

Welcome

It has been an unprecedented year for our county's Elderly Services Program (ESP). Last November, 78 percent of voters elected to renew the county's senior services tax levy, ensuring ESP continues to be a lifeline for those who wish to remain in their homes as they age. Thank you, voters!

In 2022, ESP served 9,329 individuals, an increase of more than 1,000 from 2021. Much of this growth can be attributed to a new kind of support made available to county older adults during the year. At the request of county commissioners, Council on Aging (COA), ESP's administrator, launched the Senior Utility Assistance and Home Modification Program. The program provided assistance with local utility bills and home repairs or modifications to support independent living. More than 1,300 older adults who were ineligible for other assistance were served by the program. But as you'll read, costs are rising in ESP and Council on Aging is exploring alternative funding sources to continue this popular program.

Like many other sectors of the economy, inflation is impacting the cost of care in ESP, especially meals, home care assistance and transportation. Council on Aging is exploring options to control costs, including targeting and managing enrollment into the program. COA is also connecting ESP clients to benefits they may be eligible for through other payer sources, including Medicare Advantage plans. In 2022, this work resulted in cost savings to the levy of nearly \$350,000.

Innovations developed by COA to combat the impact of the ongoing homecare workforce shortage are having an impact. For example, clients have more opportunities to hire their own care workers, including through AddnAide, an app developed by Council on Aging. And, clients have a new option to help meet their laundry needs. Read more about these innovative solutions elsewhere in this report.

The national workforce shortage isn't expected to reverse course any time soon. And while it is always difficult to hear that an older adult is waiting for, or even going without the services they need, this advisory council will continue to work closely with Council on Aging and ESP's provider network to minimize the impact in our county. As you can see from this report, the Elderly Services Program continues to have a tremendous impact on our county, making it a great place for people of all ages to call home.



Matthew Worth
Chair, Hamilton County
Elderly Services Program
Advisory Council

ESP is a Community Partnership

Hamilton County Commissioners

Alicia Reece, President; Denise Driehaus, Vice President;
Stephanie Summerow Dumas, Commissioner

Hamilton County Elderly Services Program Advisory Council

Matthew Worth, Chair; Janice Hunter, Vice Chair; Viola Brown; Lavina
Bryant; Randi Burlew; Dimity Orlet; Susan Van Amerongen

Administered by Council on Aging

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What is ESP?

The Elderly Services Program (ESP) helps eligible county residents age 60 and older remain safe and independent in their homes, providing help with activities of daily living (bathing, cleaning, cooking, transportation and more), and 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 during an in-home assessment by a professional care manager who coordinates and monitors clients' care. Income is not an eligibility factor for ESP, but some clients have a co-payment based on their income and assets.

The program is operated by Council on Aging (COA) via a contract with Hamilton County Commissioners, who appoint a board to advise on program needs and policies. Provider agencies deliver ESP services via competitive contracts with COA. In some cases, clients may hire their own service providers. Clients, caregivers and taxpayers round out the partnership. ESP is a compassionate and cost-effective alternative to nursing home care.

Cost to Taxpayers

\$390
Monthly costs for
ESP services

VS

\$6,000+
Monthly costs for
nursing home care

What is COA's Role?

As the program's operator, COA provides: eligibility assessments; care management; program development; provider management; data analytics; financial services; information technology; quality improvement and community engagement. As a state-designated Area Agency on Aging, COA provided these additional services to county residents in 2022:

58,334

requests for information
and referral fulfilled

1,156

individuals in Hamilton County were provided
support to transition from one care setting to
another

\$4.3 million

in Title III funding allocated to local organizations
for congregate meals, legal assistance, wellness
education, caregiver support, transportation and
other supportive services

4,886

Hamilton County residents received home- and
community-based services through Medicaid-
funded programs



2022

ANNUAL REPORT

Hamilton County Elderly Services Program

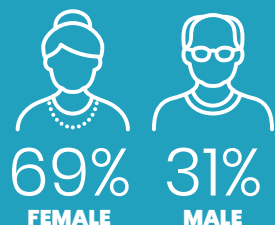




2022 Client Stats

Hamilton 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.

9,329 Clients Served



Demographic data includes individuals enrolled in ESP and FastTrack Home only.

Hamilton 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.

