

Warren County

Elderly
Services
Program
Esp

Annual Report
2008





“I’m glad I’m here. I feel safe here and Barb takes care of me. I don’t know what I’d do without Barb.”

~ Thanks to help from the Warren County Elderly Services Program and her care manager Barb, Ellen has been able to live independently among friends at Warren County’s Deerfield Commons, a residential community for people age 62 and older.

Assistance

Dear Friends,

On behalf of the Warren County Elderly Services Program Advisory Council, it is my pleasure to present our Annual Report for 2008. During this year we served 2,202 clients with in-home services.

Our program continues to grow, but the pace has slowed a bit since the rapid growth that followed passage of our tax levy in November 2006. That leaves us with mixed feelings. On the one hand, our passion for serving the county's vulnerable seniors makes us want to reach out to everyone who needs our help. On the other hand, we must be careful not to outpace the financial resources of our five-year levy plan.



Bernard F. Eichholz

As you'll see in our report, the Warren County Elderly Services Program helps older adults "age in place" for as long as possible and avoid unnecessary placements in nursing homes. This option is both compassionate and cost-effective. It costs taxpayers about \$346 a month per client in our program, compared with \$4,800 a month for Medicaid services in a nursing home.

The demographic data and financial figures in our report will help you understand the program. But to really get a feel for it, I encourage you to read the stories about our clients. We think you'll be glad to know these colorful personalities are still enlivening our community and are able to enjoy the things and people they love from the familiar surroundings of their own homes.

We thank the people of Warren County for supporting the Elderly Services Program. Because it belongs to you, we pledge to continue to provide high quality care with careful stewardship of the community's tax dollars.

Bernard F. Eichholz, Chairman
Warren County Elderly Services Program Advisory Council

"We would like to thank you for all the wonderful things your organization did to help our father live independently for as long as possible. The services you provided -- life line, cleaning, meals on wheels, etc. -- were appreciated more than you can possibly know. Everyone was so helpful to us when we were wondering what to do next to help our Dad... Please express our gratitude to all of those people who helped our Dad. We cannot tell you how much it meant to us."

~ Sisters Dawn and Dianne sent this note to their father's Warren County Elderly Services Program care manager, Cara. The girls' father, John, moved to an assisted living facility in 2008 and passed away later in the year.

Warren County Elderly Services Program
Helping older adults maintain independence and dignity in Warren County

(513) 695-2271

The Warren County Elderly Services Program

The Warren County Elderly Services Program (ESP) helps older adults remain independent within the familiar surroundings of their own homes for as long as possible.

Nursing homes are often necessary, but most people do not want to go there before their time. With the help of services such as home-delivered meals and personal care, many older adults can delay or prevent nursing home placement.

Of all the options for long-term care, services in the home are also the least expensive. **It costs about \$346 a month per client in Warren County ESP, compared to \$4,800 a month for nursing home care.**

Warren County's Elderly Services Program is supported by a local tax levy, funds from Title III of the Older Americans Act, and co-payments from participants who are able to contribute to the cost of their care. Donations are also accepted for the home-delivered meals program.

Council on Aging of Southwestern Ohio (COA) administers the program under a contract with Warren County Board of Commissioners. COA processes all billing and provides program planning, reporting, auditing, contracting services, technical assistance, and community engagement activities. Agencies contract with COA to provide in-home services such as housekeeping help and personal care (bathing and grooming).

Program and financial recommendations are provided by Warren County Elderly Services Program Advisory Council, a volunteer community board. Warren County Community Services, Inc. is responsible for assessing and enrolling clients as well as care management.

Senior advocates raise awareness of elder abuse

Abuse and neglect of the elderly tends to be underreported and hidden in most communities. To raise awareness in Warren County, several organizations formed the Safe Aging Coalition.

The group organized activities, including public service announcements, distribution of flyers and bookmarks, a purple ribbon campaign and an educational event. Warren County Commissioners officially proclaimed June 15, 2008 as Elder Abuse Awareness Day.

