

Clinton County

Elderly
Services
Esp Program

2009
Annual Report



Clinton County Elderly Services Program is provided by:

Clinton County Commissioners



From left to right, Clinton County Commissioners are: Mike Curry, Randy Riley and Dave Stewart.

Clinton County Citizens for Elderly Services, Inc. (as of 12/31/09)

John Hosler: *President*

Gene Breckel
Joan Burge
Tim Hawk

Dennis Humphreys
Dean Knapp
Larry Roddy

Donna Vandervort
Carol Weber
Eli Yovich

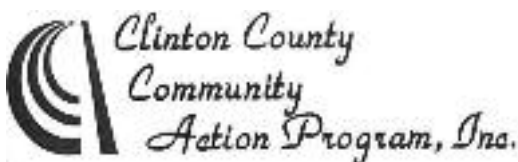
Administration:



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:



717 North Nelson Avenue, Wilmington, Ohio 45177
(937) 382-7170 or (937) 382-1848

Dear Friends,

On behalf of Clinton County Citizens for Elderly Services, Inc., it is my pleasure to present our 2009 Annual Report.

The effects of high unemployment in Clinton County have touched everyone – seniors included. Many, despite living on fixed incomes themselves, are digging deep to help their children and grandchildren who have lost their jobs. But it's a strain.

That's one more reason to be grateful for the **Clinton County Elderly Services Program**. It helps not only seniors themselves, but also the families who help care for them. This can be challenging even in good times and much more so when times are hard.



John Hosler

Unfortunately, in September 2009 – only two years after passage of the senior services levy – we reached our enrollment capacity and had to start a waiting list for home care services. We've been able to keep the waiting list to about 30 people, but the wait is three months or more because we have only two to three openings each month.

The good news is that there is no waiting list for home-delivered meals. That's because we use federal funds, available through Council on Aging of Southwestern Ohio (COA), to stretch our levy money for Meals on Wheels. In addition, COA allocated \$90,000 in federal economic stimulus funds to be used specifically for home-delivered meals.

In 2009, we served 512 Clinton County seniors with help they need to remain in their homes with independence and dignity – services such as meals, housekeeping, and transportation to medical appointments.

This is not only compassionate; it's cost effective. We work hard to keep our costs down. On average, our program can provide home care services for less than \$250 a month, per client. These services can delay or prevent nursing home placement, where the taxpayers' cost for Medicaid is at least \$4,800 a month.

The Elderly Services Program is one more way for the people of Clinton County to take care of each other. We've seen that over and over again as we work to recover from a bad economy and the departure of DHL Express, our major employer. We know you expect nothing less from us than high-quality care and careful stewardship of your tax dollars. We will continue to deliver on that promise.

John Hosler, President
Clinton County Citizens for Elderly Services, Inc.

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

(937) 382-7170
(937) 382-1848

The Clinton County Elderly Services Program

The Clinton County Elderly Services program (ESP) 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 chronic care, services in the home are also the least expensive. It costs about \$248 a month per client in Clinton County ESP, compared to \$4,800 a month for nursing home care.

Clinton County's Elderly Services Program is supported by 1) a local tax levy, 2) funds COA distributes from Title III of the Older Americans Act, and 3) 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 contract with Clinton County Commissioners. COA processes all billing, and provides program planning, reporting, auditing, contracting and provider services, technical assistance and community engagement activities. Agencies contract with COA to provide in-home services such as housekeeping help, personal care (bathing and grooming) and medical transportation.

COA works with Clinton County Citizens for Elderly Services, Inc., a volunteer community advisory board.

Clinton County Community Action contracts with COA to assess and enroll clients, as well as provide care management.

It costs about \$248 a month per client in Clinton County's Elderly Services Program, compared to \$4,800 a month for nursing home care.

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 (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 \$17,590 a year, from which she pays \$3,730 in out-of-pocket medical costs.

Her income is too high for Medicaid, the government insurance program for the poor, but too low to allow her to hire in-home help. Her family helps, but cannot provide all the care she needs.

