

Clermont Senior Services
Annual Report to the
Board of County Commissioners
2017

49 Years of Caring Service
and
Commitment to Our
Senior Community

Presented by
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Clermont Senior Services exists to:

Provide a broad range of in-home services to keep seniors living in their own homes for as long as possible, delaying nursing home placement, and saving taxpayers:

- At one-third the cost of nursing homes, independent living rapidly racks up savings. One frail senior saves taxpayers an average of \$3,000 for every month he or she uses in-home services instead of Medicaid-funded nursing home care.*

* Scripps Gerontology Center, Miami University, Oxford, Ohio

Clermont Senior Services Focuses On:

- A BIAS TO SERVE
- PERFORMANCE EXCELLENCE
- BEING CAREFUL AND RESPONSIBLE STEWARDS OF TAXPAYER and DONOR DOLLARS
- CONTINUOUS ASSESSMENT OF NEED
- PROTECTING THE HEALTH, SAFETY AND WELL-BEING OF THE ELDERLY IN OUR COMMUNITY

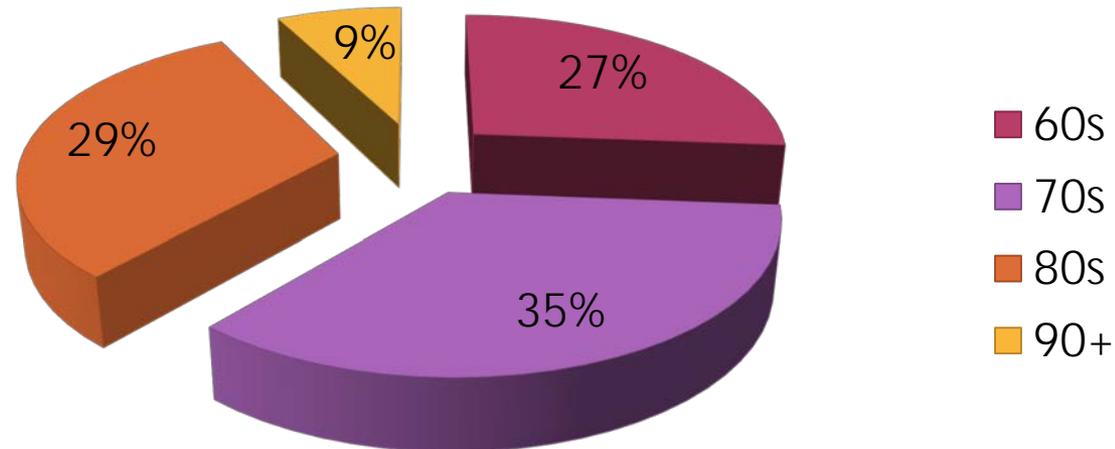


Who We Serve

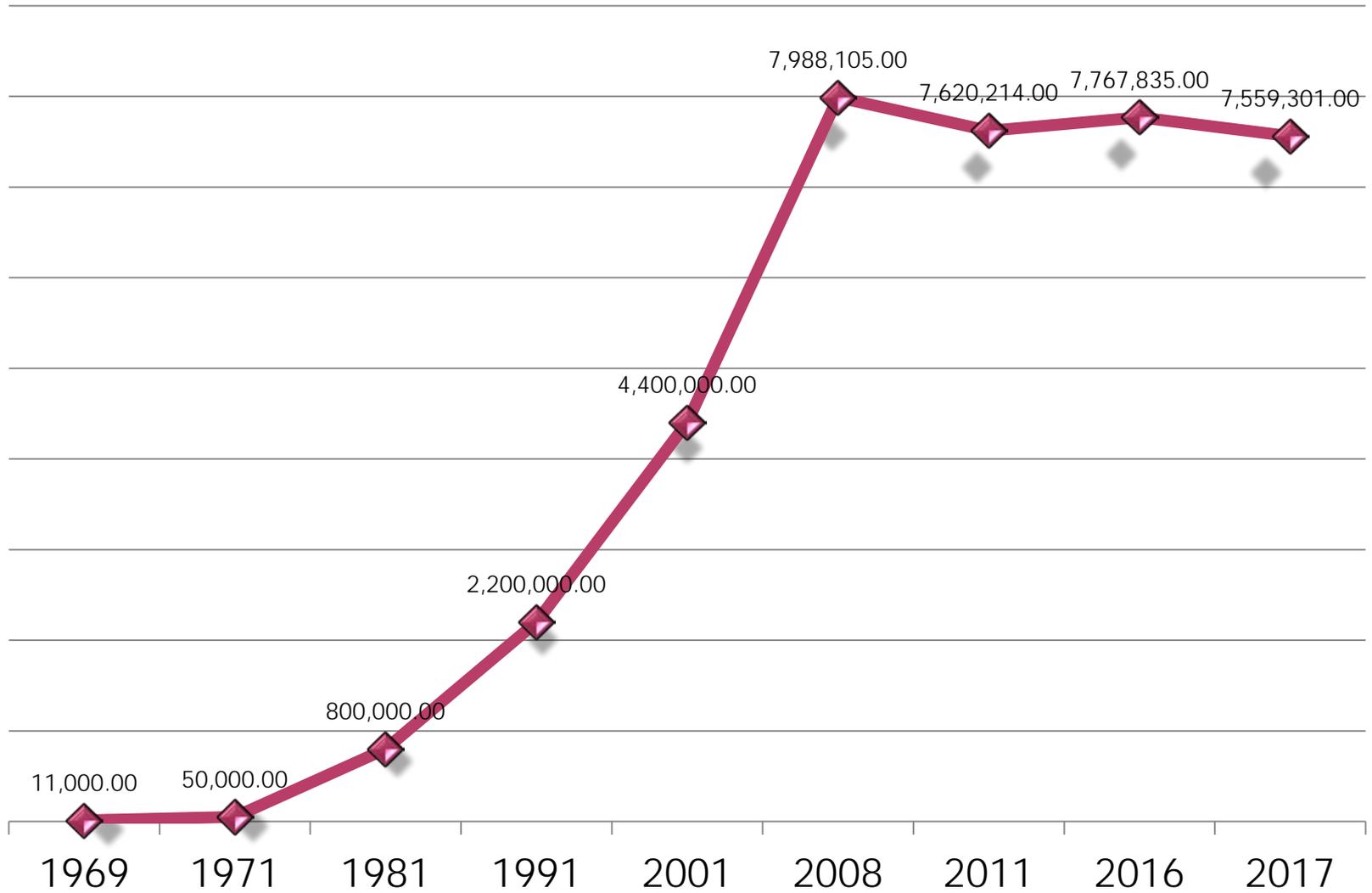
- Typical Customer
 - Female (68%)
 - Age 75
 - Lives alone
 - \$1,200 per month
- Youngest Age 60
- Oldest Age 105!!! (pictured)



Percent by Age



Revenue 1969-2016



2017 Revenue By Funding Source

**70% of ALL revenue for Services
COMES DIRECTLY FROM
From the Levy**

Levy Revenue also serves as Local Match
OTHER THAN United Way, Rent,