The Coalition plans to expand its efforts in 2009. Coalition members include: Atrium Medical Center; Bethesda Medical Center at Arrow Springs; Center for Aging with Dignity, University of Cincinnati College of Nursing; Council on Aging of Southwestern Ohio; ProSeniors; Warren County Community Services, Inc.; and Wright State University College of Nursing.

Warren County Adult Protective Services (APS) is mandated to respond to reports of elder abuse, neglect and exploitation. The county has one APS case worker, who investigates allegations and works with older adults, family members and others to reduce or eliminate risk. Frequently, this involves arranging for services that will help seniors remain safely in their homes.

In 2008, Warren County APS handled 245 investigations and arranged for protective services in most of those cases, according to APS case worker Lacy Cowdry.

“Self-neglect makes up the highest number of cases, but exploitation is second and it’s growing,” she said. “With people losing their jobs and moving back in with their parents, we anticipate there will be financial exploitation. Unfortunately, this is rarely prosecuted.”

To report an allegation of elder abuse or neglect in Warren County, call 513-695-1420.

Warren County Elderly Services Program is provided by:

Warren County Commissioners



*From left to right, Warren County Commissioners:
C. Michael Kilburn, Pat South and David G. Young*

Warren County Elderly Services Program Advisory Council (as of 12/31/08)

Bernard F. Eichholz: *Chair*
Nick Nelson: *Vice Chair*

Mark Clark
Freda Kilburn

Dave Gully
Ann Munafo

Dr. Don Juszczuk
Charles Peckham, Jr.

Administration:



Council on Aging of Southwestern Ohio | *Answers on Aging*

**175 Tri County Parkway, Cincinnati, Ohio 45246
(513) 721-1025 ~ www.help4seniors.org**

Intake and care management:



**570 North State Route 741
Lebanon, Ohio 45036
(513) 695-2271**

Profile of the typical ESP client

Because of health problems and disability, our clients aren't out and about as they once were. But in their younger days, they were teachers, office workers, homemakers, nurses, and civic volunteers – in short, the backbone of our community. Today, the Elderly Services Program (ESP) helps them preserve their independence and dignity.

Our typical client is a woman in her 80s. She lives alone on a modest income of about \$1,670 a month, from which she pays nearly \$320 in out-of-pocket medical costs.

Her income is too high to qualify for Medicaid, the government insurance program for the poor, but too low to allow her to hire in-home help.

Because of health problems, she can no longer do several activities without help, like shop for groceries or clean her house. She is prone to falling and moves about with difficulty.

From ESP, she receives an emergency response device, a daily home-delivered meal, and several hours a week of housekeeping help. ESP also added grab bars in her bathroom. With the help of her family and these basic services, she avoids premature placement in a nursing home.

CLIENT STORY - Ellen



Warren County ESP client Ellen boards a van outside her home to go to a doctor's appointment. Medical transportation is included in her ESP care plan.

At age 89, Ellen refuses to be one of those women who take a nap during the day. She's far too busy anyway. Movies, Bible study, swimming, reading, and day trips with Warren County Community Services keep Ellen active physically, mentally, and socially.

Ticking off the names of neighbors, Ellen clearly feels at home here in Deerfield Commons, a unique HUD community located in Mason, Ohio. Small, brick, one-story duplexes make up this tight knit community of about 87 residents where the minimum age to move in is 62. A community center serves as a gathering place for residents, as well as a congregate meal site.

Twice a widow, Ellen has lived here for almost nine years. Even though she was 80 when she moved in, Ellen was still active and independent. But after a few years of helping her neighbors, she needed some help of her own.

Chronic back pain was keeping her awake at night and taking laundry to the community's shared laundry facilities was a real challenge. That's when Barb, Deerfield Commons' service coordinator, and the Warren County Elderly Services Program (ESP) stepped in to help.

Through ESP, Ellen gets help with laundry, managing household paperwork and bills, and taking care of her back and feet. She also has an emergency response system and gets transportation to doctors' appointments.

