

BUTLER COUNTY
Elderly Services Program



2013 Annual Report



Independence.



Dignity.



Peace of mind.

The Elderly Services Program is provided by:

Butler County Commissioners



From left to right, Butler County Commissioners:
Cindy Carpenter, Donald L. Dixon, T.C. Rogers

Butler County Citizens for Elderly Services, Inc. (as of 12/31/13)

- David Mancuso – President**
- Don Eberwine – Vice President**
- Barton J. Drake – Treasurer**
- Kevin Kurpieski – Secretary**

Katherine Becker
Debbie Hauenstein
David Stiles
Mindy Wendling
Gene Willeke

Heidi Ewen
Geraldine Bess Maddox
Cynthia Stever
James White

Program Administrator



**Council on Aging
of Southwestern Ohio**

Answers on Aging

175 Tri County Parkway
Cincinnati, Ohio 45246
(513) 721-1025 (800) 252-0155
www.help4seniors.org

Intake and Care Management



1900 Fairgrove Avenue
Hamilton, Ohio 45011
(513) 868-9281
www.lifespanohio.org

Independence. Dignity. Peace of mind.

Dear Friends and Supporters,

On behalf of Butler County Citizens for Elderly Services, it is my pleasure to present our 2013 Annual Report.

In 2013, we helped 4,071 older adults to remain independent in their homes with services such as home-delivered meals, transportation, and housekeeping.



David Mancuso

Many of these seniors have significant chronic conditions and disabilities that would force them to move to a nursing home if it were not for the Elderly Services Program. Because of the program, they can remain in their communities and close to their families – often in the homes where they have lived for decades and raised their children.

Some of those children are now caring for their aging parents. ESP supplements their efforts as they juggle the demands of caregiving with those of work and family. The program even helps spouses stay together despite disabilities that might otherwise force them to live apart. For many seniors though, ESP provides the only regular help available because they have no family nearby.

As our population ages, we expect to see need for the Elderly Services Program begin to climb. According to the 2010 U.S. Census:

- 11.5 percent of Butler County's population is age 65 and older.
- Between 2000 and 2010, this older population increased by nearly 20 percent.
- More than one in five Butler County households now includes at least one person who is age 65 or older.
- Among our own clients in 2013, the largest proportion (42%) were between the ages of 80 and 89 and 13 percent were age 90 or older.

This report tells the story of the Elderly Services Program through the words and photos of two of our clients along with information such as client demographics, names of contracted providers, program outcomes, and expenses. We watch the program closely for trends and manage accordingly so that it will continue to provide compassionate, high-quality service while delivering good value for taxpayers.

We thank the people of Butler County for supporting the Elderly Services Program. Personally, I'm very proud to live in a county that supports elders in need of assistance.

David Mancuso, MGS, LNHA
President

Butler County Citizens for Elderly Services, Inc.

Butler County Citizens for Elderly Services is a volunteer community advisory council whose members are appointed by Butler County Commissioners to help with oversight of the program.

Butler County Elderly Services Program
Helping older adults maintain independence in their homes

(513) 868-9281
(800) 215-5305

The Elderly Services Program

The Butler County Elderly Services program 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, in-home care is also the least expensive. It costs about \$324 a month per client in Butler County ESP, compared to almost \$5,000 a month for nursing home care.

Butler County's Elderly Services Program is supported by 1) a local tax levy, 2) funds distributed by Council on Aging of Southwestern Ohio (COA) from Title III of the Older Americans Act, and 3) co-payments from participants who are able to contribute to the cost of their care. Donations are also accepted for home-delivered meals.

It costs about \$324 a month per client in Butler County's Elderly Services Program, compared with almost \$5,000 a month for nursing home care.

COA administers the program under contract with Butler County Commissioners. COA processes all billing, and provides program planning, reporting, auditing, contracting and provider services, technical assistance and community engagement activities. Organizations contract with COA to provide in-home services such as housekeeping help, personal care (bathing and grooming) and transportation.

COA works with Butler County Citizens for Elderly Services, a volunteer community advisory council.

LifeSpan, Inc. contracts with COA to assess and enroll clients, as well as provide care management.

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 and factory workers, homemakers, nurses, and civic volunteers – in short, the backbone of our community. Today, the Elderly Services Program 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 \$20,744 a year, from which she pays \$2,844 in out-of-pocket medical costs.

