

Hamilton County

Elderly
Services
Program
Esp

2008
Annual Report





“We are really happy to get the help. I’ve had surgery and some health problems myself. Our children do help a lot, but there’s more than we can do ourselves.”

~ Mary (back left) and her husband Don get help caring for Don’s 104-year-old mother Hulda through the Hamilton County Elderly Services Program and care manager Kierin (back right).

Assistance

Dear Friends,

On behalf of the Hamilton County Elderly Services Program Advisory Council, it is my pleasure to present our Annual Report for 2008. Inside, you will read about the highlights of the year and enjoy stories about the older adults we help.

We have been able to help a growing number of seniors, thanks to voters' renewal (plus a modest .13-mill increase) of the senior services levy in November 2007. Hamilton County clearly wants to provide its older citizens with a low-cost alternative to nursing home care so they can remain independent within their own homes for as long as possible.



Ann McCracken

In the latter half of 2008, growth began to accelerate and we have had to watch it very closely so as not to outpace our five-year levy plan. We believe the economic downturn has been a significant factor, along with September's windstorm and massive power outage, which helped boost awareness of and the need for services we offer. Nevertheless, we're pleased with growth because it means seniors are getting services they need to help them remain in their homes with independence and dignity – services such as home-delivered meals, housekeeping help 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 for less than \$265 a month, per client. Our 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 needed today more than ever. As our population ages, more people have disabilities and need daily help. It's important for Hamilton County residents of all income levels to be able to choose from a variety of long-term care options, based on their needs. These include in-home and community-based services such as those we provide, as well as different types of housing, retirement communities, and nursing homes.

We thank the people of Hamilton County for supporting the Elderly Services Program. We take our responsibility seriously and pledge to continue to provide high quality care with careful stewardship of the community's tax dollars.

Ann L. McCracken, Ph.D., Chair
Hamilton County Elderly Services Program Advisory Council

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

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

The Hamilton County Elderly Services Program

The Hamilton 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 long-term care, services in the home are also the least expensive. It costs about \$263 a month per client in Hamilton County ESP, compared to \$4,800 a month for nursing home care.

Hamilton County's Elderly Services Program is supported by a local tax levy, funds from Title III of the Older Americans Act, and co-payments from participants who are able to contribute to the cost of their care. Donations are also accepted for the home-delivered meals program.

Council on Aging of Southwestern Ohio (COA) administers the program under a contract with Hamilton County Board of Commissioners. COA processes all billing, and provides program planning, reporting, auditing, contracting services, technical assistance, and community engagement activities. COA also handles assessment, intake, and care management. Agencies contract with COA to provide in-home services such as housekeeping help and personal care (bathing and grooming).

Program and financial recommendations are provided by Hamilton County Elderly Services Program Advisory Council, a volunteer community board.

**It costs \$263 a month per client in
Hamilton 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 \$1,500 month, from which she pays about \$251 in out-of-pocket medical costs.

Her income is too high to qualify for Medicaid, the government insurance program for the poor, but too low to allow her to hire in-home help.

Because of health problems, she can no longer do several activities without help, like shop for groceries or clean her house. She is prone to falling and moves about with difficulty.

From ESP, she receives an emergency response device, a daily home-delivered meal, and several hours a week of housekeeping help. ESP also added grab bars in her bathroom. With the help of her family and these basic services, she avoids premature placement in a nursing home.

Hamilton County Elderly Services Program is provided by:

Hamilton County Commissioners



*From left to right, Hamilton County Commissioners:
David Pepper, Greg Hartmann and Todd Portune*

Hamilton County Elderly Services Program Advisory Council (as of 12/31/08)

Ann McCracken, Ph.D.: *Chair*

Candy J. Hart: *Vice Chair*

Patrina Garritano: *Secretary*

Jim Ashmore

Michael Eyman

Jacqueline Kebede

Judy L. Singleton, Ph.D.

Dorothy H. Christenson

Warren C. Falberg

Rebecca Ritchie

David Tramontana

Tracey Collins

Virginia A. Fox

Richard Schramm

Kim Wurzelbacher

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

CLIENT STORY - Hulda

Mary likes to call her husband Don, “His Highness” and her mother-in-law Hulda, “Her Majesty” and herself, the “Lady-in-Waiting.” Don and Hulda indulge her little joke, and, in fact, the three of them enjoy sharing a home and giving each other a hard time.

