CLINTON COUNTY
Elderly Services Program

ESP

2012 Annual Report

Independence.

Dignity.

Peace of mind.

Independence. Dignity. Peace of mind.

The Elderly Services Program is provided by:

Clinton County Commissioners

From left to right, Clinton County Commissioners:
Mike Curry, Patrick Haley and Kerry R. Steed

Clinton County Citizens for Elderly Services (as of 12/31/12)

Dean Knapp – President

Trish Beach
Joan Burge
John Hosler
Kathi Spirk
Eli Yovich

Gene Breckel
Tim Hawk
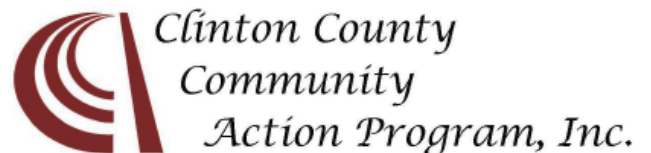Larry Roddy
Carol Weber

Program Administrator

COA
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

Clinton County
Community
Action Program, Inc.

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

Dear Friends,

On behalf of Clinton County Citizens for Elderly Services, Inc., it is my pleasure to present our 2012 Annual Report.

Our most exciting news in 2012 was the resounding victory of the levy which supports our program. It passed with nearly 76 percent of the vote. Keeping the levy to a renewal was a major factor, of course. The downside is that the program is at its capacity, given the funding available. The waiting list we started in September 2009 has continued. We've been able to keep it to about 30 to 40 people, but the wait is three to four months. We have only two to three openings each month when people leave the program.
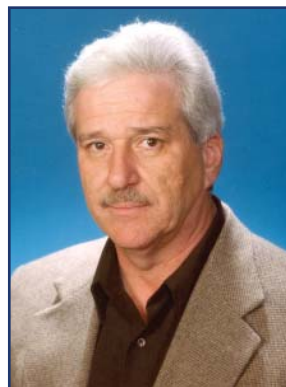
Dean Knapp

In spite of this, our program did grow slightly in 2012. We served 519 seniors, compared with 494 in 2011. Our services are basic – home-delivered meals, housekeeping help, transportation, and the like – but they are effective at keeping people independent in their homes. As you'll see in the report, only 27 percent of our clients left the program in 2012 to enter a long-term care facility. More than a third remained on the program – and in their homes – until their death.

We work hard to keep our costs down. In 2012, the average cost for our services was $305.66 a month, per client. These services can delay or prevent nursing home placement, where the taxpayers' cost for Medicaid is close to $5,000 a month.

As our population ages, it is becoming increasingly important to be able to provide long-term care services that taxpayers can sustain. According to the U.S. Census, from 2000 to 2010, Clinton County's population of adults age 65 and older increased by 15 percent. One in four Clinton County households now includes at least one person age 65 or older. Of particular importance for calculating the costs of care, the census reports that 44 percent of our county's older adults have a disability.

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 continue to recover from a bad economy and the departure of 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.

Dean Knapp, **President**
Clinton County Citizens for Elderly Services

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

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

Independence. Dignity. Peace of mind.

The Elderly Services Program

The Clinton 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, in-home care is also the least expensive. It costs about $306 a month per client in Clinton County ESP, compared to almost $5,000 a month for nursing home care.

Clinton County's Elderly Services Program is supported by 1) a local tax levy, 2) funds distributed by Council on Aging of South-western Ohio (COA) 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.

It costs about $306 a month per client in Clinton County's Elderly Services Program, compared with almost $5,000 a month for nursing home care.

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 transportation.

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

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

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 $18,180 a year, from which she pays $4,335 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.

Clinton County ESP Client Profile | *Loretta*

Loretta pulled herself slowly out of her wheelchair, leaned her body against the kitchen sink and washed dishes.

"It's very important for me to do for myself as much as I can," she said. "There will come some day when I can't do as much."

Calling herself "just an old southern gal," Loretta has had a lifetime of making the best of bad circumstances. She grew up poor on a farm without electricity in Hazard, Ky. As a young woman, she suffered a beating at the hands of her husband that landed her in the hospital for three months and caused her to lose a lung.