Her income is too high for Medicaid, the government insurance program for the poor, but too low to allow her to hire in-home help. Her family helps, but cannot provide all the care she needs.

Because of health problems, she can no longer do certain basic 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.

Butler County ESP Client Profile | Ruth

Ruth still sees him standing silent and still. He was a patient in the brain damage ward at Longview State Hospital where she was a music therapist. In eight years, the elderly WWI veteran had not responded to a single sound. Now he was saluting and standing at attention after only one song – The Star Spangled Banner.

“It still makes me cry to think about it.” Ruth said, “That’s the power of music.”

Ruth inherited the power of music from her grandfather, a bugler in the US Army during the Spanish-American War. She still has his bugle and her own memories from six years in the Women’s Army Corps Band. She played for troops across the US and at venues such as the Waldorf Astoria. She even met comedian Jimmy Durante when they performed during Armed Forces Appreciation Week on the television show *I’ve Got a Secret*.

She shared her love of music and passion for serving at the hospital where she recruited talented musicians to form a band that performed for their fellow patients.

The Miami University alumna continued serving others for more than 20 years as a social worker for Butler County, helping people in her home community. She had no idea that one day she’d have a social worker of her own, her care manager Sarah.

Severe arthritis and a muscle disease have made it impossible for Ruth to stay completely independent in the home where she has lived since 1964. The Butler County Elderly Services Program (BCESP) provides a weekly visit from a homemaker who helps with cleaning and other household chores. Ruth also receives transportation to medical appointments and emergency medical response service in the event of a fall. The program covered home safety modifications including repairing steps, installing a hand rail and pest control.

“I appreciate the services so much, “ Ruth said. “It’s just a blessing to be able to stay in my home with their help. I don’t know what I’d do without it.”

Ruth values having somebody there when she needs it. “I know Sarah would be here in an instant,” she said. “It’s reassuring to know that there is a person that knows me and knows my needs.”



Ruth still enjoys music, whether it be the “singing” of her dog Elvis or making music of her own. “I miss my clarinet but my hands can’t hold it,” she said. “But I still like to go around whistling those pretty old songs.” She knows she can still perform in her home thanks to BCESP.

Butler County ESP Client Profile | Catherine

The list of Catherine's ailments is long but it's no match for the contagious and enduring smile that has helped her overcome many challenges to her health and independence. In 1994, she was diagnosed with a liver disease that forced her retirement after more than 20 years managing a high school cafeteria. Diagnoses of diabetes, high blood pressure, cataracts, arthritis and more soon followed.

With her children grown and working full time and her health making it impossible for her to travel to important medical appointments, Catherine enrolled in the Butler County Elderly Services Program (BCESP) in 2000. She has been on the program since, except for periods of hospitalization and rehabilitation including a liver transplant in 2008 and vein bypass surgery in 2013.

Catherine is grateful for the medical transportation in particular, calling it a matter of life and death during the years leading to her liver transplant. "It was wonderful. I really had no other way to get to the doctor. I don't know what I would have done without it."

In addition to the medical transportation, Catherine receives home delivered meals, homemaking, and emergency medical response services from BCESP. They've helped her stay in the home she has shared with her youngest son since 2000.

"It means everything to live here with him," Catherine said, the ever-present smile widening, "I just love it. He takes good care of me, but he works every day."

It was that smile that brought Catherine back in touch with Leigh Ann, her original care manager, after years apart. Catherine had a new care manager after a period of disenrollment while receiving care due to a hospitalization. Leigh Ann, whose role has changed since working with Catherine, recently needed to increase her case load. When she saw that her former client was available, she knew immediately which case she was going to take on.



"I've always looked up to Catherine," Leigh Ann said, "All that time she was waiting for the transplant and with all of her problems; she always has a good attitude. Even now, every time I call her I can hear the happiness in her voice and I know that she's smiling."

Role of Council on Aging in the Butler County Elderly Services Program

As administrator of the Elderly Services Program in Butler County (as well as Clinton, Hamilton and Warren counties), Council on Aging (COA) ensures that frail seniors receive the highest quality services at the lowest cost in order to serve as many seniors as possible with the tax dollars available.