Hulda came to live with Mary and Don in 2005 after leaving her home of 40 years in Lodi, California. She’s 104 now, although she doesn’t like people to know it. She’d rather talk about bowling, which she continued to do competitively until her late 80s. “I love trophies,” Hulda said.

In 2008, Mary and Don heard about Council on Aging and the Hamilton County Elderly Services Program through their neighbor, a former COA employee. They welcomed the help, especially as Hulda’s mobility declined and after Don fell and fractured his pelvis. Through ESP they’ve received safety upgrades in the bathroom, home medical equipment, personal care for Hulda, and home-making help.

“We are really happy to get the help,” Mary said. “I’ve had surgery and some health problems myself. Our children do help a lot, but there’s more than we can do ourselves.”



Hulda, 104, lives at home with her son and daughter-in-law and receives care through the Elderly Services Program



Younger days: Hulda with a cherished bowling trophy

Mary and Don are firm believers in keeping the family together. As the oldest of Hulda’s three sons, Don’s determination to keep his mother out of a nursing home held sway over his brothers’ concerns that she might not be safe.

“It was the easiest thing to do to have her move in with us,” Don said. “Her support group was dying and there was no one to pick her up off the floor.” At this remark, Hulda scoffed, “Oh Gosh, Donald!” and shot him a withering look. Then she smiled, “That’s OK. It’s fine here. I couldn’t be in a better place.”

Emergency brings out massive food effort

Volunteers loaded boxes of shelf-stable food for seniors in need following the September 2008 blackout. In all, 5,000 boxes were packed and delivered to seniors enrolled in Hamilton County ESP and others throughout southwestern Ohio. Many organizations and businesses came together to help seniors cope with the emergency.



ESP celebrates 15 years helping seniors stay in their homes

September 2008 marked an important milestone: the 15th anniversary of the Hamilton County Elderly Services Program, the first such program to be administered by Council on Aging. In November 1992, 57 percent of the county's voters approved the levy that allowed the program to begin.

By the following September, the program was in place and ready to begin accepting clients. According to reports from staff at the time, the telephones started ringing and they didn't stop. Intake workers were handling as many as 500 cases. "We were swamped and overwhelmed, but it was fun!" said one, who still works at COA.

Said another, "It's hard to believe it's been 15 years and how much has changed. It was such a learning experience for all of us in ESP in the very beginning. It truly is a great program."

CLIENT STORY - Theodore

Theodore worked hard, laughed a lot, didn't worry about things he couldn't control, and spiced his favorite meals with vinegar and hot sauce. Perhaps that's as good a formula as any for long life, because Theodore lived until a few months before his 105th birthday.

"He stopped driving when he was 103," said Theodore's son, Reggie. "When he was 99, he helped his daughter move. And the first time he ever went to the hospital, he was 89. He was on the roof cutting a limb off a tree and he fell and broke his arm."

At 103, Theodore moved in with Reggie and his daughter-in-law, Roberta. Through the Hamilton County Elderly Services Program, Roberta took on the caregiving duties, as Theodore slowly began to decline. Consumer Directed Care is an option available in Hamilton and Butler counties which allows families to hire their own caregiver, usually a family member or close friend. Roberta, who used to work in the home health field, said she wanted to help because of her experience and a desire "to do things in a certain way."

In an interview about a month before his death, Theodore talked of getting through hard times doing any job he could. Born and raised in Louisiana, he tried his hand at many things: long-lines skinning (hauling goods by horse team), plastering, brick-laying, working in a factory making peanut butter candy, and even, at a low point, making mattresses out of straw. "That was a hard one," he said. "I'd work all day to make a dollar and a half." Eventually, he went to work for the Ford Motor Company, from which he retired in 1971 after 21 years.

It wasn't in Theodore's nature to worry about things. "Do what you can about it," he said, "and what you can't do, just throw it out and give it to the Lord." He figured he had a good life with his wife of 59 years, Ruth, who died in 1995, four children, and seven grandchildren. And when he began to slow down, he turned to his family for help. His one unfulfilled wish was to meet Oprah, but, he joked, he guessed that was her loss.

