



Guide to Programs and Services

Independence. Resources. Quality of Life.

About Council on Aging

As the Area Agency on Aging for Butler, Clermont, Clinton, Hamilton and Warren counties, our mission is to enhance lives by assisting people to remain independent through a range of quality services.

Our programs and services include:

- in-home care and assisted living
- transitions in care
- call center for information and guidance
- advice and resources for caregivers

We help individuals...

stay in their homes and communities

Affordable services such as meals, transportation, housekeeping and personal care help older adults and people with disabilities remain safe and independent in their homes and communities.

be well, at home

Ready to take control of a chronic illness or go home from a hospital or nursing home? We offer wellness programs and transitional care services that help people manage their chronic health and long-term care needs at home, where they are most comfortable.

connect to information and resources

Confused about housing, caregiving or care options? Start with us for unbiased answers, advice and connection to area resources.



Connect with us

(513) 721-1025

(800) 252-0155

www.help4seniors.org

We are innovators.

Through our non-profit subsidiary, home52, we develop and offer innovative community intervention, care management, transportation and other solutions to prospective partners across a variety of health care sectors. Together, Council on Aging and home52 are experts at helping individuals, families and caregivers manage complex medical and long-term care needs.



About Council on Aging

Every day in our community...

Our programs and services preserve dignity and choice for older adults, people with disabilities, families and caregivers. We're in hospitals, nursing homes, assisted living facilities and thousands of homes throughout our multi-county region.



Preserve independence for frail older adults and people with disabilities through a variety of in-home care programs and services.



Contract with local businesses and non-profit organizations to deliver home- and community-based long-term care services.



Connect older adults, people with disabilities, caregivers and professionals to unbiased information, advice and referral.



Meet the nutritional needs of vulnerable older adults through home-delivered and congregate meal programs.



Support continuity of care and the social well-being of older adults and people with disabilities through innovative transportation services.



Help hospital and nursing home patients regain independence in home- and community-based settings through supportive transitional care programs.

General Programs and Services

Aging & Disability Resource Center (ADRC)

Available by phone weekdays, 8 a.m.-5 p.m., ADRC staff take referrals and conduct phone screenings for individuals who may be eligible for COA programs and services. Additionally, older adults, people with disabilities, caregivers and professionals can contact ADRC for unbiased answers, information and advice regarding:

- housing and nursing homes
- financial assistance, Medicare and other benefits
- resources for people with disabilities or mental health needs
- caregiver assistance
- long-term care options and planning
- education and recreational activities

Our comprehensive online resource directory and online referral form are available via our website 24 hours a day, seven days a week. Start here to save time!

Main Office

(513) 721-1025 or (800) 252-0155
4601 Malsbary Road
Blue Ash, OH 45242
www.help4seniors.org

Clinton County Office

2333 Rombach Ave.
Wilmington, OH 45177
(937) 584-7200

home52

www.home52.org



Help4Seniors



Help_4_Seniors



Help4Seniors



Help_4_Seniors

General Programs and Services

Advocacy

We champion the independence, dignity and well-being of older adults, individuals with disabilities and caregivers. Every day, we work to ensure individuals have access to the services, support and opportunities they need to live safely, stay engaged and thrive in the community they call home.

Your voice and involvement matter. Join us in advocating for policies, programs and resources that strengthen support for older adults and caregivers. Get involved – learn more, volunteer or speak up today. Together, we can make aging better for everyone. Learn more at Council on Aging's website.



Community Outreach

Council on Aging's Community Outreach focuses on educating individuals about our programs and services so they may:

- feel more informed about the breadth of services available in our community, and
- be better prepared to make a referral for services.

Council on Aging outreach ambassadors provide information, education and resources across our service area through a variety of activities including presentations and information tables.

To learn more or request Council on Aging participation at your event, visit Council on Aging's website.

Caregiver Support

No-cost support and connection to resources for family or volunteer caregivers. In certain circumstances, the program can even provide overnight care so caregivers can take a break.