Clinton County ESP client Loretta, with her care manager, Kathryn

"When I got back on my feet, I was gone," she said. She and her two children came to the Cincinnati area where she found work as a model. Then, at the age of 34, she had a stroke that left her able to walk only with the help of a cane. That stroke was followed by another one, more severe. Loretta could no longer walk and her speech was affected. Her children at the time were 12 and 10.

"I do have strength and willpower," she said. "I guess I'm just a determined kind of person."

Loretta eventually moved to Xenia and then to Wilmington. At 73, she has multiple health problems, in addition to her disability. She has support and help from a sister, her children, and a niece and nephew who often visit.

In 2004, she enrolled in the Clinton County Elderly Services program and receives a variety of services including medical transportation, home-delivered meals, homemaking help twice a week, emergency response device, and medical equipment, such as a lift chair.

"I'd be in a nursing home without (the program)," she said. "They help me a lot. I couldn't do without them. Everyone who has helped me is very nice and nice people are hard to find."

Loretta now lives in an apartment complex for seniors, which she loves.

"I'm lucky to live here," she said. "I'm here to stay. And when I go, I'll be carried out the door."

Clinton County ESP Client Profile | *Mike*

Mike put off getting help for a long time. Beginning in 2008 when he moved into an apartment complex for seniors, the service coordinator there tried to persuade him to get more help. Four years later, he finally approached the Clinton County Elderly Services Program.

"I was bullheaded," Mike said. "I knew I needed help, but I just didn't want to give in. Then when I finally did decide, I was on the waiting list for three months. I had just about given up when (ESP care manager) Brenda called and then it was bam, bam, bam – everything was lined up real quick."

Sizing up Mike's situation, Brenda tackled his needs for mobility and safety. The chair where he spent much of his time was falling apart because he pushed on the arms to raise himself. She arranged for him to receive a lift chair, roller walker, and emergency response device. He also receives home-delivered meals, housekeeping help two hours a week, and medical transportation as needed.

Mike with his Clinton County ESP care manager, Brenda

Mike's health problems began in childhood. At the age of eight, he was diagnosed with a debilitating disease known as neurofibromatosis. Doctors told his parents he wouldn't reach the age of 21.

"But nobody told me I wasn't expected to pull through," **Mike said.** *"So I did."*

He went on to work as an aide and then as a supervisor in several central Ohio care centers and group homes for people with disabilities. In 2007, as his own disability began to take more of a toll, Mike's brother and sister-in-law urged him to move to Wilmington to be closer to them.

Now 67, Mike has numerous benign tumors on his spine that cause chronic pain, weakness, numbness and tingling.

"It could always be worse," **Mike said.** *"I try to keep smiling and go on."*

That attitude has befriended him to many in the apartment complex where he enjoys playing cards, watching his pet cockatiel named Twerp, adding to his collection of little china dogs, and baking his famous "dump cake" to share with his friends.

"Boy is it good," he said. "Whenever I bake one, for some reason, it just evaporates."

The Elderly Services Program has made a big difference in his life, Mike said.

"If I didn't get this assistance, I'd probably end up in a nursing home," **he said.** *"Maybe I wouldn't mind it that much, but I don't think I could share my room with someone else. I'm very well pleased with the program. It seems like everybody is so friendly and willing to help."*

Role of Council on Aging in the Clinton County Elderly Services Program

As administrator of the Elderly Services Program in Clinton County (as well as Butler, Hamilton and Warren counties), Council on Aging (COA) ensures that frail seniors receive the highest quality services at the lowest cost in order to serve as many seniors as possible with the tax dollars available.

COA's responsibilities include: program design and development, contracting and provider services, data analysis and reporting, financial services and oversight, information technology, quality improvement, and community engagement.

Through these services, COA is able to:

- Design and change programs to fit community needs and manage costs
- Keep costs down and quality up via competition and contract management
- Provide a central point of access to information and resources
- Help service providers improve quality and efficiency
- Report program performance and trends to the public
- Ensure stewardship of taxpayer dollars
- Raise and sustain public awareness and confidence

Other services available through Council on Aging for Clinton County seniors

As the state-designated Area Agency on Aging, Council on Aging provides additional services besides the Elderly Services Program to Clinton County seniors and their families. These include:

Aging and Disability Resources Center (800-252-0155 or www.help4seniors.org) – COA's call center and "front door" to services and community resources. We responded to nearly 30,000 requests for help for seniors in FY 2012.