COA's responsibilities include: program design and development, contracting and provider services, data analysis and reporting, financial services and oversight, information technology, quality improvement, and community engagement.

Through these services, COA is able to:

- Design and change programs to fit community needs and manage costs
- Keep costs down and quality up via competition and contract management
- Provide a central point of access to information and resources
- Help service providers improve quality and efficiency
- Report program performance and trends to the public
- Ensure stewardship of taxpayer dollars
- Raise and sustain public awareness and confidence

Other services available through Council on Aging for Butler County residents

As the state-designated Area Agency on Aging, Council on Aging provides additional services besides the Elderly Services Program to Butler County residents and their families. These include:

Aging and Disability Resources Center (800-252-0155 or www.help4seniors.org) – COA's call center and "front door" to services and community resources. We responded to nearly 35,000 inquiries for help for seniors in FY 2013.

Assisted Living Waiver – Intermediate level of care for low-income older adults. We served 400 Butler County residents in FY 2013, an increase of 18 percent over 2012.

PASSPORT – In-home care for low-income adults age 60 and older. On average, PASSPORT is about one-fifth the cost of a nursing home. We served 600 Butler County seniors in FY 2013, an increase of 2 percent over 2012.

Ohio Home Care Waiver – In-home long-term care option for financially eligible children and adults who have significant disabilities and/or mental health needs.

Older Americans Act – Title III – COA administers this federal funding for senior centers (in Butler County: Middletown Area Senior Center, Partners in Prime, and Oxford Seniors) and organizations who provide services such as transportation, congregate meals, caregiver support, legal help and wellness education.



Title III funds at work:
Middletown Area Senior Center
Congregate Meal Picnic

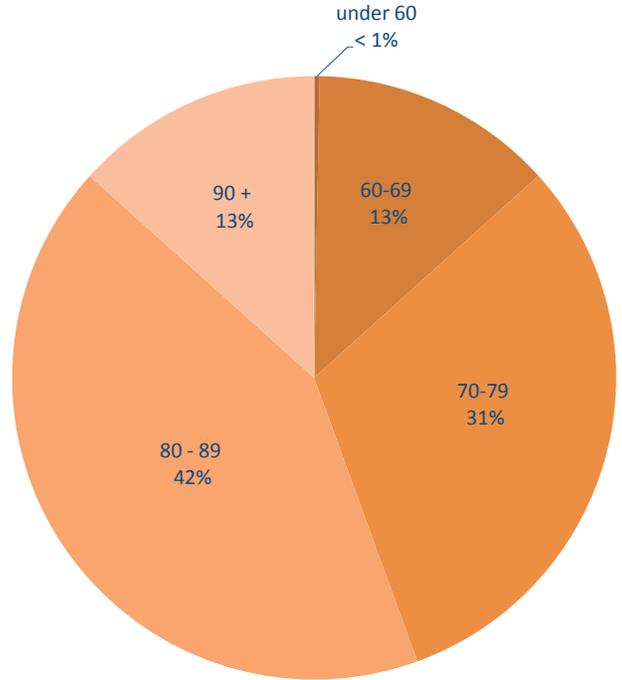
Elderly Services Program Client Profile

Our typical client is an 80-year-old woman living alone on a modest income. Total clients served in 2013: 4,071. Pages 8-9 show the detail of our client demographics. Client totals on these pages may vary due to different data reporting requirements in each demographic category. Percentages may not equal 100 due to rounding.

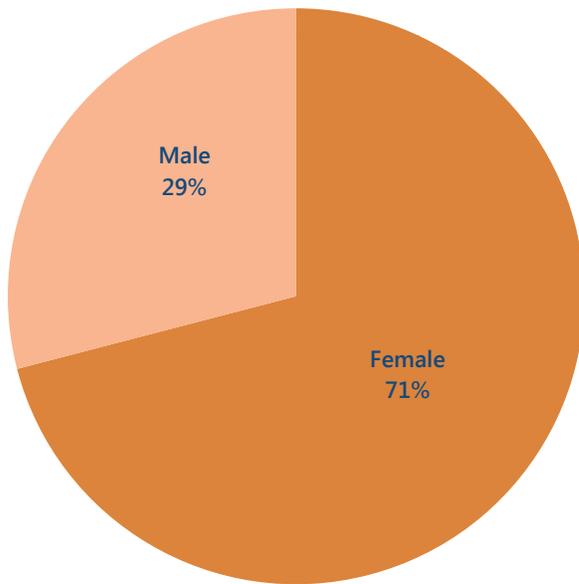
Age

The average age of the Butler County ESP client in 2013 was 80 years old. Eligibility for the program starts at age 65, but clients may receive home-delivered meals beginning at age 60, if eligible. Some services are also available to clients under age 60 who have dementia, including Alzheimer's disease.

