

Butler County

Elderly
Services
Program
Esp

2007 Annual Report





**“I love to laugh and cut up. That’s what keeps you young. I love people. I love every day I live.” ~ Opal Hatton, 95, of Middletown
Butler County Elderly Services Program client**

Assistance

Dear Friends,

On behalf of Butler County Citizens for Elderly Services, Inc., it is my pleasure to present our Annual Report for 2007.

You will see that we have continued on our path of steady growth in the Elderly Services Program since passage of the most recent tax levy in November 2005. We have increased the number of older adults served from 3,308 in 2006 to 3,593 in 2007, an increase of nearly 10 percent. If you go back to the levy year – 2005 – our enrollment has increased by 32 percent.

We are proud of these numbers. They mean we are doing what the community has asked of us: to provide eligible older adults with a free or 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 less than \$400 per client, per month, on average. These services may delay or prevent nursing home placement, where the Medicaid expenditure for taxpayers may be nearly \$5,000 a month.

In addition to growth in our program, we are testing an expansion of our services. In this report, you'll read about our Behavioral Health pilot program. It's an experiment to see whether we can effectively deliver mental health services to older adults in their homes and, if so, what our ongoing role should be. We know that many elderly people suffer from mental illness – such as depression – that goes untreated. There is evidence to believe that, with help, their health and quality of life can improve.

In 2007, we also welcomed six new members to our board. They come from a variety of backgrounds, including business, academic, and health care. It's heartening to know that community leaders are interested in our program and want to be involved.

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 (BCESP) 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 housekeeping, 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 \$332 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 the home-delivered meals program.

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.

Four well-established Butler County non-profit agencies are responsible for assessing and enrolling clients as well as case management. They are: LifeSpan, Inc.; Partners in Prime; Middletown Area Senior Citizens, Inc.; and Oxford Senior Citizens, Inc.



It costs \$332 a month per client in Butler County's Elderly Services Program, compared to \$4,800 a month for nursing home care.

A key to the program's success is its skilled and dedicated staff. They include, clockwise, from left: Karen Perkins, Supervisor (Partners in Prime); Shelley Ratliff, Assistant Executive Director (Partners in Prime); Polly Doran, Social Services Administrator (Council on Aging); Joyce Kachelries, Director, Support Services of Adults & Seniors (LifeSpan, Inc.); Jackie Anderson, Supervisor (LifeSpan, Inc.); Candy Perkins, Supervisor (Middletown Area Senior Citizens, Inc.); and Leigh Ann Lacey-Lowe, Supervisor (LifeSpan, Inc.). Unable to be present: Joan Potter-Sommer, Director, Oxford Senior Citizens, Inc.

Butler County Elderly Services Program is provided by:



Butler County Commissioners

Butler County Commissioners are, from left to right: Charles R. Furmon, Donald L. Dixon and Gregory V. Jolivet.

Butler County Citizens for Elderly Services, Inc. (2007)

Helen Smith: *President*

Jerome Kearns: *Vice President*

Kathy Dudley: *Treasurer*

Marilee Broscheid: *Secretary*

Douglas Alder

Peggy Kollstedt

Lena Saylor

James White

Dr. Harry Davin

Alisa Miller

David Schul

Al Zenz

Bart J. Drake

Janet Miller

Dr. Jane Straker



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

175 Tri County Parkway, Cincinnati, Ohio 45246

(513) 721-1025 ~ www.help4seniors.org

Intake and case management services:



Partners in Prime
140 Ross Avenue
Hamilton, Ohio
45013



LifeSpan, Inc.
1900 Fairgrove Avenue
Hamilton, Ohio
45011-1966



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



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

Profile of the typical ESP client

Because of age 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, civic volunteers – in short, the backbone of our community. Today, the Elderly Services Program (ESP) 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 \$1,500 month, from which she pays nearly \$250 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 age-related 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.

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 - THE FOWLERS

Wendell and Judy Fowler have known each other since their childhoods in Kentucky and have been married nearly 50 years. They have fond memories of picnics, story-telling and music shared with their children and grandchildren.

Unfortunately, the years have also been hard on the Fowlers' health. Wendell has suffered several strokes and endured a triple-bypass operation. Judy retired early due to disability and recently underwent hip replacement surgery. She was Wendell's caregiver until her own health began to deteriorate. The couple realized they needed help if they were going to stay in their home.