"I'm glad I'm here," Ellen said. "I feel safe here and Barb takes care of me. I don't know what I'd do without Barb."

CLIENT STORY - John

John's 15 kids are all grown up now, but his life is full of friendship and memories made in the historic one-room school house he's called home since 1949.

Inside his home, the chirp of finches and the bubbling of fish tanks fill the air. Outside, two black cats roll in the spring sun and chickens peck the ground. John uses a bucket of feed to lure in the rest of his family – some sheep, a donkey, miniature ponies, a retired Thoroughbred, and a special llama named Yawkee.

Known by local 4-H kids as "Farmer John," John has always filled his life with animals and farming. His small farm is just a mile down the road from the 350-acre spread his family owned when he was a child.



"Farmer John" and his Warren County family



John's llama, Yawkee, helped him "get going again" after a bad accident in 1992 affected his sense of taste and smell, as well as his mobility.

Though arthritic knees and chronic back pain from a World War II combat injury have slowed him down over the years, John is determined not to stay cooped up indoors. With help from friends, he still visits and cares for his animals everyday.

"I talk to them everyday," he said "They like to listen to my stories."

It's not clear what would happen to John's animals if he couldn't live in his home anymore, but for the time being, the Warren County Elderly Services Program provides just the right amount of help he needs to put that worry out of his mind.

A picture of John and his Warren County Community Services care manager, Jena, sits on his kitchen table. Bertha, his home health aide and friend, stops by once a week to share a pot of coffee and help tidy up. John also has an emergency response system and receives daily Meals on Wheels.

"You are such wonderful people," John said of his ESP team. "I couldn't ask to be treated any better."



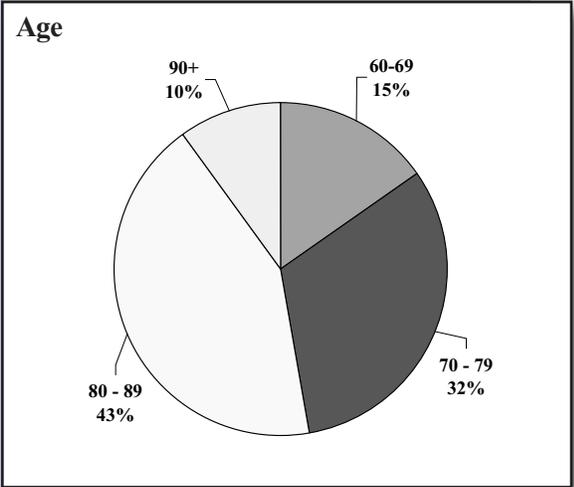
Warren County ESP Client Profile

Our typical client is an 80-year-old disabled woman, living alone on a modest income. Total clients served in 2008: 2,202. Pages 6-7 show the detail of our client demographics. Client totals on these pages may vary due to different data reporting requirements in each demographic category. *Please note that pie charts may not equal 100 percent due to rounding.*

Age

The average age of the Warren County ESP client in 2008 was 80 years old. Eligibility for the program starts at age 60.

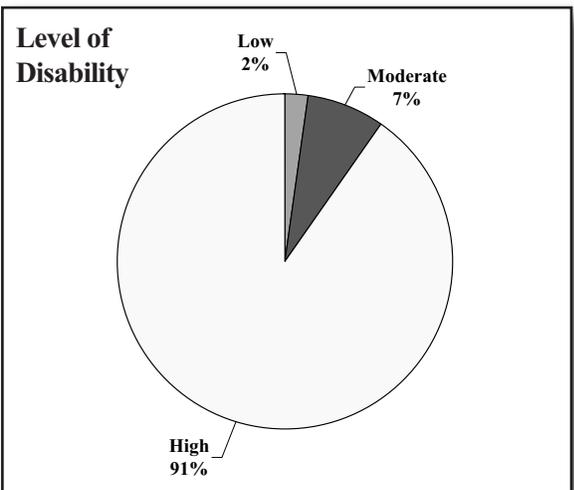
Age 60 – 69	337
Age 70 – 79	705
Age 80 – 89	940
Age 90+	220



