



Warren County's Elderly Services Program

ESP



2016 Annual Report

About the Warren County Elderly Services Program

As we age, most of us want to stay in our homes as long as we can – even if we need help caring for ourselves. For older adults in Warren County, the Elderly Services Program (ESP) provides basic, yet essential services that preserve quality of life and prevent unnecessary nursing home placements.

ESP is a testament to Warren County's commitment to care for its older residents – people who served as teachers, office and factory workers, soldiers, homemakers and nurses. The ESP model – one in which county residents support the program via a property tax levy – is so unique that PBS featured it in their documentary, *Caring for Mom & Dad*.

Another distinctive aspect of ESP is that it is a community partnership:

- Council on Aging (COA) administers the program via a contract with Warren County Commissioners.
- Commissioners appoint county residents to Warren County Citizens for Elderly Services, an advisory council that brings valuable input to the program.
- COA contracts with Warren County Community Services, Inc. to assess, enroll and care manage clients in the program. COA contracts with other area business and non-profit organizations to deliver in-home care services to enrolled clients.

The program's clients and their caregivers are vital to this partnership. About 40 percent of ESP clients, based on their income, assets and medical expenses, contribute to the cost of their care via a co-payment. Additionally, ESP is designed to supplement – not supplant – care that is already provided by family caregivers. Because of these important client and caregiver contributions, ESP can serve more people with the tax dollars.

All of this is possible thanks to the support of Warren County's taxpayers. Warren County voters approved the first levy to fund the program in May 2002 and subsequent levies in 2006, 2011, and 2016. The current 1.21-mill levy costs homeowners \$34.18 a year per \$100,000 of property tax valuation. These local tax dollars cover more than 90 percent of the program's costs. Learn more about other funding sources and how tax dollars are spent on pages 10-11 of this report.

Voters see the program as a compassionate alternative to nursing home care, but they also recognize it as cost-effective. ESP costs about \$300 per month per client, compared to more than \$4,000 a month for Medicaid nursing home care, also funded by tax dollars.

ESP is not the only publicly-funded in-home care option in our region. For older adults who qualify for Medicaid, Ohio's PASSPORT and Assisted Living Waiver programs are good options. However, Medicaid's strict eligibility guidelines put many older adults in a difficult position – they have too much money to qualify for Medicaid, but not enough to pay out-of-pocket for their care. Evidence of this can be seen in the program's enrollment numbers. In 2016, Warren County ESP served **2,518** older adults, compared with about 1,400 county residents who were served by Ohio's Medicaid in-home care programs.

The Elderly Services Program is an important option for many Warren County older adults. It offers a choice between staying home or going to a nursing home. ESP is their connection to their homes, communities, families and memories.



**Warren County's
Elderly Services Program**
Helping older adults maintain
independence in their homes

(513) 695-2271



The Elderly Services Program is a Community Partnership:

Warren County Commissioners:



From left to right: Tom Grossmann, Shannon Jones, David G. Young

Warren County Citizens for Elderly Services:

A volunteer community advisory council whose members are appointed by Warren County Commissioners to help with oversight of the program. **Members who served in 2016:**

Chuck Peckham, <i>Chair</i>	Mark Clark	Tom Grossmann	Dave Gully
Dr. John Juszczyk, <i>Vice Chair</i>	Matt Nolan	Robert Olson	Tiffany Zindel
Ann Munafo, <i>Secretary</i>			

Warren County Elderly Services Program Providers:

With valid contracts January 1 - December 31, 2016

A Miracle Home Care	Home First	Pennington Construction
Active Day of Cincinnati	Interim HomeStyles of Greater Cincinnati, Inc.	Personal Touch Home Care of Ohio, Inc.
Algo Termite & Pest Control	Jewish Family Service	Prime Home Care, LLC
All Gone Termite & Pest Control, Inc.	Ken Bryan Construction, Inc.	Senior Deserved Day
Assisted Care by Black Stone	Littleton Respiratory Homecare	Senior Independence
Black Bronco Construction	Mayerson JCC	Senior Resource Connection
Central Connections	Meda-Care Transportation, Inc.	Stateline Medical Equipment
Custom Home Elevator & Lift Co. Inc.	MedAdapt Ltd.	Tri-State Maintenance
Emerson Heating & Cooling Company	Milt's Termite & Pest Control	Universal Transportation Systems
Guardian Medical Monitoring, Inc.	Nova Home Care Co.	Warren County Community Services, Inc.
Helping Hands Healthcare, Inc.	Otterbein Lebanon Adult Day Service	
Home Care Network, Inc.	Oxford Seniors Community Adult Day Service	

