

Hamilton County

Elderly
Services
Program
Esp

2010
Annual Report



The Elderly Services Program is provided by:

County Commissioners



*From left to right, Hamilton County Commissioners (as of 12/31/10):
Greg Hartmann, David Pepper, Todd Portune
Chris Monzel has replaced David Pepper as of 1/1/11*

Hamilton County Elderly Services Program Advisory Council (as of 12/31/10)

Michael Eyman: *Chair*
Jim Ashmore: *Vice Chair*
Judy L. Singleton, Ph.D., LISW: *Secretary*
Cynthia Wright (*ex-officio*)

Tracey Collins
Andrea Herzig
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Deanna M. Webster, MA, LSW, Ph.D.

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Jack Maybury
Rebecca Ritchie

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**

Dear Friends,

On behalf of the Hamilton County Elderly Services Program Advisory Council, it is my pleasure to present our annual report for 2010. Inside, you will read about the highlights of the year and enjoy stories about the older adults and families we help.

We served nearly 7,300 seniors in 2010, helping many to stay out of nursing homes and supporting family caregivers who, because of our help, are able to keep their older loved ones at home.

Unfortunately, we also had a waiting list through the year that we were forced to start in March 2009. The tax levy which voters renewed in November 2007 did have a modest .13-mill increase, but growth in the program threatened to outpace the available funding, so we had to act.



Michael Eyman

In addition, Council on Aging decided in 2010 to assume care management responsibility for clients who were receiving home-delivered meals as their only service. We triaged enrollment for several months in order to allow time to assess more than 1,100 “home-delivered meals only” clients. You can read more about this project in this report.

As of this writing (Spring 2011) we have re-opened our program and are rapidly enrolling those who were on the waiting list.

We also reached another milestone with the completion of our bid process designed to reduce the number of ESP providers, while also improving quality. The process was not easy, but it did ultimately result in an estimated future annual savings to the program of \$250,000 – enough to serve about 60 additional clients.

Ultimately, all these efforts are focused on one thing: to sustain a program that helps older adults remain independent within their homes. Our program is living proof that advanced age and disability need not automatically consign people to institutions. In fact, we’re seeing a trend toward increasingly older in-home care clients. In 2010, 61 percent of our clients were age 80 and older, up from 56 percent in 2009. This included 51 clients age 100 or older, up from 40 in 2009.

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 and dignity in Hamilton County

(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, services in the home are also the least expensive. It costs about \$351 a month per client in Hamilton County ESP, compared to \$4,200 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.

COA administers the program under contract with Hamilton County Commissioners. COA processes all billing, and provides program planning, reporting, auditing, contracting and provider 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, personal care (bathing and grooming) and transportation.

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

It costs about \$351 a month per client in Hamilton County's Elderly Services Program, compared to \$4,200 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 helps them preserve their independence and dignity.

Our typical client is a woman in her 80s. She lives alone on a modest income of about \$18,513 a year, from which she pays \$3,118 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 – Margie

When she turned 100, Margie's friends, nieces and nephews celebrated with a round of parties, but she never could see what all the fuss was about. When people ask for her secret to longevity – which they often do – she says she doesn't know. In fact, she claims she didn't realize she was about to become a centenarian until a friend pointed it out when she learned Margie was born in 1910.

The reason, she suspects, is simply that long life runs in her family. That, and perhaps a positive outlook and determination to do as much as she can for herself. "I do need help," she said, "but I'm not helpless." As Gary, her Council on Aging care manager tells it, Margie refused Meals on Wheels until she called him one day and said, "You know, I'm 100 now. Maybe that's something I should try."



Hamilton County ESP Client, Margie, with Gary, ESP care manager

Gary continually tries to persuade her to wear her emergency response device, but she insists that it's just fine dangling from her walker. When she fell not too long ago, she managed to scoot herself to her door, turn the knob open with her cane, and call for help.

As for her health, everything is just fine, she said, "except I have to watch my blood pressure and I don't see so well anymore. But I'm always ready for my meals!"