That was over 10 years ago, when the Elderly Services Program (ESP) first became available in Butler County. The Fowlers were among the first people to enroll in ESP, and through the program they receive homemaking, personal care and an emergency medical device. Roberta Chesnut, an employee of Butler County ESP case management agency, LifeSpan, Inc., has been the couple's home health aide from the beginning. Roberta is able to supplement the help the Fowlers receive from their own children, spending a few hours a week helping Judy with household chores, shopping and errands. "She's very dependable. She's like a member of the family; she's a gem," Judy said.

The Fowlers have benefited from the case management services and flexibility offered through ESP. When recent changes in their health left the Fowlers needing more help, Judy's care plan was adjusted and Wendell was transferred to PASSPORT, Ohio's Medicaid waiver program. Between the two programs, the Fowlers receive just the right amount of care to allow them to stay in their Butler County home.

Butler County ESP offers mental health services

An experiment to help seniors with mental health problems is showing promise. Early results show that, over three months, a group of ESP clients receiving mental health therapy experienced a 37 percent decrease in signs of depression and a 28 percent decrease in feelings of anxiety.

"We see hopeful signs that we can relieve mental suffering among people who are not able to seek this help on their own," said Joyce Kachelries, Director, Support Services of Adults & Seniors for LifeSpan, Inc. LifeSpan is the ESP provider operating the program.

The pilot program – called Older Adult Community Behavioral Health Operations Model – began in 2007 with approval of the Butler County ESP board. It targets a limited number of ESP clients in West Chester, Fairfield and Liberty Township. If successful and if funding is available, it could expand to other parts of Butler County.

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

"Through this program, you really see how the mind and body work as one," said Jean Holmes, Behavioral Health Specialist.

The pilot program served 37 clients in 2007. Behind the numbers are people, like Louie Pitman of Fairfield, who calls the program "a blessing."

CLIENT STORY - LOUIE PITMAN

For the past year, there has been no let up to the losses in Louie Pitman's life. They began with the death of his wife of 56 years, followed by the deaths of his sister and brother. These losses, compounded with his own health problems, led him to the point where, as he put it, "I just didn't care anything about life."

With the help of mental health therapy, he's feeling a little better. "It's got me truly thinking about something else besides the deaths in my family," said Mr. Pitman, 78. "And I found out I wasn't the only one in this shape. It's really a beautiful program. I hope to get back into the mainstream of life."

CLIENT STORY - OPAL HATTON



Opal Hatton may not get out much, but that doesn't stop her from doing everything she can to look her best. Expecting a visitor, she's dressed in a pretty purple outfit of jacket and slacks, fluffed up her red hair and added a touch of make-up.

"I don't dress like an old woman and I don't want to look like one," said Opal, 95. I'm trying for another 100 years." She follows this with a high, girlish laugh – something she does often.

A widow for 20 years, Opal lives in the same house in Middletown where she and her husband moved in 1952. From the Butler County Elderly Services Program she receives homemaking and personal care three days a week, home-delivered meals and an emergency response device.

"Lord, I don't know what I'd do without the aides I have had," she said. "I do have my ailments and pains, but my aides take good care of me and they're just precious to me."

Opal could have many reasons to be sad. Besides losing her husband, she's lost all of her 11 siblings and their spouses. But she talks to her niece every day and is thrilled with the thought of becoming a great-great grandmother in the spring of 2008. She also treasures her friends.

"I love to laugh and cut up," she said. "That's what keeps you young. I love people. I love every day I live."