Under Age 60	12
Age 60 – 69	530
Age 70 – 79	1,267
Age 80 – 89	1,719
Age 90 +	543

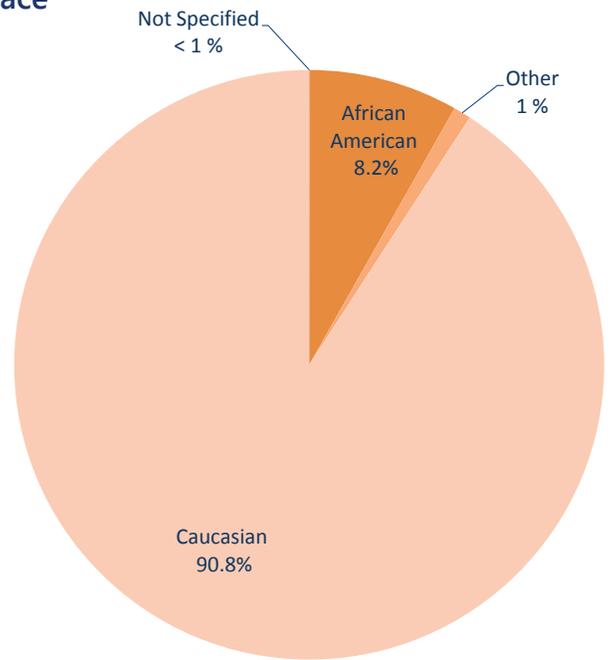


Gender



Female	2,888
Male	1,183

Race



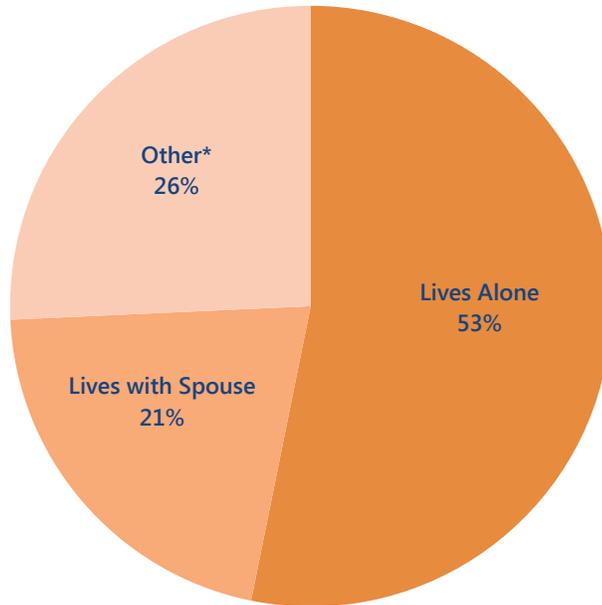
Caucasian	3,698	African American	333
Other Race	39	Not Specified	1

Elderly Services Program 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.

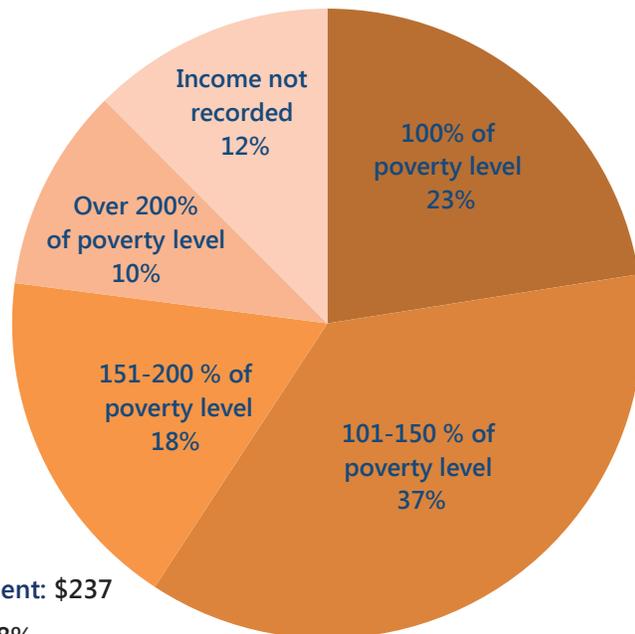
Live Alone	2,165
Live with Spouse	859
Other*	1,047



*Other includes arrangements such as living with other family member, friend, caregiver, or unspecified.