Fundraising and Passport

Levy accounts for real impact of 85% of total budget

LEVY IS THE PAYOR OF LAST RESORT

CRITICAL NEED DIRECT CARE SERVICES

Financial Analysis by Program

HOME CARE – 33.56%

TRANSPORTATION –18.89%

CASE MANAGEMENT – 15.73%

(Includes Home Repair Adult Protective Services, and
Guardianship Investigative staffing costs)

ADULT DAY SERVICES – 12.20%

HOME-DELIVERED MEALS – 7.39%

Lifelong Learning Centers – 3.78%

Volunteer Resources – .85%

Home Repair – .85%

Congregate Meals - .24%

Home Care

Program Overview

Home care is the largest service provided by Clermont Senior Services and improves the safety and quality of life of frail older adults by providing assistance with personal care services and light housekeeping.

Service and Data Overview

1,550 unduplicated individuals served in calendar year 2017; 89,798 hours of service

**FUNDING SOURCES: LEVY,
TITLE III, PASSPORT/MY CARE
OHIO, UNITED WAY**



Funding

Home Care operations Revenue breakdown for 2017 was:

UNITED WAY	\$ 66,499.92	2.81%
FEDERAL AND STATE	\$ 0	0%
PASSPORT	\$ 517,802.10	21.85%
CLERMONT COUNTY LEVY	\$1,659,469.00	70.03%
CUSTOMER DONATIONS	\$ 125,847.38	5.31%
TOTAL REVENUES	\$2,369,618.40	100.00%

Home-Delivered Meals

Program Overview

Home-delivered meals are intended to prevent malnutrition, which studies have shown to be an underlying cause of chronic illness and hospital admissions for many older adults.