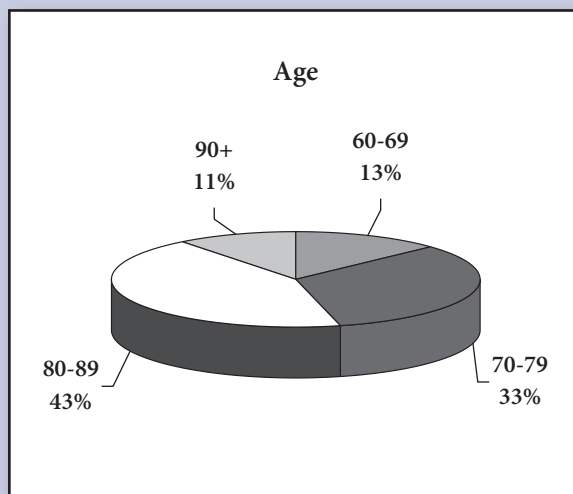
Butler County ESP Client Profile

Our typical client is an 80-year-old disabled woman, living alone on a modest income. These pages show the detail of our client demographics. **Total clients served in 2007: 3,593.** Please note that pie charts may not equal 100 percent due to rounding.

Age

The average age of the Butler County ESP client in 2007 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.

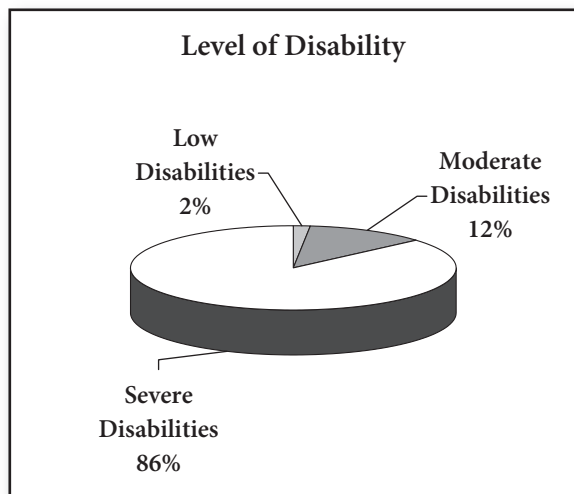
Age 60 – 69	472
Age 70 – 79	1,187
Age 80 – 89	1,551
Age 90+	383



Level of Disability

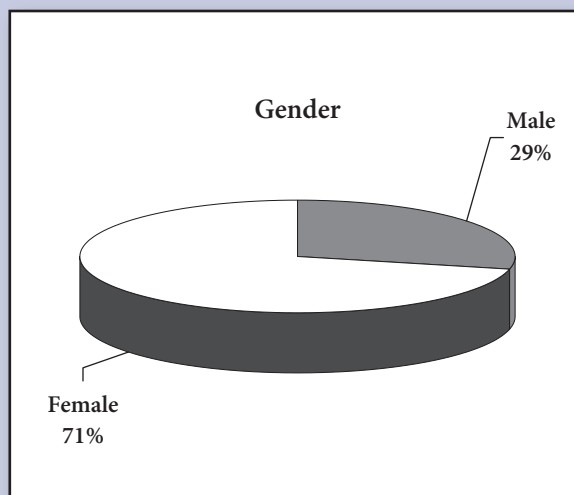
After age, the second qualifying factor for ESP is disability. All clients need the program in order to continue functioning independently in their homes. The vast majority of ESP clients have a severe level of disability. Severe disability means impairment in two or more daily living activities such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

Low Disability	62
Moderate Disability	429
Severe Disability	3,102



Gender

Male	1,030
Female	2,563

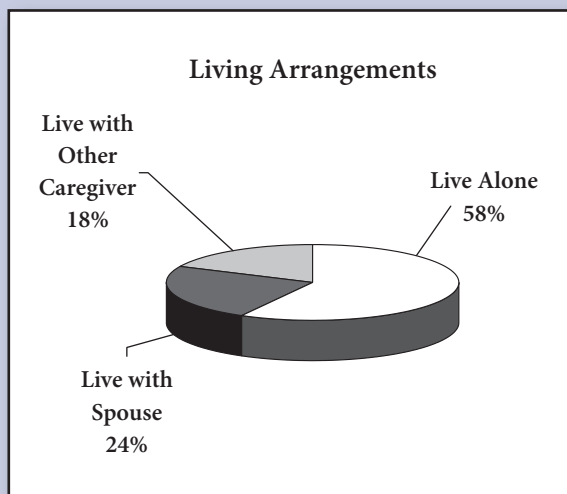


Butler County ESP Client Profile

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.