Level of Disability

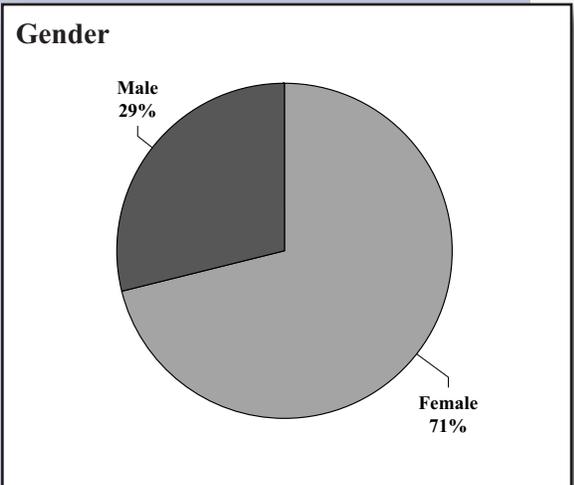
After age, the second qualifying factor for ESP is disability. All clients need the program in order to continue functioning independently in their homes. The vast majority of ESP clients have a severe level of disability. Severe disability means impairment in two or more daily living activities such as bathing or preparing food.

Low Disability	49
Moderate Disability	163
Severe Disability	1,990



Gender

Male	639
Female	1,563



Warren County ESP Client Profile

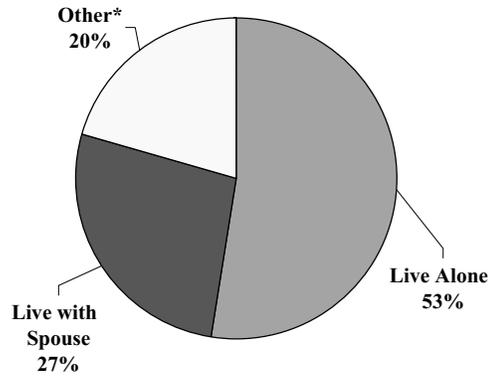
Living Arrangements

ESP is intended to supplement the care that is provided by family and friends. Many clients, however, do not have anyone who helps them regularly other than through the program.

Live with spouse	592
Live alone	1,150
Other*	448

*Other may include arrangements such as living with other family member, friend or caregiver.

Living Arrangements



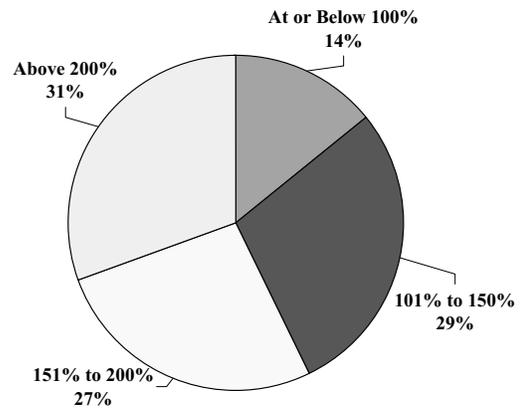
Income and Expenses

According to federal standards, most ESP clients live at or near poverty. The 2008 Federal Poverty Level for one person was \$10,400 a year. Based on a formula that takes income and health care expenses into account, some clients make a monthly co-payment.

Clients with annual incomes at or below \$20,800:	1,297
Clients with annual incomes above \$20,800:	571
Average monthly income of clients:	\$1,674
Average monthly out-of-pocket medical costs per client:	\$318
Clients with a co-payment*:	30%

*Co-payment data excludes clients receiving only home-delivered meals (252 clients) because no co-payment is required for this service. However, some clients may make a voluntary donation.