Service and Data Overview

500 unduplicated individuals served in 2017; 72,487 meals delivered

FUNDING SOURCES: LEVY, PASSPORT/MY CARE OHIO, UNITED WAY

Funding

Home Delivered Meals operations funding breakdown for 2017 was:

UNITED WAY	\$ 28,500.00	5.46%
FEDERAL AND STATE	\$167,589.05	32.12%
PASSPORT	\$141,717.17	27.16%
CLERMONT CO. LEVY REVENUE	\$142,516.00	27.31%
CUSTOMER DONATIONS	\$ 41,434.72	7.94%
 TOTAL REVENUES	 \$521,756.94	 100.00%

Significant to note is that 75% to 80% of all meals-on-wheels are delivered by volunteers, effectively leveraging levy dollars.



Adult Day Services – Lois Brown Dale Welcome Center

Program Overview

The agency operates an enhanced level model of adult day service (ADS) providing care to older adults with cognitive and/or physical impairments who, in most cases, require the supervision of a 24-hour caregiver. It is the only ADS center in the county and is centrally located near Batavia. The Lois Brown Dale Adult Day Welcome Center is a like-home center environment that encourages each participant to maximize his/her mobility and cognitive abilities. ADS also provides a respite benefit to caregivers, easing their stress and enabling them to maintain the role of caregiver.

Service and Data Overview

174 unduplicated individuals were provided 76,751 hours of service in 2017.



FUNDING SOURCES: LEVY*, TITLE III, PASSPORT/MY CARE OHIO, VA, ALZHEIMER'S REPITE FUNDS FROM THE STATE OF OHIO

At ADS, all customers are either Passport/MyCare Ohio participants, Veterans or Title III.

*The Levy is the Payor of Last Resort.

Note: In October of 2016, there were approximately 8 to 10 people, each day, assigned to Level II; and approximately 5 to 7 each day in Level III. **In 2017**, the shift in Level II has raised to approximately 31 persons each day; while *Level III, wherein most participants have significant cognitive limitations and are incontinent, has raised to 35 each day.* This places a tremendous burden on staff as the time it takes to care for those persons who are incontinent and need total assistance for eating, is much higher than others. We maintain a ratio of 1:6, program aide to participants, and we are watching this closely.



Funding

Adult Day Care Services operations Revenue breakdown for 2017 was:

UNITED WAY	\$ -0-	0%
FEDERAL AND STATE	\$213,751.31	24.83%
PASSPORT	\$ 97,442.22	11.32%
CLERMONT CO. LEVY REVENUE	\$ 461,776.00	53.63%
RENT & CONTRACTED SERVICES	\$ 1,700.00	.20%
CUSTOMER DONATIONS	\$ 86,326.87	10.03%
TOTAL REVENUES	\$860,996.40	100.00%

Home Repair and Modification Program

Program Overview

Clermont Senior Services' (CSS) Home Repair and Modifications Program provides critical home repairs and home modifications in owner-occupied homes for persons residing in Clermont County who are age 60 and older with income below 250% of the federal poverty guidelines. Traditionally HR provides free labor and customers are responsible for materials cost. Many customers cannot afford materials for critical repairs to keep their home safe and sanitary. If grant funding is available, it is used for the material cost for critical repairs. All persons receiving grants funds must complete an application; provide a copy of photo ID, verifications of homeownership and proof of income for all sources of income for all members of the household. Grant recipients must be at or below 50 % of the AMI for Clermont County and priority is given to applicants with extremely low incomes, less than 30% of the AMI.

Service and Data Overview

295 unduplicated individuals provided 2,354 hours of service in 2017.

FUNDING SOURCES:

LEVY*, Grants

*The person managing this program is a case manager and, therefore, that person's staffing expenses go through Case Management. Grant funds assist in purchasing materials and for emergency funding for senior residents. Those funds are non-operating. Sources include: Ohio Department of Development Home Repair Grant, Bradof Foundation, FHLB Carol Peterson Grant and Greater Cincinnati Foundation for the Aged. Home Repair was awarded a 2017 CDBG block grant.



Service/Cost Analysis

Home Repair operations Revenue breakdown for 2017 was:

CLERMONT COUNTY LEVY	\$60,062.00	100%
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Breakdown on Home Repair Costs

6 %	Electrical repairs
25 %	Grab Bars installation
7 %	Heating Repairs
14 %	Plumbing
6 %	Ramp
36 %	Step improvement/ safety repairs / other
3 %	Of Home repair was provided by 5 Home Repair volunteers. One regular volunteer and the rest were groups helping several times during the year.

