

CLINTON COUNTY

Elderly Services Program



2013 Annual Report



Independence.



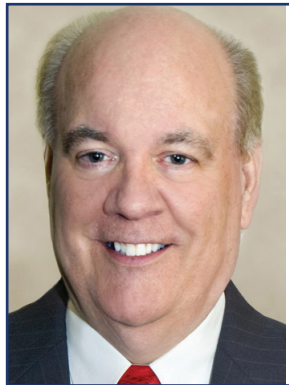
Dignity.



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

Program Administrator



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

Dear Friends and Supporters,

On behalf of Clinton County Commissioners, it is my pleasure to present the 2013 Annual Report of our Elderly Services Program.

In 2013, we helped 508 older adults to remain independent in their homes with services such as home-delivered meals, transportation, and housekeeping.

Many of these seniors have significant chronic conditions and disabilities that would force them to move to a nursing home if it were not for the Elderly Services Program. Because of the program, they can remain in their communities and close to their families – often in the homes where they have lived for decades and raised their children.

Some of those children are now caring for their aging parents. ESP supplements their efforts as they juggle the demands of caregiving with those of work and family. The program even helps spouses stay together despite disabilities that might otherwise force them to live apart. For many seniors though, ESP provides the only regular help available because they have no family nearby.

As our population ages, we expect to see need for the Elderly Services Program begin to climb. According to the 2010 U.S. Census:

- 14 percent of Clinton County's population is age 65 and older.
- Between 2000 and 2010, this older population increased by more than 15 percent.
- More than one in four Clinton County households now includes at least one person who is age 65 or older.
- Among our own clients in 2013, the largest proportion (43%) were between the ages of 80 and 89 and 15 percent were age 90 or older.

This report tells the story of the Elderly Services Program through the words and photos of two of our clients along with information such as client demographics, names of contracted providers, program outcomes, and expenses. We watch the program closely for trends and manage accordingly so that it will continue to provide compassionate, high-quality service while delivering good value for taxpayers.

We thank the people of Clinton County for supporting the Elderly Services Program. Personally, I'm very proud to live in a county that supports elders in need of assistance.

Mike Curry, President
Board of Clinton County Commissioners

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

(800) 252-0155

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 \$324 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 Southwestern 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 \$324 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 and also provides intake and care management. COA processes all billing, and provides program planning, reporting, auditing, contracting and provider services, technical assistance and community engagement activities. Organizations contract with COA to provide in-home services such as housekeeping help, personal care (bathing and grooming) and transportation.

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 and factory 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 \$17,112 a year, from which she pays \$3,378 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 | *Beulah*

The picture is sharp in Beulah's memory: a tempting pile of popcorn balls. Sitting now in her wheelchair, she smiles and her hands curve around imaginary globs of sticky popcorn, shaping them into balls.

"My mother put them in a back room because it was cool," she said. "There was a window and we could see them." The smile lights up her strong features as she remembers how she would always sneak one or two.

Like many people with Alzheimer's, Beulah, 83, has no trouble remembering details from long ago. Ask how many acres on her first farm and she replies quickly, "180." And her second farm? "42."

Raised on a farm, Beulah married a farmer and continued working their farm on her own for ten years after her husband died. She remarried and kept another, smaller farm, raising chickens, livestock and a large garden.

"On top of everything, her house was immaculate," said Sandy, Beulah's daughter-in-law, caregiver, and biggest fan. "As soon as you walked in, it just felt like home. All the little things she had around, wooden floors – it looked like a country farmhouse and that's what it was."

After Beulah's health began to decline, she began falling a lot and even took a tumble down the basement stairs, backwards. "Oh my goodness, this woman has been tough," Sandy said. "She is tough."

Sandy and her husband, Mike, decided that she should move in with them. That was seven years ago. For the first year, Sandy handled the caregiving duties herself, but then she heard about the Elderly Services Program. Through the program, Beulah has been attending Clinton County Adult Day Center three days a week and also receives transportation there and back.

