2023

ANNUAL REPORT

Hamilton County
Elderly Services Program

Welcome

It In 2023, the Hamilton County Elderly Services Program (ESP) served 8,988 of our county's older residents, helping them to remain safe and independent in their homes and preventing or delaying the need for nursing home care. That is our program's goal and something our county should be proud of.

In the face of rising demand and increasing costs, this advisory council and the program's administrator, Council on Aging (COA), have taken steps to ensure ESP — and the property tax levy that supports it — is serving those who are most in need.

For example, managed enrollment is helping the program stay within budget while ensuring we can serve those most at risk for nursing home placement.

To help manage costs, COA provided recommendations to this advisory council and county commissioners on how best to utilize the county's allocation of Ohio's Healthy Aging Grants. This funding will save county tax dollars by offsetting costs for some of ESP's most expensive and in-demand services.

ESP continues to feel the effects of the national home care workforce shortage, but COA's innovative AddnAide app is helping more of our clients connect with caregivers via ESP's consumer-directed care service. In fact, from 2022-2023, the period in which AddnAide launched, ESP saw a 40% increase in the number of clients using the consumer-directed care service to find and hire their own caregivers. That means more clients are getting the care they need, when they need it.

A program initiated by Hamilton County Commissioners in 2022 is continuing to have an impact on older adults in the county. The Hamilton County Senior Utility and Home Repair Program aligns with ESP's mission to help older adults remain independent by meeting needs that could otherwise be barriers to their independence. By helping with electric bills or plumbing repairs, we lift some of the day-to-day worry that many older adults on fixed incomes experience. Perhaps now they are able to buy extra groceries or refill their prescriptions without worrying what they'll have to sacrifice in return.

We are fortunate in Hamilton County that our commissioners are laser focused on meeting the needs of vulnerable residents. They've taken an innovative approach to this challenge by bringing services directly to people via the 513Relief Bus. Council on Aging applied and was accepted to be part of this important program. In doing so, COA specialists are meeting face to face with older county residents — and caregivers — to connect them to a wide range of services that can help them save money, improve their health and prolong their independence.

I hope you'll take a few minutes to review our 2023 Annual Report. You'll learn more about some of the accomplishments I've touched on in this letter — and more. On behalf of this advisory council and the thousands of older adults and families served by our program, thank you for your continued support of the Hamilton County Elderly Services Program. Together, we're making Hamilton County 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;
Randi Burlew; Janine Gage; Dimity Orlet; Susan Van Amerongen

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

2023
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.

8,988 Clients Served

67% FEMALE   **33%** MALE

60% LIVE ALONE

$306 MONTHLY OUT-OF-POCKET MEDICAL EXPENSES

76% AGE 70+ (42 100+)

$1,789 MEAN MONTHLY INCOME

584 AVERAGE DAYS ON THE PROGRAM

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

Success Stories

To read these full success stories and more, scan the code with your mobile device or visit **www.help4seniors.org/hcesp2023**

Blanche looks for a home helper, finds a new friend

Thursday isn't just the day of the week when Blanche's Kennedy Heights home gets a solid sprucing up. It's also when she gets to spend time with her trusted new friend, Bonita. The two connected via AddnAide, an app created by Council on Aging to help ESP clients who need help with laundry, meal prep and more match with people to provide that care.

Hamilton County's innovative 513Relief Bus connects residents to services and benefits

When Hamilton County announced the opportunity for partnerships on its new 513Relief Bus, Council on Aging (COA) responded and was selected. When COA first boarded the bus in early 2023, it opened a new channel for its specialists to connect with those in need of aging-related information and services: in person, and in tandem with other area social-service organizations. The bus is helping more residents learn about and connect with the Elderly Services Program and other benefits and supports they may be eligible for.

home52 Transportation success driven by provider partnerships

After nearly three full years of operations, home52 Transportation continues to grow and receive high marks from riders who rely on the service to meet their transportation needs. A major driving force behind the program's success is the partnerships home52 has developed with its transportation provider network. This network includes many small and family-owned businesses, like Timmons Tender Care of Mt. Healthy.

Utility and home repair assistance preserves independence for county's older adults

In 2023, the Hamilton County Senior Utility and Home Repair Assistance Program provided help to more than 800 Hamilton County older adults. Individuals who received assistance through the program — including help with electric or water bills, and/or home repairs such as accessibility upgrades, HVAC and plumbing repair — were not eligible for help through federal programs. Funded by the county's senior services tax levy, the program meets needs that could otherwise be barriers to independent living. "My shower and bathtub had been nonfunctional for years and we were able to get it repaired. It has significantly improved my quality of life to be able to take a bath every day," reported one beneficiary.

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% of ESP's funding. The most recent tax levy was approved by 78% 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 8% of ESP expenses. Additional funding comes from voluntary client donations and client co-payments.

Revenue

Federal and State (via Council on Aging)	$2,152,140
Healthy Aging Grant	$610,914
Client Donations and Co-payments	$476,130
Hamilton County Elderly Services Levy	$30,466,636
TOTAL REVENUE	**$33,705,820**

Expenses

SERVICE	CLIENTS SERVED	SERVICE UNITS	COST
Care Management^	7,261	68,015 months	$4,876,566
Home-Delivered Meals	4,537	828,227 meals	$7,743,823
Electronic Monitoring Systems	3,521	31,633 months	$691,381
Home Care Assistance	3,159	323,067 hours	$8,138,256
FastTrack Home Care Management	1,665	7,166 months	$1,119,042
Minor Home Repairs And Utility Assistance+	1,204	1,454 repairs and utility credits	$1,671,335
Home Medical Equipment	1,341	2,598 items	$456,814
Transportation	1,174	46,485 one-way trips	$2,681,057
Consumer-Directed Care	641	148,180 hours	$2,916,773
Laundry Service	234	2,720 jobs	$178,547
Independent Living Assistance*	104	2,140 hours	$208,083
Adult Day Services	83	7,028 days	$617,320
Environmental Services**	63	251 jobs	$174,077
Adult Day Transportation	55	7,708 one-way trips	$156,831
Overnight Respite***	19	191 nights	$59,937
Kinship Meals***	9	1,265 meals	$11,654
Administration	N/A	N/A	$2,019,866
Intake and Assessment	N/A	N/A	$56,049
EXPENSES			**$33,705,820**

^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 and total expenses exclude this amount.

+Data was updated after original report publication to reflect the correct number of individuals served and units provided. Cost was unchanged.

Additional Expenses

Hamilton County Commissioners distributed funds from the senior services levy to the following services and organizations: patient navigation, $59,682; senior homeless medical care, $250,000; caregiver support, $269,360; Hamilton County Job and Family Services Adult Protective Unit, $400,000; Hamilton County Veterans Service Commission, $184,726.

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

$466
Monthly costs for ESP services

VS

$6,000+
Monthly costs for nursing home care

What is COA's Role in ESP?

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 2023:

72,006
requests for information and referral fulfilled

1,654
individuals in Hamilton County were provided support to transition from one care setting to another

4,937
Hamilton County residents received home- and community-based services through Medicaid-funded programs

$3.1 million
in Title III funding allocated to local organizations for congregate meals, legal assistance, wellness education, caregiver support, transportation and other supportive services

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.