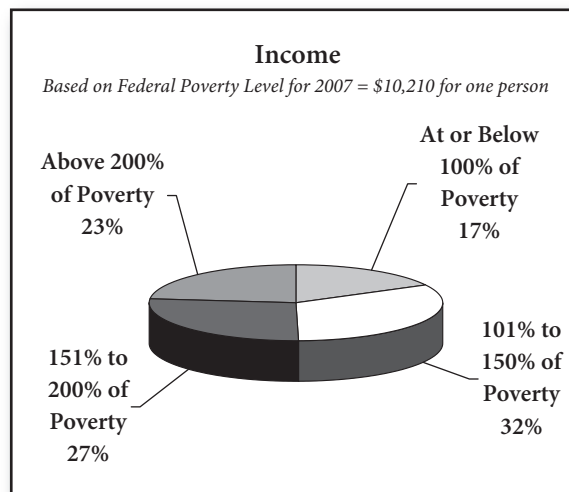
Live with spouse	867
Live with other caregiver	644
Live alone	2,082



Income and Expenses

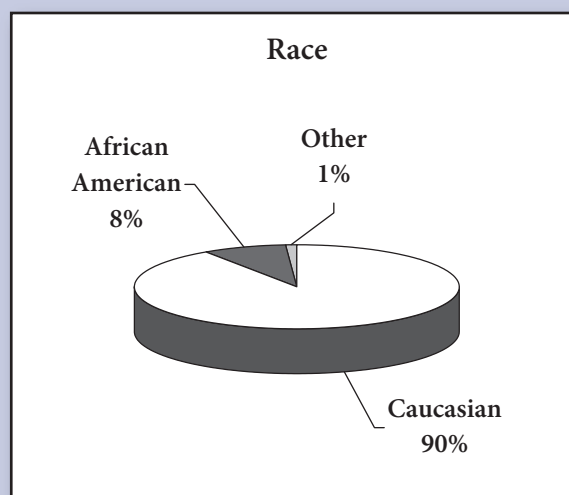
According to federal standards, most ESP clients live in poverty or near-poverty. The 2007 Federal Poverty Level for one person was \$10,210 a year. Based on a sliding scale formula that takes income and health care expenses into account, some clients are required to make a monthly co-payment.

Clients with annual incomes at or below \$20,420:	76%
Clients with annual incomes above \$20,420:	23%
Average monthly income of clients:	\$1,572
Average monthly out-of-pocket medical costs per client:	\$247
Clients with a co-payment:	24%