"Family is the most essential thing in this life," Theodore said. That, and his favorite meals: seafood and beans and rice, doused with plenty of vinegar and hot sauce.



Theodore (center) at 104, surrounded by his family. His daughter-in-law Roberta (right) served as his caregiver through ESP's Consumer Directed Care

Hamilton County ESP Client Profile

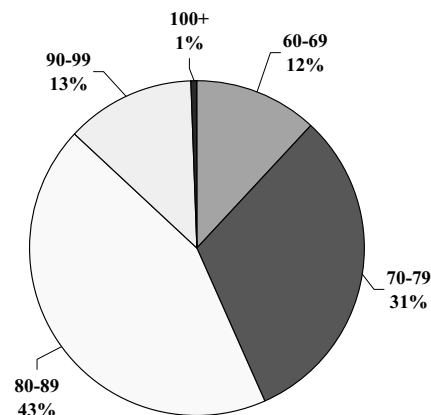
Our typical client is an 80-year-old disabled woman, living alone on a modest income. Total clients served in 2008: 7,992. Pages 6-7 show the detail of our client demographics. Client totals on these pages may vary due to different data reporting requirements in each demographic category.

Age

The average age of the Hamilton County ESP client in 2008 was 80 years old. Eligibility for the program starts at age 65, but clients may receive home-delivered meals beginning at age 60, if they are disabled. Some services are also available to clients under age 65 who have dementia, including Alzheimer's disease.

Age 60 – 69	964
Age 70 – 79	2,490
Age 80 – 89	3,483
Age 90-99	1,007
Age 100+	43

Age

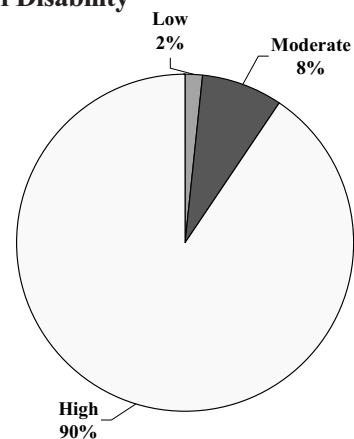


Level of Disability

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	140
Moderate Disability	616
Severe Disability	7,204

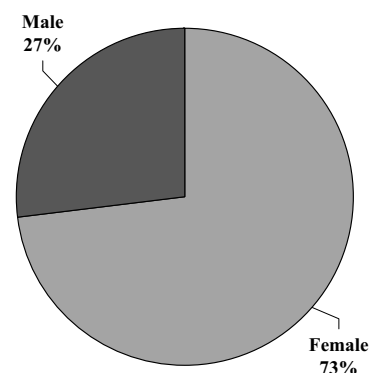
Level of Disability



Gender

Male	2,152
Female	5,840

Gender



Hamilton County ESP Client Profile

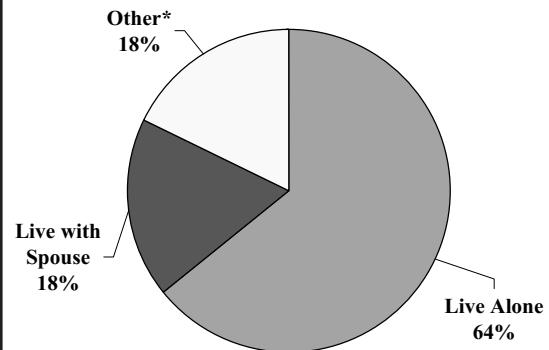
Living Arrangements

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	1,439
Live alone	5,098
Other*	1,419

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

Living Arrangements



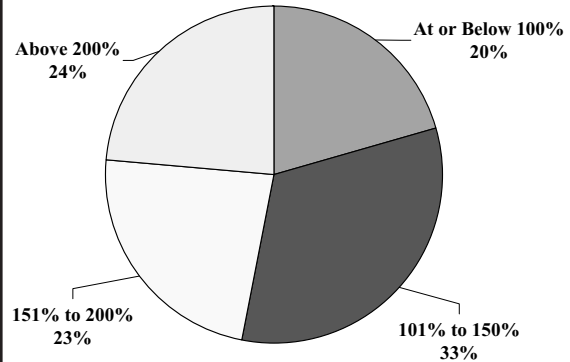
Income and Expenses

According to federal standards, most ESP clients live at or near poverty. The 2008 Federal Poverty Level for one person was \$10,400 a year. Based on a formula that takes income and health care expenses into account, some clients make a monthly co-payment.

