

HAMILTON COUNTY

Elderly Services Program



2012 Annual Report



Independence.



Dignity.



Peace of mind.

The Elderly Services Program is provided by:

Hamilton County Commissioners



From left to right, Hamilton County Commissioners:
Greg Hartmann, Chris Monzel, Todd Portune

Hamilton County Elderly Services Program Advisory Council (as of 12/31/12)

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Cyndy Wright – Ex-Officio

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Program Administrator



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

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Dear Friends,

On behalf of the Hamilton County Elderly Services Program Advisory Council, it is my pleasure to present our annual report for 2012. Inside, you will read about the highlights of the year and enjoy stories about the older adults and families we help.

Our big news in 2012 was the resounding victory for the tax levy that funds our program. In November, Hamilton County voters approved a renewal of the 1.29-mill Senior Services levy by a margin of nearly 75 percent.

The renewal will bring in several million dollars less than the previous levy because of lower property values. Council on Aging had already taken steps to save money by tightening eligibility and delivering services more efficiently.



Michael Eyman

As projected and needed, the change in eligibility requirements, in addition to an earlier waiting list, caused enrollment to drop and then flatten out. In 2012, we served 7,263 seniors, compared with 7,259 in 2011. Seniors must be more frail to get onto the program today than was required in the past. As a result, we have fewer people eligible, but more turnover within the program as people disenroll due to death or the need for more intensive services.

For us, it's a success when an older person dies while on the program. That may seem strange, but it means those people were able to fulfill their desire to remain independent in their home until the end. It also means savings for taxpayers who might otherwise have to pay for much more costly nursing home care.

Our program is living proof that advanced age and disability need not automatically consign people to institutions. The average age of our clients in 2012 was 81. Sixteen percent were age 90 or older. The client whose photo appeared in our levy campaign literature was 108!

Helping people "age in place" extends hope, compassion and quality of life. Making that possible is a mission in which our entire community can take pride.

Michael Eyman, Chair

Hamilton County Elderly Services Program Advisory Council

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

(513) 721-1025
(800) 252-0155

The Elderly Services Program

The Hamilton 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 \$358 a month per client in Hamilton County ESP, compared to almost \$5,000 a month for nursing home care.

Hamilton 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 \$358 a month per client in Hamilton County's Elderly Services Program, compared with almost \$5,000 a month for nursing home care.

COA administers the program under contract with Hamilton County Commissioners. COA handles assessment, intake, and care management. COA also 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 the Hamilton County Elderly Services Program Advisory Council, a volunteer community advisory council.

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 \$19,036 a year, from which she pays \$2,941 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.

Hamilton County ESP Client Profile | Rosalee

At 87, and despite some health problems, Rosalee can still light up a room with her energy and her smile. She says there is one philosophy that has served her all her life: “There is a solution to every problem. All you have to do is find it.”

The daughter of a minister who learned to cook and take care of herself at an early age, Rosalee and her husband raised six children. She worked 26 years in the maintenance department at University of Cincinnati and is proud of being the “lead woman.” She is active at her church, is close to her family, and likes to keep up with what’s going on in the world.

“I was taught as a child that you don’t have to be afraid of anyone,” she said. “I could sit and talk to the president if he was here. I’ve got a head and I use it.”

To Jennifer, her Council on Aging care manager, Rosalee is “a really special lady.” Jennifer is concerned about her because she has had a few falls and seems to be getting more frail. ESP provided a walker for Rosalee about a year ago and she’s begun using it more often.

“It’s been a godsend,” Rosalee said. “At my age, I don’t need to fall. My bones are brittle. If you fall and you are alone, that’s scary. I never thought I would need this walker. I never thought I would get old.”

Jennifer recently increased Rosalee’s homemaking service to twice a week and she’s also attending an adult day center once a week. Not long ago, she had to go to the hospital, followed by rehabilitation at a nursing home.

“They asked me if I would like to live there,” she said. “I said, ‘No, I’ve got a home and I’m going back to it.’ I’m a Christian and I know God is going to take care of me.”



“There is a solution to every problem. All you have to do is find it.”

Hamilton County ESP Client Profile | *Colleen and Mike*

Nearly every day, Colleen hooks up her husband, Mike, to a home dialysis machine and begins the process that substitutes for his failed kidneys. She had to go through weeks of training, but it's a big improvement over the ordeal of getting Mike to and from a dialysis clinic.