Emergency Funds for safety equipment

41	Shower chairs / bathroom safety equipment
350	Grab bars and HHS purchased
12	Portable ramps purchased.
\$800 0	Emergency funds used for safety items in 2017

The average income of those receiving home repair services is under 125% of the poverty guidelines.



Case Management

Program Overview

Case Management is a person-centered care coordination model that promotes an individual's ability to live independently through a process that includes the development of a care plan by skilled case managers and tailored to the person's needs, directly relating to home care and home-delivered meals, but also reaches, by referral, across the scope of direct services provided by Clermont Senior Services and outside formal/informal providers. Case Management is inclusive of the Case Management Department, Adult Protective Services Department and the budget reflects the payroll of the case manager facilitating the Home Repair Program.

Service and Data Overview

2,374 unduplicated individuals served in 2017; 15,354 Hours of Service

FUNDING SOURCES: LEVY, TITLE III, CLERMONT COUNTY DJFS (APS), CLERMONT COUNTY PROBATE COURT (Guardianships)

Funding

Case Management operations Revenue breakdown for 2017 was:

CONTRIBUTIONS	\$ 50.00	.05%
UNITED WAY	\$ -0-	0%
FEDERAL AND STATE GUARDIANSHIP & ADULT PROTECTIVE SERVICES	\$ 2,893.64	.26%
RENT & CONTRACTED SERVICES	\$ 63,402.00	5.71%
CLERMONT CO. LEVY REVENUE	\$ 4,895.57	.44%
TOTAL REVENUES	\$1,038,938.00	93.54%
	\$1,110,630.13	100.00%

Delivery of Service

Key to the success of this program is the continuum of care that is possible through the case manager's responsibility to each customer's needs. The case manager's ability to network easily with other services (i.e. transportation, home-delivered meals, home repair and safety modification, volunteer support services), all under the roof of Clermont Senior Services, re-enforces the safety net that supports the customer's health and well-being and the value of a multi-service umbrella of services.

Diligence in the manner in which customers are assessed is not just based upon a professional, subjective analysis, but is quantitative through the ADL and IADL scoring system. These tools help case managers more accurately measure the level of care needed to best determine the customer's eligibility.

Lifelong Learning Centers (Senior Centers)

Program Overview

The Lifelong Learning Centers provide for continuing lifelong learning, volunteer opportunities and socialization. Clermont Senior Services operates two fully-functioning 5-day-a-week Lifelong Learning Centers; one at the Union Township Civic Center, and one at the Miami Township Civic Center. Some traditional activities are also offered at the latter. The third, the Clermont East (Bethel) Center, is a 4-day-a-week center and continues to offer the most traditional programming of all three.

Service and Data Overview

624 unduplicated individuals served in 2017; 23,491 visits

FUNDING SOURCES: LEVY, VIP Memberships and Class Fees that help offset cost of programming.

Lifelong Learning Center Activities



Funding

Lifelong Learning Centers operations Revenue breakdown for 2017 was:

UNITED WAY	\$ -0-	0%
CONTRIBUTIONS & FUNDRAISING	\$ 5,070.00	1.90%
CLERMONT CO. LEVY REVENUE	\$220,860.00	82.84%
RENT & CONTRACTED SERVICES	\$ 25,479.96	9.56%
CUSTOMER DONATIONS/CLASS FEES	\$ 15,198.00	5.70%
TOTAL REVENUES	\$ 266,607.96	100.00%

Congregate (On-Site Center) Meals

Program Overview

Congregate Meals are available and targeted to Clermont County residents who are 60 years of age and older and are offered at two of the Lifelong Learning Centers located in Miami Township and Bethel. Bethel Woods, open Monday through Thursday, offers congregate meals on Tuesday and Wednesday. Miami Township Lifelong Learning Center, open five days a week, offers congregate meals on Tuesday and Friday. The purpose of the Congregate Meal program is to reduce hunger and food insecurity, encourage socialization, and promote the health and well-being of older individuals. The meals offered provide 1/3 of the recommended dietary allowance for older adults.