Income and Expenses

Most ESP clients have modest incomes. The 2013 Federal Poverty Guideline for one person was an annual income of \$11,490 or less. Based on a formula that takes income and health care expenses into account, some clients make a monthly co-payment for ESP services.



Average monthly income of clients**: \$1,728

Average monthly out-of-pocket medical costs per client: \$237

Clients with annual incomes at or below \$22,980**: 78%

Clients with annual incomes above \$22,980**: 10%

Clients with a co-payment*: 33%

*Co-payment excludes 508 clients who receive only home-delivered meals (HDM only). No co-payment is required for this service, though some clients make a voluntary donation.

**Calculation excludes HDM only clients who are not required to report income.

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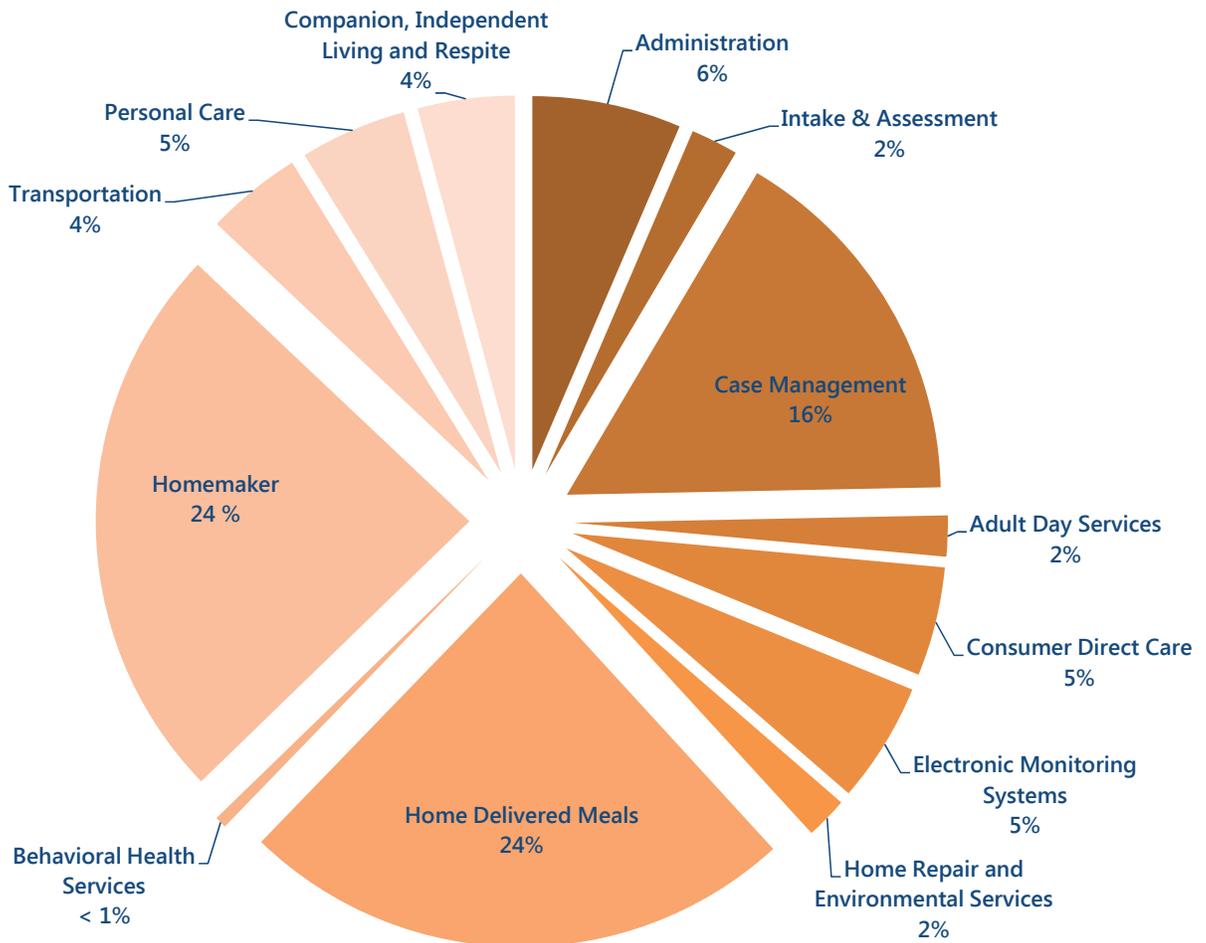
How Your Tax Dollars Are Spent