Their lives are nothing like they imagined they would be when they retired. They had started to travel and spend more time with their grandchildren. But all that changed when Mike, 70, suffered complications following what was supposed to be routine surgery. He was left with brain damage, permanent kidney damage, partial paralysis, and other health problems.

Colleen, 68, became a full-time caregiver. Although both have pensions, the costs for Mike's care are so high – nearly \$30,000 last year – that they could not afford to have someone come in regularly to help. Their daughters help, but the needs never end. A nursing home was not an option, as far as Colleen was concerned. She and Mike did not want to live apart, no matter what.

The solution was the Elderly Services Program. Their services include home-delivered meals (for both of them), an aide who comes to bathe Mike three times a week and an aide two afternoons a week so Colleen can get a few hours of unbroken sleep.

Gradually, Mike is improving. He has almost recovered from the brain damage and he recently received a prosthesis for his amputated leg. Colleen – always resourceful – plans to sell their unneeded medical equipment so she can buy a set of parallel bars and help Mike learn to walk again.

"His memory has returned; it's great to sit and talk with him again," Colleen said. "He's learning to tell time. Little by little, things are coming back. We don't give up. We've talked about that. If it had been me this happened to, I know he would have never given up either."



"We don't give up. We've talked about that. If it had been me this happened to, I know he would have never given up either."

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

As administrator of the Elderly Services Program in Hamilton County (as well as Butler, Clinton 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 Hamilton County seniors

As the state-designated Area Agency on Aging, Council on Aging provides additional services besides the Elderly Services Program to Hamilton 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 313 Hamilton County residents in FY 2012, a 30 percent increase over 2011.

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 2,178 Hamilton 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 498 Hamilton County seniors in FY 2012.



COA's Call Center responds to nearly 30,000 requests for information about services and resources for seniors and caregivers. Call Center staff are certified Information and Referral Specialists. The Call Center serves COA's five-county service area.

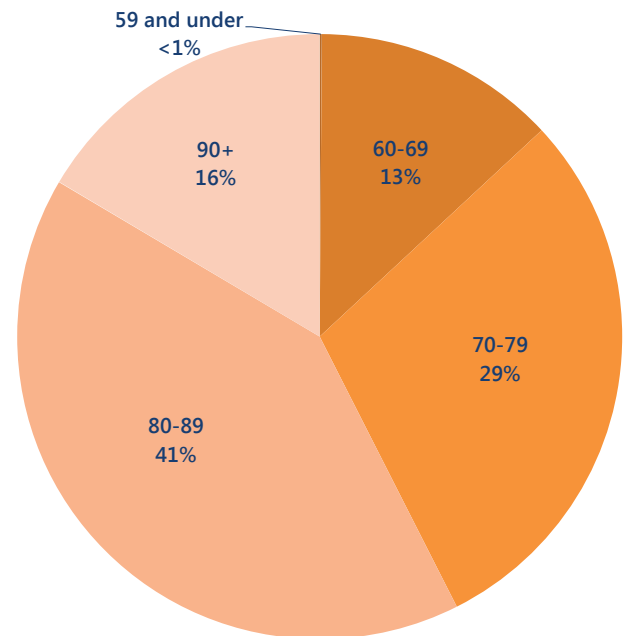
Elderly Services Program Client Profile

Our typical client is an 81-year-old woman living alone on a modest income. Total clients served in 2012: 7,263. 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.

