

Welcome

In 2021, the Butler County Elderly Services Program (ESP) continued its long history of playing a significant role in the well-being of our county's older adults, supporting the choice of 4,307 residents to age in place in their homes.



In 2020, ESP became a lifeline to clients by providing meals, supplies and masks. When COVID vaccines became widely available in 2021, attention shifted to vaccinating older adults. Council on Aging (COA), ESP's administrator and the Area Agency on Aging in Butler County, worked with the Ohio National Guard and other partners to operate vaccination clinics. COA also provided no cost transportation to vaccination appointments and developed a process, in partnership with local health departments, to vaccinate frail homebound individuals. We are grateful to the Ohio National Guard for their invaluable support.

I'm sure you have heard that the national home health aide shortage continues to impact our program. COA staff are always working on creative and innovative solutions to this challenge. For example, one solution was identifying and onboarding a new financial management service provider to make it easier for ESP clients to hire their own aide through the Consumer Directed Care option.

In addition, the aide shortage means our neighbors are providing more intensive and time-consuming care for their older loved ones – often on top of other responsibilities such as work and raising children. To be effective, it's vitally important for caregivers to have back up support. As of 2021, a new respite care offering in COA's Caregiver Support Program allows a care recipient a multi-day stay in an appropriate, safe facility, giving their caregiver a chance to recharge and manage their many responsibilities.

Launched in 2020 in Butler County, the USDA Senior Farmers' Market Program celebrated its second year by more than doubling its participation. Through the program, 547 Butler County older adults received fresh, local produce for no out-of-pocket cost. This program supports local farmers too!

I'm happy to say there are even more ESP success stories to share. You'll see some of them in this report; and please be sure to scan the QR code for more. We appreciate and count on your referrals and support of the ESP program.

Sincerely,
Katy Abbott, PhD, MGS
President, Butler County Elderly Services Program Advisory Council

What Is ESP?

The Elderly Services Program helps eligible county residents age 65 and older to remain safe and independent in their homes by providing help with certain activities of daily living (bathing, cleaning, cooking, transportation and more), filling gaps in care that may already be provided by family caregivers.

ESP offers flexible care to meet clients' changing needs. Eligibility and care needs are determined by an in-home assessment and a professional care manager coordinates and monitors clients' care. Income is not an eligibility factor for ESP, but some clients have a co-payment based on their income.

The program is operated by Council on Aging (COA) via a contract with Butler County Commissioners, who appoint a board to advise on program needs and policies. Provider agencies deliver ESP services under a contract with COA. ESP is a compassionate and cost-effective alternative to nursing home care. On average, it costs \$290 per month to help an older adult stay in their home with services through ESP, compared to more than \$6,000 per month for Medicaid nursing home care, funded by tax dollars.

What Is COA's Role?

COA's responsibilities for ESP in Butler County include: program development, provider management, data analysis and reporting; financial services and oversight; information technology; quality improvement; and community engagement. As a state-designated Area Agency on Aging, COA provided these additional services in 2021:

- 55,966** requests for information and referral fulfilled
- 1,326** individuals throughout COA's service area were provided support to transition from one care setting to another
- \$1.26 million** in Title III funding allocated to local organizations for congregate meals, legal assistance, wellness education, caregiver support, transportation and other supportive services
- 2,025** Butler County residents received home- and community-based services through Medicaid-funded programs

BUTLER COUNTY Elderly Services Program



2021 Annual Report



ESP Is a Community Partnership



Butler County Commissioners
Donald Dixon, President; T.C. Rogers, Vice President; Cindy Carpenter, Member



Butler County Elderly Services Program Advisory Council
Katy Abbott, President; John Centers, Vice President; Sabrina Jewell, Treasurer; Jennifer Roth, Secretary; Randy Allman; Victoria Cheng; Shawn Cowan; Julie Gilbert; Jennifer Heston-Mullins; Christine Maticic; Sherrill Swann; Melinda Wendling



Administered by Council on Aging
4601 Malsbary Road, Blue Ash, OH 45242
(513) 721-1025, (800) 252-0155, www.help4seniors.org



Intake and Care Management by LifeSpan Community First Solutions
1900 Fairgrove Ave., Hamilton, OH 45011
(513) 868-9281, (800) 215-5305, www.lifespanohio.org

2021

Client Stats

Butler County ESP clients are caught in the middle: with income too high to qualify for Medicaid, but too low to pay for private in-home care. They need help with basic activities like personal care and transportation. Between raising a family and going to work, family members help as much as they can, but ESP fills in gaps in care so our older neighbors and loved ones can continue to live independently in their homes and communities. ESP is a program that benefits our entire community.