Because of health problems, she can no longer do certain basic 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.

ESP thrives on client – care manager bond



Pictured counterclockwise from left: Clinton County ESP Care Manager, Brenda; ESP client Roma; Clinton County Commissioner Mike Curry; and Roma's brother, Kenneth.

For most people, services such as Meals on Wheels, personal care, homemaking or transportation come to mind when they think of the Elderly Services Program. But care management is another important service for ESP clients – and their families.

Brenda is a care manager with Clinton County ESP. It's Brenda's job to make sure her clients get the right services, in the right amount, at the right time.

"It's my job to find those things that will improve their quality of life," Brenda said. "I do a lot of active listening. I give them my undivided attention. Most people are so appreciative of what they get, they are afraid to ask for something more."

Brenda not only knows the type of care her clients need, she gets to know them personally.

Roma is one of Brenda's clients. Brenda describes her as a pleasant, spry and gregarious 92-year-old. Brenda knows important details of Roma's life – that she is a graduate of Wilmington High School, for example, and that she hasn't missed a reunion since 1950. She also knows that Roma's brother, Ken, is an important part of her support network. Brenda knows where Ken lives and how to get in touch with him if Roma needs him.

Brenda said Roma's persistent health problems and mobility limitations have made it increasingly difficult for her to participate in activities outside her home. Much of Roma's time is spent going back and forth to doctor's appointments. Clinton County ESP helps her get to those appointments, and also provides homemaking, voice-activated emergency response, and home-delivered meals.

Roma appreciates the help she receives, and Brenda's oversight of her care. In August, she invited Clinton County Commissioner Mike Curry to her home to talk about the Elderly Services Program. Ken and Brenda were also there.

"I am 91 years old and live alone. That's what the ESP program enables me to say," Roma said. "I am so grateful for this program, for Brenda and my family. Brenda does a great job and makes sure I get what I need to stay safe at home – which is what I want."

For Brenda, keeping her clients safe at home is what ESP is all about. She described ESP with one word: "Tremendous. ESP helps people realize their desire to be in their home. I hope this program is around when I need it."

"It's my job to find those things that will improve their quality of life."

~ Brenda, Clinton County ESP Care Manager

Clinton County ESP Client Story - Forrest



Forrest is handy with his hands. He was a machinist for Cincinnati Milacron and now uses his talents to make quilts and other crafts.

Forrest's heart isn't as strong as it once was, and on more than one occasion, it's landed him in the hospital. During a hospital stay seven years ago, a nurse suggested he might want to get some help at home. She referred him to the Clinton County Elderly Services Program.

Though he's very tidy, Forrest can't run the vacuum, scrub the shower or wash windows on his own. So, an aide from Clinton County ESP comes once a week to help out.

Fortunately, Forrest's health still allows him to pursue a passion he acquired late in life – quilting. He boasts that he is the only male member of the Clinton County Quilt Guild and he often hosts their meetings at his home. This year, with Forrest's help, the Guild made nine quilts for a local homeless shelter. With help from his good friend Joyce, Forrest shows his quilts at fairs across the region.

In addition to setting up ESP's homemaking service, Forrest's care manager arranged to have grab bars installed in his bathroom and had his backdoor repaired; it froze shut over the winter. She also helped him apply for Ohio's Home Energy Assistance Program (HEAP).

ESP also provided an emergency response system. The system came in handy one morning when Forrest woke up and couldn't feel his legs. With the push of a button, help was on its way. He'd had a stroke. Now you won't catch him without it. "I wear it around my neck all the time," Forrest said, "even in the shower."

Event highlights senior safety on Elder Abuse Awareness Day

Seniors, their families, professionals, and other members of the community gathered in Clinton County on June 15, 2009 to promote the safety and well-being of older adults.