The program works to help caregivers:

- reduce stress, burden and injuries
- increase confidence and knowledge
- improve the quality of care
- balance their lives and caregiving responsibilities
- take time off from caregiving for someone with Alzheimer's or dementia

Eligibility:

- caregiver or care recipient must be 60+
- caregiver must live in Butler, Clermont, Clinton, Hamilton or Warren counties.
- age requirement waived for family caregivers providing care for individuals with Alzheimer's disease or related disorders with neurological and organic brain dysfunction.



STEPS to Stability

STEPS to Stability was created by Council on Aging to help address common, one-time needs that can impact an older adult's ability to remain independent in their homes and communities.

Enrollment, eligibility and service guidelines change frequently based on community needs and funding availability. Typical services include utility payment assistance and home modifications. For the most up-to-date information about STEPS to Stability, visit Council on Aging's website.

General Programs and Services

Health and Wellness Workshops

Council on Aging offers a variety of free, fun and supportive workshops for older adults and caregivers at convenient community locations.* Participants learn strategies for living life to its fullest, such as:

- managing chronic health conditions like heart disease, diabetes and COPD
- healthy eating
- managing frustration, fatigue and isolation
- exercise, balance and mobility for strength, flexibility and fall prevention
- improving communication with family, friends and doctors
- caregiver support
- setting goals, and more

Find workshop descriptions and schedules on Council on Aging's website.

*Based on funding availability.

Nutrition Programs

Information about how to participate in nutrition programs can be found on Council on Aging's website.

- *USDA Senior Farmers' Market Program:* Available seasonally, this federally funded program provides a benefit card for eligible low-income older adults to use at approved farmers' markets and roadside produce stands. Information about how to enroll is available on Council on Aging's website.
- *Congregate Meals:* Funded by the Older Americans Act, congregate meals provide safe and nutritious meals in group settings that sustain and improve participants' health and reduce isolation by promoting socialization. Meals are open to adults age 60+ and are offered at convenient locations, including libraries, senior and community centers, churches and more.

Home- and Community-based Programs

ESP (Non-Medicaid)

Funded by county tax levies, ESP helps older adults remain safe and independent in their homes by expanding care that may already be provided by family and friends.

Eligibility for specific services is determined during an in-home assessment and may include:

- care management
- meals/nutrition
- medical equipment
- home modification
- transportation
- emergency response system
- homemaking and personal care
- ability to hire your own workers – powered by AddnAide
- transitional care (pg. 6)

Eligibility:

- Butler, Hamilton, Warren counties age 60+; Clinton County age 65+
- require assistance with 2 or more ADLs and/or IADLs (pg. 8)
- some counties may have additional requirements which limit enrollment due to funding availability
- ESP is the payer of last resort and will not pay for/provide services that you may be eligible for through another payer such as Medicaid, Medicare or private insurance
- some clients may have a cost share based on income, assets and care plan (excluding meals)



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.

Home- and Community-based Programs

PASSPORT (Medicaid)

Medicaid-eligible older adults can receive care and support in their homes, instead of a nursing home. Services are similar to ESP (pg. 4), but are more intensive and may include:

- out-of-home respite
- ability to hire your own workers (restrictions apply)
- nursing
- help with out-of-pocket health costs
- support to transition from nursing home to home

Eligibility*:

- age 60+
- low-income (Medicaid eligible)
- require nursing home level of care: help with at least 2 ADLs and 3 IADLs (pg. 8)
- eligibility for specific services determined by care manager during in-home visit

Assisted Living Waiver (Medicaid)

An alternative for people who need more care than PASSPORT, but not a nursing home. Provides care for Medicaid-eligible adults in approved assisted living facilities.