"She really likes going," Sandy said. "She calls it school. For me, it's been a lifesaver because I have some serious health issues of my own. I remember being so worn out before Beulah came here. The workers are just amazing. I wouldn't let Beulah stay with just anybody because she is precious and I love her a lot."

For all the work involved in caregiving, Sandy wonders what she would do without Beulah. "She's been a big part of my life," she said. Yes, we do have our times. We're both determined people, but we're family. I have a lot of respect for her. That determination gets a person someplace. All Beulah wanted to do in this life was work, and that's what she did."

Now, Sandy tries to reassure Beulah that she is loved and valued even though she can't work.

"Who calls you cutie?" she asked.

"Nobody but you," Beulah said.

"You know I'm telling the truth when I call you cute. Just say OK."

"OK."



Clinton County ESP Client Profile | Herbert

Expecting visitors, Herbert stood on the ramp to his front door, smiling in welcome, a “never met a stranger” kind of guy. Even his dog, Bella, smiles, and then looks up at him, adoringly.

At 87, Herbert lives alone with Bella and is content, although he is grieving the loss of his wife of 61 years, Louise, who died in December 2013. At that time, his daughter Nancy and son-in-law Gary assumed he needed help and they came to stay with him.

For years, though, he had been the caregiver as his wife’s health declined and he felt he could handle things on his own.

“I assumed we were either going to stay with him or he was going to move in with us,” Nancy said. “But after a while, he let us know, ‘I’m not a baby. I can stay here by myself.’”

“He nicely gave us the boot,” Gary said.

Still, Herbert’s family is protective because he is not as strong as he was. He uses a walker and scooter and he is deaf, having lost his hearing from a childhood illness. From the Clinton County Elderly Services Program, he has an emergency response device and housekeeping help for one hour a day, five days a week. When Nancy or Gary can’t be with Herbert, the daily call from the home health aide is reassuring.

But Nancy is there a lot and she and her father clearly share a special bond. They speak easily to each other with sign language.

“He’s always been my hero,” Nancy said. “I was a daddy’s girl. He has never said he can’t do something. And he has always worked very hard. If the car was broken, he’d work on it till it was fixed. And if it wasn’t fixed, he’d say, ‘Time to go to work,’ and he’d walk.”

Work was at several different dry cleaners over the years and when the Clinton County Air Force Base was active, Herbert was in demand as the man who could make a uniform look super sharp. Signing to Nancy and laughing, he said, “I’ve pressed the pants of generals.”

Herbert is the father of three, grandfather of nine and great-grandfather of seven. He loved to hunt and fish with friends and children. He’s a gentle soul at heart who now gets a kick out of feeding squirrels, who will come to him and eat out of his hand.

“We just can’t say enough about the help we have gotten from the program for my dad and my mom before him,” Nancy said. “He wants to stay here. He wants to be with his family.”



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 residents

As the state-designated Area Agency on Aging, Council on Aging provides additional services besides the Elderly Services Program to Clinton County residents 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 35,000 requests for help for seniors in FY 2013.

Assisted Living Waiver – Intermediate level of care for low-income adults. We served seven Clinton County residents in FY 2013.

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 123 Clinton County seniors in FY 2013.

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.

Ohio Home Care Waiver – In-home long-term care option for financially-eligible children and adults who have significant disabilities and/or mental health needs.