Service and Data Overview

248 unduplicated individuals served in Calendar Year 2017; 13,335 meals

FUNDING SOURCES: LEVY, TITLE III, CUSTOMER DONATIONS

Funding

Congregate Meal operations funding breakdown for 2017 was:

FEDERAL AND STATE	\$ 4,349.45	26.21%
CLERMONT COUNTY LEVY	\$10,706.00	64.52%
CUSTOMER DONATIONS	\$ 1,539.00	9.27%
TOTAL REVENUES	\$16,594.45	100.00%

Specialized Medical Transportation and Other Transportation Services

Program Overview

Transportation is available for Clermont County residents who are 60 years of age and older and continues to be the most voiced priority among seniors. The ability to gain access to critical medical appointments and treatments, such as dialysis, accounts for this service having one of the top priorities of the services provided by Clermont Senior Services. Moreover, it is critical to the economic wellbeing of working family caregivers of those customers receiving medical transportation and Adult Day Services Center customers.

Service and Data Overview

1,062 unduplicated individuals served in 2017; 55,079 trips; 700,853 miles
Veterans Transported in 2017: 5,953 rides to 146 veterans

FUNDING SOURCES: LEVY, TITLE III, PASSPORT/MY CARE OHIO, UNITED WAY, RENT/CONTRACTED SERVICES, CUSTOMER DONATIONS, EQUIPMENT SALES



Of the customers responding to our annual customer satisfaction survey in 2017, 95% state they believe they would be unable to get to their appointments without this service, exceeding our projection.



Funding

Transportation operations funding breakdown for 2017 was:

UNITED WAY	\$ 64,600.08	3.95%
FEDERAL AND STATE	\$ 317,369.84	19.43%
PASSPORT/MYCARE OHIO	\$ 89,407.21	5.47%
CLERMONT COUNTY LEVY	\$1,120,479.96	68.60%
CUSTOMER DONATIONS	\$ 17,946.37	1.10%
CONTRACTED SERVICES	\$ 135.35	.01%
EQUIPMENT SALES	\$ 23,500.00	1.44%
Total	\$1,633,438.81	100%

Clermont Senior Services was awarded four (4) vehicles under the 5310 Specialized Transportation Program grant for fiscal year 2017. CSS was also awarded funding for preventative maintenance of its fleet of vehicles, along with funding for its scheduling software needs. The total project cost being \$308,085. The federal share (80%) is \$246,468, leaving CSS to provide its local share (20%) of \$61,617.

CSS has received the modified mini-van from this round, and is expecting delivery of the three (3) LTVs to occur in early May 2018. Once again, Clermont Senior Services has received the highest score in the region for its application and performance.

Item	Qty	Total Cost	Federal Share	Local Share
Light Transit Vehicle	3	\$186,357.00	\$149,085.60	\$37,271.40
Modified Mini-Van	1	\$35,638.00	\$28,510.40	\$7,127.60
Trapeze Software	3 YRS	\$37,500.00	\$30,000.00	\$7,500.00
Preventative Maintenance	3 YRS	\$48,590.00	\$38,872.00	\$9,718.00
TOTALS:		\$308,085.00	\$246,468.00	\$61,617.00

Adult Protective Services and Guardianships

Part of the Case Management Department, APS and Guardianships function separate for reasons of case confidentiality. CSS is the exclusive contract provider with the Clermont County Department of Job and Family Services (CCDJFS) to perform investigations under the Ohio Revised Code for Adult Protective Services. The protection of the elderly is enhanced greatly by the ability of agency staff to immediately link those most at-risk seniors to services. These referrals continue to increase significantly over the years. Moreover, the cases of financial exploitation have also increased more significantly rather than exponentially and can be, partially, attributed to financial exploitation by family members where narcotic and opiate addiction are present.



To provide a historical perspective, CCDJFS was conducting the investigations and had 103 reported referrals in 1999. CSS has been responsible for the investigations since 2000. Most significant is the escalation that began in 2008 in the following pattern:

2008	-	124 referrals
2016	-	257 referrals
2017	-	287 referrals

This can, most likely, be attributed to the escalation in mere numbers of persons 60 years of age and older, as well as the rise in the cases of financial exploitation of the elderly, some of which can be directly attributed to the opioid crisis in Clermont County.

Already, in January through March, 2018, APS received 102 Referrals, already demonstrating the continuing growth in this Program.

The number of referrals and complexity thereof has forced us to expand our investigative staff from one full-time and two back-up investigators to two full-time and two back-up investigators in 2017. APS is considered a priority service area for CSS.