Clients with annual incomes at or below \$20,800:	4,743
Clients with annual incomes above \$20,800:	1,476
Average monthly income of clients:	\$1,497
Average monthly out-of-pocket medical costs per client:	\$251
Clients with a co-payment*:	28%

*Co-payment data excludes clients receiving only home-delivered meals (1,274 clients) because no co-payment is required for this service. However, some clients may make a voluntary donation.

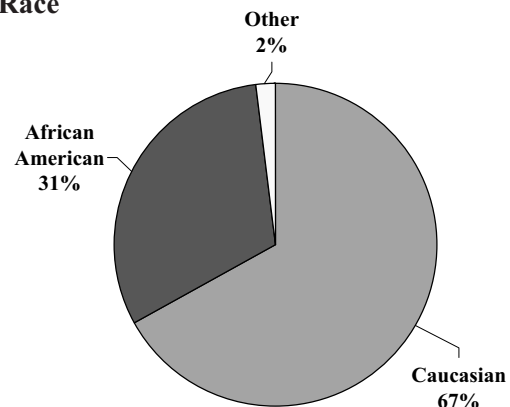
Percent of 2008 Federal Poverty Level



Race

Caucasian	5,258
African American	2,447
Other	156

Race



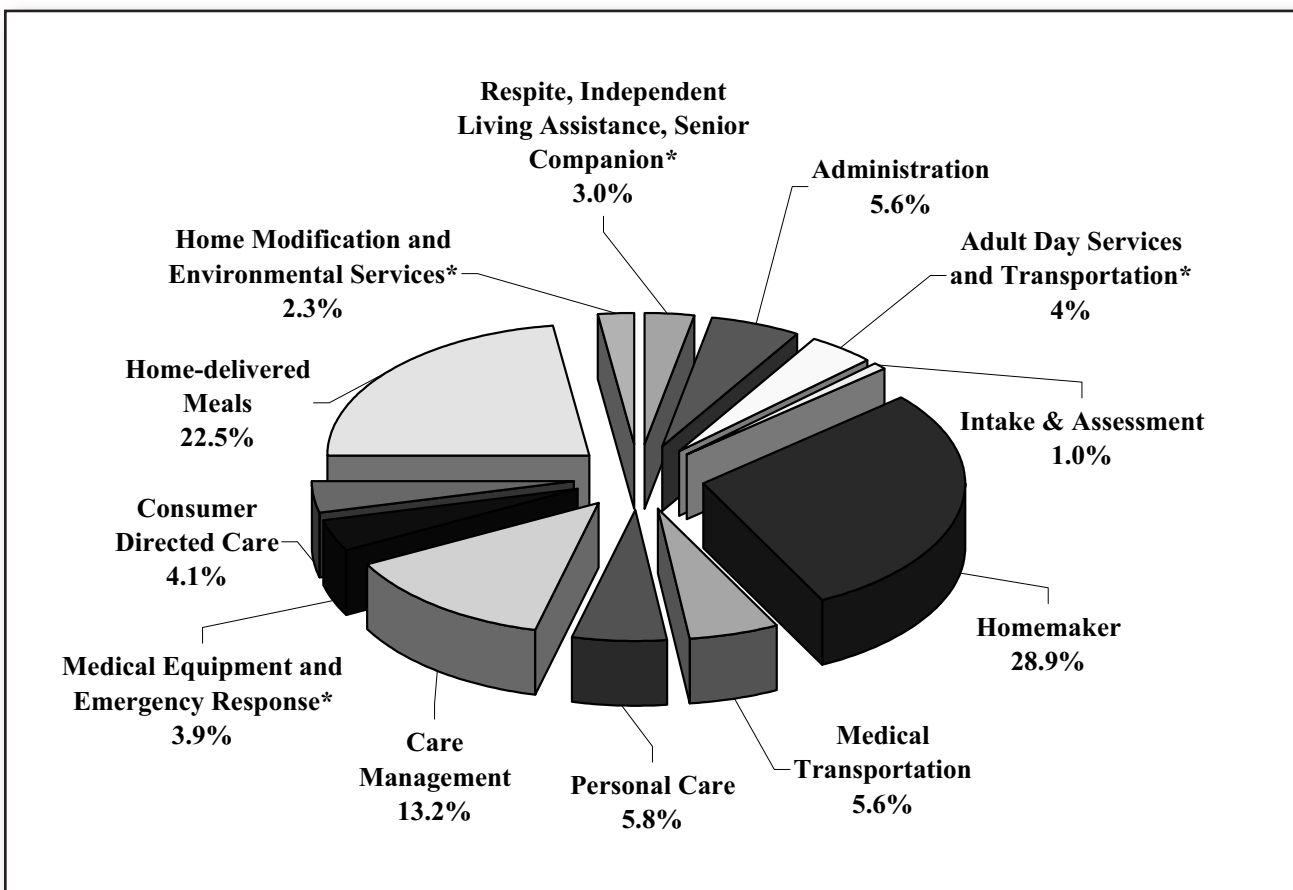
How Funds Are Used

Without the support of Hamilton County taxpayers, the Elderly Services Program would not exist. Local tax dollars cover nearly 90 percent of the total cost of the program. The remaining funding comes from federal, state and grant sources, client donations (requested, but not required, for home-delivered meals), and client co-payments (about 28 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 Hamilton County.

Program Expenses January 1 - December 31, 2008



**Some services were consolidated for formatting purposes. Detailed expense information for each service can be found in the chart on page 9.*

How Funds Are Used

EXPENSES			
<i>Service</i>	<i>Clients Served</i>	<i>Service Units</i>	<i>Cost</i>
Homemaker	3,935	286,707 hours	\$5,959,530
Home-delivered Meals	3,842	731,610 meals	\$4,647,255
Emergency Response System Monthly Rental	3,325	29,103 months of rentals	\$602,852
Home Medical Equipment	1,187	1,734 equipment items	\$208,230
Medical Transportation	1,043	39,028 trips	\$1,145,152
Personal Care	1,005	54,259 hours	\$1,192,954
Home Safety Modification	397	476 repairs	\$445,607
Adult Day Services	258	14,199 days	\$725,012
Consumer Directed Care	237	1,950 months of service	\$835,422