More than 100 people turned out at the Wilmington Savings Bank Clinton County Senior Center to learn about elder abuse prevention, dementia and safe aging, frauds and scams, fall prevention, community safety and more. Free screenings for blood pressure, cholesterol, glucose, hearing, balance and osteoporosis were also available.

The event was held in conjunction with Elder Abuse Awareness Day -- an annual event to raise awareness about elder abuse, neglect and exploitation. Abuse and neglect of the elderly tends to be under-reported and hidden in most communities.



Clinton County participants prepare to release balloons to raise awareness about elder abuse.

Economic troubles affecting seniors

Wilmington's economic troubles have been national news, bringing to town the likes of Jay Leno and Rachel Ray to raise money, renovate a food pantry, feed thousands, and lift spirits.

But when the celebrities go home, Clinton County still faces the hard realities of high unemployment. Agencies such as Sugartree Ministries and Clinton County Community Action have been feeding people, helping with heating bills, and creating jobs, but families – including their older members – are facing difficulties they never expected to see.

“One of the things I have talked with seniors about is their concerns for their children,” said Sue Caplinger, director of the Wilmington Savings Bank Clinton County Senior Center. “They are barely making it themselves financially, but they are trying to help their children because they don’t have work. The seniors are not going to see their kids go without.”

Joan Burge, a member of the Elderly Services Program board agreed that families have been hit hard by DHL's departure. “Multiple generations within the same families have been thrown out of work,” she said.

The food pantry at Clinton County Community Action is providing grocery boxes to an average of 12 households a day and sees many older adults, said executive assistant and housing manager Jane Newkirk. Community Action has also helped many older adults with their heating bills through HEAP, the federal Home Energy Assistance Program.

“We link with the senior programs – including Elderly Services – to make sure seniors know about everything we offer,” she said.

Newkirk has heard stories about unemployed adults who have been forced to move in with their parents. “It used to be mom moved in with the family when she needed help, but now that’s being reversed,” she said. “It can be financially and emotionally difficult.”

Some families who were helping support older relatives are now unable to help, said Kym Cooper Parks, Director of Clinton County United Way.

“Transportation, senior services, medical services – I think the need will be greater for all of these as the generation that would take care of their parents have lost their savings and retirement benefits,” Parks said.

“And then you’ve also got grandparents who are taking care of their grandchildren. I talked to a lady the other day – it really touched me – she was living in her car with her granddaughter. It’s her story that got me writing a grant to get short term help for the homeless – something to cover one to three nights in a hotel until they can find something more permanent. We’re all looking for foundations, funding, grants – anything we can do to help people.”



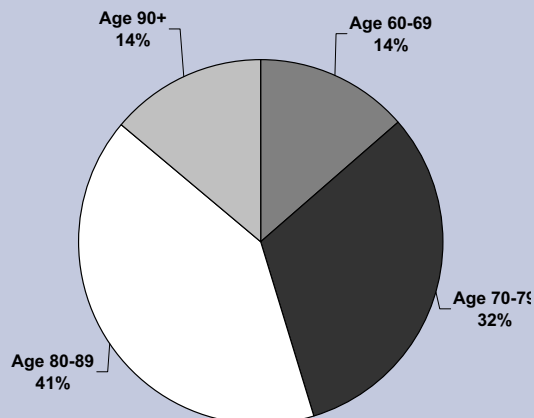
Clinton County ESP Client Profile

Our typical client is an 83-year-old disabled woman, living alone on a modest income. Total clients served in 2009: 512. 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. Percentages may not equal 100 due to rounding.

Age

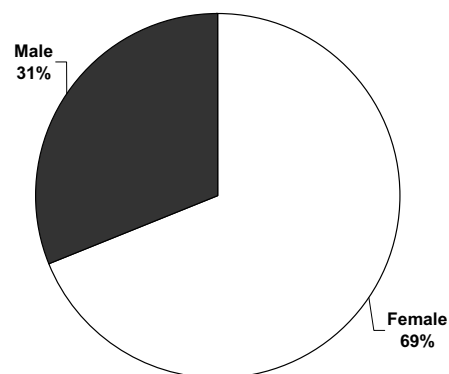
The average age of the Clinton County ESP client in 2009 was 83 years old. Eligibility for the program starts at age 65, but disabled clients may receive home-delivered meals beginning at age 60. Some services are also available to clients under age 65 who have dementia, including Alzheimer's disease.

