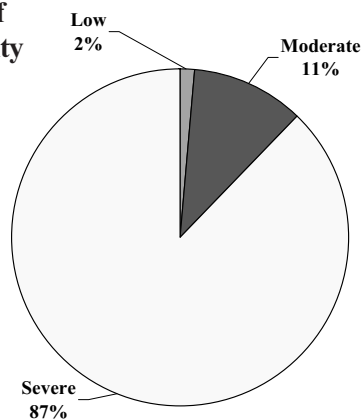


Level of Disability

After age, the second qualifying factor for ESP is disability. All clients need the program in order to continue functioning independently in their homes. The vast majority of ESP clients have a severe level of disability. Severe disability means impairment in two or more daily living activities such as bathing or preparing food.

Low Disability	59
Moderate Disability	410
Severe Disability	3,411

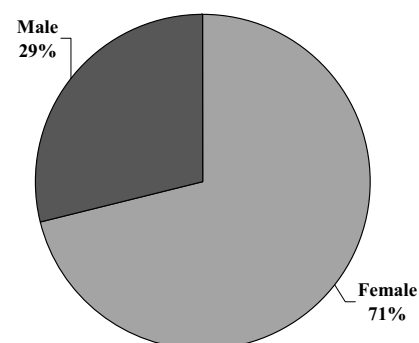
Level of Disability



Gender

Male	1,125
Female	2,755

Gender



Butler County ESP Client Profile

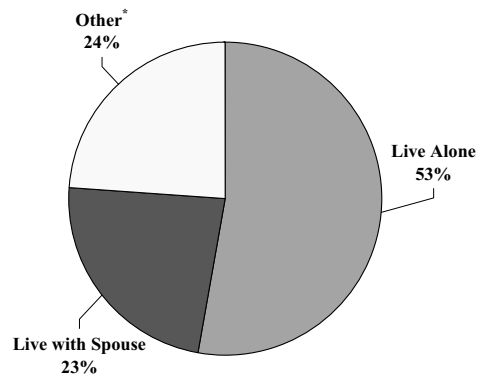
Living Arrangements

ESP is intended to supplement the care that is provided by family and friends. Many clients, however, do not have anyone who helps them regularly other than through the program.

Live with spouse	904
Live alone	2,045
Other*	931

*Other may include arrangements such as living with other family member, friend or caregiver.

Living Arrangements



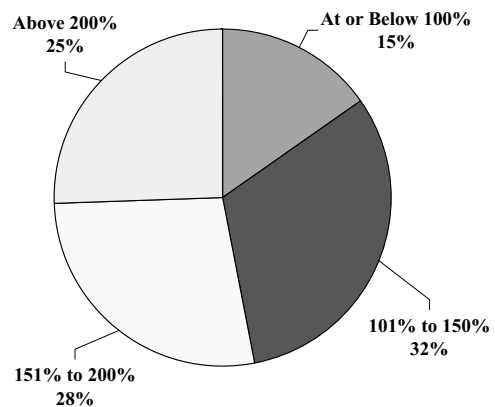
Income and Expenses

According to federal standards, most ESP clients live at or near poverty. The 2008 Federal Poverty Level for one person was \$10,400 a year. Based on a formula that takes income and health care expenses into account, some clients make a monthly co-payment.

Clients with annual incomes at or below \$20,800:	75%
Clients with annual incomes above \$20,800:	25%
Average monthly income of clients:	\$1,535
Average monthly out-of-pocket medical costs per client:	\$240
Clients with a co-payment:	30%

*Co-payment data excludes clients receiving only home-delivered meals (390 clients) because no co-payment is required for this service. However, some clients may make a voluntary donation.