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

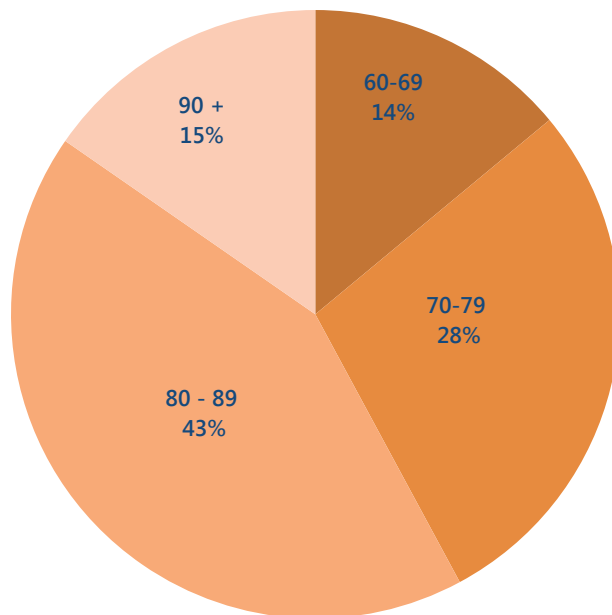
Elderly Services Program Client Profile

Our typical client is an 81-year-old woman living alone on a modest income. Total clients served in 2013: 508. 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.

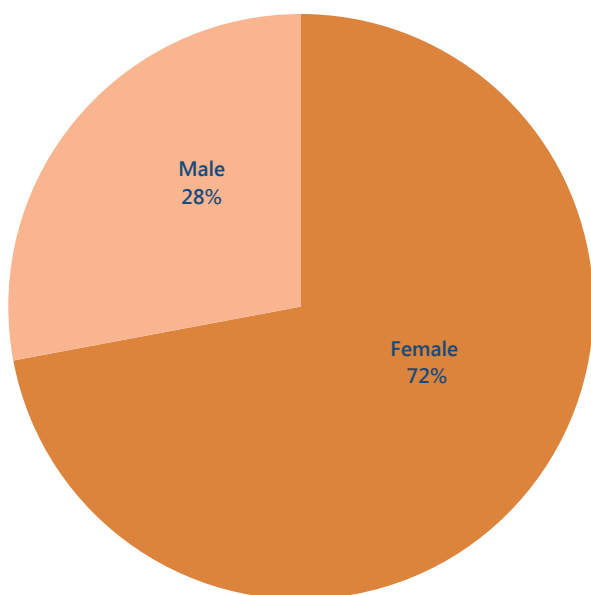
Age

The average age of the Clinton County ESP client in 2013 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 are eligible. Some services are also available to clients under age 60 who have dementia, including Alzheimer's disease.