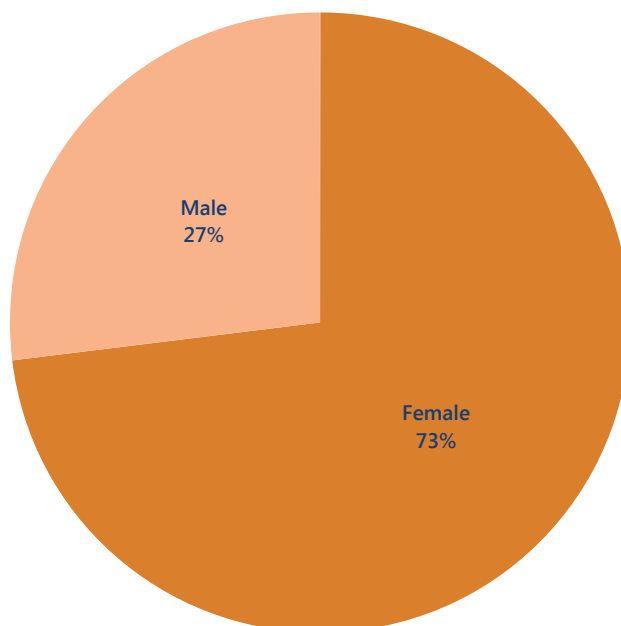
Age

The average age of the Hamilton County ESP client in 2012 was 81 years old. Eligibility for the program starts at age 60. Some services are also available to clients under age 60 who have dementia, including Alzheimer's disease.

Under 60	8
Age 60 – 69	943
Age 70 – 79	2,137
Age 80 – 89	2,978
Age 90+	1,197

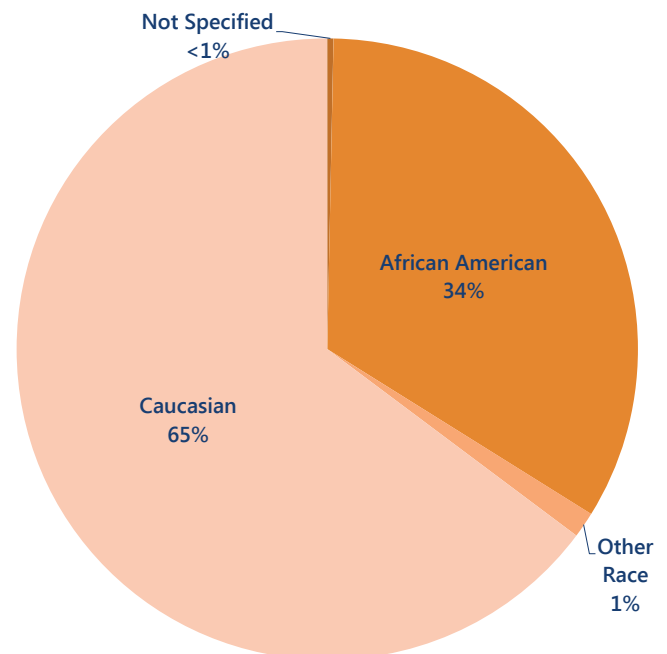


Gender



Female	5,305
Male	1,958

Race



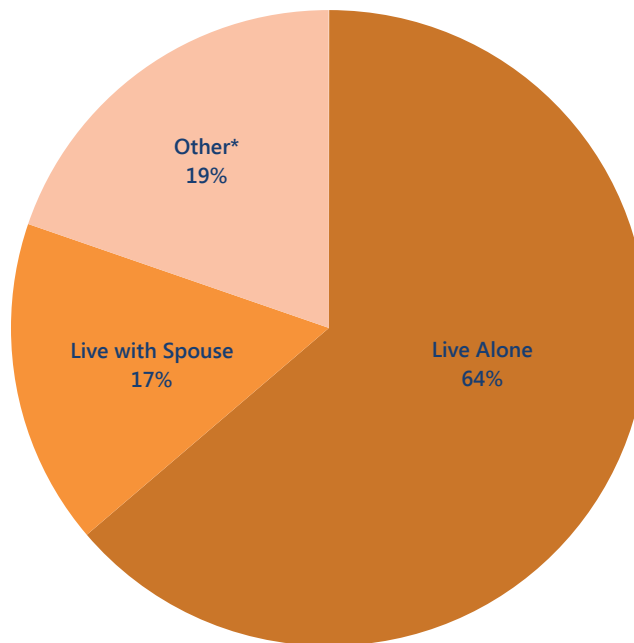
Caucasian	4,704	African American	2,438
Other Race	98	Not Specified	23

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.