Until she stopped driving, Margie was frequently out with friends and active at a community center. She enrolled in the Elderly Services Program four years ago, about the time she moved to a senior housing complex in Oakley. In addition to home-delivered meals and emergency response, she has homemaking help twice a week, medical transportation, and an independent living assistant to help with her paperwork.

A native of Arkansas, Margie came to Cincinnati at the age of 18 to be with her older sister. For awhile, she worked for and lived with a well-to-do family, and then met and married a man from South Carolina. Eventually, her entire family, including six other siblings, moved to Cincinnati.

Now, she said, "all my people are gone. I'm the only one sticking around. But I don't complain. Everyone is very nice to me and I'm pleased with everything."

"I do need help, but I'm not helpless."

~ Hamilton County ESP Client, Margie

Assistance

Hamilton County ESP Client Profile - Nellie and Noble



ESP Client, Noble, with wife and caregiver, Nellie

Nellie and Noble were little more than kids when they “sneaked off and got married,” as Nellie puts it. She was 17 and he was 22; they had met four years earlier. To see the two of them together is to see that, 68 years later, they’re still sweethearts. And when she talks about the services that help keep them together in their home, Nellie speaks first of the bond between them.

After Noble’s years in the Army Air Corps, the two settled in western Hamilton County, not far from where both grew up. They raised two daughters and Noble worked as a carpenter. On January 10, 2008, their lives changed. Noble had a stroke and was in the hospital for a month. With her husband in a wheelchair and affected by dementia, Nellie became a caregiver.

They received Meals on Wheels, but Nellie was wary of seeking additional help because she didn’t want a stranger coming to their home. Cheryl, her Council on Aging care manager, could see, however, that Nellie was becoming overwhelmed. Her weight had dropped to 72 pounds. Cheryl finally persuaded her to accept help from a home health aide.

“I thought I could do without help but I found out I couldn’t,” Nellie said. “I would tell people, ‘Don’t wait as long as I did to get help.’ I don’t know what I did without Pat (her aide).”

Through Hamilton County ESP, Pat comes twice a week to help with housekeeping and personal care for Noble. The program has also helped with equipment, such as a lift chair. Nellie pays for additional help, and friends also pitch in.

Still the work is challenging. “It’s an entirely different life,” Nellie said. “But we always promised we would take care of each other. And that’s what I have tried to do, because I love him and he loves me. We may be old, but we still love each other.”

Advocacy

“The Elderly Services Program is doing exactly what it is intended to do...it is meant for people who have worked hard, need a little help and choose to remain at home with independence. That is what seniors want, what all of us want, and it actually saves the county money. It is a win-win and why I support this program.”

~Hamilton County Commissioner Greg Hartmann pictured here with Eva, Hamilton County ESP Client, and ESP care manager, Jennifer



Bid process brings savings to Elderly Services Program

A process to improve efficiency and quality in the Hamilton and Warren county Elderly Services Programs has significantly reduced the number of providers who have contracts with Council on Aging and saved an estimated \$250,000 annually in each county.

Earlier this year, COA issued a Request for Proposals to provide ESP home-delivered meals, home care assistance, and independent living assistance in the two counties. The process resulted in three major changes from previous years: 1) providers now operate in geographic zones and serve ALL clients within their awarded zone; 2) care management of home-delivered meals has shifted from providers to COA; and 3) four different services are now combined into one category called home care assistance, to improve flexibility in deploying home health aides.

"Our goal was to contract with the highest quality providers at the lowest possible price to serve as many clients as possible with the tax dollar," said COA CEO Suzanne Burke.

Some Hamilton County highlights:

- The total number of contracted providers dropped from 39 to 22.
- In 17 senior housing complexes, the number of providers serving the complex was reduced to a single provider for each of the services: home-delivered meals, home care assistance, and independent living assistance. This is a major efficiency boost because in many buildings, clients were receiving services from numerous different providers.
- The change affected 1,121 clients who needed to transfer at least one service to another provider. To help explain the change to clients living in senior housing, staff from COA and provider agencies held group meetings in the buildings.