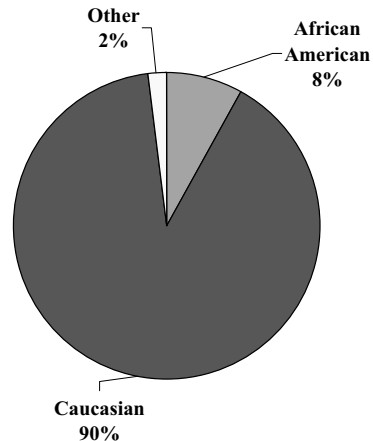
Percent of 2008 Federal Poverty Level



Race

Caucasian	3,486
African American	308
Other	86

Race



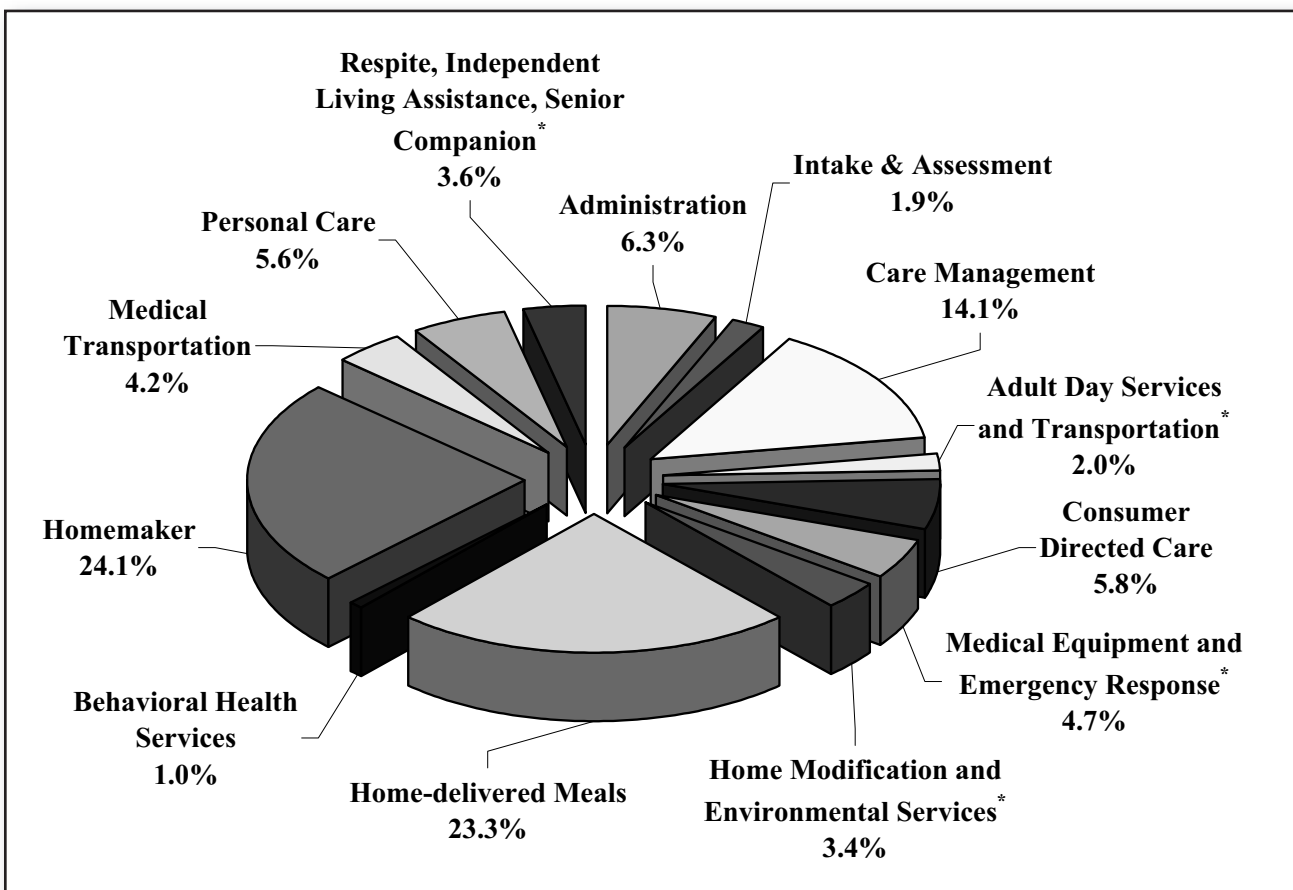
How Funds Are Used

Without the support of Butler County taxpayers, the Elderly Services Program would not exist. Local tax dollars cover more than 90 percent of the total cost of the program. The remaining funding comes from federal, state and grant sources, client donations (requested, but not required, for home-delivered meals), and client co-payments (about 30 percent of clients qualify for a co-payment, based on their income and medical expenses).