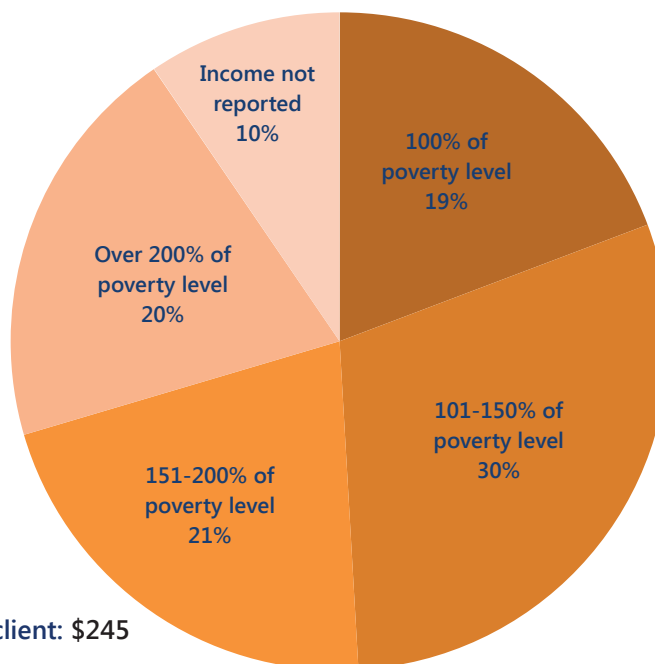
Live Alone	4,630
Live with Spouse	1,202
Other*	1,431



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

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.



Average monthly income of clients*: \$1,586

Average monthly out-of-pocket medical costs per client: \$245

Clients with annual incomes at or below \$22,340**: 70%

Clients with annual incomes above \$22,340**: 20%

Clients with a co-payment*: 31%

*Co-payment excludes 692 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.

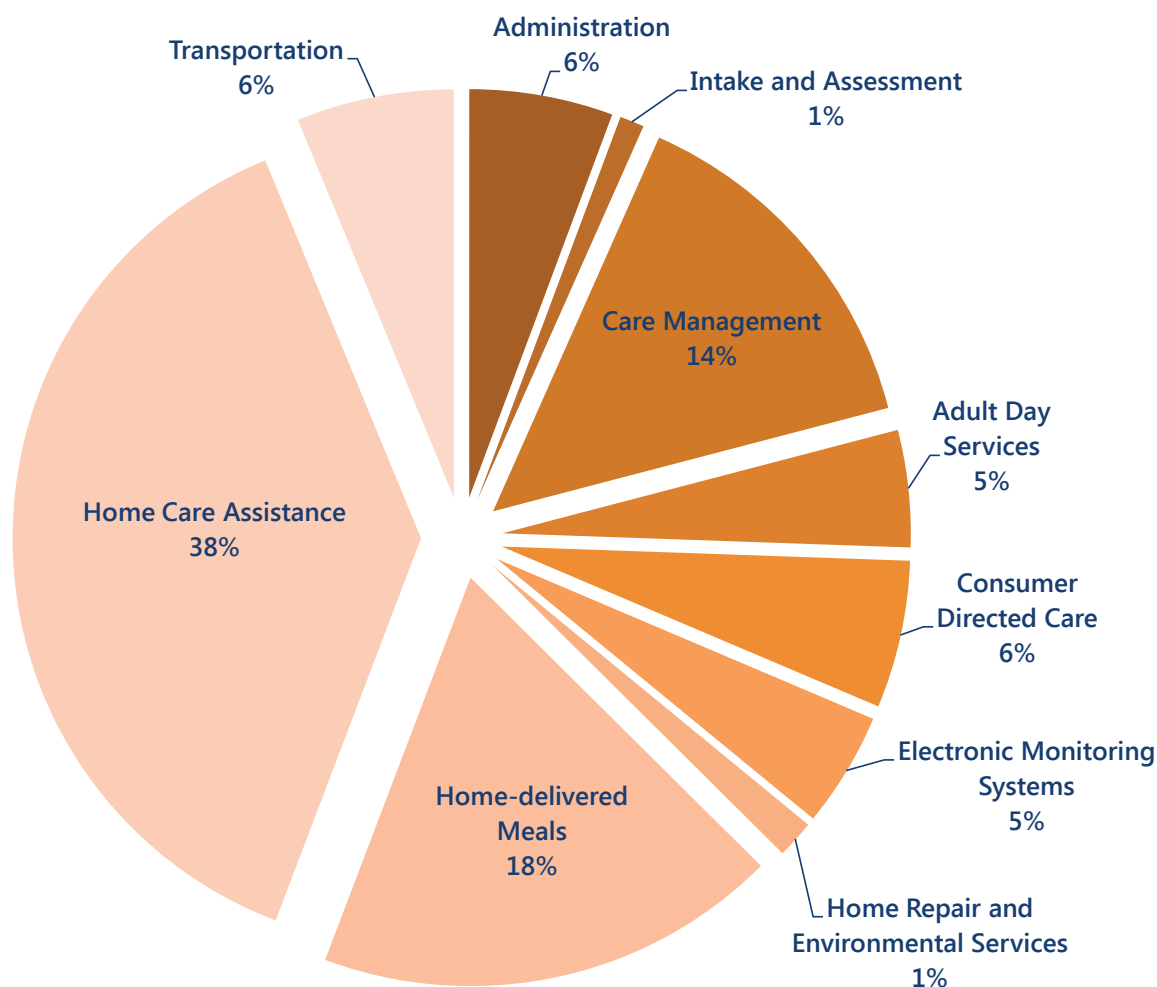
How Your Tax Dollars Are Spent

Without the support of Hamilton 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 (31 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 home care assistance (personal care, homemaker, companion, etc.), 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 Hamilton County.

Program Expenses*
January 1 - December 31, 2012



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

How Your Tax Dollars Are Spent

Expenses			
Service	Clients Served	Service Units	Cost
Home Care Assistance	4,250	430,777 hours	\$8,883,027
Emergency Response System	3,655	33,818 months of rentals	\$711,019
Home-delivered Meals	3,353	664,522 meals	\$4,312,053
Home Medical Equipment	1,417	2,069 equipment rentals	\$357,857
Medical Transportation	1,394	46,222 one-way trips	\$1,409,874
Consumer Directed Care	375	7,221 months of service	\$1,371,949
Minor Home Repairs	348	388 repairs	\$290,213
Adult Day Service	285	17,940 hours	\$966,212
Independent Living Assistance	212	1,759 hours	\$38,673
Non-Medical Transportation	141	2,010 one-way trips	\$54,296
Adult Day Transportation	132	58,540 miles	\$118,924
Environmental Services	55	223 jobs	\$61,924
Care Management	7,263	N/A	\$3,354,787
Intake and Assessment	N/A	N/A	\$227,603
Administration	N/A	N/A	\$1,336,637
Total Expenses			\$23,495,048
Revenue			
Federal and State			\$1,378,185
Client Donation			\$61,509
Client Co-payment			\$830,941
Hamilton County Elderly Services Levy			\$21,224,413
Total Revenue			\$23,495,048

November 2012: Hamilton County voters approved a renewal of the 1.29-mill Senior Services levy by a margin of nearly 75 percent. Buddy LaRosa served as the campaign's honorary chairman. Here he is pictured with Hulda, the program's oldest client at 108, along with Hulda's son Don, and daughter-in-law, Mary.



Independence. Dignity. Peace of mind.

The State of Aging in Hamilton 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 Hamilton County. **According to the U.S. Census, nearly one quarter of all Hamilton County households now includes at least one person who is 65 or older.**

According to the 2010 U.S. Census, **13 percent of Hamilton County's population is age 65 and older.** By 2030, Scripps Gerontology Center at Miami University projects **this age group will grow by 43 percent.** With age comes an increasing risk of disability (and need for care). **Among Hamilton County residents age 65 and older, 37 percent have a disability.** (U.S. Census)

