



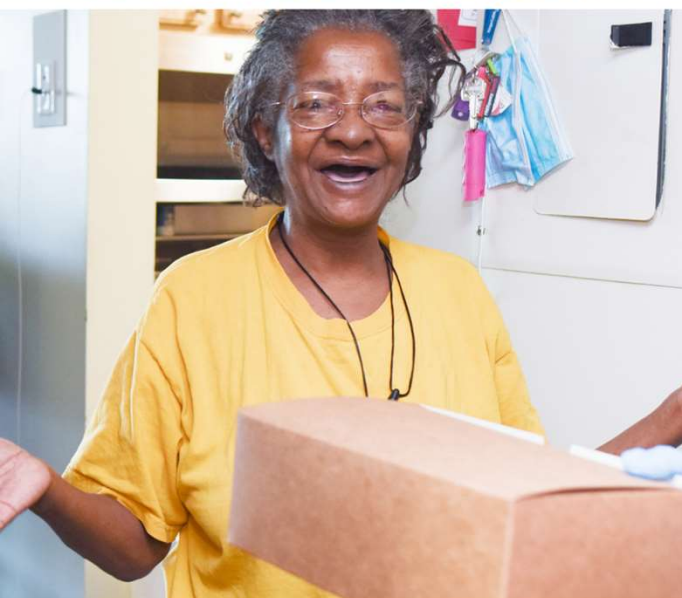
# COUNCIL ON AGING

INDEPENDENCE. RESOURCES. QUALITY OF LIFE.



# TODAY'S PRESENTATION

- COA and Program Overview
  - Hamilton County Elderly Services Program (ESP)
  - FastTrack Home
  - Levy Request
-



## OUR MISSION

Enhance lives by assisting people to remain independent through a range of quality services.

## OUR VALUES

Business Acumen

Compassion

Innovation

Integrity

Service

Teamwork

## OUR PEOPLE

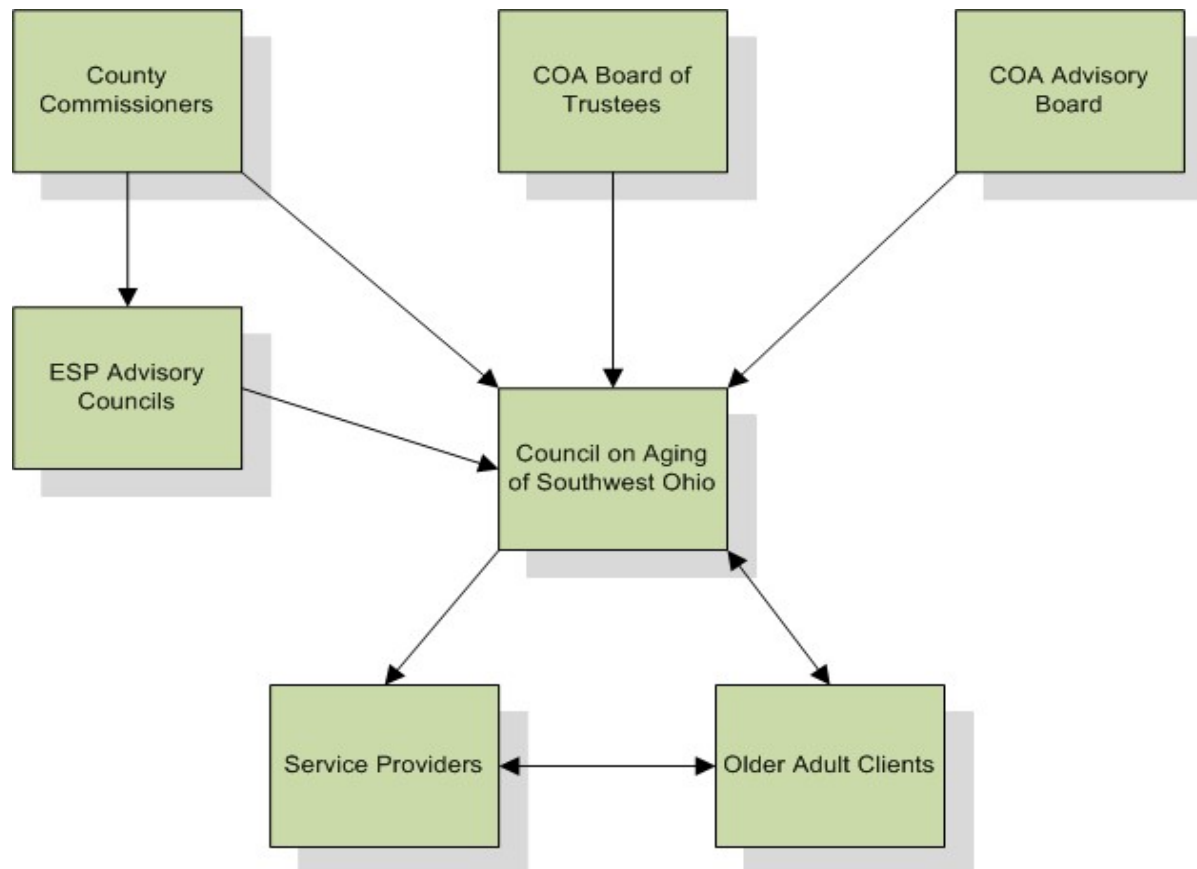
- Mission driven
- 330+ budgeted staff
- Over 91% of our staff are female
- Over 53% of long-term care staff are licensed
  - 73% are LSW
  - 22% are RNs



## OUR STRUCTURE

- 501 C 3 “not-for-profit” organization
- Incorporated in 1971
- Governed by a Board of Trustees
- State designated “Area Agency on Aging (AAA)” for Southwest Ohio serving Butler, Clinton, Clermont, Hamilton and Warren counties
  - As an AAA, we are required to have an Advisory Council, which includes members from all AAA counties and over 50% of members must be over age 60

# ORGANIZATIONAL STRUCTURE/GOVERNANCE

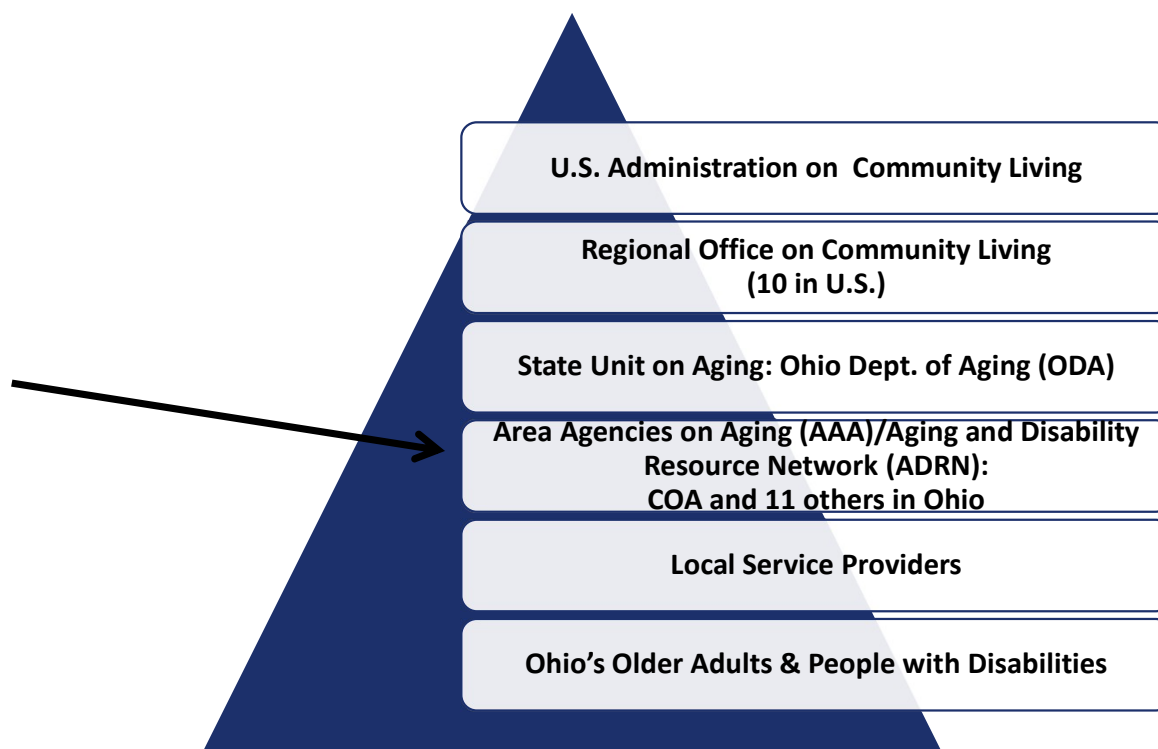


# AREA AGENCIES ON AGING

- Part of a national framework of services created by the Older Americans Act in 1965
- Your connection to information and services for older adults, people with disabilities, and caregivers
- 12 in Ohio; more than 600 nationwide
- Find your AAA:
  - [www.eldercare.acl.gov](http://www.eldercare.acl.gov)
  - 1-800-677-1116



## PART OF A NATIONAL NETWORK



## 2020 HIGHLIGHTS



Provided more than **1.9 million meals** to meet the nutritional needs of vulnerable older adults through congregate and meals on wheels programs.