"Many clients are uncomfortable with changing their home care aide, and that's understandable," Burke said. "But we have seen the heads nodding when we explain the need to make the program more efficient so the tax dollars can be stretched to serve more clients."

The estimated annual savings amounts to providing services to an additional 60 clients in each county for a year.

Home-delivered meals project finds some not eligible, others needing more help

In 2010, Council on Aging decided to assume care management responsibility for Hamilton County Elderly Services Program clients who receive home-delivered meals as their only service. Previously, meals providers handled this job, but COA decided to bring it "in house" to serve clients more consistently, reduce liability risk, and eliminate possible conflict of interest among providers.

To do this, care managers had to meet with every meals-only client. They quickly tackled the task, completing 1,076 face-to-face assessments in only three months.

The results demonstrated the value of having third-party care management. Of the ESP clients receiving home-delivered meals as their only service, 58% continued in that status after the assessments. Twelve percent were found to need additional ESP services; nine percent qualified for PASSPORT; and 22 percent were found to be not eligible for meals.

In short, nearly one-third were removed from the program because they did not qualify or because they were eligible to receive the service under PASSPORT (rather than ESP), resulting in savings of about \$125,000. On the other hand, more than one in 10 clients are receiving additional services to help them stay in their homes.

In Butler, Clinton, and Warren counties, the contracted Care Management Organizations (LifeSpan, Clinton County Community Action, and Warren County Community Services) provide care management of meals-only clients.

Elderly Services Program Client Profile

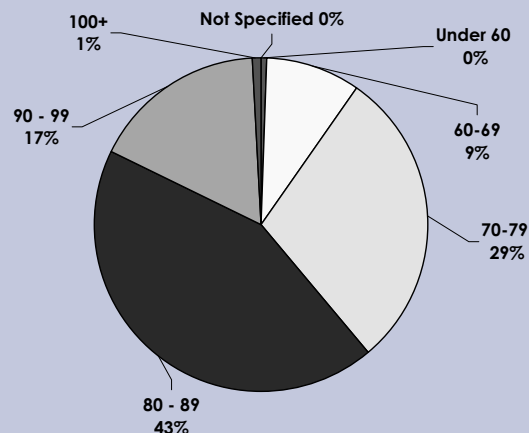
Our typical client is a woman in her 80s, living alone on a modest income. Total clients served in 2010: 7,284. Pages 6-7 show the detail of our client demographics. Client totals on these pages may vary due to different data reporting requirements in each demographic category. Percentages may not equal 100 due to rounding.

Age

The average age of the Hamilton County ESP client in 2010 was 82 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 60 who have dementia, including Alzheimer's disease.

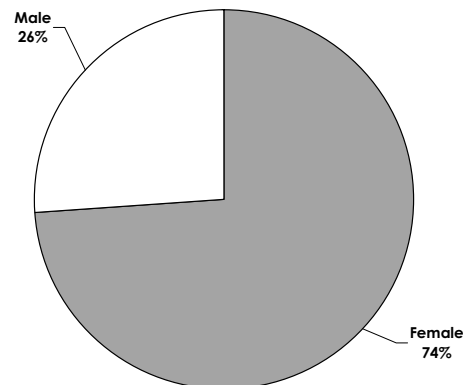
Not Specified*	5
Age under 60	29
Age 60 – 69	678
Age 70 – 79	2,116
Age 80 – 89	3,154
Age 90 – 99	1,251
Age 100+	51

**Special services individuals; age reporting not required*



Gender

Female	5,377
Male	1,907



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.



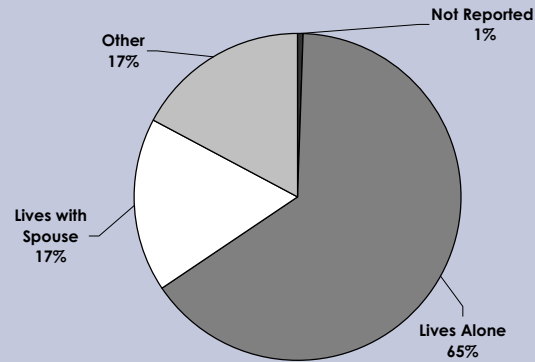
Elderly Services Program Client Profile

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.