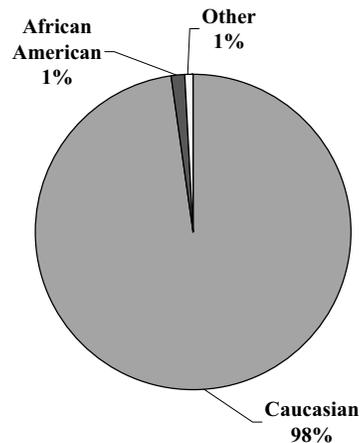
Percent of 2008 Federal Poverty Level



Race

Caucasian	2,133
African American	32
Other	16

Race



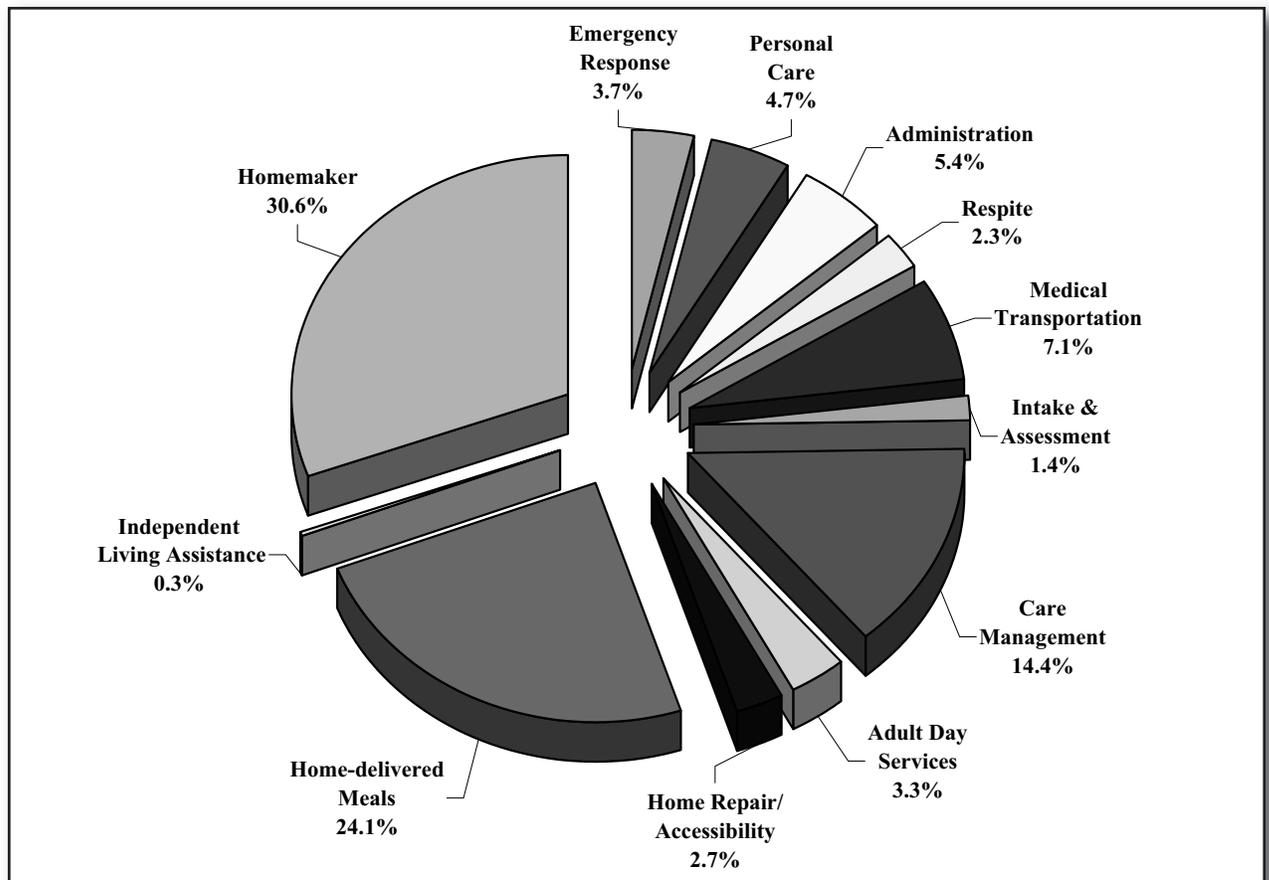
How Funds Are Used

Without the support of Warren County taxpayers, the Elderly Services Program would not exist. Local tax dollars cover just over 90 percent of the total cost of the program. The remaining funding comes from federal, state, and grant sources, client donations (requested, but not required, for home-delivered meals), and client co-payments (about 30 percent of clients qualify for a co-payment, based on their income and medical expenses).