Race

Caucasian	3,250
African-American	303
Other	40



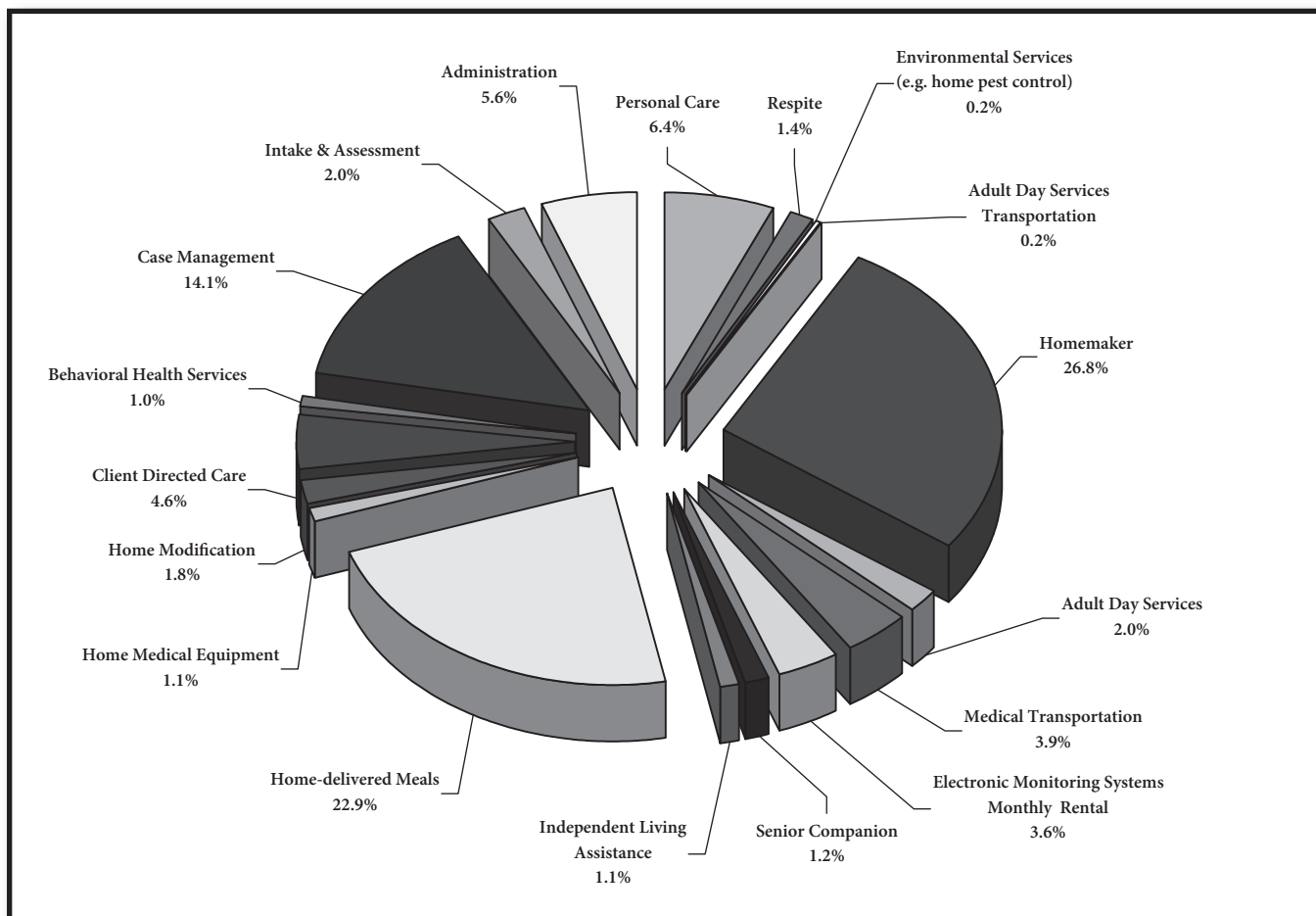
BUTLER COUNTY ELDERLY SERVICES PROGRAM: How Funds Are Used

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 one-fourth 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 pie chart below shows that our three greatest expenses are for homemaking, home-delivered meals, and case 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.

Butler County Elderly Services Program Expenses
January 1 - December 31, 2007



BUTLER COUNTY ELDERLY SERVICES PROGRAM: How Funds Are Used

EXPENSES			
<i>Service</i>	<i>Clients Served</i>	<i>Service Units</i>	<i>Cost</i>
Home-delivered Meals	2,115	405,522 meals	\$2,322,753
Electronic Monitoring System Monthly Rental	1,892	16,862 months of rentals	\$360,741
Homemaker	1,714	118,925 hours	\$2,719,825
Medical Transportation	674	15,728 trips	\$400,338
Home Medical Equipment	668	1,388 equipment items	\$116,222
Personal Care	487	27,296 hours	\$646,859
Independent Living Assistance	307	4,289 hours	\$114,659
Home Safety Modification	271	305 repairs	\$181,123
Senior Companion	206	7,157 hours	\$126,772
Client Directed Care	148	1,083 months of service	\$464,393
Respite	95	6,254 hours	\$143,011
Adult Day Services	92	4,300 days	\$203,633
Environmental Services	51	235 jobs	\$20,866
Behavioral Health	37	555 hours	\$99,239
Adult Day Services Transportation	31	8,343 miles	\$17,980
Case Management	3,593	N/A	\$1,434,186
Intake and Assessment	N/A	N/A	\$206,360
Administration	N/A	N/A	\$573,337
TOTAL EXPENSES	3,593		\$10,152,297
REVENUE			
Federal, State and Other			\$571,824
Client Donation			\$54,150
Client Co-Payment			\$198,249
Butler County Elderly Services Levy			\$9,328,074
TOTAL REVENUE			\$10,152,297

BUTLER COUNTY ELDERLY SERVICES PROGRAM: Where Clients Live

ESP clients live throughout Butler County, but, as you would expect, are concentrated in Hamilton and Middletown.