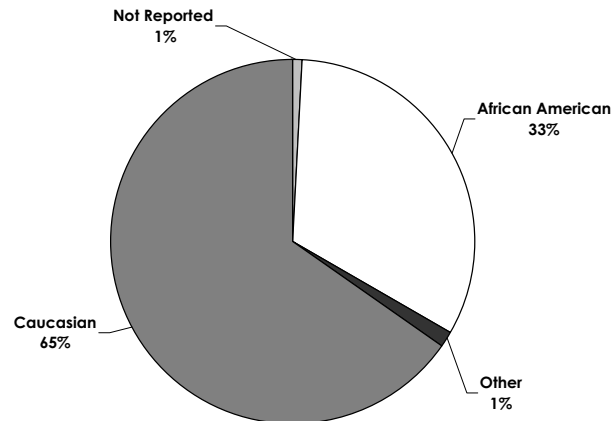
Lives Alone	4,739
Lives with Spouse	1,238
Other*	1,263
Not Reported	44

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



Race

Caucasian	4,746
African American	2,372
Other	108
Not Reported	58



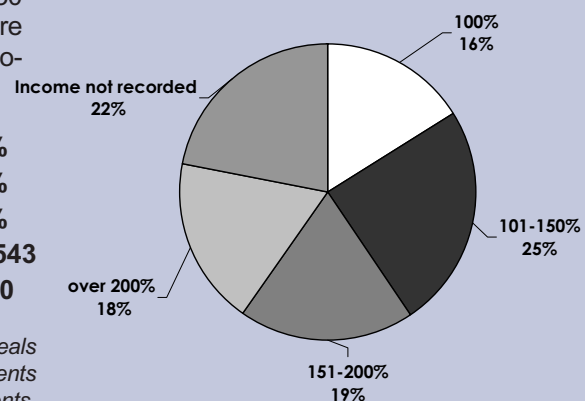
Income and Expenses

Most ESP clients have modest incomes. The 2010 Federal Poverty Level for one person was an annual income of \$10,830 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 with a co-payment*	23%
Clients with annual incomes at or below \$21,660**	60%
Clients with annual incomes above \$21,660**	18%
Average monthly income of clients**	\$1,543
Average monthly out-of-pocket medical costs per client	\$260

*Co-payment excludes 1,606 clients who receive only home-delivered meals (HDM only). No co-payment is required for this service, though some clients make a voluntary donation. **Income not reported includes HDM only clients. HDM only clients are not required to report their income.