Age 60 – 69	71
Age 70 – 79	143
Age 80 – 89	216
Age 90+	78

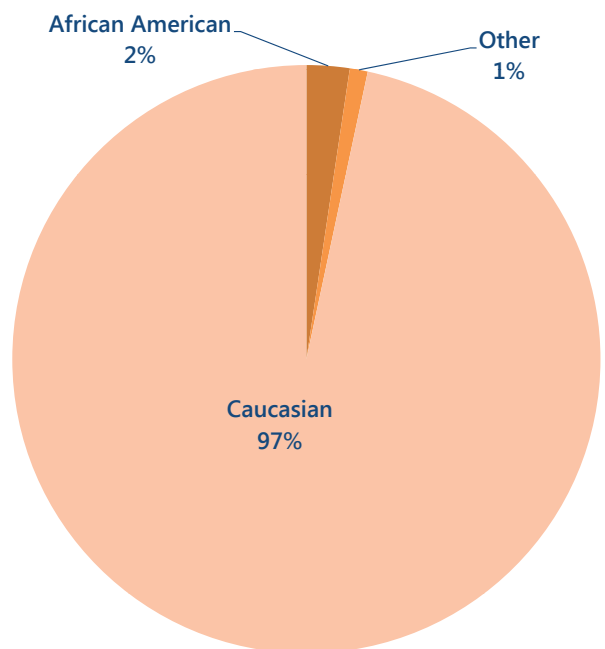


Gender



Female	366
Male	142

Race



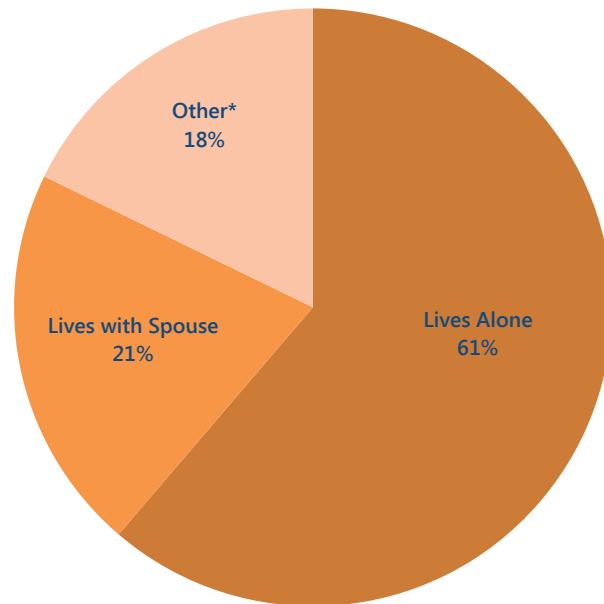
Caucasian	491	African American	12
Other Race	5		

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.

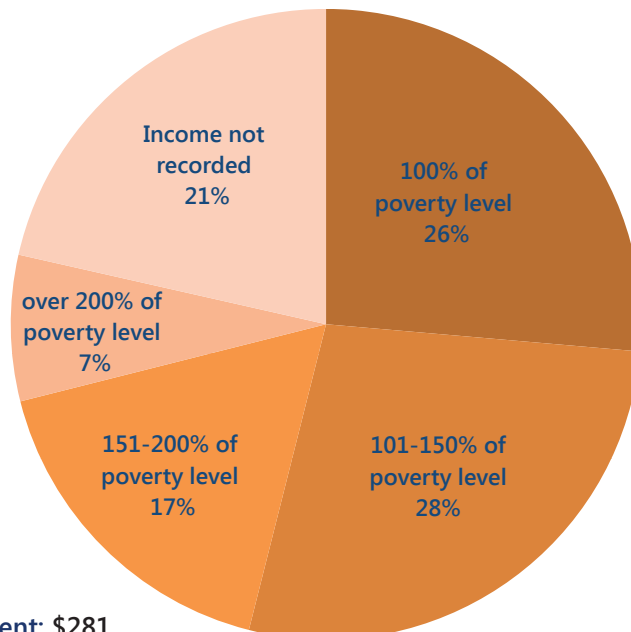
Live Alone	310
Live with Spouse	106
Other*	92



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

Income and Expenses

Most ESP clients have modest incomes. The 2013 Federal Poverty Guideline for one person was an annual income of \$11,490 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.



Average monthly income of clients**: \$1,426

Average monthly out-of-pocket medical costs per client: \$281

Clients with annual incomes at or below \$22,980**: 71%

Clients with annual incomes above \$22,980**: 7%

Clients with a co-payment*: 27%

*Co-payment excludes 109 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 excludes HDM only clients who are not required to report income.