<i>Jurisdiction</i>	<i>Number Served</i>	<i>Jurisdiction</i>	<i>Number Served</i>
Fairfield City	356	Morgan Township	25
Fairfield Township	110	Oxford City	113
Hamilton City	1,111	Oxford Township	11
Hanover Township	51	Reily Township	6
Lemon Township	5	Ross Township	49
Liberty Township	91	St. Clair Township	40
Madison Township	53	Trenton City	113
Middletown City	1,060	Wayne Township	25
Milford Township	16	West Chester Township	240
Monroe City	58	Other	60
Total Clients Served: 3,593			

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 12 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. 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 (2007 - \$10,210/year for one person).

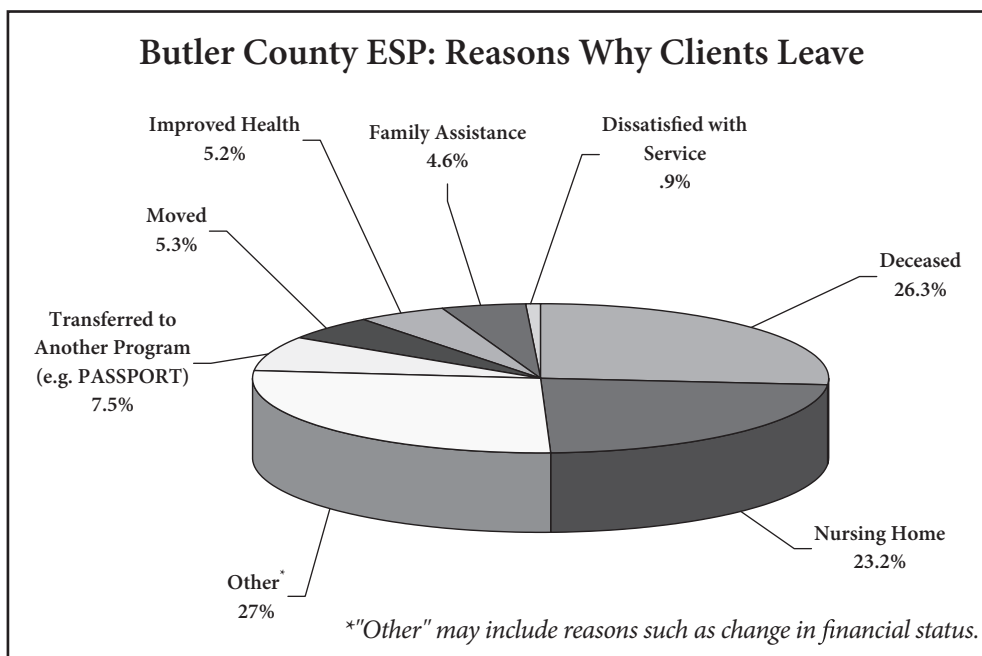


While age and disability are increasing, we're seeing a decrease in the number of potential caregivers. The ratio of potential caregivers to older adults has declined from 21 to 1 in 1970 to a projected 10 to 1 by 2010. Family and friends will continue to provide most long-term care, but families today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

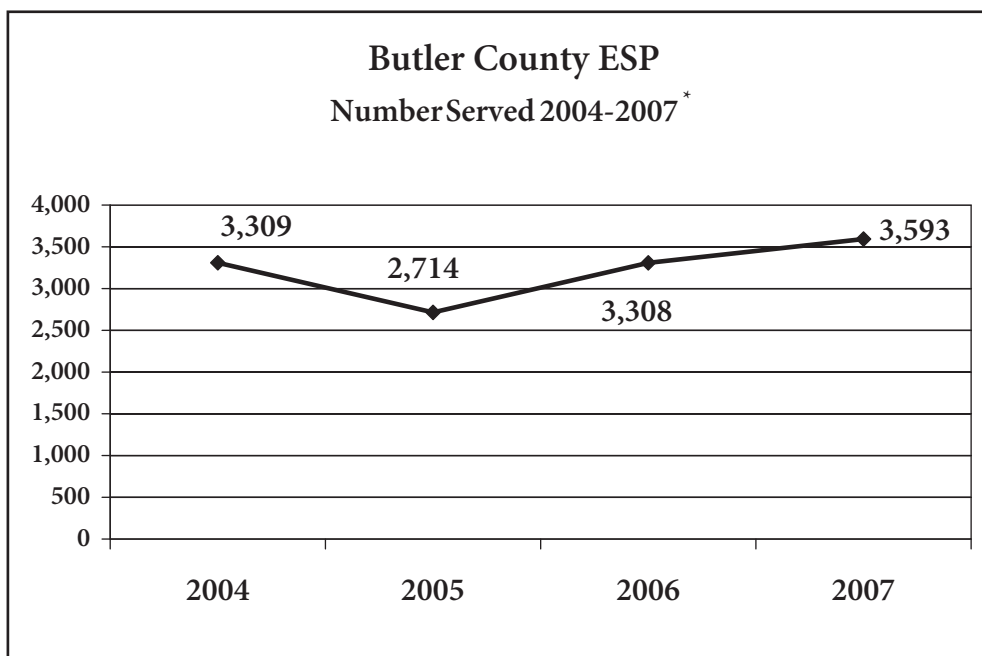
BUTLER COUNTY ELDERLY SERVICES PROGRAM: Reasons Why Clients Leave