The table on page 9 shows the number of clients who received each type of service, the number of service units they received (hours, trips, etc.) and the total cost for those units. The chart below shows that our three greatest expenses are for homemaking, home-delivered meals, and care management. ESP is not a one-size-fits-all program. It is flexible in order to provide the right services, in the right amounts, at the right times.

Provider agencies (see list, page 12) deliver these services under contract with Council on Aging of Southwestern Ohio (COA). COA handles contracting, program policy development, financial administration, information technology, quality improvement, communications, data collection, and analysis. As southwestern Ohio's Area Agency on Aging, COA is charged with identifying, planning, facilitating, and monitoring services to improve quality of life for older adults, including those living in Warren County.

Program Expenses
January 1 - December 31, 2008



How Funds Are Used

EXPENSES			
<i>Service</i>	<i>Clients Served</i>	<i>Service Units</i>	<i>Cost</i>
Home-delivered Meals	1,249	223,998 meals	\$1,398,977
Emergency Response System Monthly Rental	1,109	9,911 months of rentals	\$216,144
Homemaker	1,065	70,740 hours	\$1,781,991
Medical Transportation	326	9,046 trips	\$415,170
Personal Care	254	10,530 hours	\$271,888
Home Repair/Accessibility	115	122 jobs	\$155,191
Respite	63	5,434 hours	\$133,017
Adult Day Services	62	3,613 hours	\$173,050
Independent Living Assistance	61	693 hours	\$18,166
Adult Day Services Transportation	11	7,914 miles	\$19,042
Care Management	2,202	N/A	\$837,871
Intake and Assessment	N/A	N/A	\$83,074
Administration	N/A	N/A	\$311,140
TOTAL EXPENSES	2,202		\$5,814,721
REVENUE			
Federal, State and Other			\$355,561
Client Donation			\$41,583
Client Co-Payment			\$136,756
Warren County Elderly Services Levy			\$5,280,821
TOTAL REVENUE			\$5,814,721

Assistance. Advocacy. Answers on Aging.

Where Clients Live

The following table includes jurisdictions representing at least one percent of Warren County ESP's 2008 client population (2,202).

<i>Municipality</i>	<i>Number of Clients</i>	<i>Municipality</i>	<i>Number of Clients</i>
Lebanon	305	Waynesville	64
Mason	190	Carlisle	63
Franklin (City)	183	Hamilton Township	61
Franklin Township	181	Clearcreek Township	58
Deerfield Township	118	Maineville	52
Turtle Creek Township	96	South Lebanon	45
Springboro	69	Salem Township	44
Wayne Township	65	Union Township	38
Morrow	64	Harlan Township	35

State of Aging in Warren County

Almost 13 percent of Warren County's residents are age 60 or older. This places Warren County 86th among Ohio's 88 counties in the proportion of its residents who are age 60+. Although Warren's population is comparatively young, **the Scripps Center for Gerontology projects that Warren County's older adult population will increase by 145 percent within the next 11 years.**

Most older adults will be relatively healthy well into their 70s and many, well beyond that. But the "oldest old" - those age 85 and older - are the fastest growing portion of the 60+ population. They are more likely to be disabled and need care. **Scripps projects that by 2020, more than 11,800 Warren County residents will be moderately to severely disabled.**

The most cost-effective place for them to receive long-term care is within their own homes. Medicare covers only short-term rehabilitation in the home for up to 90 days. Some will be able to pay for private care; some will get all the help they need from their families; some will qualify for PASSPORT (the in-home care program for the poor); and some will be caught in the middle. It's the middle group that is served by Warren County Elderly Services Program.