Without the support of Butler County taxpayers, the Elderly Services Program would not exist. Local tax dollars cover 92 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 (33 percent of clients qualify for a co-payment, based on their income and medical expenses).

The table on page 11 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 14) deliver these services under contract with Council on Aging. 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 Butler County.

Program Expenses**
January 1 - December 31, 2013



*Some services were consolidated for formatting purposes. Detailed expense information for each service can be found on the adjacent page. ^Total does not equal 100 due to rounding.

How Your Tax Dollars Are Spent

Expenses			
Service*	Clients Served	Service Units	Cost
Home-delivered Meals	2,422	469,351 <i>meals</i>	\$2,873,891
Emergency Response System	2,345	22,029 <i>months of rentals</i>	\$457,029
Homemaking	1,776	126,435 <i>hours</i>	\$2,906,019
Home Medical Equipment	638	1,423 <i>equipment items</i>	\$165,872
Medical Transportation	589	16,633 <i>one-way trips</i>	\$478,514
Personal Care	430	24,053 <i>hours</i>	\$552,163
Independent Living Assistance**	368	5,205 <i>hours</i>	\$144,150
Minor Home Repairs	237	283 <i>repairs</i>	\$176,951
Senior Companion	185	4,891 <i>hours</i>	\$97,520
Consumer Directed Care	142	1,407 <i>months of service</i>	\$564,906
Respite	130	11,440 <i>hours</i>	\$259,329
Non-Medical Transportation	77	576 <i>one-way trips</i>	\$16,846
Adult Day Service	68	3,613 <i>hours</i>	\$195,485
Environmental Services***	46	164 <i>jobs</i>	\$40,209
Adult Day Transportation	19	6,221 <i>miles</i>	\$16,122
Behavioral Health Services	236	N/A	\$61,155
Care Management	4,071	N/A	\$1,934,828
Intake and Assessment	N/A	N/A	\$245,375
Administration	N/A	N/A	\$770,580
Total Expenses			\$11,956,944
Revenue			
Federal and State			\$684,989
Client Donation			\$45,431
Client Co-payment			\$252,199
Butler County Elderly Services Levy			\$10,974,325
Total Revenue			\$11,956,944

*Services are listed in order of number of clients served

**Help with benefit applications and organizing personal and household records

***Pest control, major housekeeping and waste removal

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The State of Aging in Butler County

By 2015 – for the first time in US history – people age 65 and older will outnumber children under age five. This is just one of the many ways the aging of our population will affect society. **From 2000 to 2010, Butler County’s 65+ population increased by nearly 20 percent, and more than one in five Butler County households now includes at least one person who is 65 or older.** (Scripps Gerontology Center at Miami University and U.S. Census)

According to the 2010 U.S. Census, **11.5 percent of Butler County’s population is age 65 and older.** The “oldest old” – those age 85 and older – are the fastest growing portion of the 65+ population. Scripps projects this age group will grow by 84 percent from 2010 to 2030.

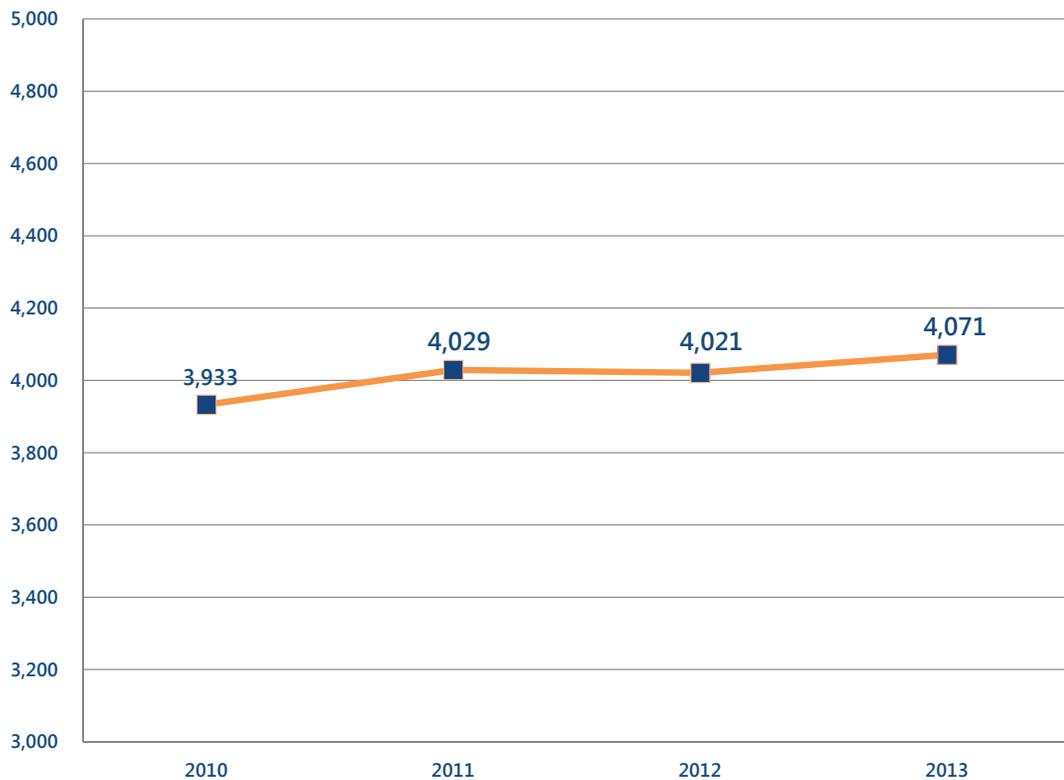
With age comes an increasing risk of disability (and need for care). **Among Butler County residents age 65 and older, more than one-third have a disability.** (U.S. Census)

While age and disability are increasing, the number of potential caregivers has been decreasing. Family and friends will continue to provide 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.

When help is needed, in-home care is the most compassionate and cost-effective choice. **For seniors who can’t afford to pay for private care, yet don’t qualify for Medicaid, the Butler County Elderly Services Program is a lifeline.** This is a large group. Among Butler County seniors who received publicly-funded in-home care services in 2013, 600 were served by PASSPORT (Ohio’s Medicaid in-home care program), while more than 4,000 received care through Butler County ESP.

Butler 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.

Number of Clients Served



Where Clients Live

Jurisdiction	Clients Served	Jurisdiction	Clients Served
Hamilton	1,070	Hanover Township	88
Middletown	1,042	Monroe	85
Fairfield (City)	441	Madison Township	69
West Chester	367	Ross Township	65
Fairfield Township	161	St. Clair Township	57
Trenton	160	Wayne Township	47
Liberty Township	126	Other	190
Oxford	103		
Total			4,071

Outcomes*

Reasons why clients leave the program

We are proud of the fact that only a tiny fraction of ESP clients leave because they are dissatisfied with the program. More than a quarter of our clients remain on the program until they die. More than half of ESP clients leave the program because of changes in their health or how/where they receive care. Some of these clients improve to a point where they no longer require services or can receive care from a family member or friend, while others need more intensive services and move to a program such as PASSPORT, hospice or into a nursing home.

What the Colors and Categories Mean:

- Green:** Desired outcomes. (Note: Deceased is a good outcome because it means the client stayed in his or her home until death.)
- Orange:** Less desirable, neutral or unspecified outcomes.
- Red:** Undesirable outcomes.