Respite	180	18,892 hours	\$415,181
Independent Living Assistance	158	2,274 hours	\$49,024
Adult Day Services Transportation	140	58,093 miles	\$120,603
Senior Companion	139	12,210 hours	\$156,009
Environmental Services	21	123 jobs	\$38,642
Care Management	7,992	N/A	\$2,715,914
Intake and Assessment	N/A	N/A	\$213,584
Administration	N/A	N/A	\$1,154,788
TOTAL EXPENSES	7,992		\$20,625,759
REVENUE			
Federal, State and Other			\$1,242,092
Other Revenue*			\$314,345
Client Donation			\$123,456
Client Co-Payment			\$640,112
Hamilton County Elderly Services Levy			\$18,305,754
TOTAL REVENUE			\$20,625,759

*Other revenue includes funds from Cincinnati Foundation for the Aged, Hamilton County Board of MR/DD, Visiting Nurse Association, and HOME Grant.



Where Clients Live

The following table includes jurisdictions representing at least one percent of Hamilton County ESP's 2008 client population (7,992).

<i>Municipality</i>	<i>Number of Clients</i>	<i>Municipality</i>	<i>Number of Clients</i>
Cincinnati	3,749	Sycamore Township	141
Green Township	475	Cheviot	131
Colerain Township	394	Springdale	125
Mount Healthy	227	Reading	112
Anderson Township	226	Sharonville	107
Springfield Township	199	Harrison (City)	96
Norwood	196	Deer Park	85
Forest Park	168	North College Hill	82

State of Aging in Hamilton County

Almost 20 percent of Hamilton County's residents are age 60 or older. This places Hamilton County 54th among Ohio's 88 counties in the proportion of its residents who are age 60+. **The Scripps Center for Gerontology projects that Hamilton County's older adult population will increase by 20 percent within the next 11 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, nearly 42,000 Hamilton County residents age 60 and older 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 Hamilton County Elderly Services Program.