Provided support to more than **27,500** seniors and people with disabilities to help them remain independent in their homes.

Supported continuity of care and the social well-being of seniors and people with disabilities by providing **165,305 transportation trips** for medical and senior center activities.



Ensured delivery of high-quality, low-cost services by contracting with **298 organizations** to provide almost **1.3 million hours** of in-home care.



Helped **2,218** hospital and nursing home patients regain independence in home- and community-based settings through supportive transitional care programs.



Responded to **49,574** requests for information and referral with unbiased information and advice.

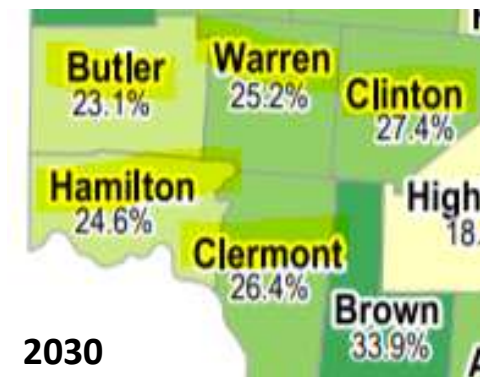
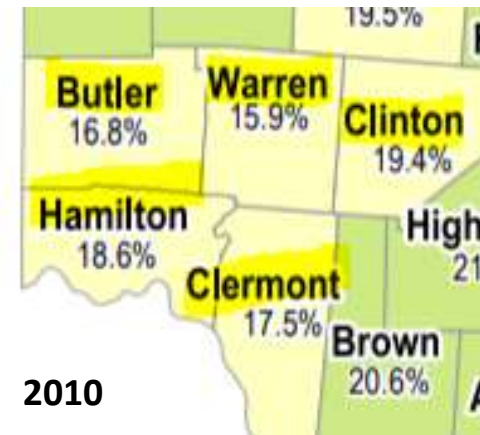
# WHAT WE DO FOR YOU

**We administer federal, state and locally-funded programs that:**

- Help people stay in their homes and communities
  - Affordable, care-managed home and community-based long-term care options that are not covered by any other payer-source
- Help create smooth transitions from one care setting to another
  - Reduce hospital readmissions and ED visits
  - Prevent unnecessary nursing home placements
- Support for family caregivers
- Connect people to unbiased information, advice, and community resources

## AGING IN OHIO

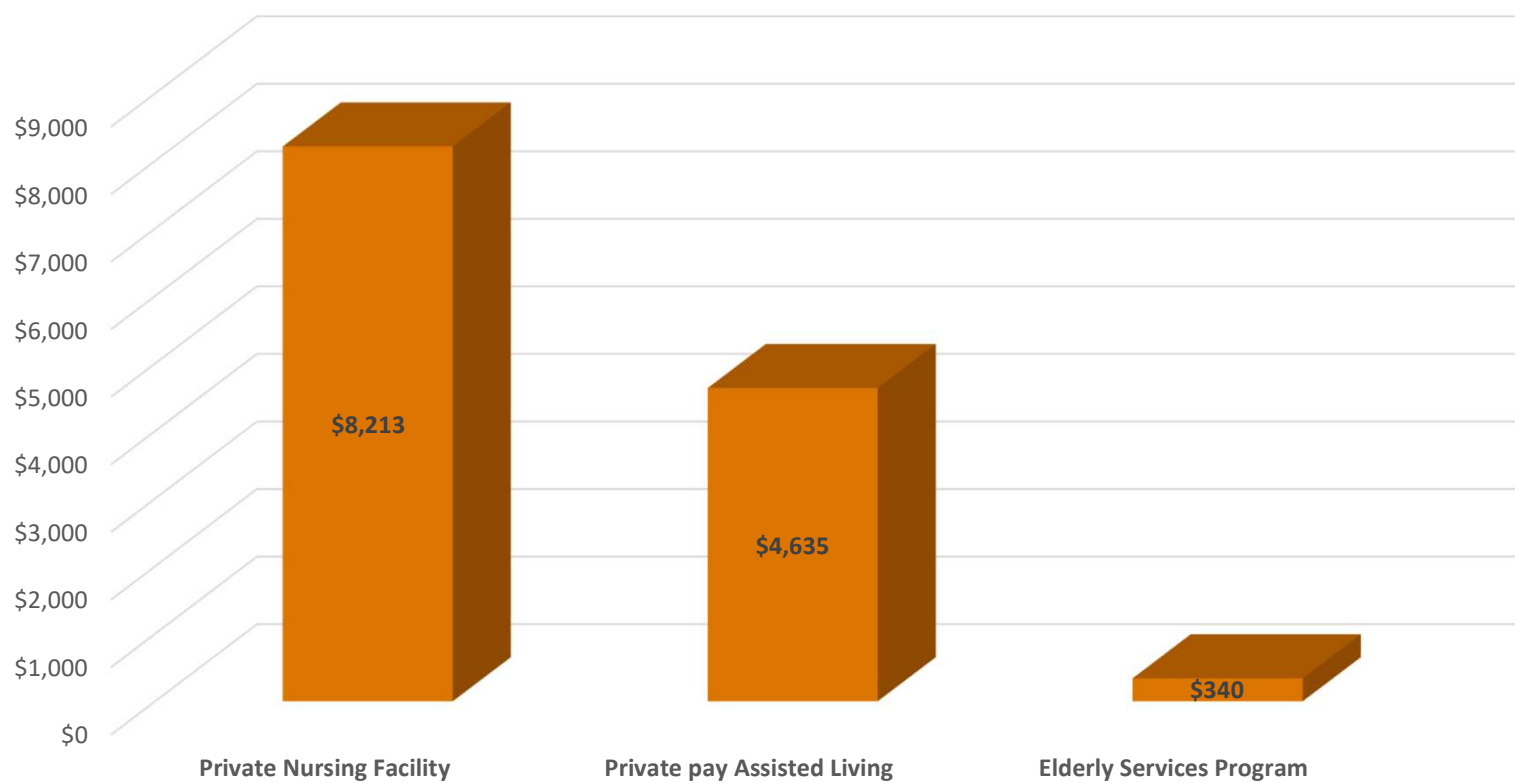
- Ohio has 2.8 million people over the age of 60
  - 6th largest older population in the nation**
- By 2030, the percent of Ohio's population that is age 60+ will grow 33% - from 2.3 million (2010) to 3.1 million (2030)
  - In 2020, nearly one-quarter of the state's population will be age 60+**
  - By 2030, in 86 of Ohio's 88 counties, at least 1 in every 5 residents will be 60 or older – INCLUDING SOUTHWEST OHIO**
- The **fastest growing portion of the population is the 85+ age group**. This group is also the most likely to need care.
  - From 2010 to 2040 Ohio's 85+ population group will grow by nearly 70%



# MANY FACTORS CONTRIBUTE TO THE NEED IN HAMILTON COUNTY

- Rapidly aging population: by 2035, there will be more people age 65 and over than people age 18 and younger
- In SWO: One-third of people age 65 and older have at least one disability; 1 in 5 households includes someone age 65+
- Caregivers are in short supply
  - Families are smaller and more spread out
  - Adult children have many responsibilities to juggle, including work and child-rearing
  - In the midst of a nationwide shortage of home health aides; nursing homes understaffed
- 7 out of 10 people will need some form of long-term care during their life
- Most people – 9 out of 10 – prefer to stay in their homes as they age (AARP)

## AVERAGE COST PER MONTH

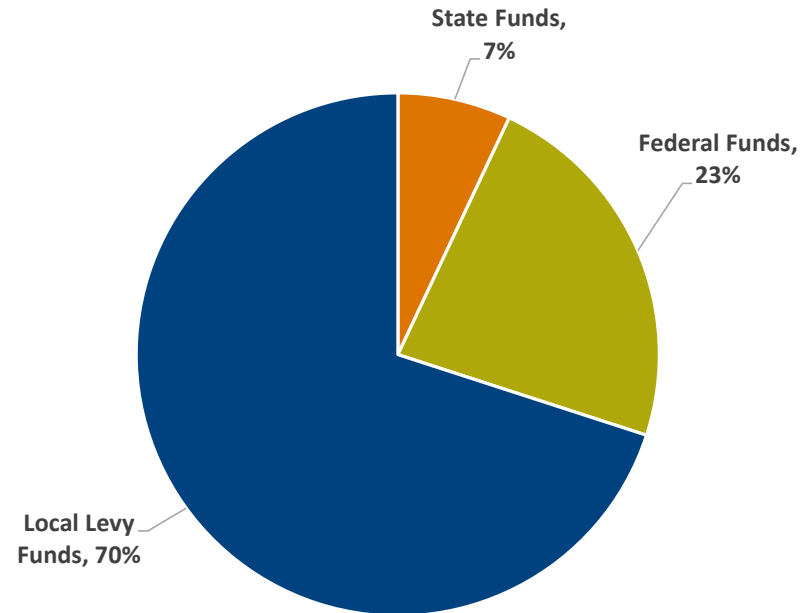


Source: 2021 Hamilton County ESP Program Dashboard and 2021 Genworth survey

# FUNDING FOR OLDER ADULTS IN OHIO

- State and Federal funding sources have not kept up with demand or inflation
- Medicaid programs exclude many who need care because of strict financial eligibility requirements
- Local communities have had to fill gaps in funding – tax levies
- In COA service area, 60% of clients are served via county senior services levies
- More than 80% of Ohio's counties have tax levies that generate funding for services for older adults – level of support, services vary from county to county