Client Non-Compliant examples include:

- Client behavior unresolved
- Delinquent balance
- Refused or declined service
- Refused to provide financial information or pay co-payment
- Unable to contact

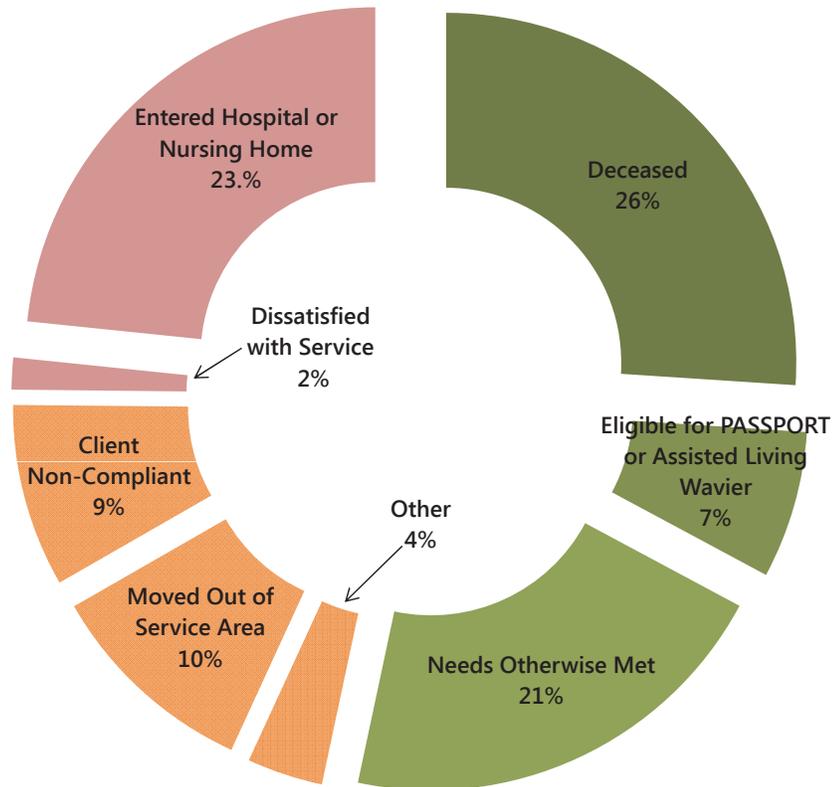
Need Otherwise Met examples include:

- Assistance from family/friends
- Condition improved
- Entered hospice
- Transferred/enrolled in PACE (TriHealth Senior Link)

Other

- Disenrollment reason unique to individual

*Total does not equal 100 due to rounding.



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Butler County Elderly Services Program Providers

With valid contracts between 1/1/13 - 12/31/13

A Miracle Home Care
Acare Home Health
Active Day of Cincinnati
Advanced Medical Equipment, Inc.
Algo Termite & Pest Control
All Gone Termite & Pest Control, Inc.
Alternative Home Health Care
American Mercy Home Care, LLC
American Ramp Systems
Assisted Care by Black Stone
Bathblest Renovations
Bernens Medical
Butler County Care Facility
Catholic Charities of Southwestern Ohio
Colonial At Home - Community Services
Comfort Keepers #178
Comfort Keepers #200
Comprehensive Health Care Services
Custom Home Elevator & Lift Company, Inc.
Deaconess Medical Monitoring
Emerson Heating & Cooling Company
Guardian Medical Monitoring, Inc.
Hardy Plumbing
Helping Hands Healthcare, Inc.
Home First Non-Medical
Interim HomeStyles of Greater Cincinnati, Inc.
Jewish Family Service
Meda-Care Transportation, Inc.
MedAdapt Ltd.
Middletown Area Senior Citizens, Inc.
Millenium Nursing Agency
Milt's Termite & Pest Control
Mullaney's Pharmacy & Home Health Care
Nurses Care, Inc.
Otterbein Lebanon adult Day Services
Oxford Senior Citizens, Inc.
Partners in Prime
Pennington Construction
Personal Touch Home Care of Ohio, Inc.
Philips Lifeline
Rural/Metro Helpline
S. P. Contracting
Senior Independence
Senior Resource Connection
Superior Home Care, Inc.
Sycamore Senior Center
The Visiting Nurse Association
Thermal-Shield, Inc
Universal Transportation Systems (UTS)
VRI
Warren County Community Services, Inc.
Wesley Community Services



Ruth values having somebody there when she needs help. “I know Sarah would be here in an instant,” Ruth said. “It’s reassuring to know that there is a person that knows me and knows my needs.”

Butler County ESP client Ruth, left, with her care manager, Sarah



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