The table on page 9 shows the number of clients who received each type of service, the number of service units they received (hours, trips, etc.) and the total cost for those units. The chart below shows that our three greatest expenses are for homemaking, home-delivered meals, and care management. ESP is not a one-size-fits-all program. It is flexible in order to provide the right services, in the right amounts, at the right times.

Provider agencies (see list, page 12) deliver these services under contract with Council on Aging of Southwestern Ohio (COA). COA handles contracting, program policy development, financial administration, information technology, quality improvement, communications, data collection and analysis. As southwestern Ohio's Area Agency on Aging, COA is charged with identifying, planning, facilitating and monitoring services to improve quality of life for older adults, including those living in Butler County.

Program Expenses January 1 - December 31, 2008



**Some services were consolidated for formatting purposes. Detailed expense information for each service can be found in the chart on page 9.*

How Funds Are Used

EXPENSES			
<i>Service</i>	<i>Clients Served</i>	<i>Service Units</i>	<i>Cost</i>
Home-delivered Meals	2,351	462,002 meals	\$2,631,369
Emergency Response System Monthly Rental	2,149	19,493 months of rentals	\$404,718
Homemaker	1,758	119,748 hours	\$2,726,302
Home Medical Equipment	708	1,501 equipment items	\$131,547
Medical Transportation	663	18,919 trips	\$474,541
Personal Care	483	27,815 hours	\$627,948
Home Safety Modification	336	379 repairs	\$357,499
Independent Living Assistance	334	5,522 hours	\$153,789
Consumer Directed Care	189	1,534 months of service	\$656,826
Senior Companion	183	7,099 hours	\$111,803
Adult Day Services	83	4,219 days	\$211,164
Respite	78	6,056 hours	\$139,490
Environmental Services (Pest Control)	40	190 jobs	\$26,980
Behavioral Health	51	992 hours	\$115,176
Adult Day Services Transportation	26	6,233 miles	\$13,940
Care Management	3,880	N/A	\$1,595,870
Intake and Assessment	N/A	N/A	\$219,207
Administration	N/A	N/A	\$715,376
TOTAL EXPENSES	3,880		\$11,313,546
REVENUE			
Federal, State and Other			\$709,863
Client Donation			\$65,262
Client Co-Payment			\$205,208
Butler County Elderly Services Levy			\$10,332,213
TOTAL REVENUE			\$11,313,546

Where Clients Live

ESP clients live throughout Butler County, but are concentrated in Hamilton and Middletown.

<i>Jurisdiction</i>	<i>Number Served</i>	<i>Jurisdiction</i>	<i>Number Served</i>
Fairfield City	390	New Miami Village	28
Fairfield Township	129	Oxford City	117
Hamilton City	1,116	Oxford Township	9
Hanover Township	96	Reily Township	12
Liberty Township	100	Ross Township	55
Madison Township	60	St. Clair Township	44
Middletown City	1,119	Trenton City	117
Milford Township	19	Wayne Township	30
Monroe City	85	West Chester Township	277
Morgan Township	31	Other	46
Total Clients Served: 3,880			

State of Aging in Butler County

About 14 percent of Butler County's residents are age 60 or older. This places Butler County 81st among Ohio's 88 counties in the proportion of its residents who are age 60+. **The Scripps Center for Gerontology projects that Butler County's older adult population will increase by 74 percent within the next 11 years.**

Most older adults will be relatively healthy well into their 70s and many, well beyond that. But the "oldest old" – those age 85 and older – are the fastest growing portion of the 60+ population. They are more likely to be disabled and need care. **Scripps projects that by 2020, more than 19,000 Butler County residents will be moderately to severely disabled.**

The most cost-effective place for them to receive long-term care is within their own homes. However, Medicare covers only short-term rehabilitation in the home for up to 90 days. Some will be able to pay for private care; some will get all the help they need from their families; some will qualify for PASSPORT (the in-home care program for the poor); and some will be caught in the middle. It's the middle group that is served by Butler County Elderly Services Program.

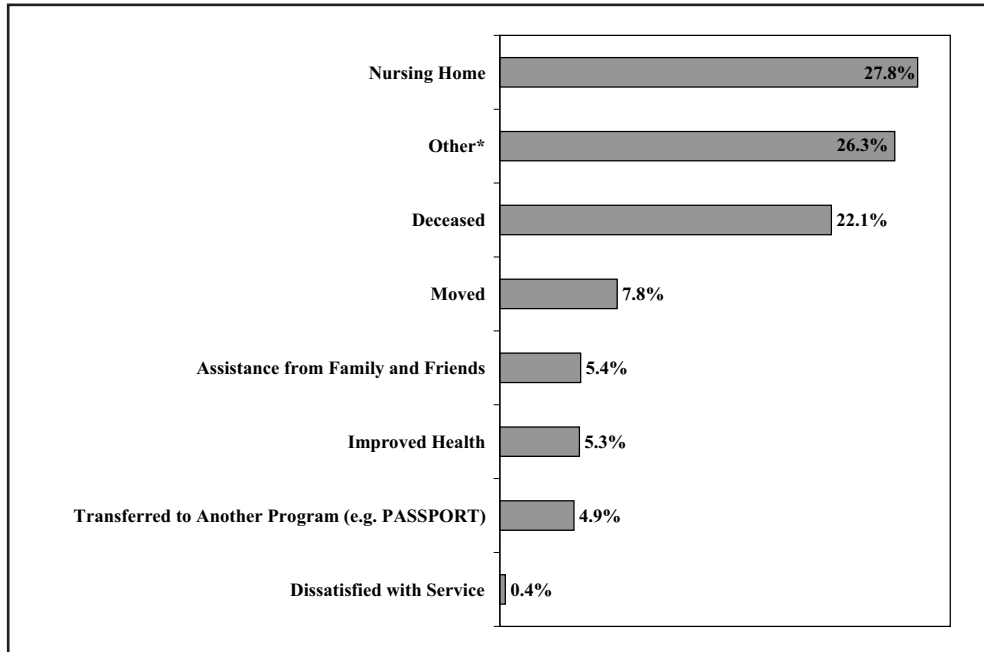
This is a large group. Most are people with modest resources. Many of the long-lived will deplete their assets as they age. **Among Butler County residents age 60+, more than four out of every 10 live below or near the federal poverty level (2008 - \$10,400/year for one person).**

While age and disability are increasing, we're seeing a decrease in the number of potential caregivers. The ratio of potential caregivers to older adults has declined from 21 to 1 in 1970 to a projected 10 to 1 by 2010. Family and friends will continue to provide most long-term care, but families today are smaller, more spread out, and often unable to provide the level of care needed by their aging loved ones.

Butler County is fortunate to have a program that goes a long way toward meeting the community need to help people of modest means with compassionate, cost-effective home-based care.