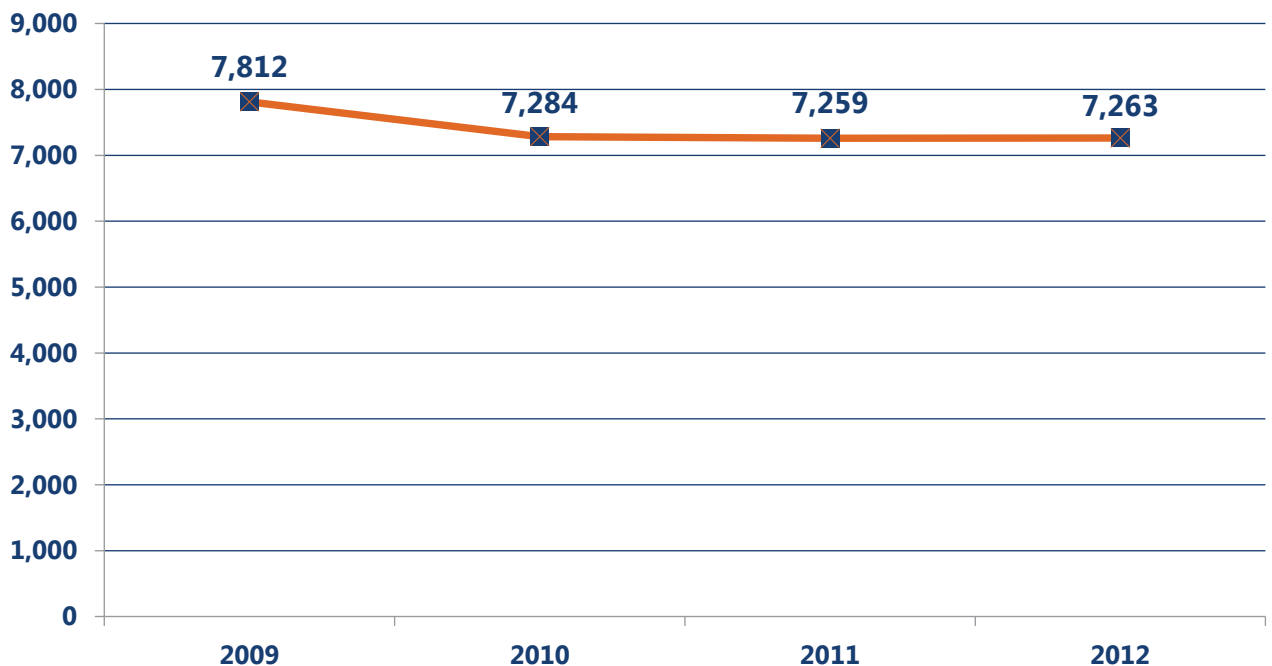
While age and disability are increasing, the number of potential caregivers has been decreasing. Family and friends will continue to provide long-term care, but families today are smaller, more spread out, and often unable to provide the level of care needed by their aging loved ones.

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 Hamilton County Elderly Services Program is a lifeline.** This is a large group. Among Hamilton County seniors who received publicly-funded in-home care services in 2012, 2,178 were served by PASSPORT (Ohio's Medicaid in-home care program), while more than 7,000 received care through Hamilton County ESP.

Hamilton 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

Important note: The enrollment declines shown here were brought about by the actions Council on Aging took to keep the program within the bounds of its funding. After the 2007 levy, the program experienced rapid growth. Left unchecked, the growth would have caused a funding deficit. So, COA started a waiting list and adjusted eligibility to restrict the program to the most frail seniors. COA ended the waiting list in the spring of 2011. Eligibility changes are permanent in order to restrain growth to modest levels. Hamilton County ESP is now a growing program and projections anticipate modest enrollment increases over the next five years.



Where Clients Live

Jurisdiction	Clients Served	Jurisdiction	Clients Served
Cincinnati	2,967	Cheviot	126
Green Township	441	Reading	115
Colerain Township	375	Harrison (City)	113
Anderson Township	243	Sycamore Township	106
Mount Healthy	238	North College Hill	100
Springfield Township	233	Blue Ash	82
Delhi Township	202	Sharonville	74
Springdale	168	Silverton	73
Forest Park	167	Deer Park	72
Norwood	138	Other	1,230
Total		7,263	

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. More than a quarter of our clients remain on the program until they die. Just over one half of 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:

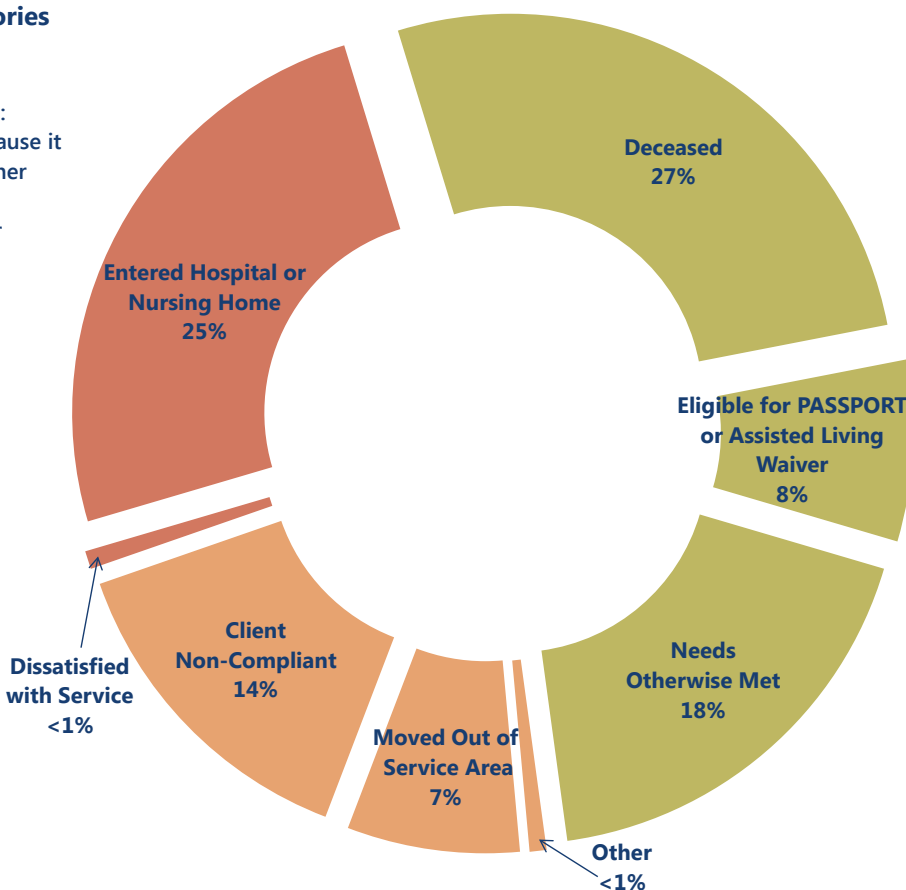
- Client behavior unresolved
- Delinquent balance
- Refused or declined service
- Refused to provide financial information or pay co-payment
- Unable to contact

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.

Hamilton County Elderly Services Program Providers

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

A Miracle Home Care	Interim HomeStyles of Greater Cincinnati, Inc.
Active Day of Cincinnati	Jewish Family Service
Advanced Medical Equipment, Inc.	Lifeline Systems Company
Algo Termite & Pest Control	Mayerson JCC
All Gone Termite & Pest Control, Inc.	Meda-Care Transportation, Inc.
Alzheimer's Association of Greater Cincinnati	MedAdapt Ltd.
American Ramp Systems	Milt's Termite & Pest Control
Assisted Care by Black Stone	Mullaney's Pharmacy & Home Health Care
Bathblest Renovations	North College Hill Senior Center
Bayley Adult Day	Quality Care
Bernens Medical	Rural/Metro Helpline
Caring Hearts Adult Day Care	S.P. Contracting
Charter Home Services	Safeway Safety Step
Cincinnati Area Senior Services, Inc.	Saint Joseph Construction
Comfort Keepers #172	Senior Independence
Comfort Keepers #200	Superior Home Care, Inc.
Comprehensive Health Care Services	Sycamore Senior Center
Day Share Senior Services	The Deaconess Foundation
Derringer Company*	The Visiting Nurse Association
Deupree Community Meals on Wheels	Thermal-Shield, Inc
Emerson Heating & Cooling Company	Tri-State Maintenance
Guardian Medical Monitoring, Inc.	Twin Towers Adult Day Stay
Helping Hands Healthcare, Inc.	Universal Transportation Systems (UTS)
Hillebrand Home Health	VRI
Home First Non-Medical	Wesley Community Services
Hyde Park Center	

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



Rosalee with her Council on Aging Care Manager, Jennifer

Not long ago, Rosalee had to go to the hospital, followed by rehabilitation at a nursing home.

“They asked me if I would like to live there,” she said. “I said, ‘No, I’ve got a home and I’m going back to it.’ I’m a Christian and I know God is going to take care of me.”

**Rosalee, Hamilton County Elderly Services Program client.
Read Rosalee’s story on Page 5.**

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