**Government Funding Sources of Older Adults Services in Ohio, 2016**



Source: Center for Community Solutions using data from Ohio Department of Taxation and Ohio Legislative Service Commission

# CORE FUNCTION: AGING & DISABILITY RESOURCE CENTER (ADRC)

- Knowledgeable of all eligibility criteria; provides unbiased information and referral to community resources; ensures clients are enrolled in the appropriate program and that local levies are the payer of last resort
- Designated ADRN (Aging and Disability Resource Network): Connects people with resources via partnerships with organizations
- Provides in-home assessments to help people prepare for long-term care and enroll in COA programs
- Staff certified by the Alliance of Information and Referral Systems (AIRS), a professional credentialing organization for individuals working within the Information and Referral sector of human services.
- Responded to nearly 50,000 requests for information and referral in 2020



Angela Maria Shuttlesworth

April 13 at 9:03 AM · 🌐



I experienced the absolute BEST customer service from Danette with Council on Aging of Southwestern Ohio. The care and concern of their staff was a breath of fresh air. When she heard our last name the love and admiration she showed was so caring and kind💙💚. This COVID-19 reality is truly changing our lives by the moment (limiting access to certain care) and it is AMAZING to have some options that you can trust. 🙏

Being a child out of state can be rough not being there, however this is making it easier to breathe.

\*SN: We really have to do something about optimal healthcare services only being for people that have limited funds. There's a gap from being insured or needing Medicaid and what options are available for support. Such a wake up call regarding long term care and estate planning.



4

4 Comments



Like



Share





## BUT WHAT EXACTLY IS LONG- TERM CARE?

“This is a program that is most definitely needed for caregivers. Without it there would be so many more seniors in nursing homes. It’s hard work!”

Rachelle, caregiver for her mother,  
Anna

# WHAT IS LONG-TERM CARE?

- A range of services and supports that may be needed in order to meet someone's personal care needs
- Most long-term care is not medical, but rather help with basic **Activities of Daily Living** (ADLs)
  - Bathing, dressing, using the toilet, transferring, eating, walking
- Other services and supports help with more complex independent living skills called **Instrumental Activities of Daily Living** (IADLs)
  - Housework and laundry, managing financial and legal matters, taking medication, meal prep, shopping, emergency preparedness, communicating, transportation
- Together, these services and supports can help someone function despite a chronic illness and/or disability
- Long-term care may be needed for a few weeks (recuperating from surgery/illness) or years (long-term disability). It can be episodic.
- It's offered in a variety of settings – including at home

## SERVICES WE PROVIDE TO ELIGIBLE INDIVIDUALS

- Adult day services
- Care management
- Companion and Respite
- Consumer-directed care
- Electronic monitoring system
- Home-delivered meals
- Home repairs and safety modifications
- Homemaking
- Independent Living Assistance
- Medical equipment/supplies
- Nursing services
- Personal care
- Skilled Therapies including occupational, physical, and speech and hearing therapy
- Supplemental Adaptive/Assistive Devices including appliances, equipment, supplies and vehicle modifications
- Transitional Care
- Transportation (medical and non-medical)
- Social Work Counseling

## WE DELIVER THOSE SERVICES THROUGH PROGRAMS LIKE THESE...

### Medicaid

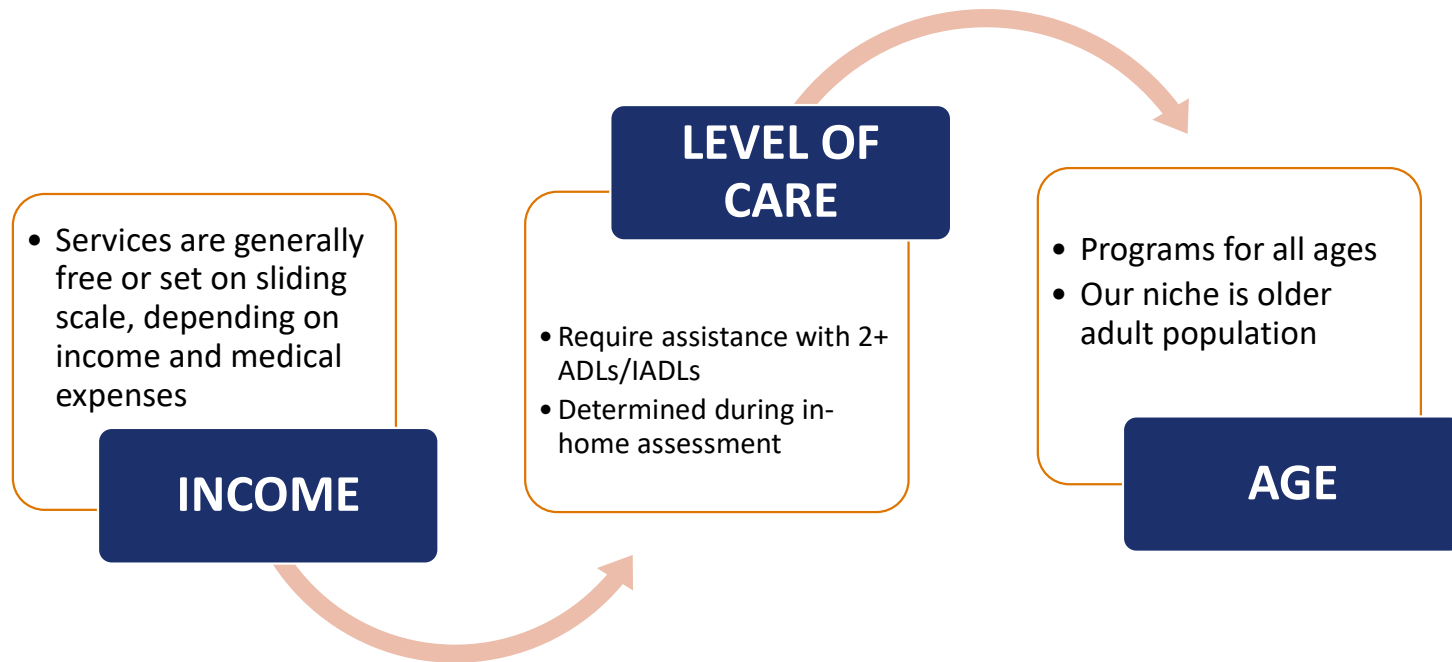
- **PASSPORT:** in-home care for low-income disabled adults age 60+
- **Assisted Living Waiver:** care for Medicaid eligible adults age 21+ in approved facilities. More support than PASSPORT, more private/independent than nursing home
- **MyCare Ohio:** coordinated long-term care for people who are eligible for Medicare and Medicaid
- **Specialized Recovery Services Program:** support for adults with severe and persistent mental illness, certain chronic health conditions or who are active on a transplant list

### Non-Medicaid

- **Elderly Services Program:** in-home care for older adults who are not eligible for Medicaid (higher income, less disabled than PASSPORT)
- **FastTrack Home:** in-home care to support recovery at home after a hospitalization or nursing home stay
- **Community-based Services** via the Older Americans Act

## WHO IS ELIGIBLE?

- Programs are funded by federal, state and local tax dollars.
- Each program has its own eligibility criteria – a combination of :



## COUNCIL ON AGING'S TYPICAL CLIENT



- Is a single woman in her 80s
- Has chronic, often complex health conditions
- Is periodically hospitalized and/or rehab in nursing home
- Needs help with cooking, cleaning, bathing/dressing, shopping
- Lives on modest, fixed income
- Needs more help than family/friends can provide

**"I'm going to stay here until the good Lord drags me on out of here. This little corner, it's very special to me."** Parthenia, Hamilton County ESP client



## OUR CARE MANAGEMENT PHILOSOPHY

The right **care**,  
at the right **time**,  
in the right **setting**,  
at the right **cost**.