CSS also continues to conduct guardianship investigations and serve guardianships under contract with Clermont County Probate Court. There were 101 guardianships served in 2017.



Volunteer Resources

Program Overview

The Clermont Senior Services Heart-to-Heart Volunteer Program is a vital resource for the agency, with many opportunities for individuals, families, civic groups, and churches to make a difference in the lives of senior citizens. Without the commitment of volunteers, Clermont Senior Services would not be able to fulfill its mission. Volunteering

is not just a service; it is self-enrichment and life event that develops long lasting, meaningful relationships. Volunteers choose how they wish to serve and participate in as many volunteer services as desired.

Service and Data Overview

250 unduplicated volunteers provided 21,313 hours of service in 2017

FUNDING SOURCES: LEVY





Delivery of Service

Volunteers give of themselves, freely, and contribute to the ability of the agency to leverage Levy funding. Since 2008, we have, strategically, expanded recruitment of volunteers. In 2008, volunteers delivered only 14% of home-delivered meals to 41% in 2011. **In 2017, volunteers (unpaid staff) delivered 77% to 80% of home-delivered meals to homebound individuals**, thus significantly reducing the paid support meals delivery driver positions/hours from an average of 476.5 hours per two week pay period in 2008 to an average of **140 hours in 2017.**

Low Income HUD-202 Senior Housing

Although neither construction nor operations has been/is funded, in any way, by county levy funds, Clermont Senior Services sponsors the seven HUD-202 affordable housing communities for low income seniors it developed in Clermont County. These communities total 264 units throughout Clermont County and are located in Goshen, Williamsburg, New Richmond, Felicity, Summerside, Amelia and Batavia. These beautiful facilities, each, have an on-site manager and resident manager and provide for a safe, healthy and affordable environment for them to live and enjoy the company of each other.

In addition, CSS is a partner with PIRHL Developers from Cleveland in the 36 unit Loveland Trails 9% Tax Credit Project, funded by the Ohio Housing Finance Agency and has applied with PIRHL for a new 77 unit senior affordable development to be constructed in Union Township, contingent upon funding approval, in May of 2018. If approved, construction on The Oakwood would be completed in May of 2020.

Housing continues to be a challenge. **At the end of 2017, there were 323 seniors on the waiting list for the 264 units developed by Clermont Senior Services.**