Assisted Living Waiver – Intermediate level of care for low-income older adults. We served six Clinton County residents in FY 2012.

PASSPORT – In-home care for low-income adults age 60 and older. On average, PASSPORT is about one-fifth the cost of a nursing home. We served 134 Clinton County seniors in FY 2012.

Older Americans Act – Title III – COA administers this federal funding for senior centers and organizations who provide services such as transportation, congregate meals, caregiver support, legal help and wellness education.

HOME Grant – COA administers funds from the Ohio Department of Development that provide home repairs and accessibility upgrades to eligible seniors. We helped 32 Clinton County seniors in FY 2012.

A daily congregate meal, funded by Title III, is available at the Wilmington Savings Bank Clinton County Senior Center.

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Elderly Services Program Client Profile

Our typical client is an 81-year-old woman living alone on a modest income. Total clients served in 2012: 519. Pages 8-9 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.
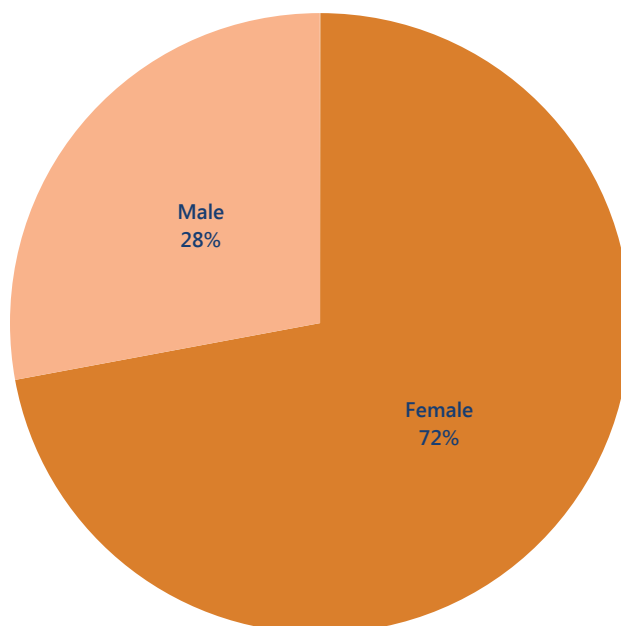
Age

The average age of the Clinton County ESP client in 2012 was 81 years old. Eligibility for the program starts at age 65, but clients may receive home-delivered meals beginning at age 60, if they have a disability. Some services are also available to clients under age 60 who have dementia, including Alzheimer's disease.