"I love being able to stay in my own home. It means something to my heart." **Ruth**

# WHAT DOES A CARE MANAGER DO? WHY IS IT IMPORTANT?

- Preserves independence via right services, right time, right cost
- In-person, not just telephone: Ongoing evaluation of clients; frequency of in-home visits determined by acuity, support system, etc.
- Flexible: Care plans change as client needs change
- Serves as “gatekeeper” authorizing the correct level of services which are then delivered by contracted providers
- Our niche: Individuals who have multiple chronic conditions and overlapping medical and psycho-social needs



# CARE MANAGEMENT FUNCTION BY PROGRAM

## TRADITIONAL CARE MANAGEMENT

- COA performs Care Management for:
  - PASSPORT/Assisted Living
  - MyCare Ohio: Aetna – comprehensive includes medical care management, etc.
  - Specialized Recovery Services
  - Elderly Services Programs
    - Hamilton and Clinton Counties
    - We contract for care management in Butler and Warren counties

## WAIVER SERVICE COORDINATION

- COA performs waiver service coordination for Molina
  - Waiver service coordination is developing the service plan only for long-term services and supports (LTSS) vs. being responsible for a care plan that includes medical components

## HOW MANY ARE ENROLLED IN THE PROGRAMS WE “CARE MANAGE”?

- PASSPORT and Assisted Living: 2,162
- MyCare Ohio: 4,900
- Specialized Recovery Services: 1,532
- Elderly Services Program: 15,247
- Other care management programs: 2,991

\*As of 2020 COA Annual Report

**27,511**

older adults and people  
with disabilities remained  
independent in their  
homes with our help





## WHAT IS THE DIFFERENCE AMONG THE PROGRAMS?

“I have family. I have Council on Aging. I don’t have to worry. They can get me where I need to go or put me in touch with whoever I need in any aspect that comes up. They are very helpful about stuff like that.”

Brenda

# PASSPORT AND ASSISTED LIVING WAIVER

## PASSPORT

- Ohio's Medicaid in-home care program for low-income, severely disabled older adults
- To qualify:
  - Age 60 and older
  - Eligible for Medicaid (low-income )
  - Require nursing home level of care
- Available statewide

## ASSISTED LIVING WAIVER

- Care for low-income adults in approved assisted living facilities
- An alternative for people who may need more care than PASSPORT, but not a nursing home
- To qualify:
  - Age 21 and older
  - Eligible for Medicaid (low-income )
  - Require nursing home level of care
- Additional benefits: private room w/bath, meals, 24/7 support, social activities
- Limited availability statewide

## MY CARE OHIO

- Dual eligible (Medicare and Medicaid) clients that were formerly in PASSPORT, Assisted Living, and Ohio Home Care were moved to MyCare Ohio
- Different health plans manage in different sites across Ohio – United, CareSource, Buckeye, Molina, and Aetna Better Health
- In our region, we have Aetna Better Health of Ohio and Molina Healthcare
- Ohio began a “duals demonstration project” in 2014 - 6 regions in Ohio
- System of managed health and long term care for individuals eligible for both Medicare and Medicaid
- Duals represent 14% of Medicaid population but 40% of costs
- Initial target - 19,000 people in our region: NF residents, waiver clients, and “community well”



## ELDERLY SERVICES PROGRAM

“It’ll put you in a panic real quick when you don’t know where to go or what to do and you aren’t used to asking for help.”

Melvin

## ELDERLY SERVICES PROGRAM

- County-based in-home care for people who do not qualify for other in-home care programs (payer of last resort)
- Allows higher income, wider range of disabilities than Medicaid-funded programs – a safety net for people who do not qualify for Medicaid but who also cannot afford private care
- COA administers in Butler, Clinton, Hamilton and Warren counties
- Supported by local tax levies



# THE ELDERLY SERVICES PROGRAM MEETS THE COMMUNITY NEED

**The goal of the Hamilton County Elderly Services Program is to help older adults remain independent in their homes for as long as possible.**

- Enables older adults to stay safely in their homes, preserving independence and dignity.
- Keeps older adults connected to the communities they call home; helps long-married spouses stay together.
- Prevents costly and unnecessary nursing home placements which can save taxpayer money by keeping people off Medicaid.
- Is a safety net for people who are not eligible for other community programs (payer of last resort) but who also cannot afford private care.
- Helps families – sons and daughters juggling jobs, childrearing and elder care.
- Helps businesses who need workers to be productive, not sidelined by caregiving worries.

# HAMILTON COUNTY ESP OVERVIEW

## ELIGIBILITY CRITERIA

- 60 and older
- Impaired in everyday activities such as bathing and preparing food
- Clients contribute to the cost of their care based on ability to pay - sliding scale depending on income and assets
- Ineligible for services through another source/payer

## HOW THE PROGRAM WORKS

- Clients are screened for other programs first. If ESP is appropriate, assigned care manager
- Care manager meets client and develops service plan, working with the client and family to determine what the family can do, what they can't do, and to fill gaps
- Our approach is not to supplant what the family is already doing, but to supplement – a key difference between ESP and Medicaid programs

## WHO DOES ESP HELP?

**Of the 9,159 clients served in 2020:**

- 58% live alone
- 74% were age 70+
- 67% were female
- Average annual income is: \$22,332
- Average annual out of pocket medical costs: \$3,432
- 33% of clients share in the cost of their care
- 628: Number of average days on the program
- 38% of clients represent minority populations



74%  
Age 70+



67% Female  
33% Male



58%  
Live Alone

## WHY DO WE NEED ESP?

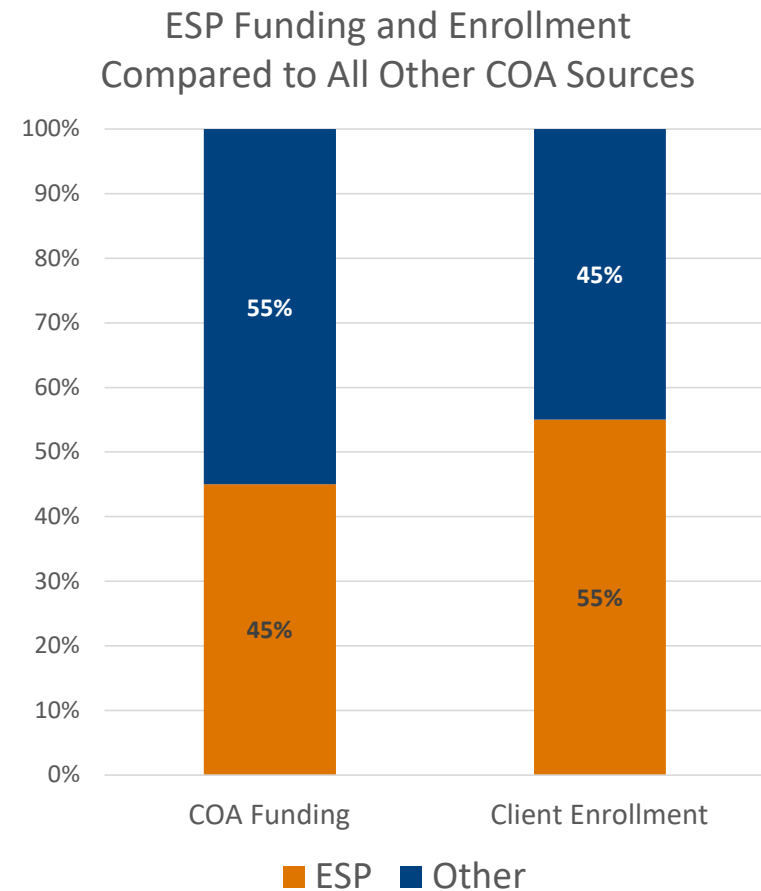
- Home care is compassionate and cost-effective for families and taxpayers
  - 75% older adults plan to stay in current home for rest of lives (States of Aging survey, 2015)
- Federal funding for services is flat
- Large group not eligible for PASSPORT (Medicaid) but cannot afford private pay in-home care
- Fewer caregivers, support for families
- Program provides management, oversight, planning and coordination for critical community services



"I don't know who first put the program on the ballot, but God bless them. It's helping so many older people. You hate to admit that you want help, but sometimes to stay in your own home as long as you can, you need it."  
Delores

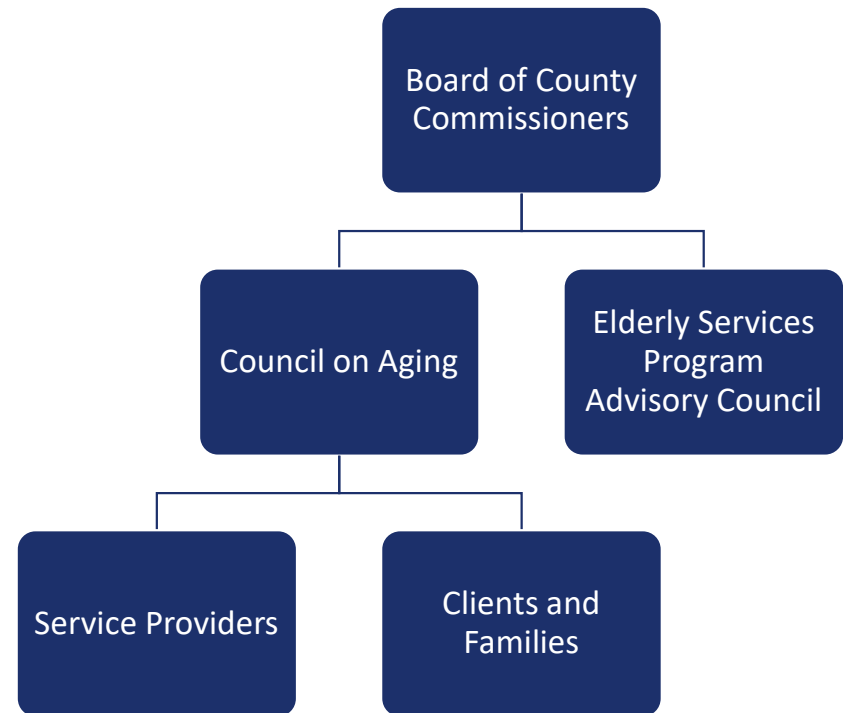
## LOCAL LEVY REVENUE

- Levies provide about 90% of ESP funding
- ESP would not exist without levies
- Taxpayer savings
  - ESP about \$350/mo per client
  - Nursing home (Medicaid) about \$6,000/mo.
- Levies account for 45% of total COA revenue
- ESP accounts for 55% of all COA clients



## COA & ESP: THE CONNECTION

- Administer senior service levies for Butler, Clinton, Hamilton and Warren counties.
- COA contracts with Boards of County Commissioners who retain policy control over eligibility and services offered





## FASTTRACK HOME INNOVATION

“FastTrack Home has made my life really blessed, because I’ve been able to leave the hospital and come home with supports. It’s just much easier to recuperate at home, where you’re around familiar people and things, and it’s given me incentive to get back my life.”