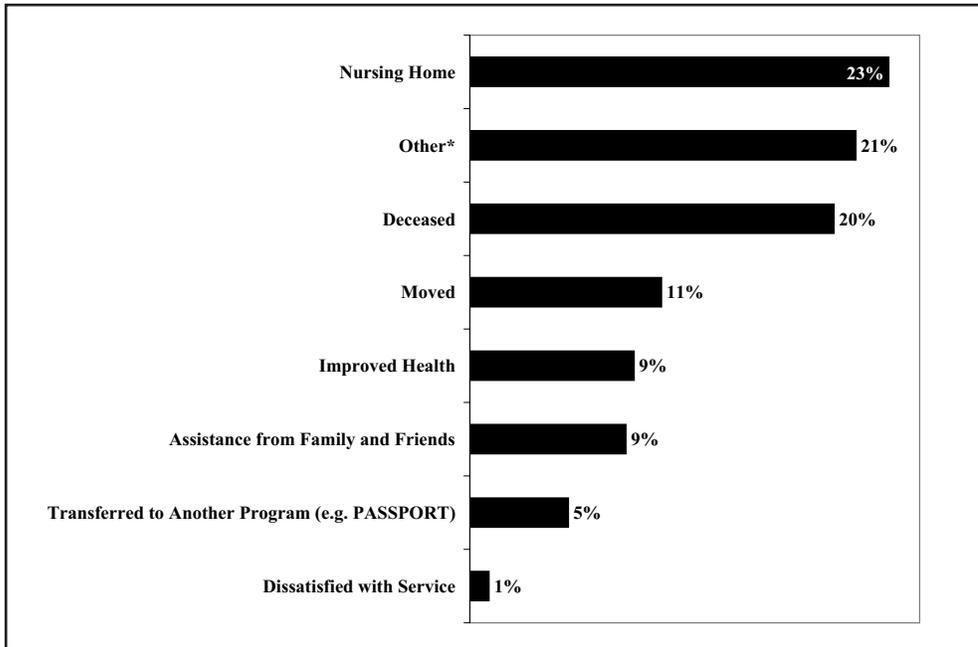
This is a large group. Most are people with modest resources. Many of the long-lived will deplete their assets as they age. **According to Scripps, almost 24 percent of Warren County residents age 60+ live below or near the federal poverty level (2008 - \$10,400/year for one person).**

While age and disability are increasing, we're seeing a decrease in the number of potential caregivers. The ratio of potential caregivers to older adults has declined from 21 to 1 in 1970 to a projected 10 to 1 by 2010. Family and friends will continue to provide most long-term care, but families today are smaller, more spread out, and often unable to provide the level of care needed by their aging loved ones.

Warren County is fortunate to have a program that goes a long way toward meeting the community need to help people of modest means with compassionate, cost-effective, home-based care.