Age 60 – 69	58
Age 70 – 79	147
Age 80 – 89	232
Age 90+	82

60-69 11%
70-79 28%
80-89 45%
90+ 16%

Gender

Male 28%
Female 72%

Female	374
Male	145
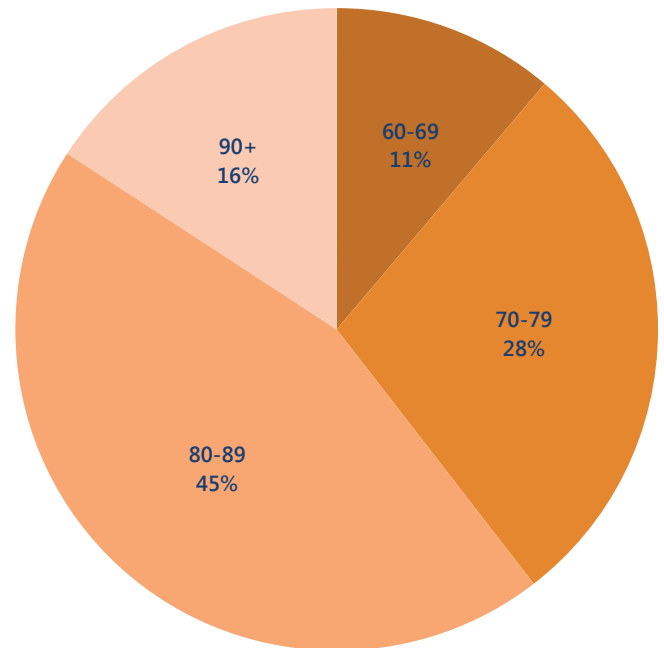
Race

African American 3%
Other Race <1%
Caucasian 97%
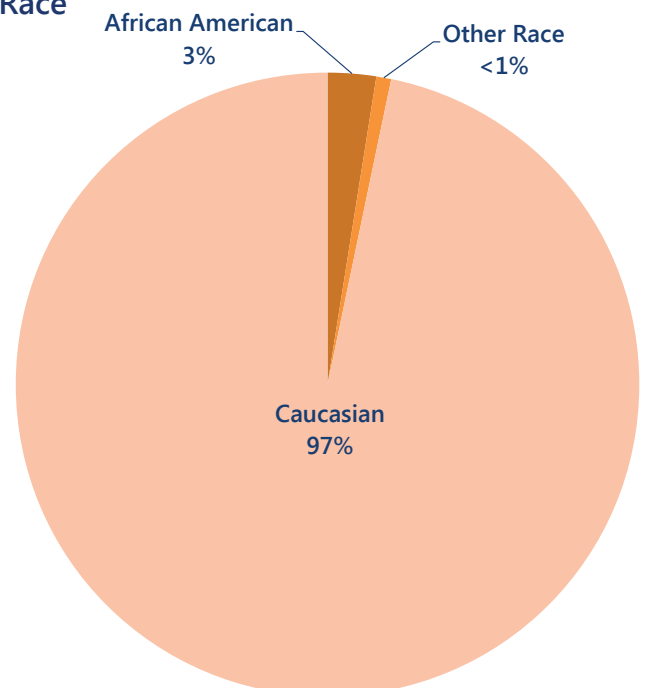
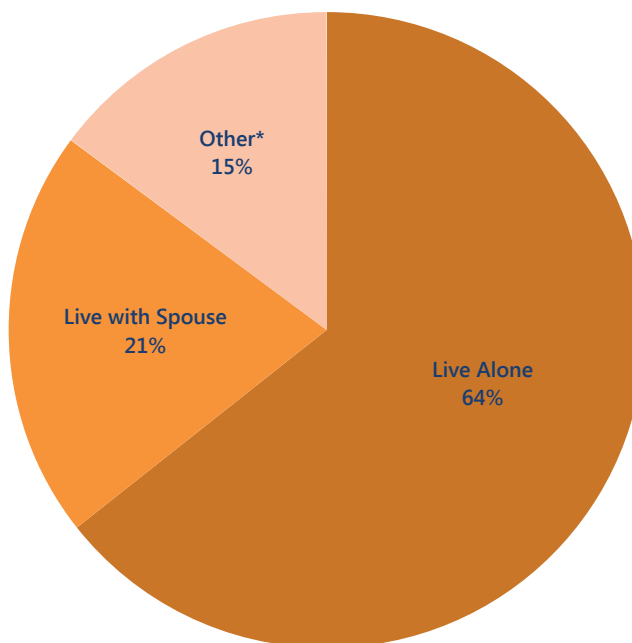|			
Caucasian	502	**African American**	13
Other Race	4		

Elderly Services Program 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.
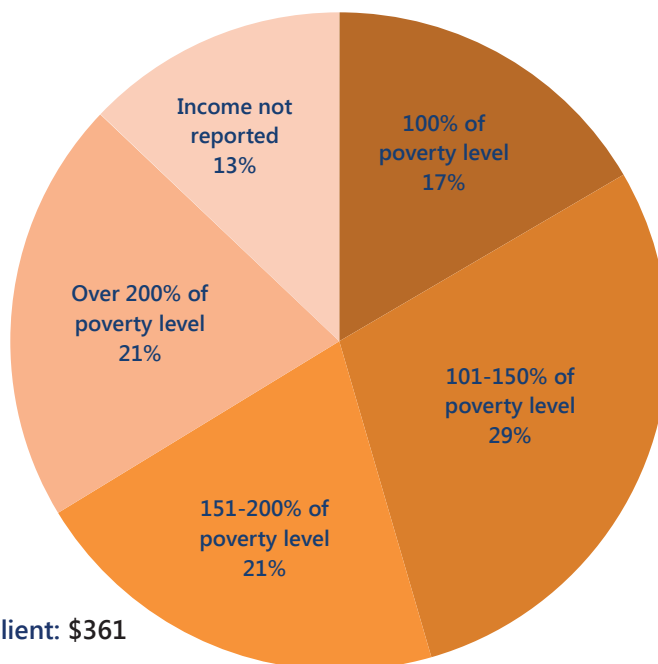
Live Alone	334
Live with Spouse	108
Other*	77

Other may include living arrangements not specified, or arrangements such as living with other family member, a dependent child, friend or caregiver.