Percent of 2010 Federal Poverty Level



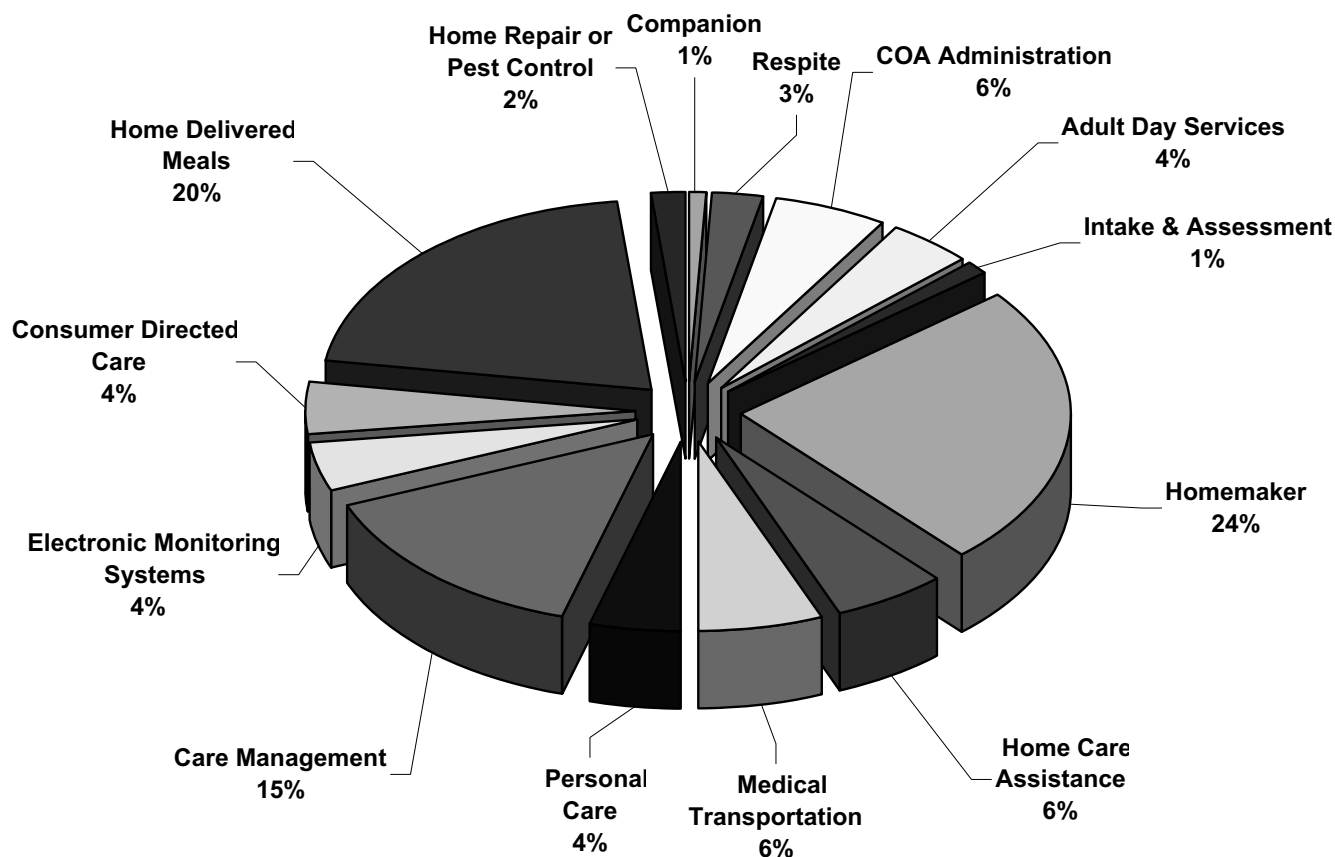
How Funds Are Used

Without the support of Hamilton County taxpayers, the Elderly Services Program would not exist. Local tax dollars cover 89 percent of the total cost of the program. The remaining funding comes from federal, state and grant sources, client donations (requested, but not required, for home delivered meals), and client co-payments (about 23 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 care management, 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, 2010



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

**Total does not equal 100 percent due to rounding.

How Funds Are Used

EXPENSES			
Service	Clients Served	Service Units	Cost
Home-delivered Meals	3,497	704,136 meals	\$4,519,719
Homemaker	3,446	248,680 hours	\$5,256,428
Emergency Response System Monthly Rental	3,394	32,811 months of rentals	\$661,767
Home Care Assistance*	2,889	58,941 hours	\$1,232,219
Medical Transportation	1,116	40,748 trips	\$1,302,227
Home Medical Equipment	1,100	1,566 equipment items	\$252,763
Personal Care	906	43,895 hours	\$961,182
Home Safety Modification	350	391 repairs	\$315,716
Consumer Directed Care	294	5,403 months of service	\$947,852
Adult Day Services	246	15,485 days	\$813,258
Respite	191	24,098 hours	\$535,715
Independent Living Assistance	118	1,464 hours	\$33,766
Senior Companion	116	10,702 hours	\$133,920
Adult Day Transportation	116	50,064 miles	\$103,053
Environmental Services (Pest Control)	38	121 jobs	\$45,294
Care Management	N/A	N/A	\$3,169,677
Intake and Assessment	N/A	N/A	\$249,605
Administration	N/A	N/A	\$1,232,050
TOTAL EXPENSES			\$21,766,211
REVENUE			
Federal and State			\$1,599,297
Client Donation			\$93,137
Client Co-Payment			\$640,443
Hamilton County Elderly Services Levy			\$19,433,334
TOTAL REVENUE			\$21,766,211

* Home Care Assistance began in fall of 2010 as a combination of the following services: Personal Care, Companion, Homemaker, and Respite.