Senior Housing



Batavia



Summerside



Goshen



Felicity



Amelia

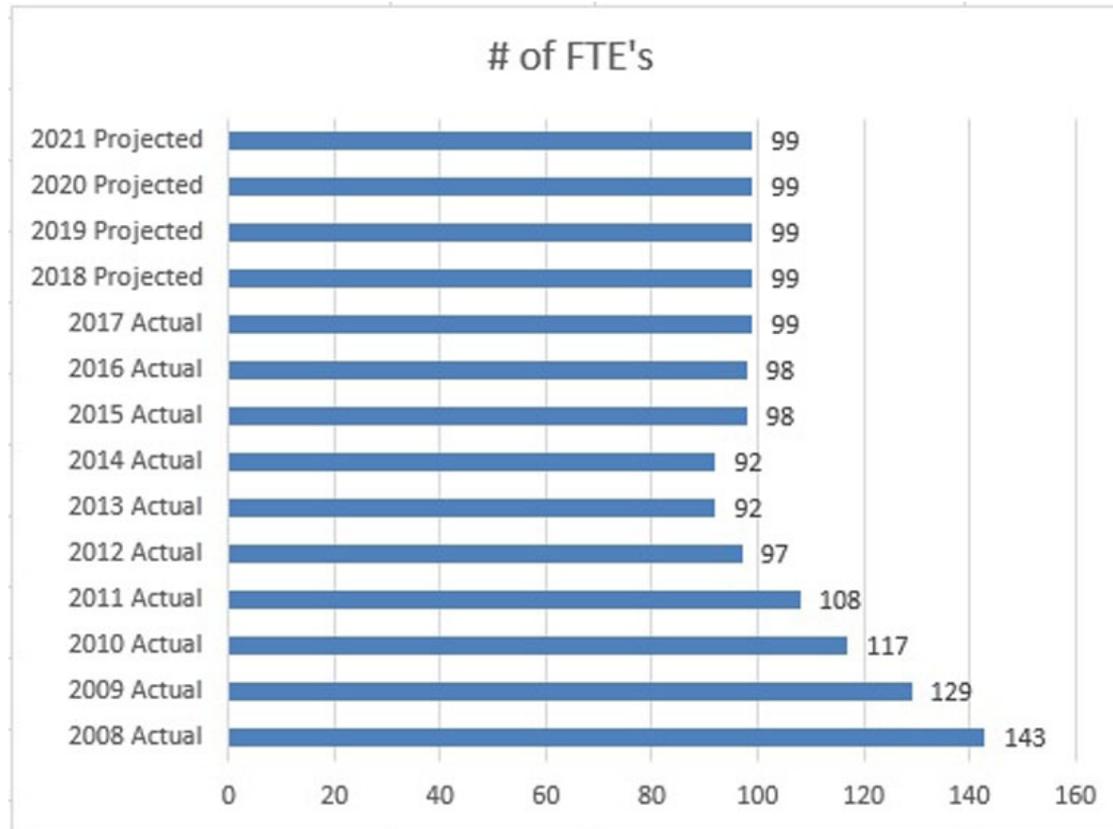


Williamsburg



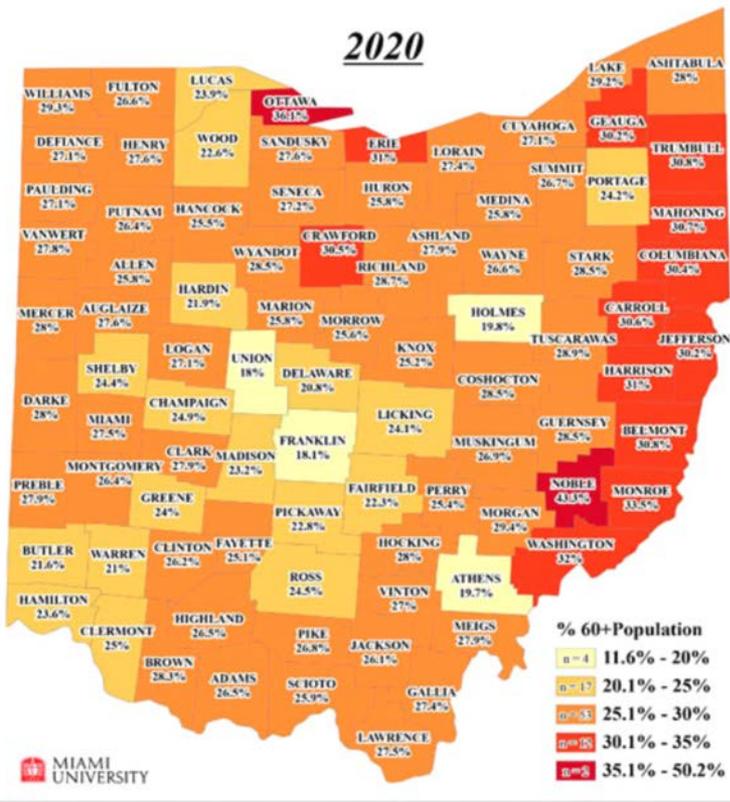
New Richmond

Full Time Equivalent Employees



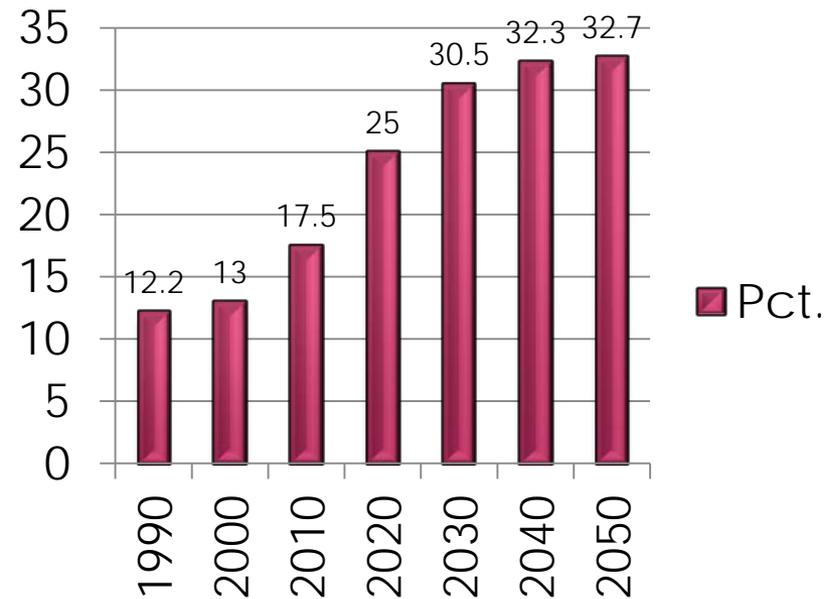
Projected Growth

SCRIPPS Ohio's 60+ Projected Population by County



The number of **Clermont County** residents age **60** and over is expected to increase by **23,101** in **2000** to a projected **51,138** in **2020**. A 120 % growth in that time.