Pie chart:
- Live Alone 64%
- Live with Spouse 21%
- Other* 15%

Income and Expenses

Most ESP clients have modest incomes. The 2012 Federal Poverty Guidelines for one person was an annual income of $11,170 or less. Based on a formula that takes income and health care expenses into account, some clients make a monthly co-payment for ESP services.

Pie chart:
- 100% of poverty level 17%
- 101-150% of poverty level 29%
- 151-200% of poverty level 21%
- Over 200% of poverty level 21%
- Income not reported 13%

Average monthly income of clients**: $1,515**

Average monthly out-of-pocket medical costs per client: $361

Clients with annual incomes at or below $22,340**: 67%**

Clients with annual incomes above $22,340**: 21%**

Clients with a co-payment*: 27%

Co-payment excludes 67 clients who receive only home-delivered meals (HDM only). No co-payment is required for this service, though some clients make a voluntary donation.

**Calculation includes HDM only clients who are not required to report income.*
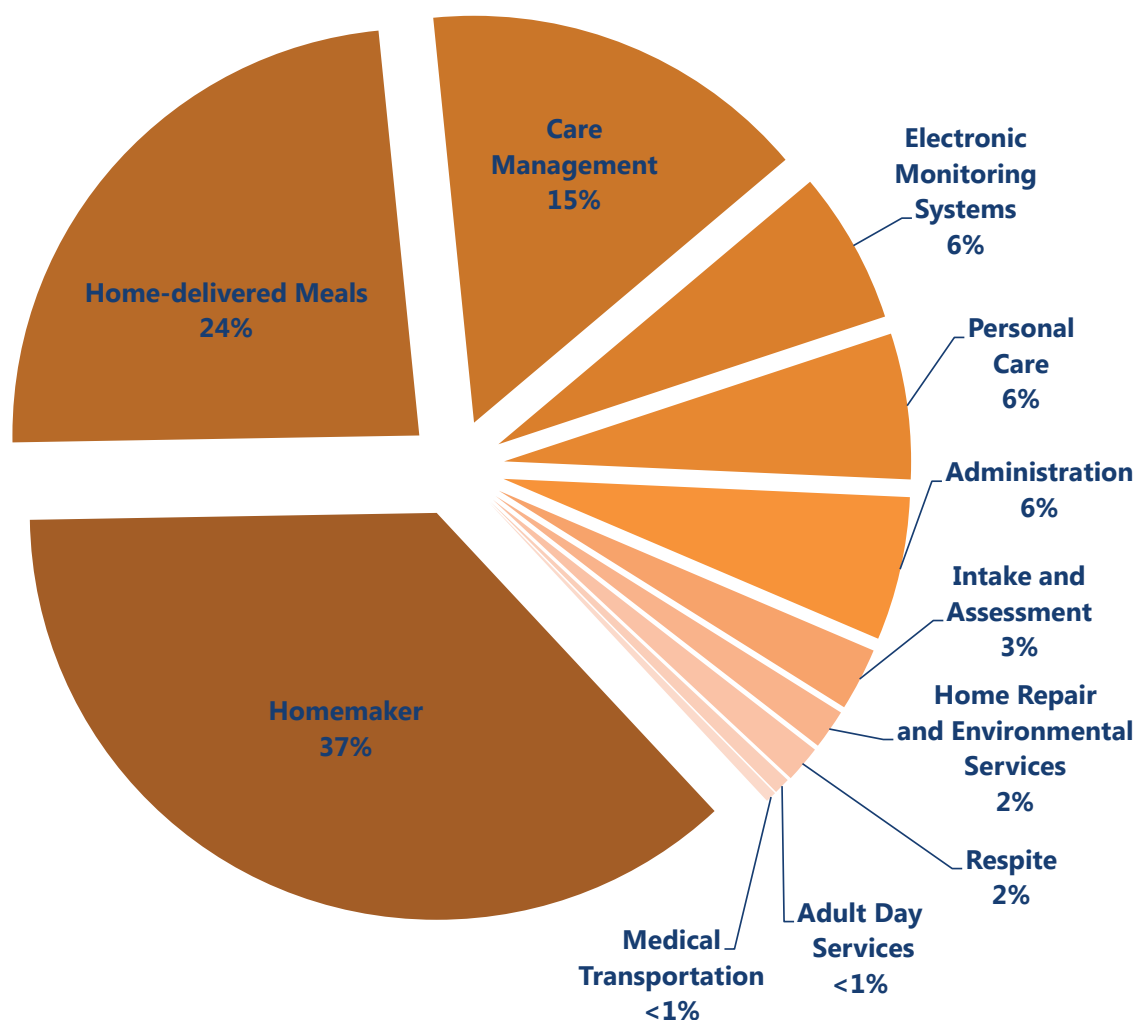
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How Your Tax Dollars Are Spent