Where Clients Live

<i>Jurisdiction</i>	<i>Clients Served</i>	<i>Jurisdiction</i>	<i>Clients Served</i>
City of Cincinnati	3,162	Sycamore Township	130
Green Township	464	Cheviot	126
Colerain Township	414	Harrison (City)	116
Anderson Township	255	Reading	107
Springfield Township	245	North College Hill	106
Mount Healthy	224	Sharonville	95
Delhi Township	212	Deer Park	83
Norwood	174	Blue Ash	71
Springdale	159	Other	993
Forest Park	148		
Total Clients Served: 7,284			

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 or older. **The Scripps Center for Gerontology projects that Hamilton County's older adult population will increase by 20 percent within the next decade.**

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 or older population. They are more likely to be disabled and need care. **Scripps projects that by 2020, nearly 42,000 Hamilton County residents 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. 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.

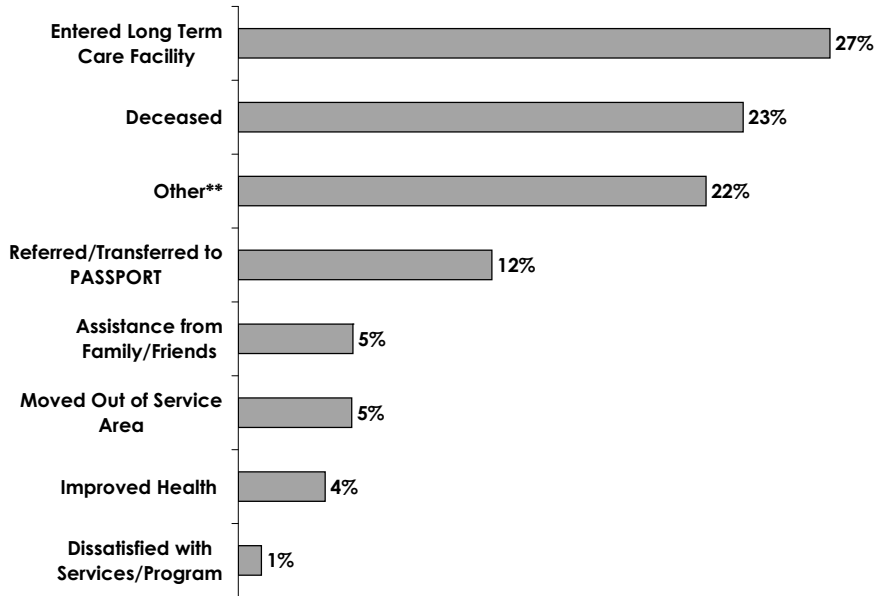
This is a large group. Most are people with modest resources. Many of the long-lived will deplete their assets as they age. **According to Scripps, nearly 30 percent of Hamilton County residents age 60+ live below or near the federal poverty level** (2010 - \$10,830/year for one person).

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.