Services are similar to PASSPORT/ESP but may include:

- 24/7 on-site response
- social activities
- other Medicaid benefits

Eligibility*:

- age 21+
- Medicaid eligible (low-income) and able to pay room and board
- require nursing home level of care: help with at least 2 ADLs and 3 IADLs (pg. 8)

**May not be eligible if currently receiving, or if you qualify for, developmental disabilities (DD) waiver services.*

PACE of Cincinnati (Medicare/Medicaid)

PACE of Cincinnati (Program of All-Inclusive Care for the Elderly) offers personalized, coordinated and comprehensive care to Hamilton County older adults with the goal of helping them remain independent at home.

An interdisciplinary care team provides and coordinates participants' care in a variety of settings, including at the PACE day health center, in provider offices and at home.

PACE covers all Medicare- and Medicaid-covered benefits and any other services or supports that are medically necessary to maintain or improve the health status of PACE program participants.

Services may include:

- medical and specialist care
- adult day center
- dental, hearing and vision care
- transportation
- social services
- therapies, recreation and activities
- medications and lab services
- healthy meals
- in-home care
- hospital and emergency care
- 24/7 phone support
- and more

Eligibility:

- Hamilton County resident
- Age 55 or older
- Eligible for nursing home level of care
- Able to live safely in the community with PACE's support



Individuals are referred to PACE for eligibility screening and enrollment. Disclosure: To better inform prospective enrollees and assist with their choice to enroll in the PACE program, Council on Aging wishes to disclose that it has an ownership interest in PACE of Cincinnati.

Home- and Community-based Programs

Next Generation MyCare (Medicare/Medicaid)

Coordinated care for Ohioans who are eligible for Medicare and Medicaid, including people with disabilities, older adults and individuals who receive behavioral health services.

An approved managed-care plan coordinates members' medical, behavioral and long-term care needs. Next Generation MyCare offers:

- care management, including home visits
- doctor and hospital visits
- mental health services
- long-term care services (at home, assisted living or nursing home)
- all standard Medicare/Medicaid benefits
- option to opt-out of Medicare portion



Eligibility:

Enrollment is mandatory (Medicaid portion) if you are:

- age 21+, and
- eligible for BOTH Medicaid and Medicare

If you are eligible, you will receive a letter from the Ohio Department of Medicaid explaining how to enroll in the program and select a health plan.

Administered by the Ohio Department of Medicaid: (800) 324-8680 or www.ohiomh.com

Next Generation MyCare will be available statewide by the end of 2026. The program is already available in COA's service area.

Transitional Care

Moving from one care setting to another can be a challenge. COA offers support to help individuals return to independent living.

FastTrack Home

Provides services such as an emergency response system, homemaking, home-delivered meals, transportation, medical equipment and care management when they are needed most – shortly after an older adult leaves a hospital or care facility. Services are provided at no cost on a temporary basis to support a safe recovery. FastTrack Home is not income-based.

Eligibility:

Assessments occur in the hospital/care facility. Patients must be a Clinton County resident age 65+, or a Butler, Hamilton or Warren county resident age 60+, and:

- discharging from hospital/care facility
- in need of help with daily activities such as bathing, driving and preparing meals
- able to be cared for safely at home
- agree to a home visit from a care coordinator
- some counties may have additional requirements which limit enrollment due to funding availability

Before temporary services end, FastTrack Home clients who need continued support may be assessed for eligibility in other COA programs.



“FastTrack Home has given me incentive to get my life back.”

-Terre

Transitional Care

Care Transitions

Care Transitions helps older adults successfully transition from a hospital or skilled nursing facility to home through coaching from a COA care manager.

Care Transitions is appropriate for those who would benefit from guidance to help with a successful recovery at home.

A care manager schedules a home visit and three follow-up phone calls with clients at no cost to help them:

- better understand and manage medications
- make follow-up appointments with primary care physician and specialists
- recognize and respond to warning signs that could mean their condition is worsening
- create a Personal Health Record that includes information to take to medical appointments
- make connections to community resources that can help them maintain their health and independence



Eligibility:

- age 60+
- Butler, Clermont, Clinton, Hamilton or Warren county resident
- Discharging from a hospital or skilled nursing facility

Transportation

Older adults and people with disabilities often need specialized transportation services, including special vehicles, assistive devices, through-the-door and on-demand service.

home52 Transportation

home52 Transportation meets this need. It provides hands-on, through-the-door transportation for same-day or advance-scheduled appointments, and real-time tracking and communication with drivers.

home52 Transportation gives riders more control over their transportation needs, including the ability to schedule their own rides. Riders also receive real-time updates about their scheduled trips.