Without the support of Clinton County taxpayers, the Elderly Services Program would not exist. Local tax dollars cover 89 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 (27 percent of clients qualify for a co-payment, based on their income and medical expenses).

The table on page 11 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 14) deliver these services under contract with Council on Aging. 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, 2012

Care Management 15%

Electronic Monitoring Systems 6%

Home-delivered Meals 24%

Personal Care 6%

Administration 6%

Intake and Assessment 3%

Home Repair and Environmental Services 2%

Homemaker 37%

Respite 2%

Medical Transportation <1%

Adult Day Services <1%

*Some services were consolidated for formatting purposes. Detailed expense information for each service can be found on the adjacent page. ^Total does not equal 100 due to rounding.

How Your Tax Dollars Are Spent

Expenses			
Service	Clients Served	Service Units	Cost
Emergency Response System	332	3,212 *months of rentals*	$70,073
Homemaker	268	19,025 *hours*	$529,740
Home-delivered Meals	236	46,204 *meals*	$341,755
Personal Care	56	3,215 *hours*	$83,688
Home Medical Equipment	55	106 *equipment items*	$17,535
Minor Home Repairs	18	19 *repairs*	$19,833
Respite	12	827 *hours*	$21,242
Medical Transportation	11	249 *one-way trips*	$6,261
Adult Day Service	6	188 *hours*	$8,942
Environmental Services	3	38 *jobs*	$3,130
Adult Day Transportation	2	207 *miles*	$456
Care Management	519	N/A	$223,063
Intake and Assessment	N/A	N/A	$36,057
Administration	N/A	N/A	$82,300
Total Expenses			**$1,444,075**
Revenue			
Federal and State			$121,117
Client Donations			$16,019
Client Co-payment			$20,333
Clinton County Elderly Services Levy			$1,286,606
Total Revenue			**$1,444,075**

March 2012

Clinton County voters approved a renewal of the 1.5-mill Senior Services levy by a margin of nearly 76 percent.

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The State of Aging in Clinton County

In just a few years – by 2015 – for the first time in US history, people age 65 and older will outnumber children under age five. This is just one of the many ways the aging of our population will affect society and it's already happening in Clinton County. **From 2000 to 2010, Clinton County's 65+ population increased by more than 15 percent, and one in four Clinton County households now includes at least one person who is 65 or older.** (Scripps Gerontology Center at Miami University and U.S. Census)