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*

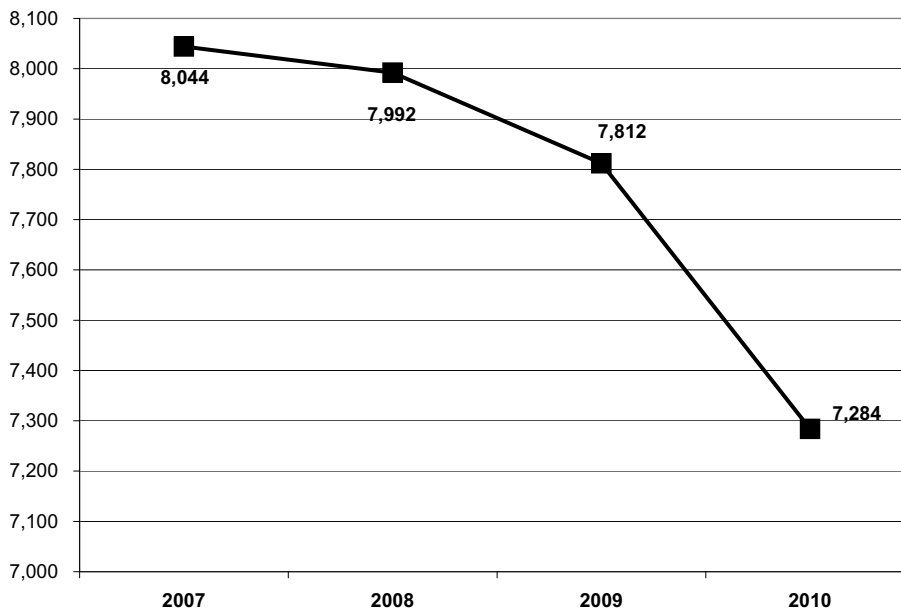
We are proud of the fact that only a tiny fraction of ESP clients leave because they are dissatisfied with the program. Almost a quarter of our clients remain on the program until they die. About 43 percent leave the program because their health changes - either improving or deteriorating and requiring more intensive services, perhaps through PASSPORT or in a nursing facility. ESP clients may move on and off the program as their needs change, but on average they remain on the program approximately two years.



*Data exclude clients receiving only home-delivered meals.

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

Number of Clients Served



In 2007, Hamilton County voters approved a 1.29-mill tax levy to fund the Elderly Services Program. Though the new levy included an increase of .13-mills, program growth threatened to outpace funding. The drop in clients served is due to efforts to keep the program within budget by managing enrollment via a waiting list. In 2011, COA again began enrolling clients with an expected end to the waiting list by spring of 2011.

Provider List*

Active Day of Cincinnati	Hyde Park Center for Older Adults
Advanced Medical Equipment, Inc.	Interim HomeStyles of Greater Cincinnati, Inc.
Algo Termite & Pest Control	Jewish Family Service
All Gone Termite & Pest Control	Jewish Vocational Service of Cincinnati
Alzheimer's Association of Greater Cincinnati	Lifeline Systems Company
American Ramp Systems	Mayerson JCC
Assisted Care by Black Stone	Meda-Care Transportation, Inc.
Bathblest Renovations	MedAdapt LTD
Bernens Medical	Milt's Termite & Pest Control
Caring Hearts Home Health Care, Inc.	Mullaney's Pharmacy & Home Health Care
Charter Home Services	Private Home Care, Inc.
Cincinnati Area Senior Services	Quality Care
Clifton Senior Center	RHC
Comfort Keepers #172	Rural/Metro Helpline
Comfort Keepers #200	Safeway Safety Step, LLC
Comprehensive Health Care Services, Inc.	Saint Joseph Construction
Day Share Senior Services	Senior Independence
Deaconess Lifeline	SP Contracting
Derringer Company**	Superior Home Care, Inc.
Deupree Community Meals on Wheels	Sycamore Senior Center
Eldermount Adult Day Program	Thermal-Shield, Inc.
Emerson Heating & Cooling Company	Tri State Maintenance
Guardian Medical Monitoring	Twin Towers Day Stay
Harmony Court Day by Day	Universal Transportation Systems (UTS)
Healing Connections Associates	V&N Services, Inc.
Helping Hands Healthcare, Inc.	Valued Relationships, Inc. (VRI)
Hillebrand Home Health, Inc.	Visiting Nurse Association of Greater Cincinnati and Northern Kentucky
Home First	Wesley Community Services

*Providers with a valid contract between 1/1/10 - 12/31/10.

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

Answers on Aging



“I thought I could do without help but I found out I couldn’t,” Nellie said. “I would tell people, ‘Don’t wait as long as I did to get help.’ I don’t know what I did without Pat (her aide). ”

~ Hamilton County ESP client, Noble, with wife and caregiver, Nellie, and Pat, ESP home health aide.

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