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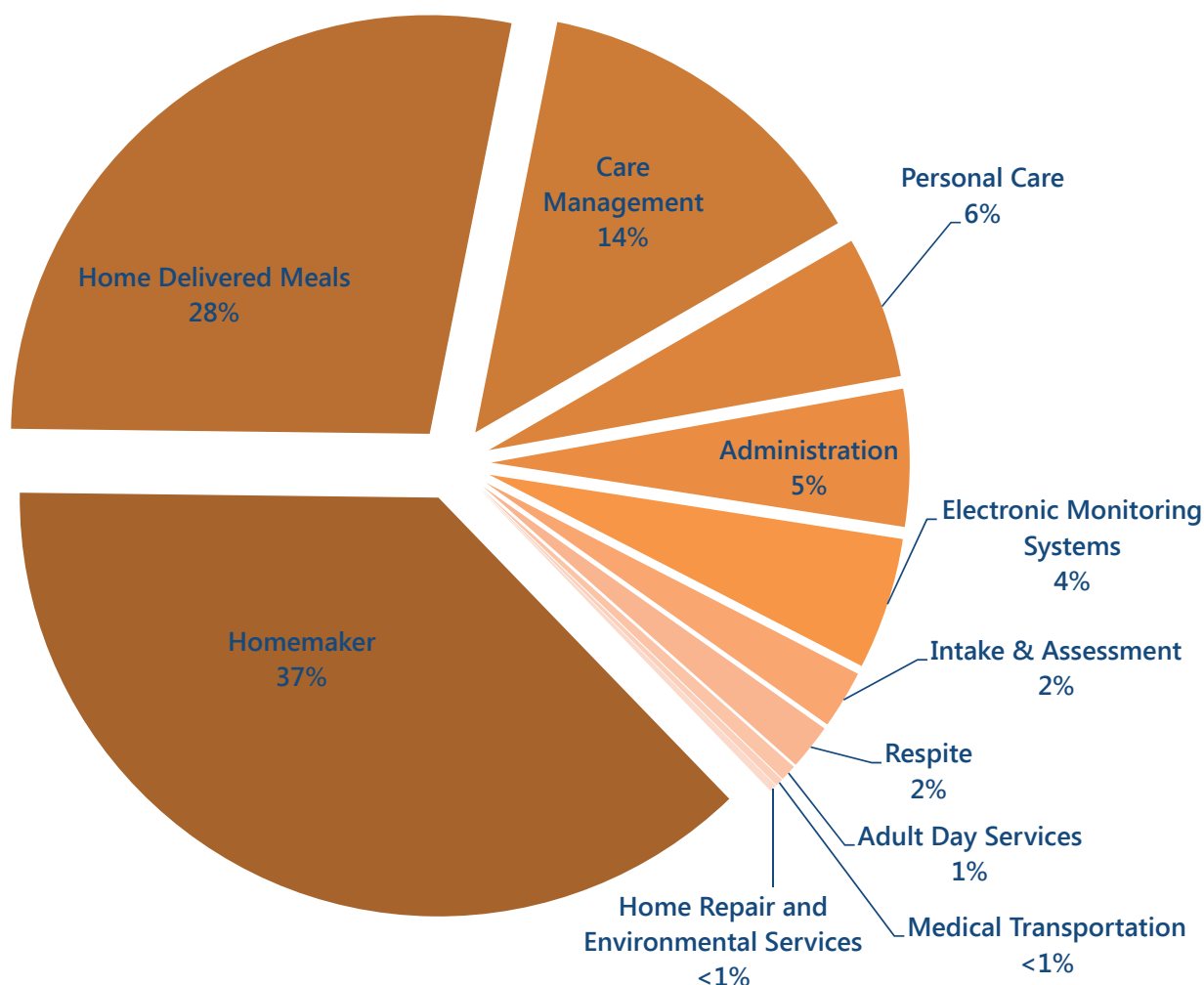
How Your Tax Dollars Are Spent

Without the support of Clinton County taxpayers, the Elderly Services Program would not exist. Local tax dollars cover 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 (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 care management, intake, 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, 2013



*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	290	3,080 <i>months of rentals</i>	\$62,799
Home-delivered Meals	279	59,133 <i>meals</i>	\$434,628
Homemaking	248	20,834 <i>hours</i>	\$581,911
Personal Care	53	3,296 <i>hours</i>	\$85,516
Home Medical Equipment	48	96 <i>equipment items</i>	\$16,372
Respite	9	1,063 <i>hours</i>	\$27,425
Medical Transportation	8	164 <i>one-way trips</i>	\$4,594
Environmental Services**	6	34 <i>jobs</i>	\$3,025
Adult Day Service	5	198 <i>hours</i>	\$9,480
Minor Home Repairs	3	3 <i>repairs</i>	\$1,458
Adult Day Transportation	2	111 <i>miles</i>	\$228
Care Management	508	N/A	\$210,497
Intake and Assessment	N/A	N/A	\$35,121
Administration	N/A	N/A	\$82,300
Total Expenses			\$1,555,354
Revenue			
Federal, State and others			\$125,007
Client Donations			\$5,481
Client Co-payment			\$27,489
Clinton County Elderly Services Levy			\$1,397,377
Total Revenue			\$1,555,354



*Services are listed in order of number of clients served

**Pest control, major housekeeping and waste removal

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The State of Aging in Clinton County

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. **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.