4,307
CLIENTS
SERVED

70%
FEMALE
30%
MALE

57%
LIVE ALONE

86%
AGE 70+

1,086 DAYS
AVG TIME ON
PROGRAM

\$124/MO
OUT-OF-POCKET
MEDICAL EXPENSES

\$1,956
MEAN MONTHLY
INCOME

Success Stories

To read these full success stories and more, scan the code with your mobile device or visit www.help4seniors.org/bcesp2021



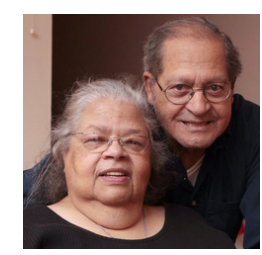
Butler County woman recovers from loss of leg with support of ESP



As Mona lay in the hospital confused and barely aware of her surroundings, her family rallied around her. Decisions had to be made quickly. For years, Mona had been beset by one health problem after another. That, plus the isolation brought by the COVID pandemic, had flattened her once bubbly personality. Now her life was in peril.

The problem was her left leg. She had had three surgeries over the years in an effort to correct inadequate circulation. She was often in pain, but in February of this year, it grew worse. Infection had set in. “She called me and I could tell something wasn’t right,” said Mona’s brother, Ralph. “She was slurring her words. When I went over, sure enough, she was way out of it, and her toes were totally black. I knew right away what it was.” [\(scan QR code for more\)](#)

New financial management services provider makes it easier for ESP clients to hire their own caregiver



As ESP’s administrator, COA contracts with organizations to deliver services to clients. Contracts are awarded through a competitive bidding process via requests for proposals (RFPs). The goal of the RFP process is to identify and contract with service providers who can offer the highest quality services at the lowest possible cost in order to serve as many older adults as possible with the available tax dollars.

In September, COA issued an RFP for Financial Management Services (FMS) in the Elderly Services Program. The FMS provider supports ESP clients who utilize the program’s consumer-directed care option to recruit and hire their own aides. In this case the ESP client or designated family member is the “employer” and the aide they hire is their “employee.” The FMS provider, on the client’s behalf, manages all the financial and payroll related responsibilities in addition to criminal background checks that go along with being an “employer.” [\(scan QR code for more\)](#)

Council on Aging helps older adults get COVID-19 vaccinations



Since February 2021, Council on Aging (COA) has played a key role in helping more than 3,000 area older adults get vaccinated against COVID-19, while helping countless others connect to information about the available vaccines.

When Ohio rolled out its statewide COVID-19 vaccination plan in February 2021, older adults were among the first eligible groups to receive a vaccination. However, older adults had difficulty getting vaccinated for two primary reasons: 1) there was not enough vaccine to meet the demand; and 2) most vaccine registration systems required use of a computer or smart phone to make an appointment – a barrier for many older adults.

There was also confusion about where older adults could go for assistance in navigating a fragmented vaccine system. [\(scan QR code for more\)](#)

Butler 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 age, gender, race, color, religion (creed), sexual orientation, gender expression or identity, national or ethnic origin (ancestry), marital status, or disability.

Expenses and Revenue

How tax dollars are spent

ESP would not exist without the generous support of voters. A county tax levy in place since 1996 provides 86 percent of ESP’s funding. The most recent tax levy was approved by 77 percent of voters in 2020. The 1.3-mill levy costs property owners \$39.81 per \$100,000 of property valuation annually. COA’s goal is to ensure the highest quality services at the lowest cost in order to serve as many people as possible with the tax dollars available.

As the Area Agency on Aging for southwestern Ohio, including Butler County, COA leverages state and federal funding to cover 12 percent of ESP expenses. Additional funding comes from voluntary client donations and client co-payments.

Revenue

Federal and State (via Council on Aging)	\$1,342,361
Client Donations and Co-payments	\$254,677
Butler County Elderly Services Levy	\$9,523,393
TOTAL REVENUE	\$11,120,430

Expenses

SERVICE	CLIENTS SERVED	SERVICE UNITS	COST
Care Management	4,307	38,701 months	\$2,397,266
Electronic Monitoring System	2,692	28,063 months	\$487,829
Home-Delivered Meals	2,191	397,296 meals	\$3,008,061
Home Care Assistance	1,272	100,327 hours	\$2,376,252
Medical Transportation	483	10,080 one-way trips	\$372,746
Home Medical Equipment	415	820 items	\$95,363
Independent Living Assistance*	370	5,299 hours	\$273,831
Minor Home Repairs	264	310 repairs	\$324,609
Consumer-Directed Care	186	41,206 months	\$595,400
Behavioral Health Services (Uplift)	161	N/A	\$56,356
Non-Medical Transportation	106	924 one-way trips	\$26,876
Environmental Services**	39	136 jobs	\$54,733
Kinship Meals***	6	1,747 meals	\$8,098
Adult Day Services	5	354 days	\$26,308
Institutional Respite***	2	13 nights	\$3,976
Intake and Assessment	N/A	N/A	\$286,081
Administration	N/A	N/A	\$726,646
TOTAL EXPENSES			\$11,120,430

Additional Expenses

Butler County Commissioners distributed funds from the senior services levy to the following organizations: Butler County Job and Family Services Adult Protective Services Unit, \$300,000; Butler County Prosecutor’s Office for fraud prevention, \$178,089.

*Help with benefit applications and organizing personal and household records.
**Pest control, major housekeeping and waste removal.
***Service made possible by Federal Older Americans Act funding drawn down by Council on Aging. Levy dollars were not used for this service.