We are proud of the fact that only a tiny fraction of ESP clients leave because they are dissatisfied with the program. A fourth 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 20 months.



BUTLER COUNTY ELDERLY SERVICES PROGRAM: Number of Clients Served

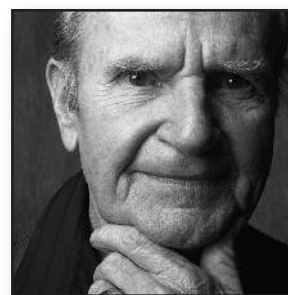
Butler County ESP has shown steady growth since passage of the most recent tax levy in November 2005.



*In 2005, approximately 900 people were on a waiting list for the Butler County Elderly Services Program. In November 2005, Butler County voters approved the Elderly Services Levy, eliminating the waiting list and allowing for 22 percent growth in the program in 2006.

BUTLER COUNTY ELDERLY SERVICES PROGRAM: Provider List

Acare Home Health	Emerson Heating & Cooling	Mullaney's Pharmacy & Home
Active Day of Cincinnati	Envision Home Care Alternatives,	Northwest Elder Care LLC
Adult Day Services at Butler	Fidelity Health Care	Nurses Care, Inc.
Advanced Medical Equipment	First Medical Staffing of Ohio	Otterbein Lebanon Adult Day
Alan W. Arend	Formula Exterminators, Inc.	Oxford Senior Citizens, Inc.
Algo Termite & Pest Control	Guardian Medical Monitoring,	Personal Touch Home Care of
All Gone Termite & Pest Control	Helping Hands Healthcare	Response Ability Systems
Almost Family	High Quality Staffing	Responselink of Cincinnati
Alternative Home Care & Staffing,	Home Care Network, Inc.	Rural Metro Helpline
Amenity Home Care	Home First Non-Medical	S.M.S. Inc.
American Nursing Care Cincin-	Home Health Care Services	Safeway Safety Step, Inc.
American Nursing Care Dayton	Home Helpers	Saint Joseph Construction
American Ramp Systems	Home Instead Senior Care	Senior Citizens, Inc.
American-Mercy Home Care,	Homeowner Solutions	Senior Independence
Bathblest Renovations	Interim HomeStyles of Greater	Senior Independence Adult Day
Black Stone healthcare	International Quality Health Care	Senior Resource Connection
Caring Hearts Home Health Care	Jewish Family Service of the	SP Contracting
Catholic Social Services of South-	LifeSpan	Superior Home Care, Inc.
Charter Home Services	LifeSphere Home Health Services	The Visiting Nurse Association of
Colonial Community Services	McKnight Terrace	Thermal-Shield Inc.
Comfort Keepers #123	Meda-Care Transportation, Inc.	Tri State Maintenance
Comfort Keepers #178	MedAdapt LTD	TriHealth Lifeline
Comfort Keepers #200	Medicall, Inc.	U.T.S. Universal Transportation
Comfort Keepers #224	Mercy Lifeline	V & N Services, Inc.
Comprehensive Home Health	Middletown Area Sr. Citizens, Inc.	VRI
Deaconess Lifeline	Millenium Nursing Agency	Warren County Community Serv-
Edenview	Milts Termite & Pest Control	Wesley Community Services