Reasons Why Clients Leave

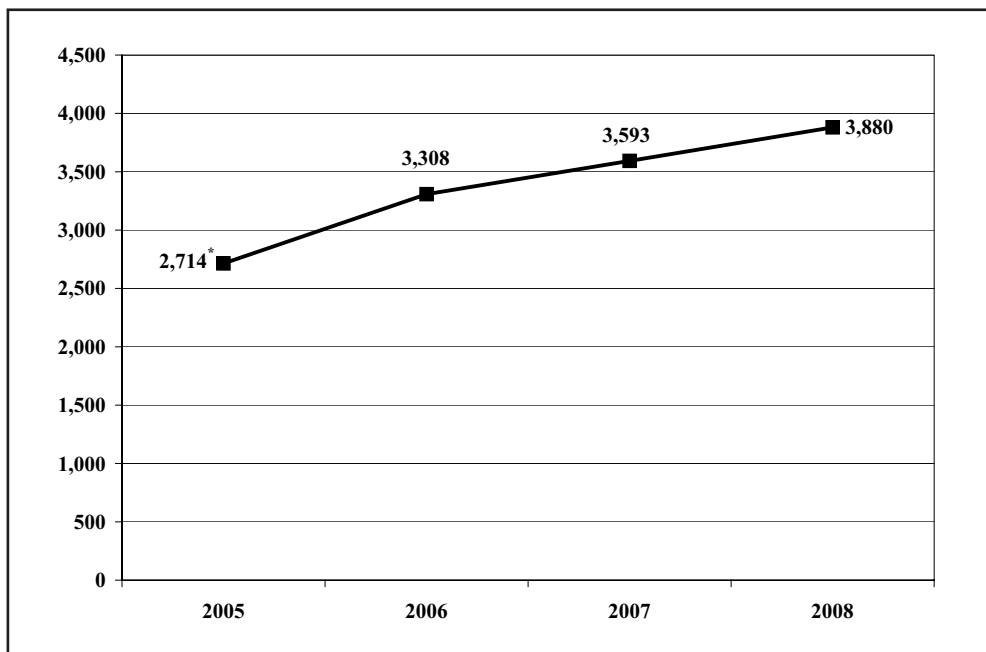
We are proud of the fact that only a tiny fraction of ESP clients leave because they are dissatisfied with the program. More than one-fifth of our clients remain on the program until they die. More than one-third leave the program because their health changes - either improving or deteriorating and requiring more intensive services, perhaps through PASSPORT or in a nursing facility. The average length of stay on ESP is 25 months.



*"Other" includes reasons such as declined to accept services and no longer eligible.

Number of Clients Served

Butler County ESP has shown steady growth since passage of the most recent tax levy in Nov. 2005.



*In 2005, approximately 900 people were on a waiting list for the Butler County Elderly Services Program. In Nov. 2005, Butler County voters approved the Elderly Services Levy, eliminating the waiting list and allowing the program to grow in order to better meet the community's need.

Provider List

Acare Home Health	LifeSpan, Inc.
Active Day of Cincinnati	McKnight Terrace
Adult Day Services @ Butler County Care Facility	Meda-Care Transportation, Inc.
Advanced Medical Equipment, Inc.	MedAdapt LTD
Algo Termite & Pest Control	Mercy Lifeline
All Gone Termite & Pest Control	Middletown Senior Center
Alternative Home Care & Staffing, Inc.	Millenium Nursing Agency
American Ramp Systems	Milt's Termite & Pest Control
American-Mercy Home Care, LLC	Mullaney's Pharmacy & Home Health Care
Bathblest Renovations	Nurses Care, Inc.
Bernens Medical	Otterbein Lebanon Adult Day Service
Black Stone healthcare	Oxford Senior Citizens, Inc.
Caring Hearts Home Health Care, Inc.	Partners in Prime
Catholic Charities of Southwestern Ohio	Personal Touch Home Care of Ohio, Inc.
Charter Home Services	Private Home Care, Inc.
Colonial Senior Services	Response Ability Systems, Inc.
Comfort Keepers #178	Rural/Metro Helpline
Comfort Keepers #200	S.M.S. Inc.
Comprehensive Health Care Services, Inc.	Safeway Safety Step, Inc.
Deaconess Lifeline	Saint Joseph Construction
Edenvue	Senior Independence
Emerson Heating & Cooling Company	Senior Resource Connection
First Choice Medical Staffing of Ohio, Inc.	SP Contracting
Formula Exterminators, Inc.	Superior Home Care, Inc.
Guardian Medical Monitoring	The Visiting Nurse Association of Greater Cincinnati and Northern Kentucky
Helping Hands Healthcare, Inc.	Thermal-Shield, Inc.
High Quality Staffing LLC	Tri State Maintenance
Home Care Network, Inc.	Universal Transportation Systems (UTS)
Home First	V&N Services, Inc.
Home Health Care Services	Valued Relationships, Inc. (VRI)
Interim HomeStyles of Greater Cincinnati, Inc.	Warren County Community Services, Inc.
International Quality Healthcare Corp.	Wesley Community Services
Jewish Family Service	
Lifeline Systems Company	



Answers on Aging



**“I told them at the nursing home,
‘I love you guys, but I gotta go home.’”**

~ Stepheny, Butler County Elderly Services Program client

Assistance. Advocacy. Answers on Aging.

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