Age 60 – 69	70
Age 70 – 79	162
Age 80 – 89	209
Age 90+	71



Gender

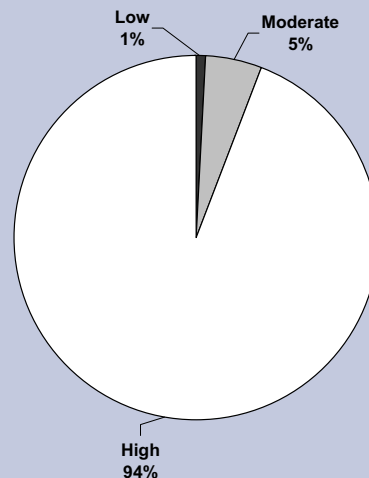
Male	159
Female	353



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	4
Moderate Disability	26
Severe Disability	482



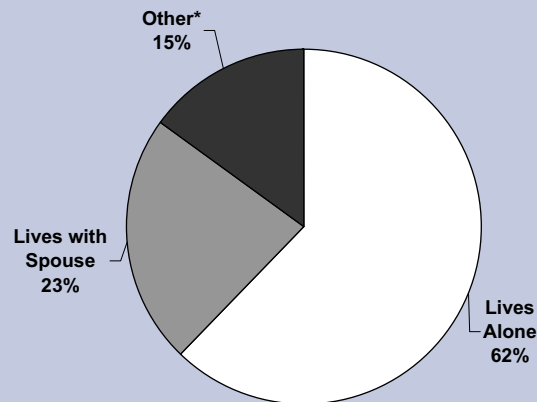
Clinton County ESP Client Profile

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.

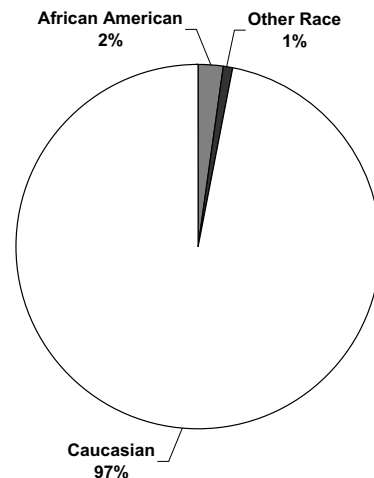
Live with spouse	116
Live alone	319
Other*	77

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



Race

Caucasian	496
African American	11
Other	5



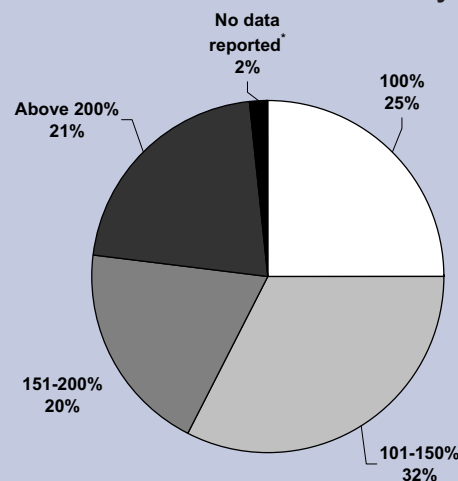
Income and Expenses

According to federal standards, most ESP clients live at or near poverty. The 2009 Federal Poverty Level for one person was \$10,830 year. Based on a formula that takes income and health care expenses into account, some clients make a monthly co-payment for ESP services.