Success Stories

To read these full success stories and more, scan the code with your mobile device or visit www.help4seniors.org/hcesp2022



New laundry service lightens the load for ESP clients

Many older adults enrolled in ESP need assistance with everyday household tasks, including laundry. Traditionally, these needs have been met by homecare workers employed through home health agencies. But the national shortage of homecare workers has caused delays and disruptions for many ESP clients. To get around this, Council on Aging introduced a laundry service to help clients meet this basic, but important need. Read how the service made a difference for cancer survivor and ESP client, Kent.



New app helps ESP clients find and hire their own in-home care help

Older adults across the country are suffering the effects of a national shortage of homecare workers. In southwestern Ohio, Council on Aging (ESP's administrator) created an online tool called AddnAide to help ESP clients connect with people in the community who can help meet their homecare needs. An extension of the popular consumer directed model of care, AddnAide puts ESP clients in control of their care – from hiring their workers to approving time worked. It's also inviting new people to join this critical workforce. Read about Donna and Lorinda's experience connecting via AddnAide.



Positive attitude, reliable ride help cancer patient on road to recovery

As ESP's administrator and the region's Area Agency on Aging, Council on Aging has long sought a way to improve transportation services for older adults and people with disabilities. An innovative new service, called home52 Transportation, coordinates multiple transportation providers through a centralized transportation coordination center, providing on-demand and advance-scheduled trips for riders who require specialized transportation services. For ESP client Mary, home52 Transportation played an important role in her cancer treatment. "COA got me there. Thank you for the support and mostly the transportation," she said.



Expenses + Revenue

How tax dollars are spent

ESP would not exist without the generous support of voters. A county tax levy in place since 1992 provides 90 percent of ESP's funding. The most recent tax levy was approved by 78 percent of voters in 2022. The 1.6-mill levy costs property owners \$33.97 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 Hamilton County, COA leverages state and federal funding to cover 9 percent of ESP expenses. Additional funding comes from voluntary client donations and client co-payments.

Revenue

| | |
|--|---------------------|
| Federal and State (via Council on Aging) | \$2,501,679 |
| Client Donations and Co-payments | \$387,718 |
| Hamilton County Elderly Services Levy | \$25,489,260 |
| TOTAL REVENUE | \$28,378,657 |

Expenses

| SERVICE | CLIENTS SERVED | SERVICE UNITS | COST |
|---|----------------|-----------------------------------|---------------------|
| Care Management^ | 8,329 | 69,939 months | \$4,538,804 |
| Home-Delivered Meals | 4,129 | 752,807 meals | \$6,485,007 |
| Electronic Monitoring System | 3,579 | 32,061 months | \$709,581 |
| Home Care Assistance | 3,019 | 296,841 hours | \$7,119,833 |
| Minor Home Repairs and Utility Assistance | 1,374 | 1,715 repairs and utility credits | \$1,877,371 |
| Transportation | 1,362 | 37,057 one-way trips | \$1,879,955 |
| Home Medical Equipment | 1,036 | 1,836 items | \$352,720 |
| FastTrack Home Care Management | 983 | 2,509 months | \$1,053,123 |
| Consumer Directed Care | 458 | 98,899 months | \$1,615,522 |
| Independent Living Assistance* | 145 | 2,365 hours | \$208,395 |
| Adult Day Services | 85 | 5,206 days | \$372,108 |
| Laundry Service | 55 | 164 jobs | \$10,225 |
| Adult Day Transportation | 48 | 4,515 miles | \$82,519 |
| Environmental Services** | 32 | 59 jobs | \$110,344 |
| Overnight Respite*** | 22 | 209 nights | \$53,176 |
| Kinship Meals*** | 13 | 1,659 meals | \$12,350 |
| Adaptive Cleaning Equipment | 13 | 15 items | \$1,003 |
| Administration | N/A | N/A | \$1,727,810 |
| Intake and Assessment | N/A | N/A | \$168,811 |
| TOTAL EXPENSES | | | \$28,378,657 |

Additional Expenses

Hamilton County Commissioners distributed funds from the senior services levy to the following services and organizations: patient navigation, \$241,796; senior homeless medical care, \$272,946; caregiver support, \$221,605; Hamilton County Job and Family Services Adult Protective Unit, \$407,186; Hamilton County Veterans Service Commission, \$194,135.

^Total does not include individuals served only through the Hamilton County Senior Utility and Home Repair Assistance Program.

*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.