60+ Population – Clermont County



Clermont Senior Services Summary of Projections

Year	FTE's	Total Levy Revenue	Total Other Revenue	Total Revenue	Total Expenses	Net Assets change	Total Units of Service	Ending Net Assets
2008 Actual	143	\$ 5,917,592	\$ 2,070,514	\$ 7,988,105	\$ 7,938,178		448,350	\$ 2,494,993
2009 Actual	129	\$ 5,909,487	\$ 2,078,982	\$ 7,988,469	\$ 7,369,261	\$619,208	432,195	\$ 3,114,201
2010 Actual	117	\$ 5,962,484	\$ 1,932,305	\$ 7,894,789	\$ 7,218,470	\$676,319	368,233	\$ 3,790,520
2011 Actual	108	\$ 5,721,193	\$ 1,899,022	\$ 7,620,214	\$ 7,023,698	\$596,517	376,877	\$ 4,387,037
2012 Actual	97	\$ 5,212,699	\$ 1,989,234	\$ 7,201,933	\$ 6,988,986	\$212,947	399,934	\$ 4,599,983
2013 Actual	92	\$ 5,305,853	\$ 2,024,175	\$ 7,330,028	\$ 6,962,891	\$367,137	376,519	\$ 4,967,120
2014 Actual	92	\$ 5,331,400	\$ 2,195,701	\$ 7,527,101	\$ 8,407,646	(\$880,545)	366,631	\$ 4,086,575
2015 Actual	98	\$ 5,348,390	\$ 2,410,151	\$ 7,758,541	\$ 7,323,891	\$434,650	397,995	\$ 4,521,225
2016 Actual	98	\$ 5,340,168	\$ 2,427,667	\$ 7,767,835	\$ 7,408,898	\$358,937	380,772	\$ 4,880,162
2017 Actual	99	\$ 5,300,171	\$ 2,259,131	\$ 7,559,301	\$ 7,285,543	\$273,758	369,962	\$ 5,153,920
2018 Projected	99	\$ 5,384,452	\$ 2,173,000	\$ 7,557,452	\$ 7,603,500	(\$46,048)	374,800	\$ 5,107,872
2019 Projected	99	\$ 5,384,452	\$ 2,174,100	\$ 7,558,552	\$ 7,823,520	(\$264,968)	374,800	\$ 4,842,904
2020 Projected	99	\$ 5,384,452	\$ 2,175,630	\$ 7,560,082	\$ 8,051,745	(\$491,663)	374,800	\$ 4,351,241
2021 Projected	99	\$ 5,384,452	\$ 2,177,574	\$ 7,562,026	\$ 8,288,561	(\$726,535)	374,800	\$ 3,624,705
Target Balance:								\$ 2,762,854
Target Difference:								\$861,852
Target Balance of 4 months cash to start the year since the levy doesn't pay until April and Accounts Receivables are always 1-2 months behind								
Assumptions:	Revenue - Levy Renewal only Revenue - Level funding from all sources Revenue - Risk of Title III and United Way being reduced as priorities change Expenses - 2% inflationary growth Expenses - 7% growth for health insurance Expenses - Growth for fuel costs with no predicibility Expenses - Risk of ODOT Vehicle Grant not supplying vehicles							
Notes:	Paid down mortgage by \$1,250,000 in 2014 2014-2015 Staff increases are all due to My Care Ohio/Passport business, which is reimbursed Consolidated Centers Eliminated 4 director positions, Chief Operating Officer and several administrative support positions/management Conversion to HOP (Contractors) v/s staff through attrition for levy customers Utilizing software for scheduling efficiencies, accounting efficiencies and case management efficiencies							

Clermont Senior Services continues its commitment to be responsible stewards of taxpayer dollars and seek ways to be the most we can be to seniors in Clermont County.