Clients with annual incomes at or below \$21,660:	77%
Clients with annual incomes above \$21,660:	21%
Average monthly income of clients:	\$1,466
Average monthly out-of-pocket medical costs per client:	\$311
Clients with a co-payment*:	22%

*Co-payment data excludes clients receiving only home-delivered meals (78 clients) because no co-payment is required for this service. However, some clients may make a voluntary donation. Also, home-delivered meals clients are not required to report their income.

Percent of 2009 Federal Poverty Level



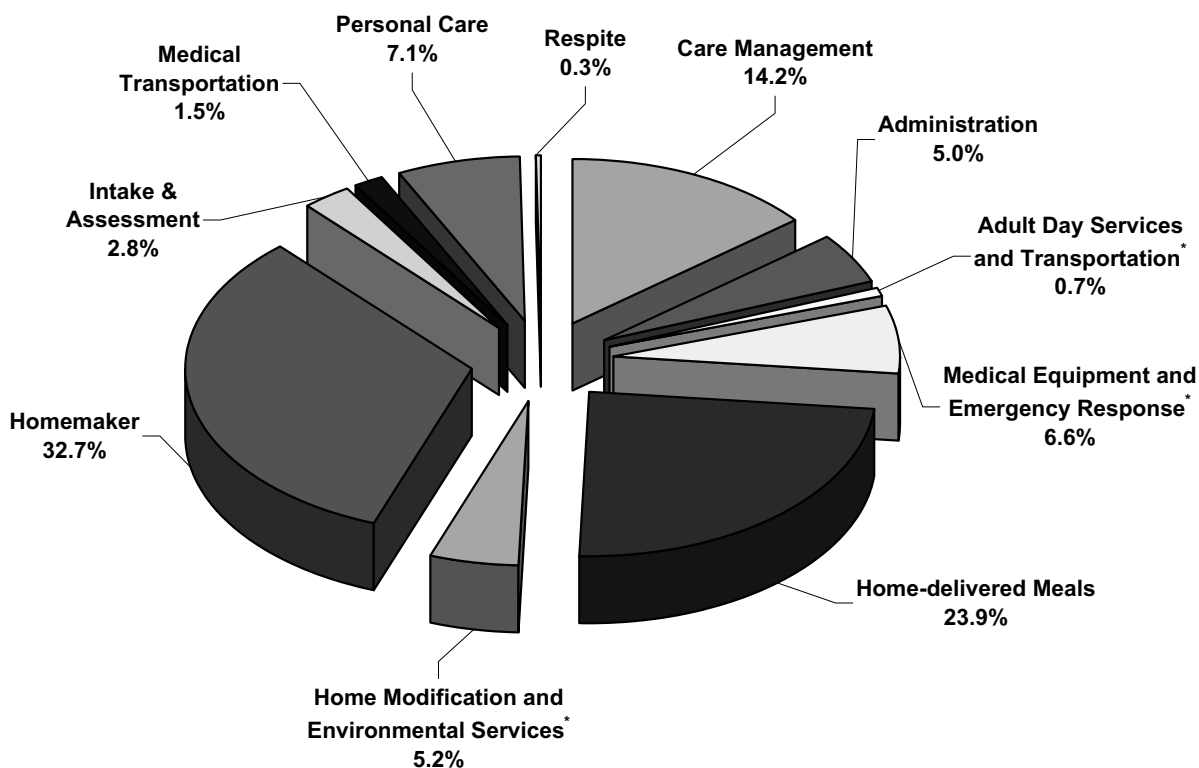
How Funds Are Used

Without the support of Clinton County taxpayers, the Elderly Services Program would not exist. Local tax dollars cover nearly 85 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 22 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 Clinton County.

Program Expenses January 1 - December 31, 2009



**Some services were consolidated for formatting purposes.*

Detailed expense information for each service can be found in the table on page 9.