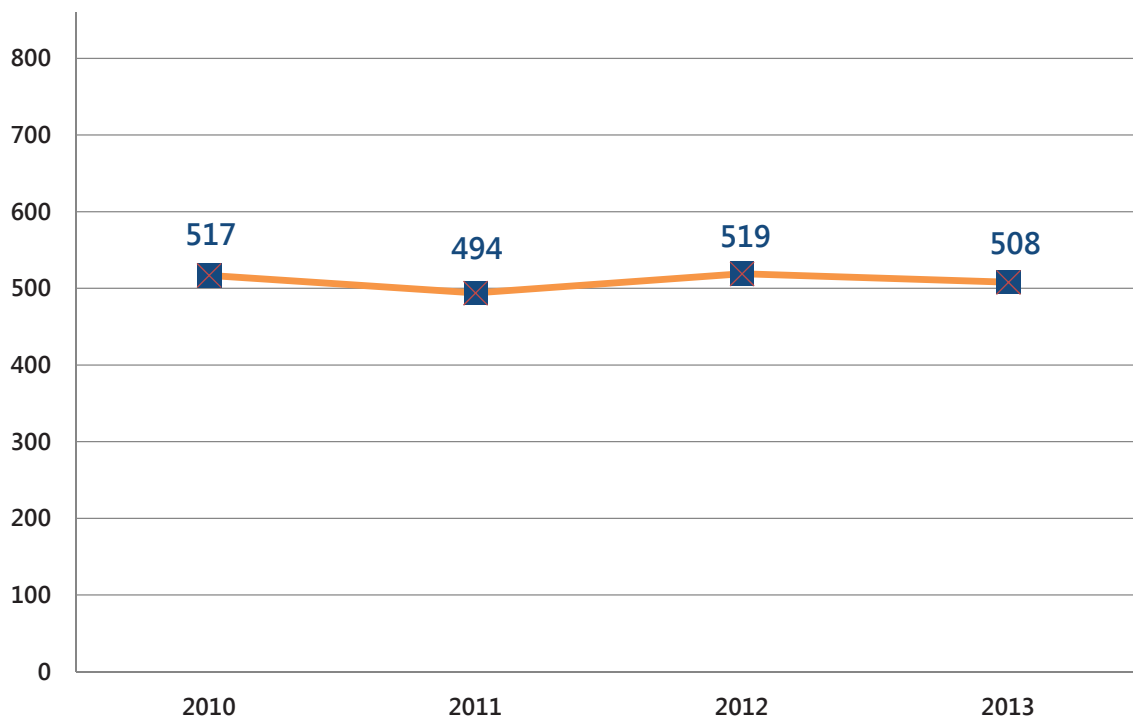
With age comes an increasing risk of disability (and need for care). **Among Clinton County residents age 65 and older, 44 percent have a disability.** (U.S. Census)

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 2013, 123 were served by PASSPORT (Ohio's Medicaid in-home care program), while more than 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



Where Clients Live

Jurisdiction	Clients Served	Jurisdiction	Clients Served
Wilmington	165	Richland Township	13
Union Township	137	Chester Township	9
Blanchester	48	Clark Township	9
Marion Township	24	Liberty Township	9
Sabina	22	Washington Township	9
Vernon Township	16	Other	33
Green Township	14		
Total			508

Outcomes*

Reasons why clients leave the program

We are proud of the fact that no clients leave because they are dissatisfied with the program. One third of our clients remain on the program until they die. Nearly 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:

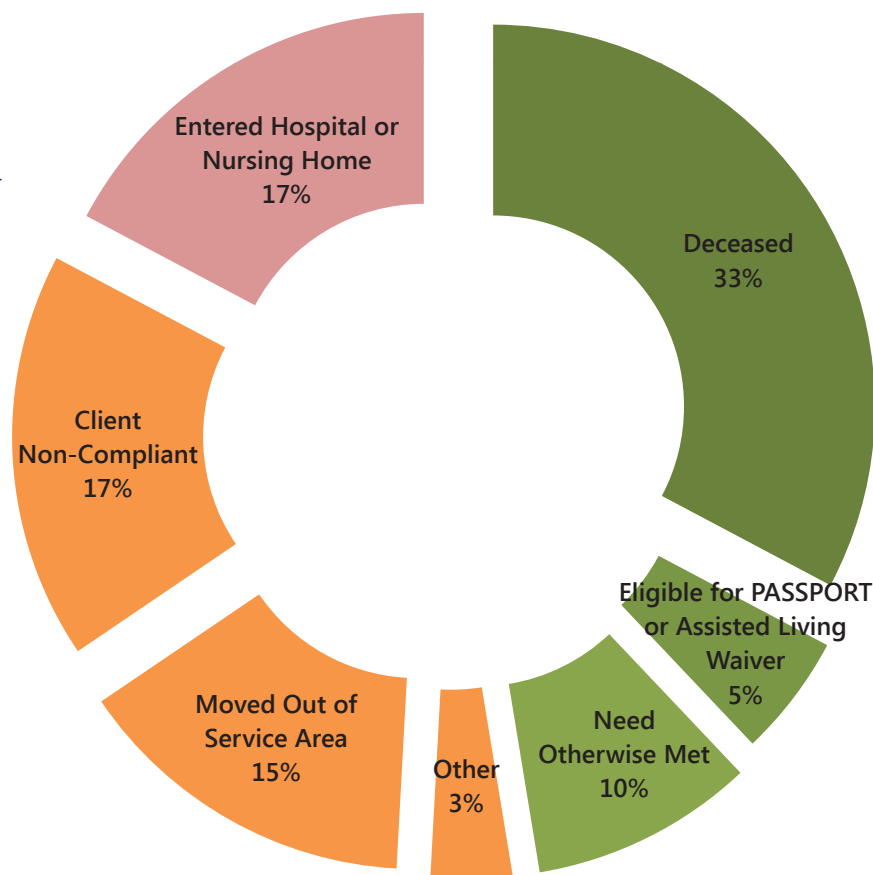
Client behavior unresolved
Delinquent balance
Refused or declined service
Refused to provide financial information or pay co-payment
Unable to contact

Need Otherwise Met examples include:

Assistance from family/friends
Condition improved
Entered hospice
Transferred/enrolled in PACE (TriHealth Senior Link)

Other

Disenrollment reason unique to individual



*Total does not equal 100 due to rounding.

Clinton County Elderly Services Program Providers

With valid contracts between 1/1/13 - 12/31/13

Advanced Medical Equipment, Inc.
American Ramp Systems
Assisted Care by Black Stone
Bernens Medical
Clinton County Adult Day Center, Inc.
Clinton County Community Action Program
Custom Home Elevator & Lift Company, Inc.
Deaconess Medical Monitoring
Derringer Company*
Emerson Heating & Cooling Company
Helping Hands Healthcare, Inc.
Home First Non-Medical
MedAdapt Ltd.
Milt's Termite & Pest Control
Mullaney's Pharmacy & Home Health Care
Pennington Construction
Personal Touch Home Care of Ohio, Inc.
Philips Lifeline
Rural/Metro Helpline
Senior Independence
S.P. Contracting
Thermal-Shield, Inc
VRI

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



Herbert with
daughter Nancy



"We just can't say enough about the help we have gotten from the program for my dad and my mom before him," Nancy said. "He wants to stay here. He wants to be with his family."

Herbert a client of the Clinton County Elderly Services Program
Read his story on Page 6.



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