



2023

**ANNUAL
REPORT**

Warren County *Elderly Services Program*



Welcome

In 2023, the Warren County Elderly Services Program (ESP) served 2,816 of our older family members, friends and neighbors. I am pleased to share the program's 2023 Annual Report with you. It serves as a record of how your tax dollars are put to work to make our county a great place for people of all ages to call home.

Despite rising costs and a national shortage of home care workers, Warren County ESP has seen consistent growth over the last five years. Enrollment has grown more than 16% since 2019. This advisory council has worked closely with ESP's administrator, Council on Aging (COA), to find innovative ways to manage costs while making the program available to more people.

An ongoing challenge has been the home care workforce shortage. Our clients rely on these critical workers for help with daily tasks. This workforce shortage continues to cause delays and inconsistencies for some of our clients in getting the care they deserve and need.

To get around this challenge, COA created an app that allows people enrolled in our program to connect with individuals in our community who can provide the care they need — on a schedule that works for them. Called AddnAide, this innovative app aligns with ESP's consumer-directed care service and is expanding the pool of caregivers available in our community while giving clients more control over their care.

To help manage costs in ESP, COA provided recommendations to this advisory council and county commissioners on how to best 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.

One of the most unique aspects of ESP is the shared sense of commitment and partnership from everyone involved. From county commissioners Tom Grossmann, Shannon Jones and David Young, to the dedicated care managers and the people on the road delivering meals, everyone involved in ESP is committed to working together to meet the needs of our county's older adults.

During the summer of 2023, this partnership was put to the test when COA was forced to terminate a major service provider, impacting service delivery for more than 1,300 older adults, including many in Warren County. With very little notice, other service providers, including Warren County Community Services, Inc., stepped in to ensure no client went without their scheduled services.

I hope you'll take a few minutes to review our 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 Warren County Elderly Services Program.



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 Juszcyk, Vice Chair; Kendra Couch; Jerry Harrod; Matt Nolan; Martin Russell

Administered by Council on Aging

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(513) 721-1025, (800) 252-0155 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





2023

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.

2,816 Clients Served


66%
FEMALE


34%
MALE



51%
LIVE ALONE



\$493
MONTHLY
OUT-OF-POCKET
MEDICAL EXPENSES



87%
AGE 70+ (11 100+)



\$2,071
MEAN MONTHLY
INCOME



713
AVERAGE DAYS
ON THE PROGRAM



Success Stories

To read these full success stories and more, scan the code with your mobile device or visit www.help4seniors.org/wcesp2023

Warren County ESP client finds lucky match in AddnAide

For older adults who need help to remain independent in their homes, having a trusted and reliable partner is key. In the face of a national homecare worker shortage, Council on Aging developed AddnAide to give older adults more choices and flexibility in meeting their daily care needs. Warren County ESP client Shari couldn't believe her luck when she searched AddnAide and found Lorinda.



Warren County Community Services steps in to fill gaps following provider termination

In July, Council on Aging made the difficult decision to terminate its contracts with Central Connections, a major service provider for more than 1,300 clients in Butler and Warren counties. Several other provider agencies — including Warren County Community Services, Inc. — stepped in to ensure impacted older adults received essential services, including meals, transportation and other supportive services.



Community-based partnerships bring health and wellness programs to Warren County older adults

Council on Aging partners with a variety of community-based organizations in Warren County, including Countryside YMCA, to bring free health and wellness programs to older adults and caregivers. The Y's Zach McCullom said programs like Tai Chi and Diabetes Self-Management align with their mission to focus on the whole person and have provided opportunities to reach more people in the county.



For WCCS employee, secret to happiness is doing what you love

Helping more than 2,800 older adults access the services and supports they need to remain independent in their homes and communities is no easy task. A dedicated team of more than 20 ESP employees at Warren County Community Services, Inc. stands ready to help meet clients' needs. One of those team members is Lead Care Manager Assistant Virginia Caplinger. Caplinger is known for bringing knowledge and compassion to her role working with some of the program's toughest cases.



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

Revenue

Federal and State (via Council on Aging)	\$755,153
Client Donations and Co-payments	\$233,234
Warren County Elderly Services Levy	\$8,088,921
TOTAL REVENUE	\$9,077,308

Expenses

SERVICE	CLIENTS SERVED	SERVICE UNITS	COST
Care Management	2,816	24,452 months	\$1,693,370
Home-Delivered Meals	1,516	267,685 meals	\$2,887,982
Electronic Monitoring Systems	1,319	12,999 months	\$243,924
Home Care Assistance	732	57,038 hours	\$1,595,671
Transportation	278	6,232 one-way trips	\$521,354
FastTrack Home Care Management	220	812 months	\$124,511
Home Medical Equipment	205	338 items	\$64,194
Consumer-Directed Care	200	36,872 hours	\$780,026
Minor Home Repairs	185	207 repairs	\$281,248
Laundry Service	69	882 jobs	\$53,222
Independent Living Assistance*	58	754 hours	\$11,667
Adult Day Services	29	1,193 days	\$94,187
Environmental Services**	25	77 jobs	\$55,955
Overnight Respite***	3	21 nights	\$4,305
Adult Day Transportation	2	656 one-way trips	\$20,787
Kinship Meals***	1	77 meals	\$822
Administration	N/A	N/A	\$554,014
Intake and Assessment	N/A	N/A	\$95,196
TOTAL EXPENSES			\$9,077,308

*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.

Additional Expenses

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; \$2,000 for Rent Assistance; and \$20,004 to Warren County Community Services Friendly Visitors Program.

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

\$380

Monthly costs for
ESP services

VS

\$6,000+

Monthly costs for
nursing home care

What is COA's Role in ESP?

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 2023:

72,006

requests for information and referral fulfilled

2,177

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

698

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

\$1.1 million

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

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.