How Funds Are Used

EXPENSES			
<i>Service</i>	<i>Clients Served</i>	<i>Service Units</i>	<i>Cost</i>
Emergency Response System Monthly Rental	333	3,225 months of rentals	\$73,437
Homemaker	267	17,662 hours	\$490,083
Home-delivered Meals	245	49,850 meals	\$357,659
Home Medical Equipment	97	129 equipment items	\$26,080
Personal Care	65	4,093 hours	\$106,085
Home Safety Modification	37	38 repairs	\$73,657
Medical Transportation	24	671 trips	\$22,651
Adult Day Care	6	213 days	\$10,092
Environmental Services (Pest Control)	6	37 jobs	\$4,009
Adult Day Services Transportation	3	218 miles	\$392
Respite	3	156 hours	\$3,952
Care Management	512	N/A	\$212,519
Intake and Assessment	N/A	N/A	\$41,588
Administration	N/A	N/A	\$75,603
TOTAL EXPENSES	512		\$1,497,807
REVENUE			
Federal, State and Other			\$213,033
Client Donation			\$24,030
Client Co-Payment			\$10,766
Clinton County Elderly Services Levy			\$1,249,978
TOTAL REVENUE			\$1,497,807

Where Clients Live

<i>Jurisdiction</i>	<i>Clients Served</i>	<i>Jurisdiction</i>	<i>Clients Served</i>
Union Township	191	Sabina	16
Wilmington	90	Jefferson Township	14
Marion Township	44	Chester Township	13
Richland Township	31	Clark Township	13
Green Township	19	Adams Township	10
Blanchester	18	Washington Township	10
Vernon Township	17	Liberty Township	9
		Other	17
Total Clients Served: 512			

State of Aging in Clinton County

Over 16 percent of Clinton County's residents are age 60 or older. This places Clinton County 69th among Ohio's 88 counties in the proportion of its residents who are age 60+. **The Scripps Center for Gerontology projects that Clinton County's older adult population will increase by 74 percent within the next 10 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 2,587 Clinton 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 Clinton County Elderly Services Program.

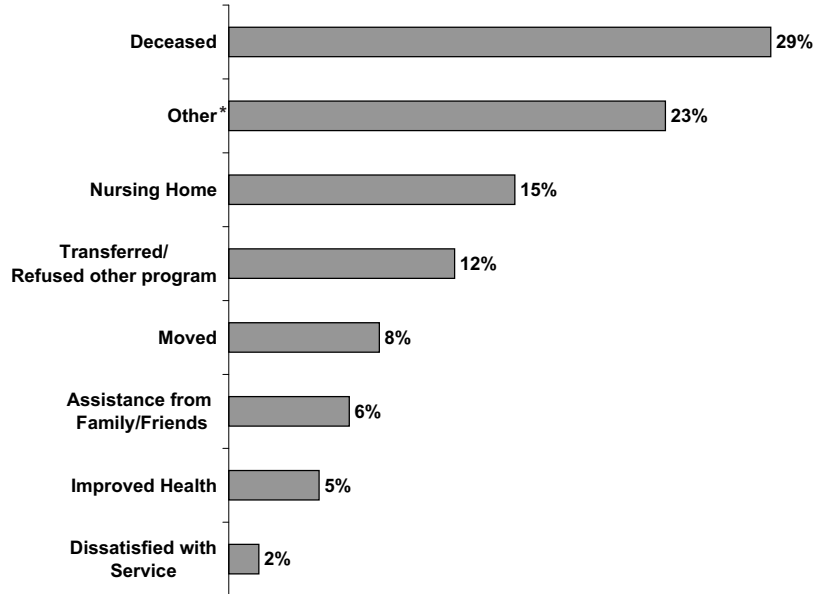
This is a large group. Most are people with modest resources. Many of the long-lived will deplete their assets as they age. **According to Scripps, more than 36 percent of Clinton, Fayette and Highland county residents age 60+ live below or near the federal poverty level (2009 - \$10,830/year for one person).**

While age and disability are increasing, the number of potential caregivers has been decreasing. While family and friends will continue to provide long-term care, families today are smaller, more spread out, and often unable to provide the level of care needed by their aging loved ones.

Clinton 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.