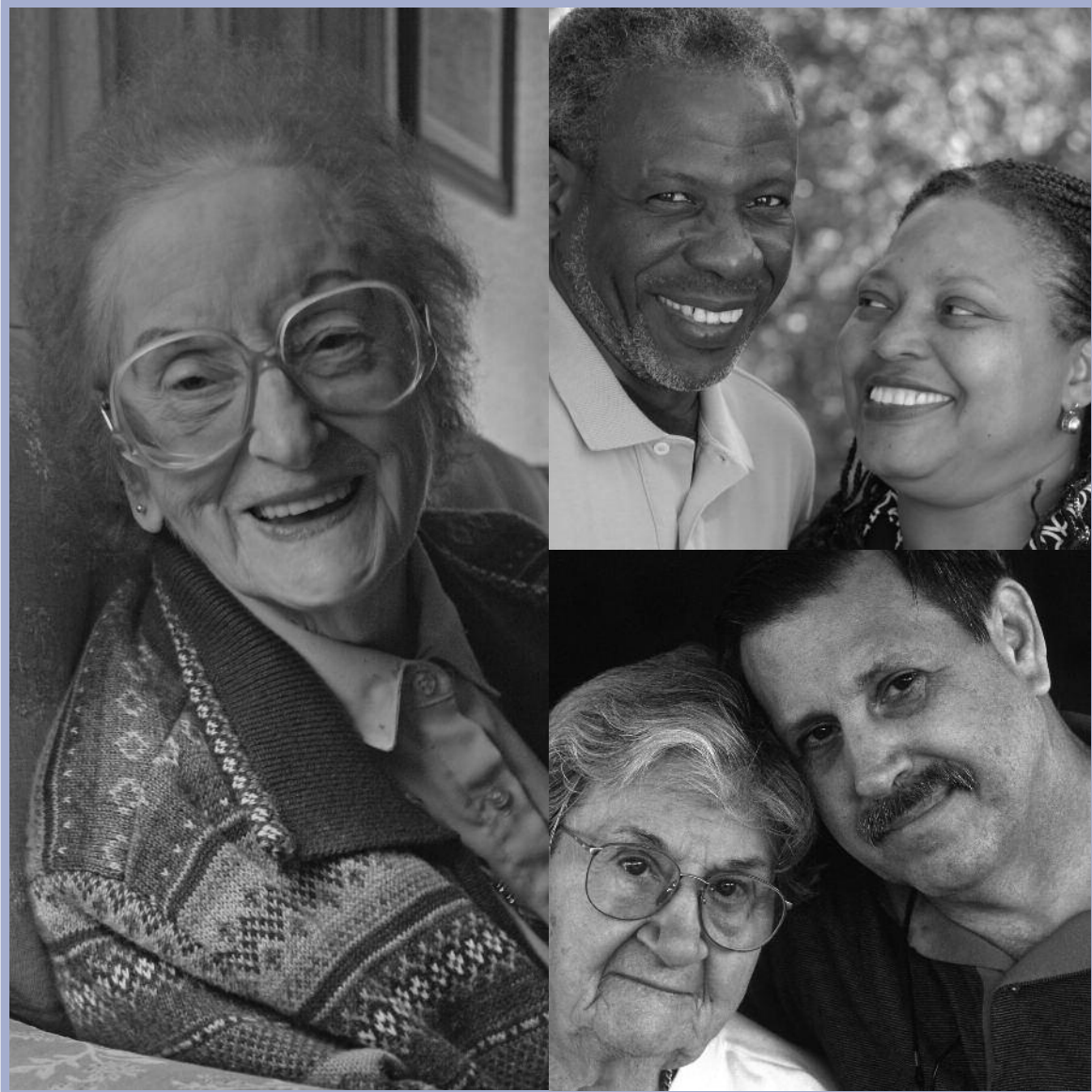


Answers on Aging



“Elderly Services has been a God-send. If they called tomorrow and cancelled our services, I don’t know what we’d do.”

~ Judy Fowler, Butler County Elderly Services Program client, pictured with her home health aide of 10 years, Roberta Chesnut.



Council on Aging of Southwestern Ohio
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