Eligible Riders:

- Hamilton County ESP clients
- Adults 18+ years receiving Medicaid benefits through Clermont County Job and Family Services
- Disabled adults and older adults may be eligible for limited free grant-funded transportation (call for availability)
- Members and/or patients of organizations that contract with home52 to transport their members



For more information or to schedule a ride, call (855) 546-6352.

home52 Transportation is a service of Council on Aging's wholly owned subsidiary, home52.

What to Expect When You Call Council on Aging

People contact COA for a variety of reasons. You may have questions about housing, need help applying for benefits or need in-home assistance for a loved one who wants to remain independent.

No matter the reason, you can expect to speak with a knowledgeable staff person who will provide unbiased advice, information and connection to resources.

When you call, our certified call center specialists will ask questions to help determine your needs and eligibility for available programs.

During your call, you may be asked:

- Your age
- Where you live
- Your monthly income
- How much you pay out of pocket monthly for health-related expenses
- Information about other benefits you receive, including health insurance and veteran's benefits
- Whether you are able to perform certain daily activities without assistance (see right column)

Don't worry if you don't know the answers during your initial phone call.

It may be necessary to schedule a follow-up phone call or in-home assessment to continue the eligibility screening process. In fact, many programs require an in-home assessment to determine eligibility and to authorize the start of services. Our staff will explain this process to you.

Most programs administered by Council on Aging are funded by tax dollars. Eligibility requirements, as well as information requested for eligibility or enrollment purposes, is determined by the funding source.

How to Apply for Services

For information and resources, to make a referral or to apply for programs and services, visit our website or give us a call. You'll provide information about your care needs to help us determine which programs and services can best meet your needs.

In most cases, an in-home assessment is required to confirm eligibility and to authorize services.

Eligibility is based, in part, on help an individual may need with:

- *Activities of Daily Living (ADLs)*: Bathing; grooming; walking; getting in or out of bed, chair or tub; eating; going to the bathroom
- *Instrumental Activities of Daily Living (IADLs)*: Complex independent living skills, including: preparation; cleaning and laundry; telephone and other communication devices; transportation; managing legal and financial matters; medication management



Council on Aging is funded by...

Council on Aging is a non-profit organization and receives funding from a variety of sources including county tax levies, Medicaid, other state and federal funds, grants, client contributions and donations.

Important Phone Numbers

Pro Seniors

(513) 345-4160

(800) 488-6070

www.proseniors.org

Legal Aid

(513) 241-9400

(800) 582-2682

www.lascinti.org

Ohio Department of Medicaid

(800) 324-8680

www.ohiomh.com

County Departments of Job and Family Services

- Butler County (513) 887-5600
- Clermont County (513) 732-7111
- Clinton County (937) 382-0963
- Hamilton County (513) 946-1000
- Warren County (513) 695-1420

Clermont Senior Services

(513) 724-1255

www.clermontseniors.com

Report Elder Abuse

Report abuse, neglect and exploitation to your county adult protective services (APS) office or by calling the statewide hotline at (855) 644-6277.

- Butler: (513) 887-4081 (24-hr)
- Clermont: (513) 536-4085
- Clinton: (937) 382-2449
- Hamilton: (513) 421-5433
- Warren: (513) 695-1423 or (513) 695-1600 (24-hr)

Council on Aging Resources

- [Council on Aging's Website](#)
- [Council on Aging's Online Referral Form](#)
- [Council on Aging's Searchable Resource Directory and Housing Database](#)

Notes

Have we had a positive impact on your life? Help us help more people in our community by sharing your experience in an online review. Thank you!



Visit

www.help4seniors.org/review

or scan this QR code:

