



2024

**ANNUAL
REPORT**

Warren County *Elderly Services Program*



Welcome

As chair of the Warren County Elderly Services Program (ESP) Advisory Council, I am pleased to share with you our program's 2024 Annual Report. In 2024, ESP, which is funded by the county's senior services tax levy, served 2,862 of our friends, neighbors and loved ones.

ESP is administered by Council on Aging (COA), the state-designated Area Agency on Aging for southwestern Ohio, including Warren County. I am proud to share that while the national home care workforce shortage has had an impact on our ability to provide some services in recent years, overall, we are serving 18% more people today than we were in 2019. This is because we have worked closely with COA to identify opportunities for innovation and cost savings, allowing ESP to serve more people.

For example, best friends Suzy and Lyrica have been looking out for each other for decades. When health problems threatened their independence, they were able to turn to FastTrack Home and ESP for the support they needed to remain independent. FastTrack Home provides temporary support during that difficult time when older adults leave a hospital or nursing home and return home to complete their recovery. With the right services in place, FastTrack Home can prevent expensive, and often traumatic, returns to the hospital. In 2024, FastTrack Home served 8% of ESP clients but accounted for only 2% of program costs. You can read Suzy and Lyrica's story in this report.

We were able to serve another 535 older adults in our county this year thanks to a \$288,032 Healthy Aging grant awarded by the state of Ohio. The grant helped offset costs for critical services delivered through ESP and provided

the opportunity to address some of the unmet needs of older adults in our county, such as technology training and home modifications.

Additionally:

- A competitive bidding process for Electronic Monitoring Service allowed COA to leverage regional volume and lower costs, resulting in \$244,507 in savings for our program.
- Following ESP's payor of last resort model, we saved \$35,400 in 2024 by helping clients access benefits provided and paid for by Medicare Advantage Plans.
- COA-led advocacy with Ohio's Common-Sense Initiative relieved regulatory burdens impacting home-delivered meals clients and providers.

I hope you'll take a few minutes to read this report and learn more about some of the work 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 Juszczuk, Vice Chair; Kendra Couch;
Jerry Harrod; Jeff Moore; 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





2024

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.

2,862 Clients Served


66%
FEMALE


34%
MALE



50%
LIVE ALONE



\$488
MONTHLY
OUT-OF-POCKET
MEDICAL EXPENSES



86%
AGE 70+ (11,100+)



\$2,122
MEAN MONTHLY
INCOME



709
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/wcesp2024

Healthy Aging grant helps fill unmet needs of Warren County older adults

In 2023, Warren County commissioners received \$288,032 from the state's Healthy Aging grant to keep at-risk older adults in their homes and communities. Council on Aging worked with county commissioners and the ESP advisory council to develop a plan to use the grant dollars to address urgent, unmet needs, including home repairs and modifications and technology assistance. COA successfully delivered the services supported by the grant, serving 535 older adults.



Competitive bidding yields big savings for ESP

As ESP's administrator, Council on Aging's goal is to contract with the highest quality providers at the lowest possible price to serve as many individuals as possible with the tax dollars available. A competitive bidding process completed in 2024 for Electronic Monitoring Systems is yielding nearly \$244,507 in savings for Warren County ESP.



COA-backed rule change benefits home-delivered meals clients

As the Area Agency on Aging for Warren County, Council on Aging advocates on behalf of older adults and the provider network that serves them. In 2024, after 10 years of unsuccessful advocacy with the Ohio Department of Aging, COA worked through Ohio's Common Sense Initiative to change unnecessary and burdensome rules that required a prescription for older adults to receive meals that aligned with their dietary needs.



FastTrack Home helps "sisters" through concurrent recoveries

Spending time in the company of Warren County residents Suzy and Lyrica brings to mind the famous quote, "friends are the family you choose." The two happen to have the same last name, but that's not why they refer to themselves as "sisters." It's because they have been best friends and roommates for decades, there for each other through thick and thin. FastTrack Home and Warren County ESP are helping Suzy and Lyrica help each other in their goal to remain independent for as long as possible.



New stairs make a big difference for ESP client

Warren County ESP and Council on Aging helped ESP client, Jacqueline, gain safe access to and from her home by repairing the stairs that provided primary access to her home. The family reported that the contractor "did a super job" and was able to customize the stairs to the height and width of the existing steps. "Having the new stairs really helps me," Jacqueline shared.



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 90% of ESP's funding. The current 1.21-mill levy was approved by 78% of voters in 2021 and was estimated at that time to cost \$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 5% of ESP expenses. Additional funding comes from voluntary client donations and client co-payments.

Revenue

Federal and State (via Council on Aging)	\$520,321
Client Donations and Co-payments	\$210,253
Healthy Aging Grants	\$288,032
Warren County Senior Services Levy	\$8,870,540
TOTAL REVENUE	\$9,889,146

Expenses

SERVICE	CLIENTS SERVED	SERVICE UNITS	COST
Care Management	2,851	23,251 months	\$1,824,818
Home-Delivered Meals ¹	1,584	283,135 meals	\$3,215,143
Electronic Monitoring Systems	1,315	12,550 months	\$252,682
Home Care Assistance	758	63,242 hours	\$1,822,016
Transportation	298	7,050 one-way trips	\$602,270
FastTrack Home Care Transitions	181	323 months	\$109,393
Minor Home Repairs ¹	158	169 repairs	\$248,978
Consumer-Directed Care ¹	144	137,959 hours	\$728,849
Home Medical Equipment	129	259 items	\$50,370
Laundry Service	118	2,882 jobs	\$122,394
Independent Living Assistance ²	42	300 hours	\$24,255
Adult Day Services	37	1,456 days	\$119,628
Environmental Services ³	19	49 jobs	\$31,565
Overnight Respite ⁴	10	71 nights	\$22,233
Kinship Meals ⁴	4	708 meals	\$15,188
Adult Day Transportation	2	239	\$7,331
Administration	N/A	N/A	\$583,717
Intake and Assessment	N/A	N/A	\$108,316
TOTAL EXPENSES			\$9,889,146

¹ Services funded in whole or in part by Healthy Aging Grant

² Help with benefit applications and organizing personal and household records

³ Pest control, major housekeeping and waste removal

⁴ Service funded in whole or in part by Federal Older Americans Act, drawn down by Council

Additional Expenses

Warren County Commissioners distributed \$48,000 from the senior services levy to Warren County Department of Human Services' Adult Protective Services Unit.

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

\$407

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 2024:

78,165

requests for information and referral fulfilled

197

individuals in Warren County received support to transition from one care setting to another

725

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

\$877,435

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