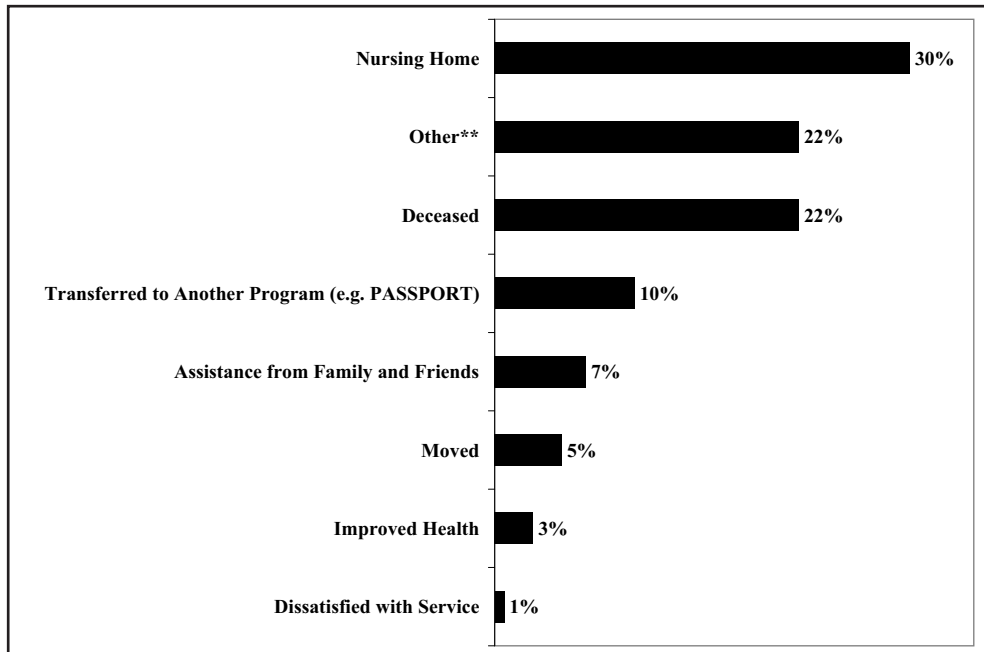
This is a large group. Most are people with modest resources. Many of the long-lived will deplete their assets as they age. **According to Scripps, nearly 30 percent of Hamilton County residents age 60+ live below or near the federal poverty level (2008 - \$10,400/year for one person).**

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

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.

Reasons Why Clients Leave*

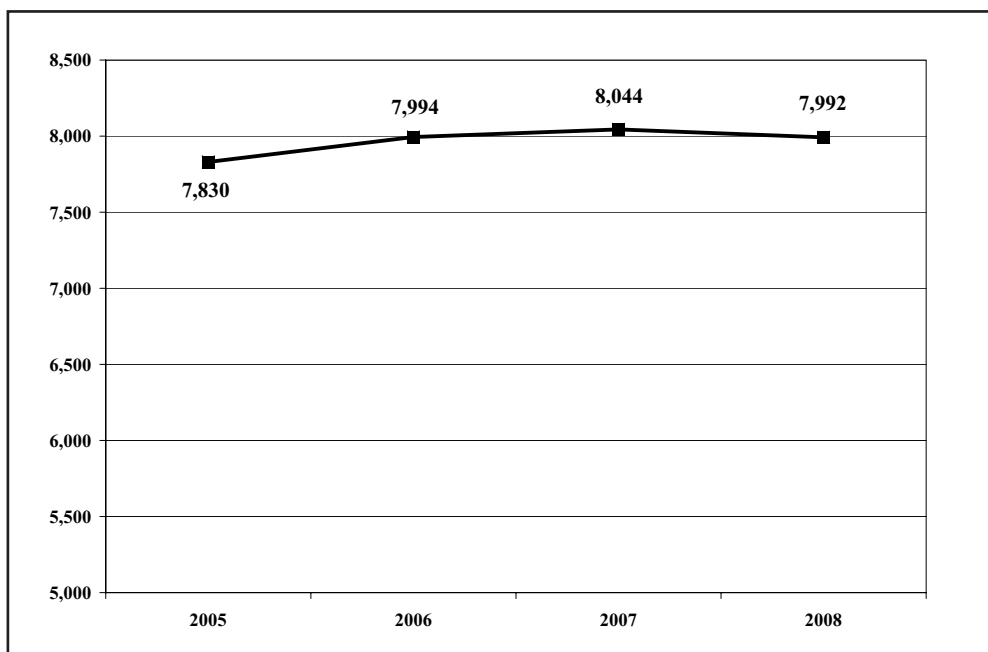
We are proud of the fact that only a tiny fraction of ESP clients leave because they are dissatisfied with the program. More than one-fifth of our clients remain on the program until they die. About 43 percent leave the program because their health changes - either improving or deteriorating and requiring more intensive services, perhaps through PASSPORT or in a nursing facility. The average length of stay on ESP is 27 months.