According to the 2010 U.S. Census, **14 percent of Clinton County's population is age 65 and older**. The "oldest old" – those age 85 and older – are the fastest growing portion of the 65+ population. Scripps projects this age group will grow by more than 55 percent from 2010 to 2030.
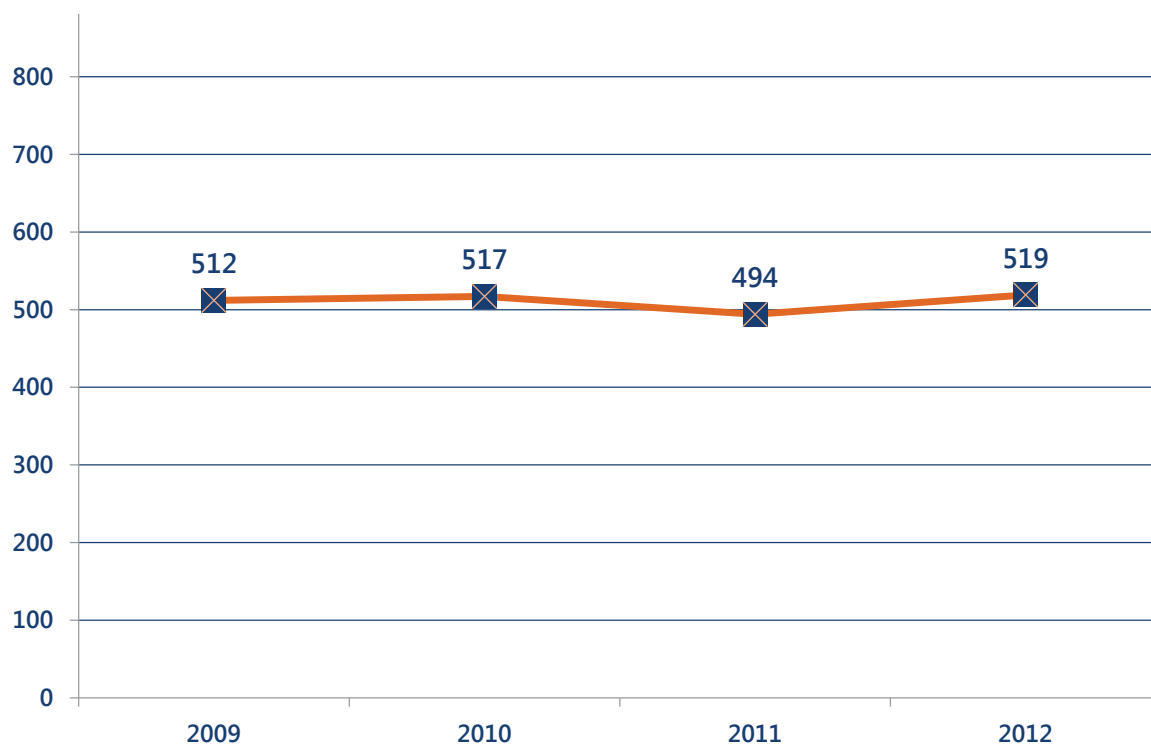
With age comes an increasing risk of disability (and need for care). **Among Clinton County residents age 65 and older, 44 percent have a disability.** (U.S. Census)

While age and disability are increasing, the number of potential caregivers has been decreasing. Family and friends will continue to provide 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.

When help is needed, in-home care is the most compassionate and cost-effective choice. **For seniors who can't afford to pay for private care, yet don't qualify for Medicaid, the Clinton County Elderly Services Program is a lifeline.** This is a large group. Among Clinton County seniors who received publicly-funded in-home care services in 2012, 134 were served by PASSPORT (Ohio's Medicaid in-home care program), while nearly four times as many received care through Clinton County ESP.

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.

Number of Clients Served

(Line chart showing number of clients served by year: 2009 = 512, 2010 = 517, 2011 = 494, 2012 = 519. Y-axis ranges from 0 to 800.)

Where Clients Live

Jurisdiction	Clients Served	Jurisdiction	Clients Served
Union Township	152	Richland Township	13
Wilmington	151	Chester Township	12
Blanchester	45	Clark Township	11
Marion Township	29	Washington Township	11
Sabina	22	Liberty Township	10
Vernon Township	19	Other	26
Green Township	18		
Total			**519**

Outcomes*
Reasons why clients leave the program

We are proud of the fact that only a tiny fraction of ESP clients leave because they are dissatisfied with the program. Forty percent of our clients remain on the program until they die. More than one third of ESP clients leave the program because of changes in their health or how/where they receive care. Some of these clients improve to a point where they no longer require services or can receive care from a family member or friend, while others need more intensive services and move to a program such as PASSPORT, hospice or into a nursing home.

What the Colors and Categories Mean:

Green: Desired outcomes. (Note: Deceased is a good outcome because it means the client stayed in his or her home until death.)
Orange: Less desirable, neutral or unspecified outcomes.
Red: Undesirable outcomes.