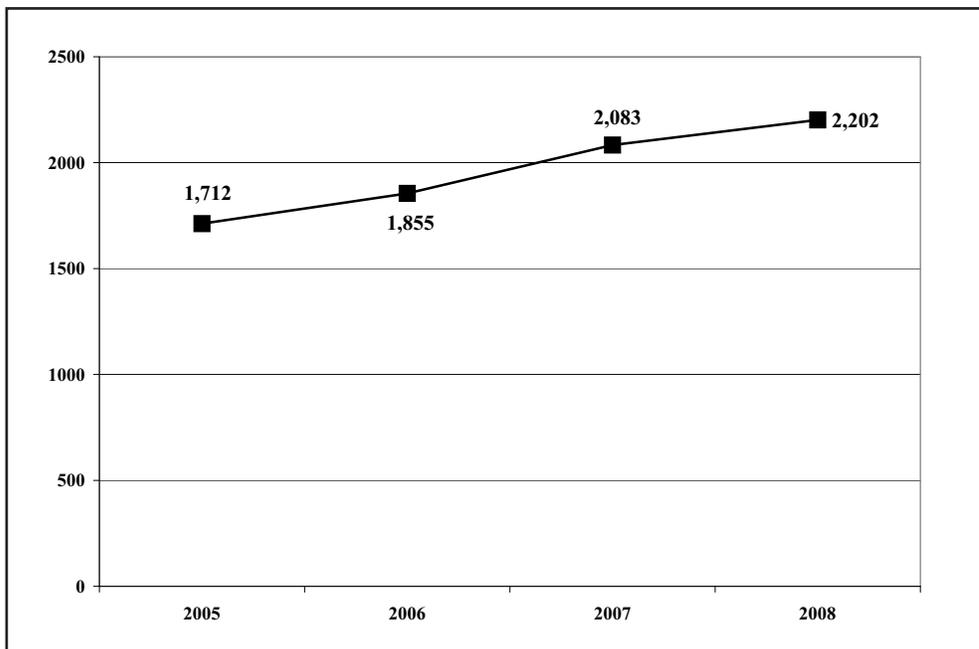
Reasons Why Clients Leave

We are proud of the fact that only a tiny fraction of ESP clients leave because they are dissatisfied with the program. One-fifth of our clients remain on the program until they die. About 37 percent leave the program because their health changes - either improving or deteriorating and requiring more intensive services, perhaps through PASSPORT or in a nursing facility. The average length of stay on ESP is 24 months. *Total does not equal 100 percent due to rounding.*



*“Other” may include reasons such as declined to accept services and no longer eligible.

Number of Clients Served*



*Warren County voters passed a 1.21-mill tax levy in November 2006. At the time of the levy, nearly 300 people were on a waiting list for services. By spring 2007, everyone who still needed services was enrolled and the waiting list was gone. Since 2007, the program has grown by almost six percent.

Provider List

Acare Home Health
Active Day of Cincinnati
Alternative Home Care & Staffing, Inc.
American Nursing Care Dayton
American Ramp Systems
American-Mercy Home Care, LLC
Bathblest Renovations
Black Stone healthcare
Caring Hearts Home Health Care, Inc.
Charter Home Services
Clinton County Adult Day Center, Inc.
Comfort Keepers #172
Comfort Keepers #178
Comprehensive Health Care Services, Inc.
Deaconess Lifeline
Edenvue
Emerson Heating & Cooling Company
Fidelity Health Care
First Choice Medical Staffing of Ohio, Inc.
Guardian Medical Monitoring
Helping Hands Healthcare, Inc.
High Quality Staffing LLC
Home Care Network, Inc.
Home First
Homeowner Solutions
Interim HomeStyles of Greater Cincinnati, Inc.
International Quality Healthcare Corp.
Jewish Family Service
Lifeline Systems Company
LifeSpan, Inc.
Mayerson JCC
McKnight Terrace
Meda-Care Transportation, Inc.
MedAdapt LTD
Mercy Lifeline
Middletown Senior Center
Millenium Nursing Agency
Mullaney's Pharmacy & Home Health Care
Nurses Care, Inc.
Otterbein Lebanon Adult Day Service
Personal Touch Home Care of Ohio, Inc.
Response Ability Systems, Inc.
Responselink of Cincinnati
Rural/Metro Helpline
S.M.S. Inc.
Safeway Safety Step, Inc.
Senior Independence
Senior Resource Connection
SP Contracting
Superior Home Care, Inc.
The Visiting Nurse Association of Greater
Cincinnati and Northern Kentucky
Thermal-Shield, Inc.
Tri State Maintenance
TriHealth Lifeline
Universal Transportation Systems (UTS)
V&N Services, Inc.
Valued Relationships, Inc. (VRI)
Warren County Community Services, Inc.

Answers on Aging



“There is so much happiness in this world to be enjoyed, and even more happiness if you have someone to enjoy it with.”

~ Warren County ESP client John credits his friends for his happiness, and his Warren County Community Services care manager, Jena, for his independence.

Assistance. Advocacy. Answers on Aging.

Council on Aging of Southwestern Ohio
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