Program Administrator:



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

Intake and Care Management:



570 North State Route 741
Lebanon, Ohio 45036
(513) 695-2271
www.wccsi.org

Dear Friends and Supporters,

On behalf of the Warren County Citizens for Elderly Services, it is my pleasure to present our 2016 Annual Report.

The Warren County Elderly Services Program (ESP) is a taxpayer-supported program that is unique to our region and beneficial to many of our neighbors and families. In 2016, we helped **2,518** seniors remain independent in their homes via services such as home-delivered meals, transportation and home care assistance. Many of these older adults have chronic conditions that would have forced them into a nursing home prematurely, and at a much higher expense, if not for ESP.

Warren County ESP is a community program of which we can be proud. It is paid for by the citizens of Warren County for the benefit of our senior residents and their families. We are very grateful for this support always, but especially in 2016 when the voters responded overwhelmingly in favor of the senior services levy. The levy provides 90 percent of the program's funding, so it was very exciting to see the levy pass by its largest margin ever – 75.76 percent!

The benefits of Warren County ESP stretch beyond the seniors it directly serves. It uses and helps strengthen local organizations that deliver services to clients enrolled in the program. It even indirectly helps businesses whose employees are caring for aging parents and need support with those tasks so they may remain productive on the job.

I hope you will enjoy the photographs and stories contained in this report. We have included additional data including client demographics, names of contracted providers, program outcomes and expenses. As you will see, our program serves people of modest means who cannot afford to pay for care, but who are not poor enough to qualify for Medicaid. Taken in total, this information paints a picture of the impact and value of this program for our community. Because of this program, Warren County is in a better position to help older adults fulfill their wish to age in their own homes.



Chuck Peckham

Chuck Peckham, Chair
Warren County Citizens for Elderly Services



"I am proud of the support Warren County voters have shown for this levy for 14 years. It can make the difference between staying at home or being in a nursing home." Pat South

Pat South, former Warren County Commissioner and honorary chairperson for the levy campaign, pictured with Maynard and Stella Hagemeyer. The Hagemeyers receive home-delivered meals and are supporters of Warren County ESP. The couple continues to live in the farmhouse where Maynard was born and they share a history of service to the county: Maynard is a former county commissioner and Stella worked for the Board of Elections for many years.

Council on Aging's role in the Warren County Elderly Services Program

As administrator of the Elderly Services Program (ESP) in Warren County, 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** through competition and contract management
- **Provide a central point of access** to information and resources
- **Help service providers improve quality and efficiency** via performance reviews, client satisfaction surveys, and a centralized client database
- **Report program performance and trends** to the public, including quarterly reports and presentations to the program's community advisory council
- **Ensure stewardship of taxpayer dollars**, including collection of client donations (for home-delivered meals) and client co-payments
- **Raise and sustain public awareness and confidence**, via informational materials, public relations, participation in community events, and community presentations

Other services available through COA for Warren County residents

As the state-designated Area Agency on Aging (AAA), Council on Aging provides additional services to Warren County residents and their families. These include:

Aging and Disability Resources Center: COA's call center and "front door" to services and community resources. COA responded to more than 45,000 inquiries for help in FY 2016. Connect with the Call Center via 800-252-0155 or www.help4seniors.org.

Home and Community-based Services via Medicaid Waivers: Low-income residents and taxpayers alike benefit from Medicaid-funded in-home care services that prevent unnecessary nursing home placement. Programs include PASSPORT, Assisted Living, Ohio Home Care and MyCare Ohio waivers. In 2016, 445 Warren County residents received help through these programs.

Title III of the Older Americans Act: COA administers this federal funding for services delivered by senior centers and other organizations that provide services such as transportation, congregate meals, caregiver support, legal help, and wellness education. Title III funding also goes to the tax levy-funded Elderly Services Program in each county. This frees up local dollars so the levy programs can serve more seniors. In 2016, Warren County received \$749,002 in federal Title III funding.

Care Transitions: Health coaching for older adults who have been hospitalized for serious and usually chronic conditions, such as heart failure. The goal is to prevent unnecessary and costly hospital readmissions and emergency department visits. COA's five-year contract with the U.S. Centers for Medicare and Medicaid Services to deliver Care Transitions to patients at nine regional hospitals ended January 2017. Initially designed to serve 5,400 patients and save \$1 million each year, COA staff enrolled nearly 24,000 patients in the Care Transitions program (March 2012 – September 2016). The estimated annual savings to Medicare is more than \$2.5 million. Among participating hospitals, the readmission rate for Care Transitions participants was 14.8 percent, compared to the hospitals' baseline readmission rate of 21.9 percent.

Client Profile: Linda and Phil

Just because they've been married nearly 46 years does not mean Phil can't recall little details of life with his high school sweetheart, Linda. Details like the special meal they shared while on honeymoon in Quebec City.

Their life together began in Cleveland where Phil worked for the US Postal Service and Linda was a bookkeeper. But the couple has spent most of their married life together in rural Warren County, just outside of Maineville. That's where Phil was transferred a few years into their marriage.

They took to country life right away, raising chickens, cows, and three boys on their small farm. The family was active at church, the high school's marching band and Boy Scouts.

After Phil's retirement, he and Linda indulged their love of travel, which began during their boys' scouting days. But changes in Linda's health meant their trips weren't as adventurous as they once were. Linda's arthritis and diabetes often required her to use a walker or a wheel chair. That didn't stop them from visiting sites like the Grand Canyon. Phil was always impressed with how accommodating the staff and volunteers were in these situations.

But traveling took a back seat to Linda's health problems when she fell and ended up in the hospital in January 2015.

Life changed dramatically for the couple. Linda's fall had been caused by a urinary tract infection and a kidney stone. While in the hospital, doctors also discovered an orange-sized tumor on her brain. Things got worse from there.

Though the tumor was benign, there were complications after it was removed. Linda developed an infection in her brain which had to be treated by removing part of her cranial plate. She suffered a stroke during the procedure.

After some time in a rehab facility, Linda finally returned home in September 2015. She needed ongoing speech, occupational and physical therapy and had lots of follow-up doctor's appointments. The biggest challenge, however, was the hole that remained in the side of her head. To protect her head, she had to wear a helmet and could not be left alone. She was mostly confined to her wheelchair.

Phil became his wife's full-time caregiver, though he insists, "I'm not a caregiver, I'm a devoted husband." With help from his sons, Phil was able to meet most of Linda's needs, but medical transportation and bathing were concerns.



Top: Linda and Phil with Warren County ESP Care Manager, Melanie



Bottom: a walk-in shower and special chair have improved Linda's quality of life.

Phil contacted Warren County Community Services, Inc. (WCCS) to inquire about transportation options. He was not able to get Linda in and out of their car. Warren County Transit worked well for in-town doctor's appointments, but getting Linda to Cincinnati for specialist appointments was another challenge.

The call to WCCS prompted an assessment for the Warren County Elderly Services Program (ESP). Because of her health needs and age, Linda was eligible for medical transportation, home modifications and respite (time off for her family caregivers).

Continued next page...

Linda and Phil continued...

Because he had help from his sons, Phil said he did not need the respite, but the home modification would be a big help in ensuring Linda could safely take a shower.

ESP installed a walk-in shower which enabled Phil to safely transfer Linda from her wheelchair onto a special chair in the shower. Before the remodel, Phil was using a bath bench to try to slide Linda over the edge of their bathtub. "It was a bit of a wrestling match," he admitted.

In December 2016, Linda had a final surgery to install a plate that would close the hole in her head. She no longer needs to wear the helmet and her therapy continues. Still mostly confined to her wheelchair, she is slowly regaining her speech and the use of her right hand. To keep up her Sudoku habit, she taught herself how to use her left hand.

The couple feels better about their future. They are hopeful they might soon be able to visit their son and grand-daughter in Missouri.

In the meantime, things are a little easier at home because of ESP, and Phil and Linda will continue to rely on the program for help with medical transportation.

"There's a lot less stress with going to the doctor because of the Elderly Services Program," Phil said.

2016 Program Highlights

Voters approve senior services levy by highest margin ever – In November 2016, Warren County voters were asked to renew the county's 1.21-mill senior services tax levy. Not only did voters approve the levy renewal, but they did so by the highest margin ever – 75.82 percent. This continues Warren County's tradition as a community with one of the strongest support systems for older adults in the country.

Additional Providers – To support client needs and improve service quality, Council on Aging added five new home modification providers. The added providers will offer more options and improved quality for ramps and other safety and accessibility modifications, such as grab bars, railing installation and bathroom modifications. Additionally, to address the shortage of home care aides in the region – a growing national challenge – and increase the program's capacity to serve clients, new home care providers were also added to the network.

Satisfaction Survey Improvements – In an effort to better gauge client satisfaction with medical transportation services, a new Service Adequacy and Satisfaction Index (SASI) survey was launched. In addition, the SASI surveys were developed in an electronic portal, allowing care managers the opportunity to capture satisfaction data in real time.

Warren County leaders honored for service to older adults – Warren County Commissioner Pat South and County Administrator Dave Gully were honored by Council on Aging for their long careers of public service and advocacy on behalf of the county's seniors and caregivers. Both received the organization's President's Award as an honor from its Board of Trustees. The award was presented in March 2016 by board president and Warren County resident William Thornton at Council on Aging's Forum on Aging, an annual two-day educational event.

New Enrollments – In 2016, the Warren County Elderly Services Program had 644 new enrollments. This means that more than one quarter of the total number of seniors served in 2016 were new to the program. Program growth is moderate overall because people continually disenroll from the program. This is primarily because they have died or need more intensive services in a nursing home or other program.



Left to right: COA Board Member Bill Thornton, Warren County Commissioner Pat South, and Warren County Administrator Dave Gully

Client Demographics

The typical ESP client is a woman in her late 70s. She lives alone on a modest income of about \$21,780 a year, from which she pays \$3,778 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 electronic monitoring system, a daily home-delivered meal, and several hours a week of housekeeping and personal care services. 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.

Total clients served in 2016: 2,518. In addition to the client stories presented in this report, the data on the following pages provide more detail about the type of person who receives care through Warren County ESP and how tax dollars are spent. Client totals on these pages may vary due to different data reporting requirements in each category. Percentages may not equal 100 due to rounding.

Client Age

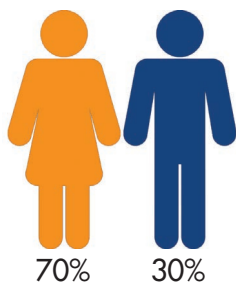
The average age of Warren County ESP clients in 2016 was 78. Program eligibility starts at age 60, but some services are available to clients under age 60 who have dementia, including Alzheimer's disease.

Under 60	60 - 69	70 - 79
60	472	889
80-89	90+	
923	174	

The largest age group served by ESP is 80-89.
Nearly 80% of clients are age 70 and older.

Gender

Seven out of 10 clients enrolled in the Warren County Elderly Services Program are women.



Race

Most clients enrolled in Warren County ESP identified themselves as White or Caucasian.

White	Black
2,421	41
Other	
56	

Living Arrangements

ESP is intended to supplement – not supplant – care already provided by family and friends. Many clients, however, do not have anyone who helps them regularly other than through the program.

Lives Alone	1,327
Other*	499
Lives with Spouse	692

53% of clients live alone.

*Other includes arrangements such as living with other family member, friend, caregiver, or unspecified.

Client Income and Expenses*

Most ESP clients have modest incomes. **Approximately 66 percent of ESP clients have annual incomes of \$23,760 or less** (200% of the 2016 Federal Poverty Guideline for one person which is \$11,880 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.

Clients' average monthly income:	\$1,815
Clients' average monthly out-of-pocket medical costs:	\$315
Clients with a co-payment:	40%

*Client income and expenses data excludes 342 clients who receive only home-delivered meals and are therefore not required to provide income and expense information. Calculations for the data shown in the chart above are based on 2,176 total clients served.

Outcomes – 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 (about 1%).

In 2016, disenrollment reasons included:

- 28% remained on the program, receiving care in their homes, until they died
- 26% needed care in a hospital or nursing facility
- 16% had their needs met in some other way, including: received care from family, friends or private pay; condition improved; and entered hospice care
- 14% moved out of the service area or no longer met the program's eligibility requirements
- 10% were not compliant* with the program's rules or refused/declined services
- 4% became eligible for another program such as PASSPORT
- 2% left the program for other reasons

***Not Compliant** examples include: client behavior unresolved, delinquent co-payment balance, refused to provide financial information or to pay co-payment, unable to contact.

Where Clients Live*

Jurisdiction	Clients Served	Jurisdiction	Clients Served	Jurisdiction	Clients Served
Lebanon	323	Springboro	120	Waynesville	49
Franklin (city)	276	South Lebanon	100	Morrow	41
Mason	266	Clearcreek Township	87	Union Township	37
Deerfield Township	223	Carlisle	86	Middletown	35
Turtle Creek Township	222	Wayne Township	69	Maineville	33
Franklin Township	209	Salem Township	57	All Others*	61
Hamilton Township	174	Harlan Township	50		
Total Clients Served in Warren County					2,518

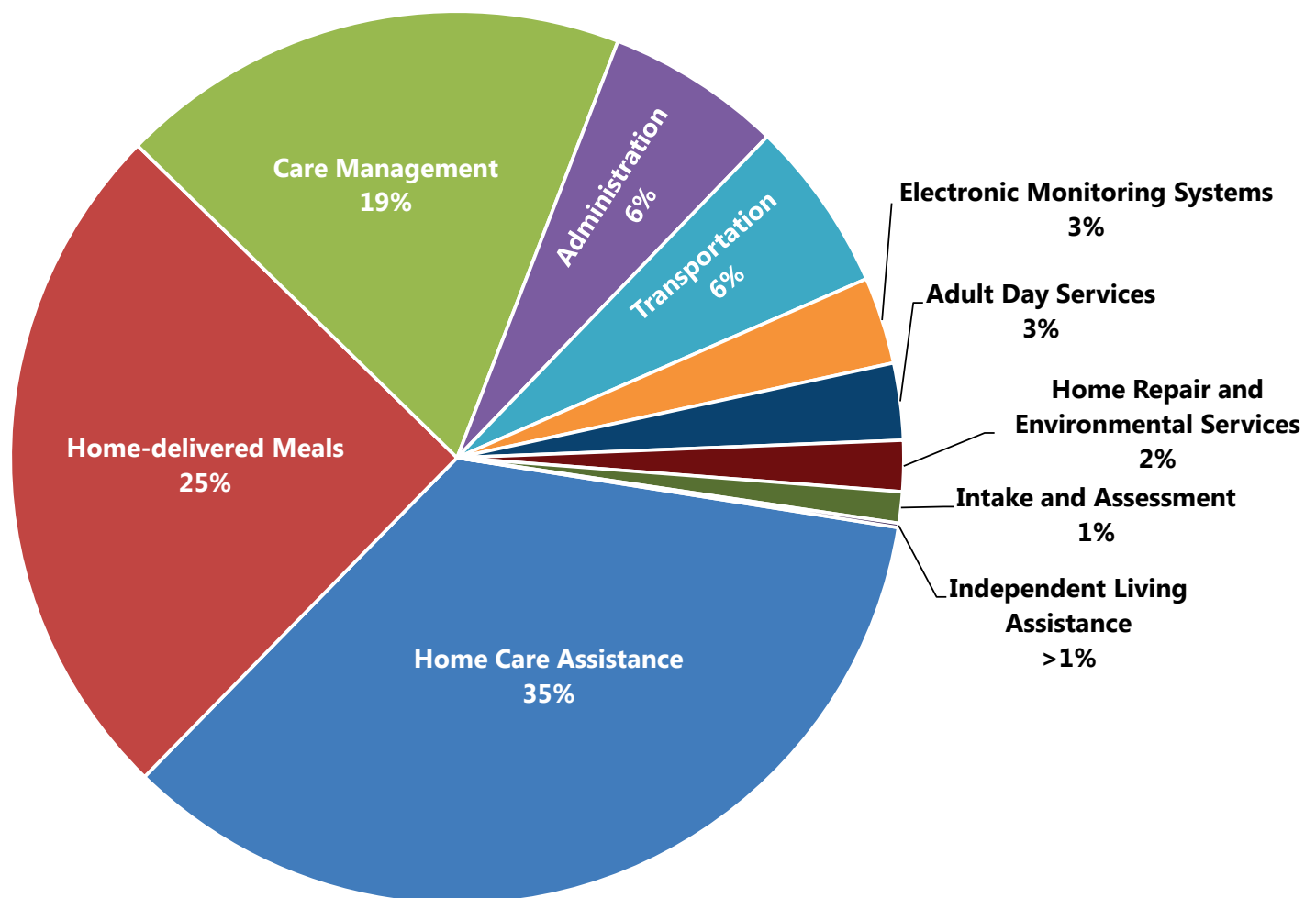
*Municipalities shown include at least 1 percent of Warren County ESP census. The "Other" category includes all other municipalities where enrollment numbers were less than 1 percent of total Warren County ESP census. Census = 2,518.

How your tax dollars are spent

Without the support of Warren County taxpayers, the Elderly Services Program (ESP) would not exist. Local tax dollars cover 90 percent of the total cost of the program. As the Area Agency on Aging (AAA) for southwestern Ohio, including Warren County, Council on Aging (COA) is able to leverage state and federal funding to cover approximately 7 percent of program expenses. Additional funding comes from client donations (requested, but not required, for home-delivered meals), and client co-payments (about 40 percent of clients have a required co-payment, based on their income and medical expenses).

The table on the opposite page 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 (a service that combines personal care, homemaking, companion, and respite services), 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 three) deliver these services under contract with Council on Aging. COA handles contracting, program policy development, financial administration, information technology, quality improvement, communications, and 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 Warren County.



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

EXPENSES

<u>Service</u> ¹	<u>Clients Served</u>	<u>Service Units</u>	<u>Cost</u>
Care Management	2,518	N/A	\$1,335,703
Electronic Monitoring System	1,631	14,195 <i>months of rentals</i>	\$227,165
Home Care Assistance	1,381	119,595 <i>hours</i>	\$2,508,314
Home-delivered Meals	1,357	269,619 <i>meals</i>	\$1,799,369
Medical Transportation	333	9,730 <i>one-way trips</i>	\$447,790
Minor Home Repairs	103	113 <i>repairs</i>	\$108,730
Adult Day Service	47	2,848 <i>hours</i>	\$166,445
Independent Living Assistance ²	38	427 <i>hours</i>	\$10,977
Adult Day Transportation	16	12,246 <i>miles</i>	\$33,928
Environmental Services ³	13	18 <i>jobs</i>	\$23,975
Intake and Assessment	N/A	N/A	\$81,414
Administration	N/A	N/A	\$457,518
Total Expenses			\$7,201,328

REVENUE

Federal and State (via Council on Aging)	\$470,072
Client Donation	\$22,245
Client Co-payment	\$217,699
Warren County Elderly Services Levy	\$6,491,312
Total Revenue	\$7,201,328

¹Services are listed in order of number of clients served

²Help with benefit applications and organizing personal and household records

³ Pest control, major housekeeping, and waste removal

Additional Expenses

To provide additional help to older adults in the county, including protection from neglect and abuse, Warren County Commissioners distributed \$50,865 in Elderly Services levy funds to the Warren County Department of Human Services Adult Protective Services Unit.

Credits: This report was produced by the Communications Department of Council on Aging of Southwestern Ohio. Data compiled and provided by Council on Aging's Business Intelligence and Accounting departments. Photos by Lyons Photography.



"I'm not a caregiver, I'm a husband." Phil

Life changed dramatically for Linda and Phil after a fall landed Linda in the hospital. In addition to a urinary tract infection and kidney stones, doctor's found a tumor on her brain. It was nearly nine months before Linda was able to return home. The couple turned to Warren County ESP for help. Read their story on page 6 of this report.



Warren County Commissioners
406 Justice Drive, First Floor
Lebanon, Ohio 45036
(513) 695-1250
www.co.warren.oh.us



Warren County
Elderly Services Program
(513) 695-2271

Warren County ESP services are funded by a special tax levy. ESP does not supplant care provided by families but rather secures the necessary additional care the family is unable to provide. ESP expects families to take responsibility to care for family members to the fullest extent possible.

ESP does not discriminate on the basis of race, color, creed, age, sex, national or ethnic origin, or disability.



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