Client Non-Compliant examples include:
Client behavior unresolved
Delinquent balance
Refused or declined service
Refused to provide financial
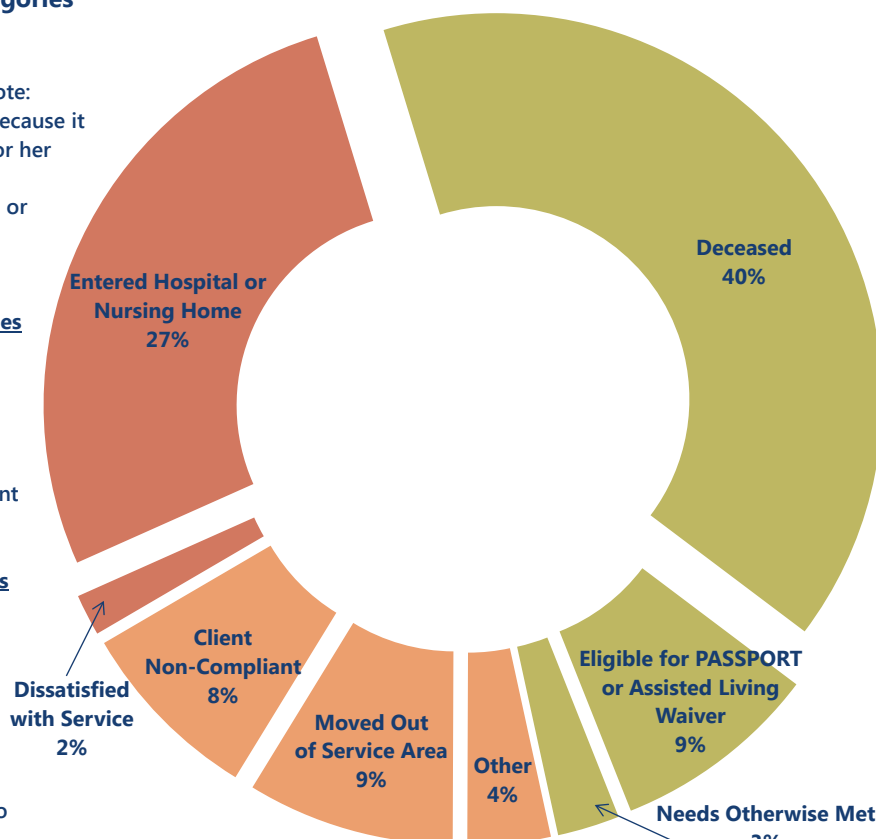   information or pay co-payment
Unable to contact

Need Otherwise Met examples include:
Assistance from family/friends
Condition improved
Entered hospice
Transferred/enrolled in PACE

Other
Disenrollment reason unique to individual

*Total does not equal 100 due to rounding.

Deceased 40%

Entered Hospital or Nursing Home 27%

Dissatisfied with Service 2%

Client Non-Compliant 8%

Moved Out of Service Area 9%

Other 4%

Eligible for PASSPORT or Assisted Living Waiver 9%

Needs Otherwise Met 3%

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Clinton County Elderly Services Program Providers
With valid contracts between 1/1/12 - 12/31/12

Advanced Medical Equipment, Inc.

American Ramp Systems

Assisted Care by Black Stone

Bernens Medical

Charter Home Services

Clinton County Adult Day Center, Inc.

Clinton County Community Action Program

Comfort Keepers #178

Derringer Company*

Emerson Heating & Cooling Company

Home First Non-Medical

Lifeline Systems Company

MedAdapt Ltd.

Milt's Termite & Pest Control

Mullaney's Pharmacy & Home Health Care

Personal Touch Home Care of Ohio, Inc.

Rural/Metro Helpline

Safeway Safety Step

Senior Independence

S.P. Contracting

The Deaconess Foundation

Thermal-Shield, Inc

Tri-State Maintenance

VRI

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

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"It's very important for me to do for myself as much as I can," Loretta said. "There will come some day when I can't do as much."

Loretta has been a client of the Clinton County Elderly Services Program since 2004. Read her story on Page 5.

**Clinton County
Elderly Services Program**
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