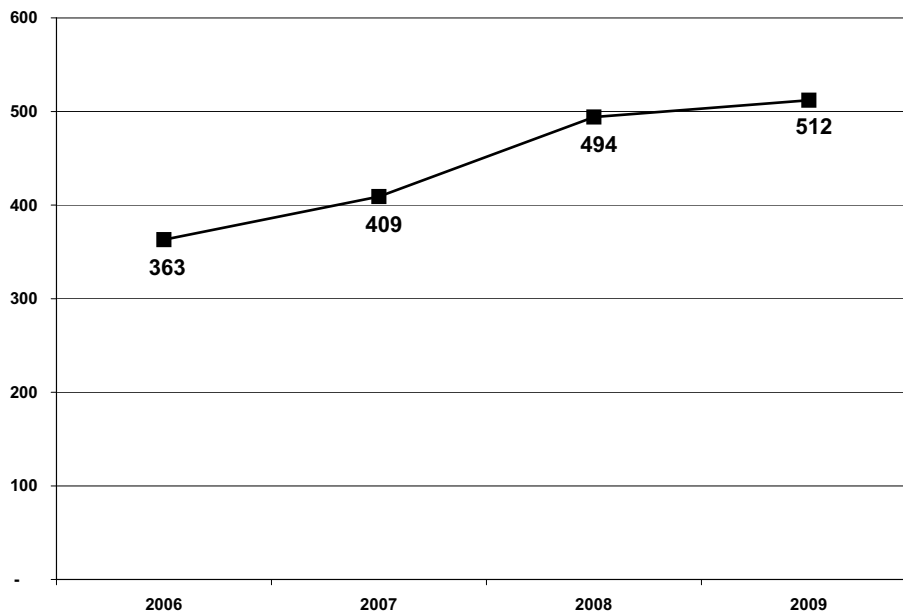
Reasons Why Clients Leave

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-fourth of our clients remain on the program until they die. About 32 percent leave the program because their health changes - either improving or deteriorating and requiring more intensive services, perhaps through PASSPORT or in a nursing facility. ESP clients may move on and off the program as their needs change, but on average they remain on the program approximately two years.



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

Number of Clients Served*



*Due to insufficient funding, the Elderly Services Program had a waiting list from 2005 until Jan. 2008. At the end of 2007, there were approximately 100 people waiting for services. In 2007, through managed enrollment, we re-opened the home-delivered meals portion of the program, which allowed for slight growth. Since passage of the levy in November 2007, the program has been able to serve more seniors in Clinton County. However, in September 2009, we again had to start a waiting list for home-care services.

Provider List*

Advanced Medical Equipment, Inc.
All Gone Termite & Pest Control
American Ramp Systems
Assisted Care by Black Stone
Bathblest Renovations
Bernens Medical
Clinton County Community Action Program
Charter Home Services
Clinton County Adult Day Center, Inc.
Deaconess Lifeline
Derringer Company**
Emerson Heating & Cooling Company
Guardian Medical Monitoring
Helping Hands Healthcare, Inc.
Home Care Network, Inc.
Home First

International Quality Healthcare Corp.
Lifeline Systems Company
Meda-Care Transportation, Inc.
MedAdapt LTD
Milt's Termite & Pest Control
Mullaney's Pharmacy & Home Health Care
Personal Touch Home Care of Ohio, Inc.
Rural/Metro Helpline
S.M.S. Inc.
Safeway Safety Step, LLC
Senior Independence
SP Contracting
Thermal-Shield, Inc.
Tri State Maintenance
Universal Transportation Systems (UTS)
V&N Services, Inc.
Valued Relationships, Inc. (VRI)

*Providers with a valid contract between 1/1/09 - 12/31/09.

**Derringer Company is a meals contractor for Council on Aging, but does not provide direct client services.



Answers on Aging



**“I couldn’t run the sweeper or clean the bathtub.
I think ESP does a great job.”**

~ Forrest, Clinton County Elderly Services Program client

Assistance. Advocacy. Answers on Aging.

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