*Data excludes clients receiving only home-delivered meals.

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

Number of Clients Served



Provider List

A.D. Home Health Care	Hyde Park Center for Older Adults
Active Day of Cincinnati	Interim HomeStyles of Greater Cincinnati, Inc.
Advanced Medical Equipment, Inc.	International Quality Healthcare Corp.
Algo Termite & Pest Control	Jewish Family Service
All Gone Termite & Pest Control	Jewish Vocational Service
Alternative Home Care & Staffing, Inc.	Judson Home Care
Amenity Home Care	Lifeline Systems Company
American Ramp Systems	LifeSphere Home Health Services
American-Mercy Home Care, LLC	M.J. Nursing Registry, Inc.
Bathblest Renovations	Mayerson JCC
Bernens Medical	Meda-Care Transportation, Inc.
Black Stone healthcare	MedAdapt LTD
Caring Hearts Home Health Care, Inc.	Mercy Lifeline
Catholic Charities of Southwestern Ohio	Millenium Nursing Agency
Charter Home Services	Milt's Termite & Pest Control
Cincinnati Area Senior Services	Mullaney's Pharmacy & Home Health Care
Clifton Senior Center	North College Hill Senior Center
Colerain Township Senior Center	Nurses Care, Inc.
Comfort Keepers #172	Personal Touch Home Care of Ohio, Inc.
Comfort Keepers #200	Private Home Care, Inc.
Comfort Keepers #224	Response Ability Systems, Inc.
Community Services West	Responselink of Cincinnati
Comprehensive Health Care Services, Inc.	Rural/Metro Helpline
Day Share Senior Services	S.M.S. Inc.
Deaconess Lifeline	Safeway Safety Step, Inc.
Deupree Community Meals on Wheels	Saint Joseph Construction
Edenvue	Santa Maria Community Services, Inc.
Eldermount Adult Day Program	Senior Independence
Emerson Heating & Cooling Company	SP Contracting
Envision Home Care Alternatives, Inc.	Superior Home Care, Inc.
Family Care, Inc.	Sycamore Senior Center
First Choice Medical Staffing of Ohio, Inc.	The Salvation Army Wilson Downtown Adult Day Center
Formula Exterminators, Inc.	The Visiting Nurse Association of Greater Cincinnati and Northern Kentucky
Guardian Medical Monitoring	Thermal-Shield, Inc.
Harmony Court Day by Day	Tri State Maintenance
Harrison Senior Center	TriHealth Lifeline
Healing Connections Associates	Twin Towers
Helping Hands Healthcare, Inc.	Universal Transportation Systems (UTS)
High Quality Staffing LLC	V&N Services, Inc.
Hillebrand Home Health, Inc.	Valued Relationships, Inc. (VRI)
Home Care Network, Inc.	Wesley Community Services
Home First	
Home Health Care Services	
Homeowner Solutions	

Answers on Aging



“I wanted to do this because of my experience and because I like to do things in a certain way. I’m a caregiver. I think that’s what God made me for.”

~ Roberta was caregiver for her father-in-law, Theodore, through Hamilton County Elderly Services Program, Consumer Directed Care. Theodore passed away just shy of his 105th birthday.

Assistance. Advocacy. Answers on Aging.

Council on Aging of Southwestern Ohio
175 Tri County Parkway
Cincinnati, Ohio 45246
(513) 721-1025
(800) 252-0155
www.help4seniors.org



Hamilton County Elderly Services Program
(513) 721-1025
(800) 252-0155