Terre

## TWO PROGRAMS

### **Elderly Services Program:**

- Long-Term chronic needs: 2+ years
- Primary aim: decreasing risk of nursing home placement
- 60+, chronic functional impairments, copayment requirement
- Full array of community services to maintain independence

### **FastTrack Home:**

- Short-Term acute needs: up to 60 days
- Primary aim: decreasing risk of re-hospitalization, and successful recovery at home
- Transitioning from a hospital or nursing facility, 60+ with acute functional impairments
- Short term services focused on patient transition, meals/nutrition, home care, medical devices, and transportation.

# INNOVATIVE FASTTRACK HOME MODEL

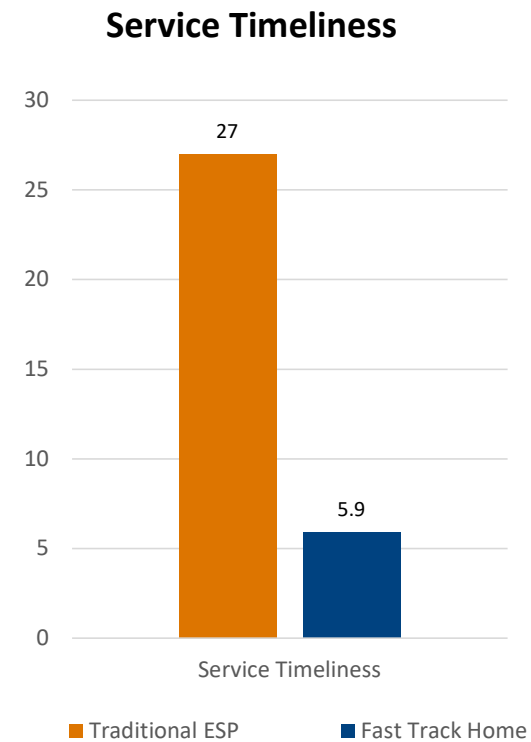
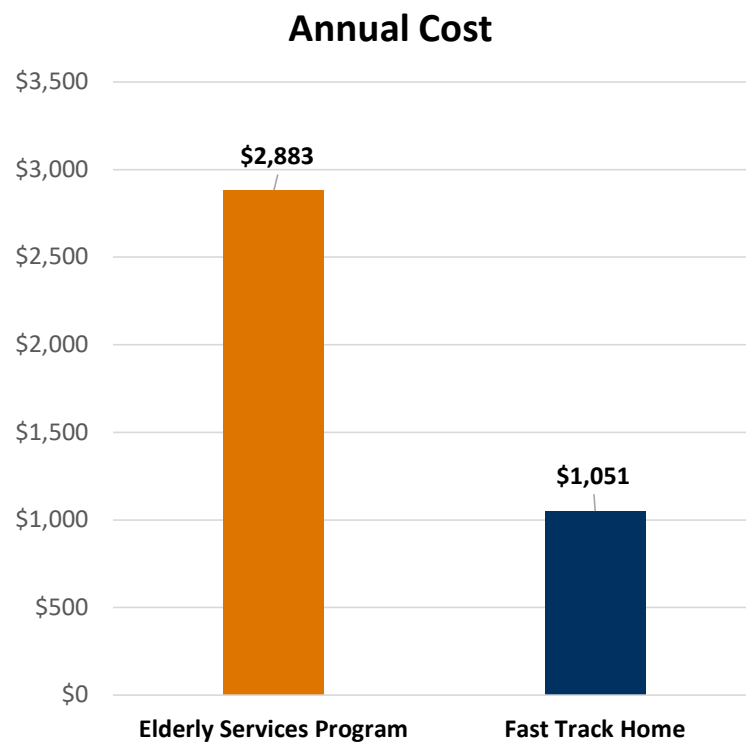
- A new, short-term program providing care when older adults need it most
- Developed during this levy cycle in response to TLRC recommendations to find new ways that meet the needs of more older adults at a lower ongoing cost.
- Uses evidence-based care transitions model, in which COA was a national leader
- Available to all older adults in Hamilton County who are transitioning from a hospital, rehab, or nursing facilities – expands the reach of the levy
- Provides support for older adults and families when it's most needed – during transition from hospitals/nursing facility



## FASTTRACK HOME

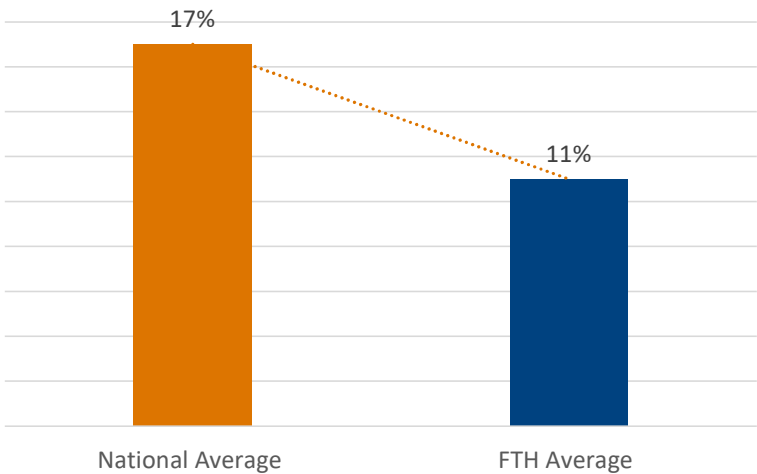
- FastTrack Home is 10% of the clients served, and only 4.4% of the cost.
- Progress:
  - Piloted, then made a permanent part of the program by the BOCC in June 2018.
  - Expanded Hospital Systems: Good Sam, Bethesda North and Mercy Network
  - Expanded to Skilled Nursing Facilities and Rehab Centers
  - Expanded regional hospital and nursing facility infrastructure to include Warren, Clinton, and Hamilton County levies which spreads the fixed costs across multiple programs.
  - Was quickly adapted to fill a critical need during the pandemic, helping patients safely discharge home (regardless of COVID status) and freeing up valuable health care resources during COVID surge periods

# FASTTRACK HOME RESULTS

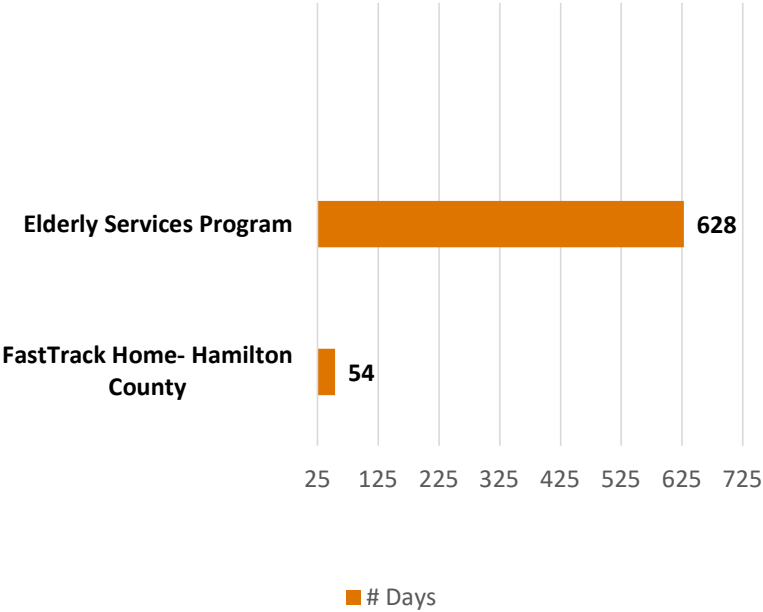


# FASTTRACK HOME RESULTS & DATA

30 Day Readmission Rates

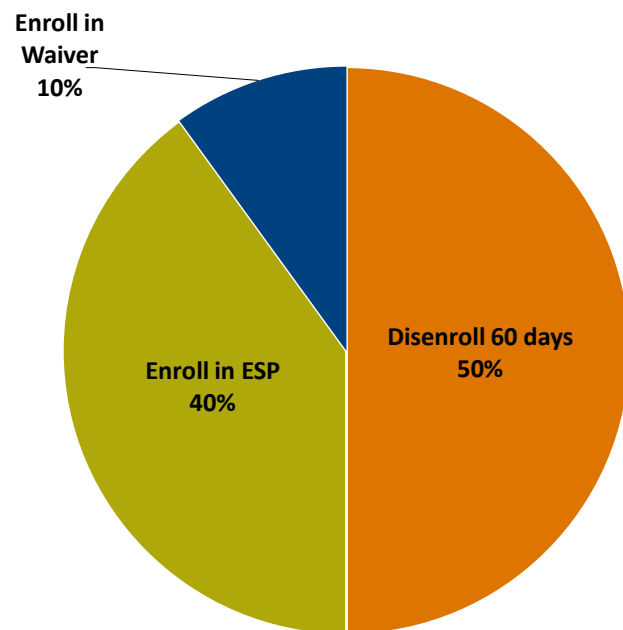


Average Length of Stay

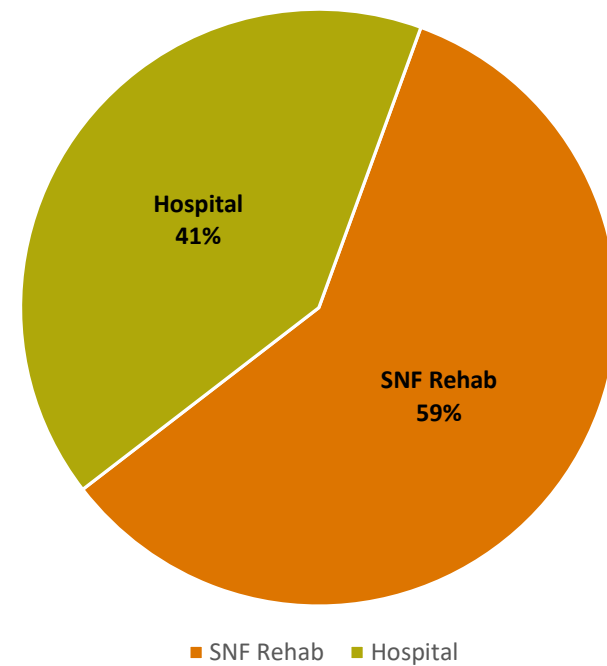


# FASTTRACK HOME DATA

## Fast Track Home Disenrollment

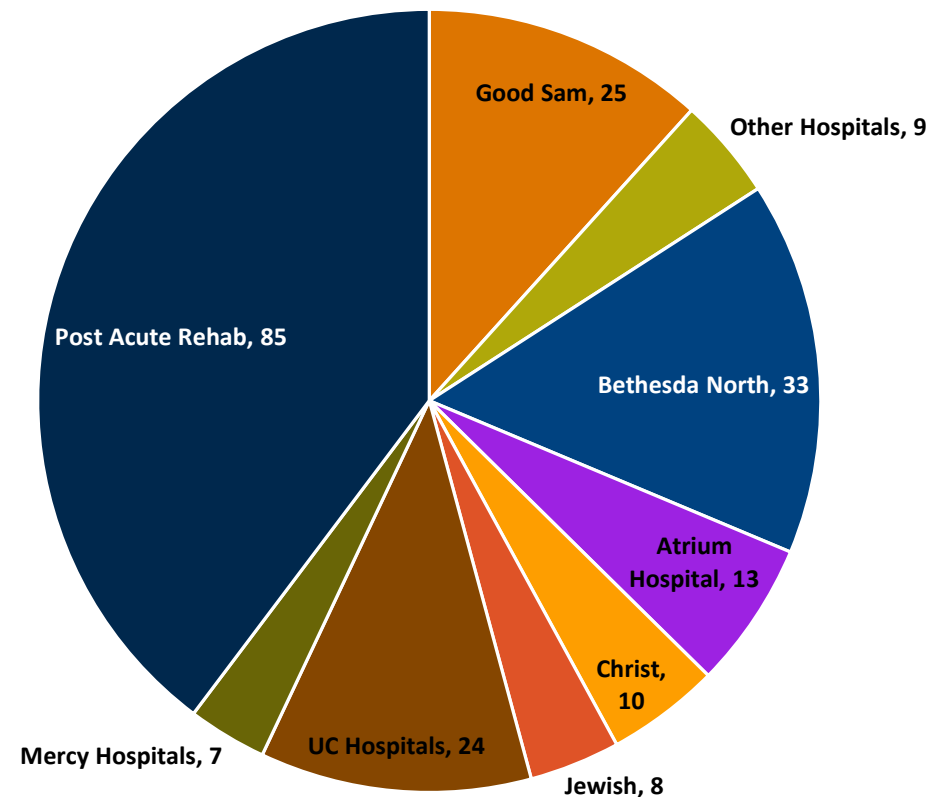


## Enrollment by Setting



# FASTTRACK'S ROLE IN THE COVID-19 PANDEMIC

- FastTrack Home had a significant role in hospital and rehab facility decompression during the November hospital surge.
- In November 2020, there were 214 FastTrack Home discharges across all regional hospitals and many nursing facilities.
- COA received an Inspire Healthcare award from The Health Collaborative for this work, known in the clinical setting as Discharge to Home.



## FASTTRACK HOME SUCCESS STORY-VIRGINIA



- Meet Virginia- 89 years old and lives alone. Assessed at the hospital prior to discharge. FastTrack was able to get the required services and supports in place for her to recover at home vs. going to a nursing facility for rehab during COVID-19 pandemic.
- Virginia was able to receive care transitions intervention, home delivered meals, home care assistance to assist with weekly housecleaning, and emergency response system. Which allowed her to stay at home and independent.



## PROGRESS SINCE LAST LEVY CYCLE

“COA provided everything I  
need and I get to stay home  
and be happy.”

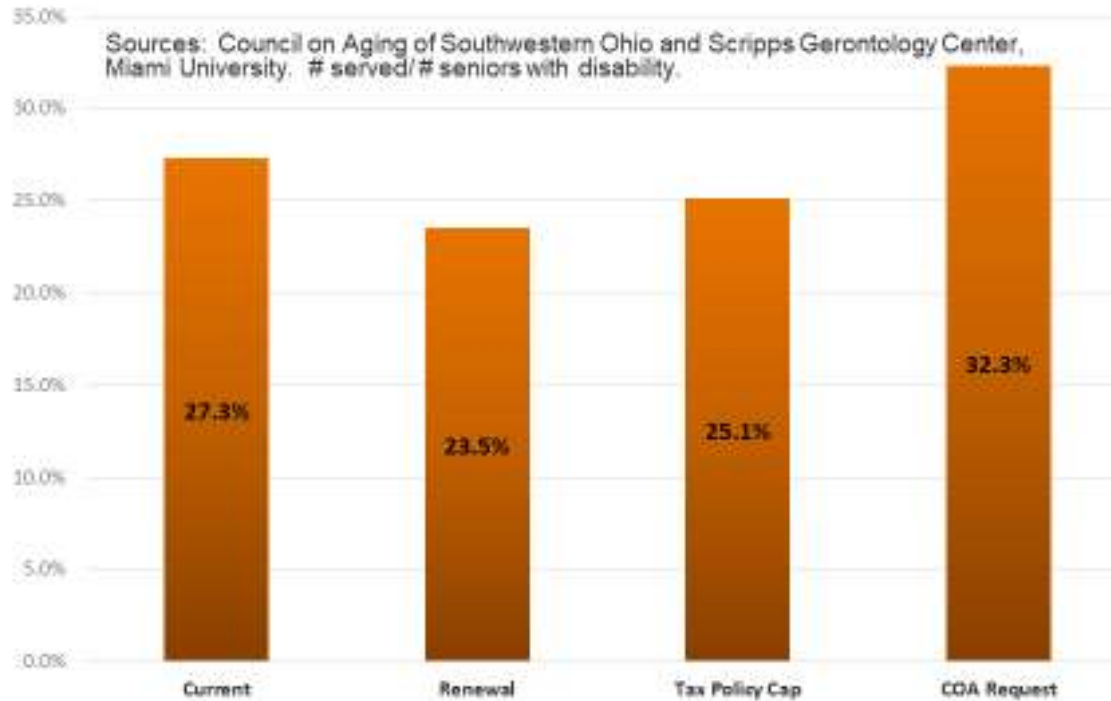
Louise

## 2017 LEVY REQUEST

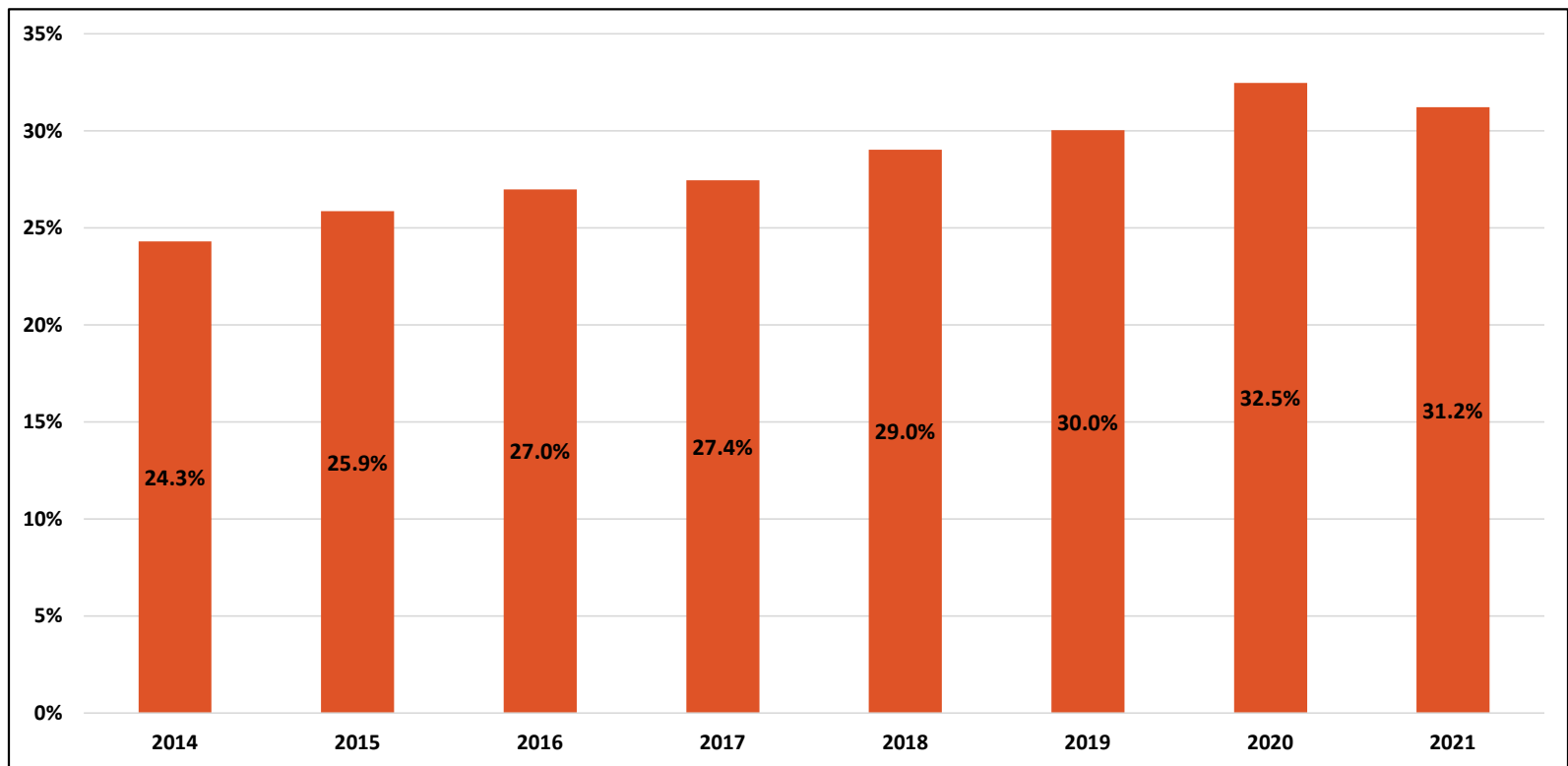
- COA requested a levy increase from 1.29 Mils to 1.6 Mils in 2017. The increase represented a \$10.85 annual increase per \$100k of valuation. The levy request was approved by 72% of the voters. COA's original request was a .29 Mil increase. The BOCC ultimately put on a .31 Mil increase. This was the first increase in the levy since 2007 where the increase was .13 mil
- Hamilton County was losing ground on market penetration as levy revenues had decreased \$21.4M in 2008 to \$19.4M in 2017.
- Seniors served had decreased from 7,812 in 2009 to 5,797 in 2016, a 26% decline.
- Waiting lists were in place during the previous two levy cycles. The waiting list grew to 1,400 during 2014.

## THEN: DATA COA PROVIDED IN 2017

### [ Hamilton County Market Penetration by Option ]



## NOW: HAMILTON COUNTY MARKET PENETRATION 2014 – 2021



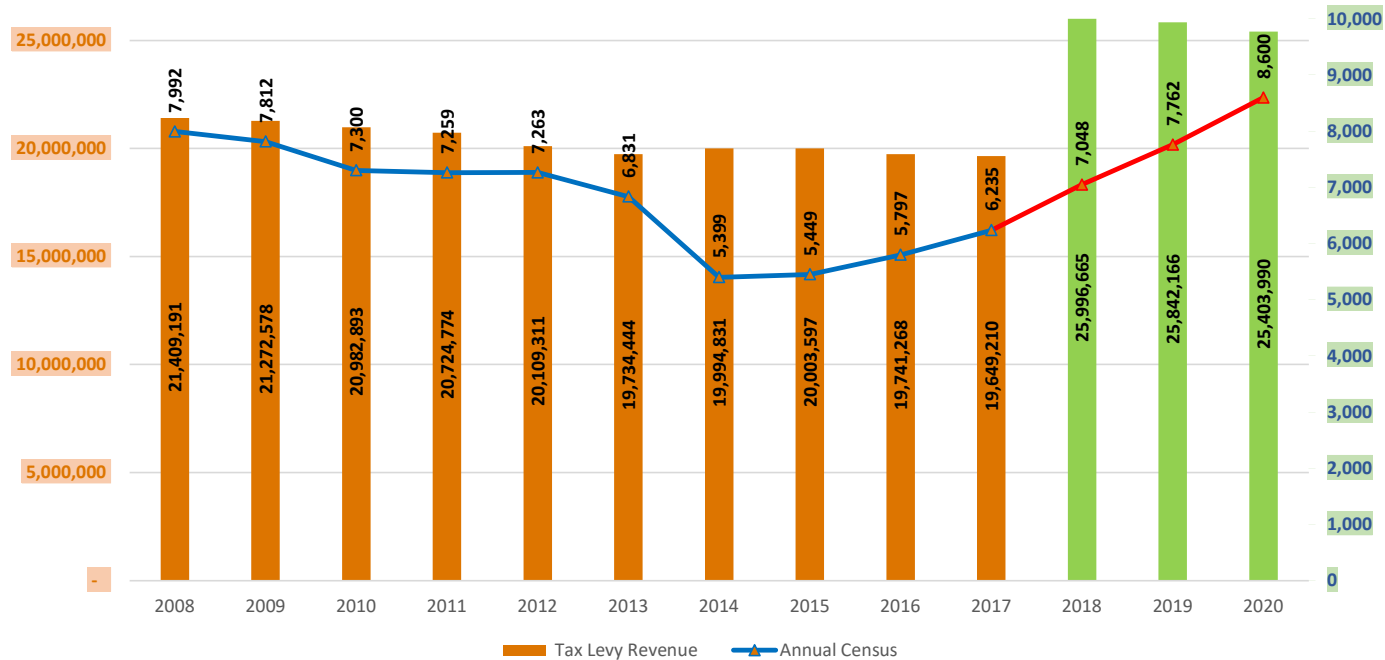
## THEN: DATA COA PROVIDED IN 2017

### Hamilton County Annual Census & Tax Levy Revenue History 2008 - 2017



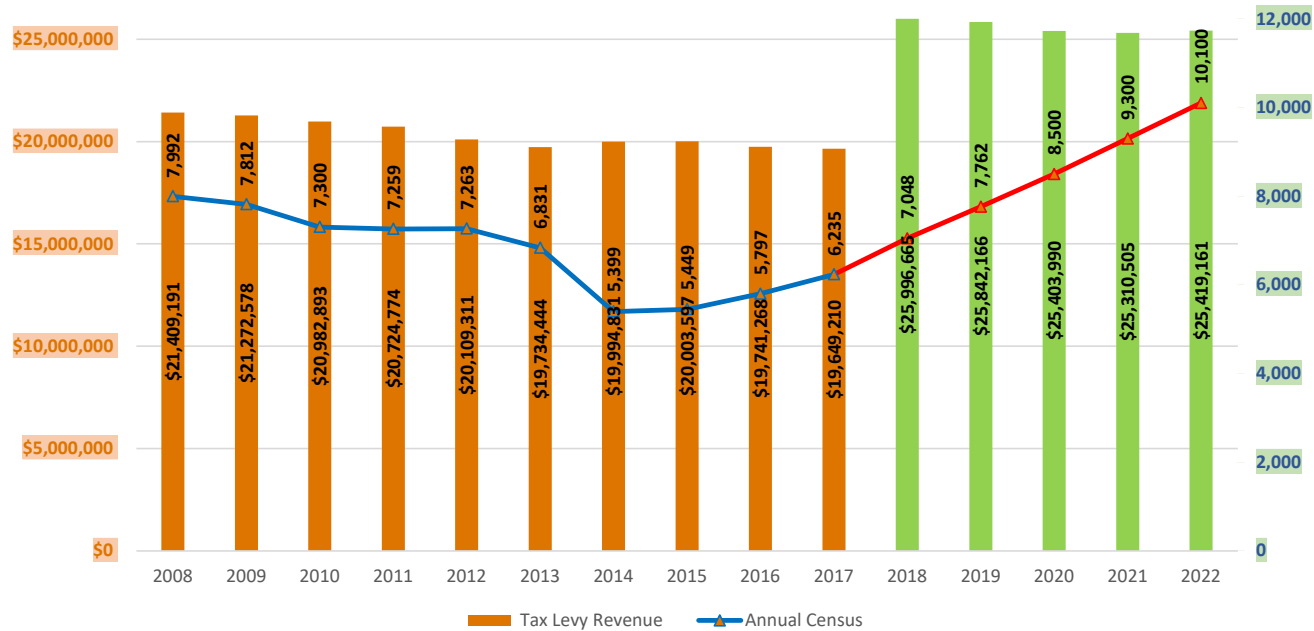
# NOW: HAMILTON COUNTY ANNUAL CENSUS & TAX LEVY REVENUE HISTORY 2008 - 2020

\* 2020 revenue collection and census is a projection



# PROJECTION: HAMILTON COUNTY ANNUAL CENSUS & TAX LEVY REVENUE HISTORY 2008 - 2022

\* 2020-2022 revenue collection and census is a projection



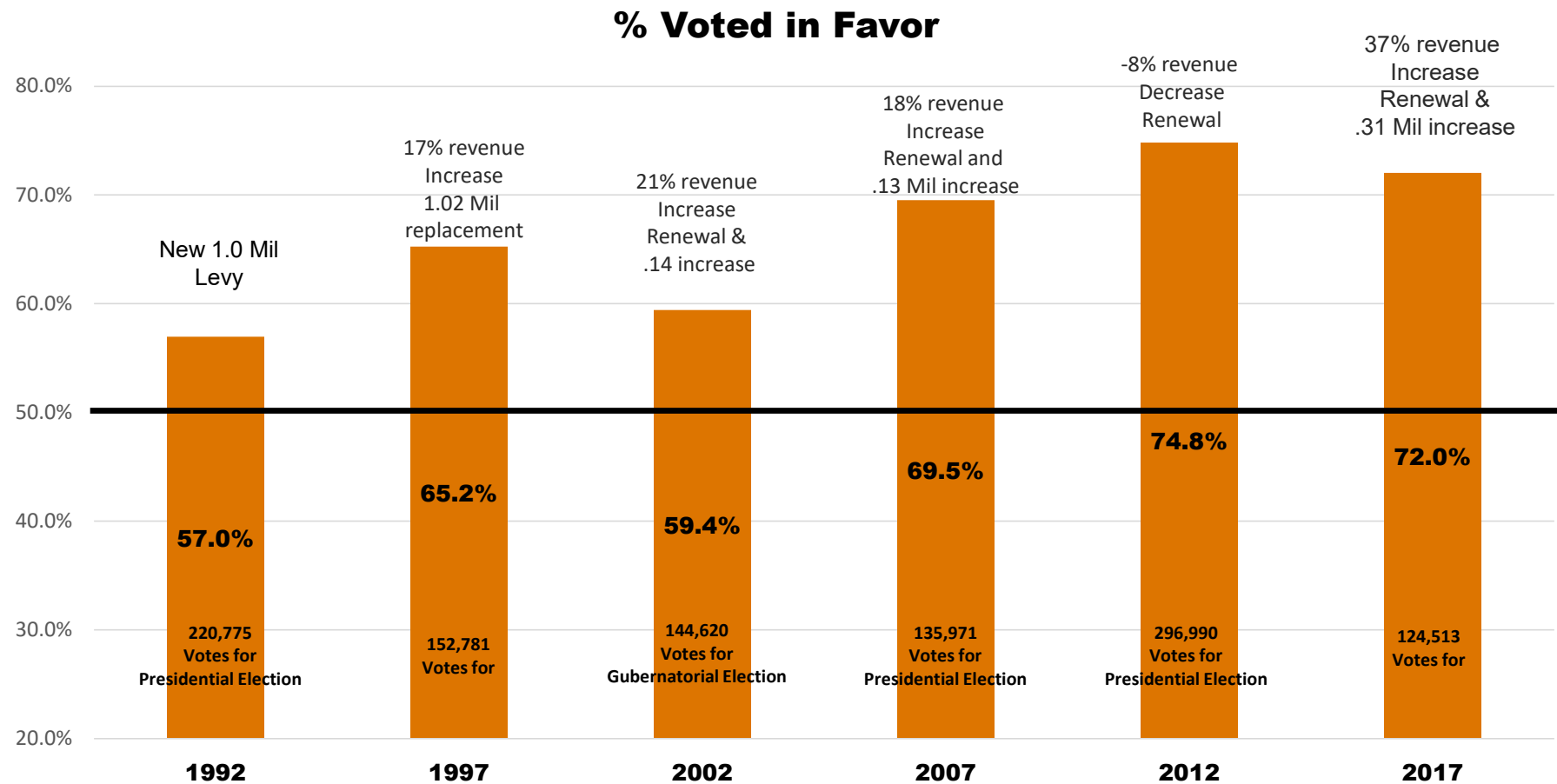


## LEVY REQUEST

"I came here as a bride. I love this house."

Sondra

# HAMILTON COUNTY VOTER SUPPORT 1992 – 2017



## SENIOR SERVICES LEVY REQUEST

- Requesting a levy renewal without an increase
  - Fund balance at the end of the cycle is projected to be approximately \$29 Million
-

## SERVICE TO THE ENTIRE COMMUNITY

- COA watches after the well-being of all older adults living in Hamilton County
- COA's services, including ESP, support the entire community – from older adults who wish to remain in their homes, to families and businesses feeling the impact of caregiving responsibilities
- The health care network, older adults, and senior buildings across Hamilton County turn to COA when help is needed
  - TORNADOS
  - Power outages and other natural disasters
  - COVID-19 Pandemic



# SENIOR FARMERS MARKET NUTRITION PROGRAM

- Launched this program in COA's service area for the first time in 2020 – in the midst of the pandemic
- Partnered with local growers to provide fresh fruits and vegetables to low-income older adults via farmer's market vouchers/coupons
- Engaged CSA farmers in pilot to deliver produce directly to five low-income senior buildings, including in Hamilton County
- 792 older adults served in Hamilton County during the program's first year; 1,176 in 2021



# COUNCIL ON AGING'S CARE CENSUS

- Conducted a “Care Census” in 2019 to help area employers understand the impact caregiving is having on their workforce
- Nearly 1,000 area employees participated
- 49% of survey respondents were actively caregiving
- 81% of respondents who said they were not currently caregivers, expected they would be in the future



# COVID-19

- Initially contacted all 5,163 ESP clients to check on their welfare. Set up an ongoing process to closely monitor clients exposed to COVID or recovering.
- Enrolled 712 additional older adults onto home delivered meals.
- Distributed 12,000 14-day emergency food boxes to older adults in Hamilton County.
- Delivered more than 87,600 restaurant “comfort meals” to at-risk older adults in senior buildings.
- Provided same day restaurant meals, flashlights, and ice to senior buildings in Mount Healthy that had COVID and power outages because of severe weather.
- Partnered with Frame USA, Crossroads Church, and other organizations to collect and distribute personal care supplies to older adults. More than 600 supply boxes distributed through donation efforts in Hamilton County.
- Leveraged COVID-19 funding and partnerships to assemble and distributed over 7,200 personal care supply boxes to home bound older adults across COA’s service area in January 2021.
- Worked with Hamilton County EMA to collect and distribute PPE to providers who were short on supplies.
- Developed guidance in collaboration with local health experts for service delivery protocols to keep older adults and front-line staff safe.

## COVID-19

- COA was able to leverage \$2.9 million in additional Federal funding for the pandemic response efforts in Hamilton County.
- Serve on the MAC, Congregate Care Steering Committee, and all regional COVID-19 response efforts.
  - Adapted the FastTrack Home model and procedures to relieve hospitals and nursing homes with a safe discharge to home model. This worked garnered COA a 2021 Inspire Healthcare Award from The Health Collaborative.
  - Worked to create strike team capacity to assist senior buildings and other settings with needed testing and follow up.
  - Developed one page outbreak checklist used by nursing facilities, assisted living, and others.
  - Hosted four town hall meetings with senior buildings throughout the region.
  - Hosted training for home care and assisted living providers on best practice care and prevention.

## COVID-19 VACCINATIONS

- Led the state in the development of a homebound vaccination process. Over 1,500 households have received homebound vaccinations through this process.
- Worked with the Ohio National Guard to administer vaccination clinics at low income senior buildings throughout the region. Gov. DeWine visited one of our clinics and praised Area Agencies on Aging for their role in vaccinating older adults.
- Distributed COVID testing kits to senior buildings.



QUESTIONS??