

# Welcome

2022 was another year of growth for our county's Elderly Services Program (ESP). The program served 2,655 county residents in 2022, a nearly 10 percent increase since 2019.

Part of this growth is driven by FastTrack Home, a unique program within ESP that provides temporary support to older adults as they transition back home following a hospital or nursing home stay. As anyone who has experienced this transition with an older loved one can attest, it's a vulnerable time in the recovery process that is often complicated by new medications and care routines. FastTrack Home services are temporary, and on average, about 34 percent of participants enroll in ESP after their temporary services end.

It's satisfying to know so many of our older neighbors are turning to ESP when they need assistance, but in this time of rapid growth, we're also experiencing record inflation. We see this bearing out in the program's cost per client. Since 2019, the average cost per client in ESP has increased approximately 9 percent.

ESP's administrator, Council on Aging (COA), has developed innovations to combat the impact of the ongoing homecare workforce shortage. And they're making an impact. For example, clients have more opportunities to hire their own care workers, including through AddnAide, an app developed by COA. And, clients have a new option to help meet their laundry needs. Read more about these innovative solutions elsewhere in this report.

To combat the growing problem of social isolation, Warren County Commissioners approved use of senior services levy funds to offer a Friendly Visitor program. Administered by Warren County Community Services, the program aims to connect ESP clients, as well as older adults who are active with Adult Protective Services, with trained volunteers to improve their quality of life through companionship and socialization.

As you can see from this report, the Elderly Services Program is having a tremendous impact on our county. This is due in part to our partnership with COA, our region's Area Agency on Aging. During these challenging times, we'll continue to work closely with COA and the program's provider network to minimize the impact of the workforce shortage and inflation on those we serve. ESP is truly a community partnership, and it makes Warren County a great place for people of all ages to call home.



**Dave Gully**  
Chair, Warren County  
Elderly Services Program  
Advisory Council

## ESP is a Community Partnership

### Warren County Commissioners

Tom Grossmann, Shannon Jones, David G. Young

### Warren County Elderly Services Program Advisory Council

Dave Gully, Chair; Dr. Don Juszczuk, Vice Chair; Kendra Couch;  
Jerry Harrod; John Lazares; Matt Nolan; Tiffany Zindel

### Administered by Council on Aging

4601 Malsbary Road, Blue Ash, OH 45242  
(513) 721-1025, (800) 252-0155 [www.help4seniors.org](http://www.help4seniors.org)

### Intake and Care Management by

### Warren County Community Services, Inc.

645 Oak St., Lebanon, OH 45036 (513) 695-2271 [www.wccsi.org](http://www.wccsi.org)



## 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.

The program is operated by Council on Aging (COA) via a contract with Warren 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

**\$347**  
Monthly costs for  
ESP services

VS

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

## What is COA's Role?

COA's responsibilities for ESP in Warren 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 to county residents in 2022:

**58,334**

requests for information  
and referral fulfilled

**1,473**

individuals throughout COA's service area  
received support to transition from one  
care setting to another

**\$1 million**

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

**680**

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



**2022**

**ANNUAL  
REPORT**

## Warren County Elderly Services Program

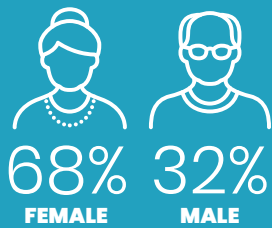




# 2022 Client Stats

Warren 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.

2,655 Clients Served



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 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/wcesp2022](http://www.help4seniors.org/wcesp2022)



### 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.



### Creative solutions help meet common needs of older adults

Many older adults enrolled in Warren County ESP want to do as much for themselves as they can. To support them in this goal, and help prevent accidents and injuries, Council on Aging and the Warren County Elderly Services Program Advisory Council have identified creative ways to help ESP clients get the support they need to remain independent in their homes.



## Expenses + Revenue

### How tax dollars are spent

ESP would not exist without the generous support of voters. A county tax levy in place since 2002 provides 89 percent of ESP's funding. The most recent tax levy was approved by 78 percent of voters in 2021. The 1.21-mill levy costs property owners \$29.93 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 Warren 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)	\$718,142
Client Donations and Co-payments	\$145,009
Warren County Elderly Services Levy	\$6,939,681
<b>TOTAL REVENUE</b>	<b>\$7,802,833</b>

### Expenses

SERVICE	CLIENTS SERVED	SERVICE UNITS	COST
Care Management	2,655	22,878 months	\$1,573,589
Home-Delivered Meals	1,430	250,192 meals	\$2,414,361
Electronic Monitoring System	1,358	12,071 months	\$245,080
Home Care Assistance	747	57,750 hours	\$1,562,581
Transportation	239	5,047 one-way trips	\$321,043
Home Medical Equipment	205	280 items	\$31,063
Minor Home Repairs	165	196 repairs	\$240,820
FastTrack Home Care Management	159	385 months	\$94,667
Consumer Directed Care	141	23,411 months	\$659,893
Adaptive Cleaning Equipment	94	94 items	\$8,669
Independent Living Assistance*	65	519 hours	\$32,641
Laundry Service	11	46 jobs	\$1,542
Adult Day Services	10	180 days	\$11,726
Environmental Services**	7	7 jobs	\$21,802
Overnight Respite***	4	30 nights	\$8,810
Adult Day Transportation	4	195 miles	\$5,083
Kinship Meals***	3	113 meals	\$879
Administration	N/A	N/A	\$475,638
Intake and Assessment	N/A	N/A	\$92,946
<b>TOTAL EXPENSES</b>			<b>\$7,802,833</b>

### Additional Expenses

\*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.

Warren County Commissioners distributed funds from the senior services levy to the following services and organizations: \$45,000 to Warren County Department of Human Services' Adult Protective Services Unit and \$27,311 to Warren County Community Services Friendly Visitors Program.